

Hampshire Constabulary breaks down language barriers

“Ajuda! Eu necessito as policies!”

“Помощь! Я нуждаюсь в полиции”

“Hilfe! Ich brauche die Polizei”

Whatever language you speak, getting help from police is now much easier, thanks to a new contract between Hampshire Constabulary and the National Interpreting Service.

The new service allows a three way conversation to take place between the trained emergency call taker, the member of the public and an interpreter, in any one of around 150 languages. Hampshire is only the second force in the country to offer this service.

As soon as the call taker becomes aware that they need the help of an interpreter, the call can be connected to a National Interpreting Service call centre at the touch of a button, saving vital seconds in what could be a life threatening situation.

There is no extra cost to the caller if their call requires the assistance of the National Interpreting Service.

Superintendent Nigel Hindle said: “As a force we recognise that we serve a diverse community, and although we have always had translation services in place, the new arrangements speed up the process and enable us to get the right assistance to the people who need it most.

“Hampshire Constabulary also has a dedicated minicom number, fax and emergency text service for members of the community who can’t use the telephone to summon help or get advice.

“Our Call Management Department is consistently high performing and the translation service is a further example of how we are striving to remove barriers and ensure that callers receive an excellent service, regardless of their background or circumstances.”