

LanguageLine Gives Back

Social Value Report

An overview of the value delivered in 2022



Apprenticeships

146 Weeks

Subjects covering, Business Administration, Customer Services, Accountancy and Project Management.

Free Skills and Services



66 Skilled Hours

Including:

- Translation of welcome messages for Liverpool's new hospital opening
- Translation of Liverpool Hospital's Trust Membership Application Form
- Translation for Friends & Family Test
- Consultation Sessions

Internships

29 Weeks

Within the LLS Translations Department

Volunteering

29 Hours

Including:

- Support for Leeds Hospital Charity's Transplant Run
- F2F Interpreter hospital orientation
- Staff assisting at new Liverpool Hospital opening day
- Christmas present wrapping at St George's Hospital Children's Ward



Skill Sharing



LLS Staff ran and took part in Practice Interview sessions with school leavers from a local school

Equipment Donations

LLS donated working laptops and IT equipment to 'Social Box', an organisation that delivers homeless person education and social empowerment

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Positive Environmental Impact

182 Tonnes of CO2

Saved with 3 Customer Organisations through LLS' unique conversion programme



Certifications & Awards



LLS UK Employee Training

+ 170 Hours

Including:
Mental Health First Aid, Unconscious Bias, Safeguarding, Diversity & Inclusion, Cultural Competency and 10 ways to Go Green

Fundraising

£1,940

Raised on behalf of the St George's Hospital Time For Change Campaign with an office bake sale and the London to Brighton Bike Ride



Linguist Training

145,000 Hours



Including; Mental Health Awareness, Safeguarding, Interpreter Protocols, Handling Stress, Interpreting for the Terminally Ill, Legal Protocols, Financial Disclosures and Disclaimers

Great Place To Work 2022

- 95% agree- People are treated fairly regardless of race, sexual orientation, gender or age
- 90% agree- I am able to take time off work whenever I feel it is necessary
- 93% agree- People care about each other here
- 98% agree- When you join LLS you are made to feel welcome

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Mental Health First Aid

LLS provided Mental Health First Aid training courses for 8 staff members

In 2022 there was 1 Mental Health First Aider for every 10 members of staff at LLS

Wellbeing Training Sessions



63 Webinars

Delivered for LLS staff covering subjects including:
Stress & Burnout, Building Resilience, Mental Health Awareness, Men's Mental Health, Suicide Prevention, Managing Difficult Conversations

Our Social Value Commitments



Jobs: Promote Local Skills & Employment



Growth: Supporting Responsible Regional Businesses



Social: Healthier, Safer & More Resilient Communities



Environment: Decarbonising & Safeguarding Our World



Innovation: Promoting Social Innovation

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