SOCIAL SERVICES

Speechly

Speak their language

Digital translation for Social Services

Communication support is a right when accessing services

Social workers engage with clients who don't speak English every day. Without a common language, you must rely on external interpreters or bilingual community members. These third parties may be a barrier to building relationships with clients.

A new approach is needed.

Speechly is an innovative translation solution designed to support social workers practising in multi-lingual settings. It lets you talk directly to clients without needing to bring in outside interpreters. Using a certified Jabra speakerphone or headset device and the Speechly mobile app, social workers can speak in multiple global languages, facilitate access to services and counter discrimination.

What is Speechly?

Speechly is an app that lets two people hold a real-time conversation in multiple global languages using a Jabra headset or talking into a speakerphone:

- A social worker speaks into a Jabra headset or speakerphone
- The client hears an instantaneous translation in their language
- The client replies in their language and it is translated back for the social worker
- A recording and transcription of the conversation is stored securely
- Low cost - only pay for what you use

Speechly: provide clients fuller access to your services

Speechly allows you to communicate directly with members of the community who do not speak English. You do not have to call up a costly translation service or wait for an interpreter to travel.

£140 million

Estimate of annual cost of UK public sector translation. [1]

8%

Of the the UK population whose first language is neither English nor Welsh. [2]

£45

Minimum chargeable hourly fee for community language interpreting. [3]

How Social Services benefit from Speechly

When social workers need to offer services to people who don't speak English, Speechly lets you speak their language:

All major languages

Social workers can communicate with speakers of multiple global languages.

Cut interpretation costs

Reduce your reliance on expensive interpreter call outs - especially for minor issues.

Build trust

Speak directly to clients - no need for a third-party interpreter to build rapport.

Available anytime

No need to wait for interpreters to travel or schedule meetings according to their availability.

Highly secure

All conversations are stored in a secure, encrypted cloud environment.

Reduce reliance

Speechly lets social workers speak directly to the client, reducing risk of collusion or coercion by others.

Support diverse communities with confidence

Social workers, charities and trusts can use Speechly in multiple scenarios:

- **Serious case reviews**
  Speak directly to those involved without intermediaries, gather evidence and learn what happened.
- **Record stories**
  Let individuals recount their stories and experiences in their own words.
- **Counter discrimination**
  People from migrant backgrounds may lack access to social services due to linguistic barriers.
- **Bypass gatekeepers**
  Certain family members who speak more English may control access to individuals.
- **Support with forms and paperwork**
  Communicate with detained asylum seekers about requests and next steps.

Compatible Jabra devices

Speechly is exclusively compatible with the following Jabra devices: Evolve2 40, 65, 85, Evolve 40, 65, 75, PRO930, SPEAK 710, BlueParrott C300-XT.

Speechly lets social workers communicate more easily with clients when they need, on their terms. This lets you offer services in a more culturally sensitive manner and ensure all clients have full access to their rights.

Request a demo or visit www.speechly.app

[1] https://www.bbc.co.uk/news/uk-england-25933699
[2] https://www.ons.gov.uk/peoplepopulationandcommunity/culturalidentity/language
[3] https://www.bristol.gov.uk/documents/20182/33531/TIS+Charging+and+Cancellation+Policy+January+2020+V1.0.pdf/a75c80b9-5bbf-a801-eaaa-968b9638cefd