

## **Language Line**

Shetland Islands Council now has access to a confidential, 24/7 telephone interpretation service known as Language Line.

Using a telephone-based professional interpreter, Language Line allows staff within the SIC to communicate in over 170 languages by simply participating in a three-way conversation between themselves, a qualified interpreter, and their client. It is a 'pay-as-you go' service.

Previously we have relied on our volunteer translation list, where users occasionally expressed difficulties in getting a hold of a translator at a convenient time. Issues were also raised regarding confidentiality. Language Line will overcome these difficulties.

This service will remove language as a barrier, ensuring accurate and effective communication with clients, patients, employees, or partners.

Please contact the Policy Unit on [louise.gall@shetland.gov.uk](mailto:louise.gall@shetland.gov.uk), or tel: 01595 743728 for more details on accessing this service.