



## Interpretation and translation support

The Council is required by law to provide interpretation or translation support to service users. Global Connects provides these services on behalf of Falkirk Council.

The first step in accessing these services is to register with Global Connects. You do this by phoning the booking line or by emailing them, you will need your full name, service details including work email and your employee number.

### Pre-booked interpreting

Global Connects offers interpreting by telephone, face to face and by video. These services can all be prebooked by contacting Global Connects:

The contact details for these pre-booked interpreting services are

**0141 352 5663**

[interpreting@globalconnects.com](mailto:interpreting@globalconnects.com)

**If you require immediate telephone interpreting services you can call Global Connects by**

**Telephone: 0800 587 0961**

You will also be asked for

- Your 6 Digit Client ID number this is below
- The language you require.
- Your organisation name and service,
- Your own name and your employee number

Service	6 Digit Client Number
Adult Social Work	685877
Children’s Services	685876
Place Services	685878
Transformation, Communities and Corporate Services	685879

Global Connects also provides Translation and Transcription services, the contact details for this are

**0141 352 5668**

[translations@globalconnects.com](mailto:translations@globalconnects.com)



You will need to provide Global Connects with your own name, service details and your employee number for invoicing purposes. Guides to help you with booking these services are below.

## Guides to help

### [Language ID chart Portrait](#)

PDF file, 580.7 KB

### [Language ID chart Landscape](#)

PDF file, 627.6 KB

### [Accessing A Telephone Interpreter](#)

PDF file, 32.6 KB

### [Booking a Video Interpreter](#)

PDF file, 378.3 KB

### [Booking an Interpreter](#)

PDF file, 126.4 KB

### [Tips for Working with a Telephone Interpreter](#)

PDF file, 36.4 KB

## British Sign Language (BSL) interpretation services

Please contact the [Sensory Services Social Work Team](#) on 01324 590875 for the following services:

- British Sign Language interpreter
- deafblind manual interpreter
- lipspeaker
- electronic notetaker
- transcription services into braille, cassette tape or CD

Services and teams can also use the Contact Scotland BSL service as a contact option for BSL users to get in touch with you using an online BSL video relay service. Find out more on the [Contact Scotland BSL](#) website.

### Contact us

Customer & Business Support - Local Support Team 2

[corporate.support@falkirk.gov.uk](mailto:corporate.support@falkirk.gov.uk)