



Background

Global Voices, a leading translation company, has been a pivotal partner in ensuring seamless communication for the Scottish Police across a myriad of critical situations. We implemented a comprehensive language support system tailored for the unique needs of the Scottish Police. The key components of the solution include:

24/7 Phone Line for Urgent Cases

- Implementing a dedicated 24/7 phone line for immediate language assistance in urgent cases.
- A rapid-response team of linguists ensuring quick and efficient communication during critical situations, irrespective of the time or day.

On-Site Consecutive Interpreters

- Deploying highly skilled and certified consecutive interpreters for on-site support during investigations, statement taking, and arrests.
- The on-site interpreters play a crucial role in facilitating communication between law enforcement officers and individuals involved in the cases, ensuring accuracy and understanding.

Coverage Across Scotland

- Establishing a comprehensive network of linguists covering every corner of Scotland.
- Ensuring that language support was readily available, irrespective of the geographical location of the incident, enabling the Scottish Police to operate seamlessly throughout the entire country.





Language Services Provided to



POLICE
SCOTLAND
Keeping people safe
POILEAS ALBA

Service: Interpretation

Challenge

The Scottish Police faced a recurring challenge in addressing language barriers during urgent cases, particularly in a country as culturally diverse as Scotland. With incidents ranging from assaults to thefts, timely and accurate communication was paramount for successful investigations, statement taking, and arrests.



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Outcomes

Enhanced Efficiency

Drastically reduced communication delays, leading to more efficient investigations and timely resolution of cases. Improved accuracy in statement taking, ensuring the fidelity of information provided by individuals involved.

Increased Accessibility

Provided law enforcement officers with immediate access to language support, enabling them to navigate linguistic challenges effortlessly. Eliminated the risk of miscommunication, fostering a stronger relationship between the police and the diverse communities they serve.

Comprehensive Coverage

Successfully covered all regions of Scotland, ensuring that language barriers were addressed uniformly across the country. Demonstrated the ability to adapt to the linguistic needs of different communities.