

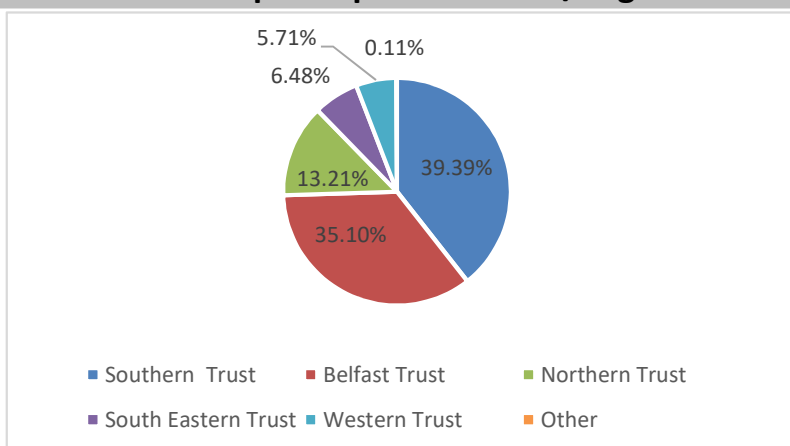
BSO Interpreting Service Report: 1 April 2022 to 31 March 2023

Key Performance Indicators 1 April 2022 to 31 March 2023	
Minimum of 95% of requests fulfilled	96.97%
Minimum of 90% of emergency requests fulfilled within 1 hour	92.02%
100% of Interpreters Police Checked/Reference-checked/Right to work checked	✓
100% of Interpreters trained in accordance with the Terms of Engagement	✓
100% of Interpreting Complaints investigated and actioned within BSO Corporate Complaints Policy timescales	✓
Annual review of Interpreter Register – 100% of inactive Interpreters removed from register (reported annually)	✓
Deliver 20 training hours (MINIMUM) to HSC Trusts/Orgs annually (reported annually)	✓

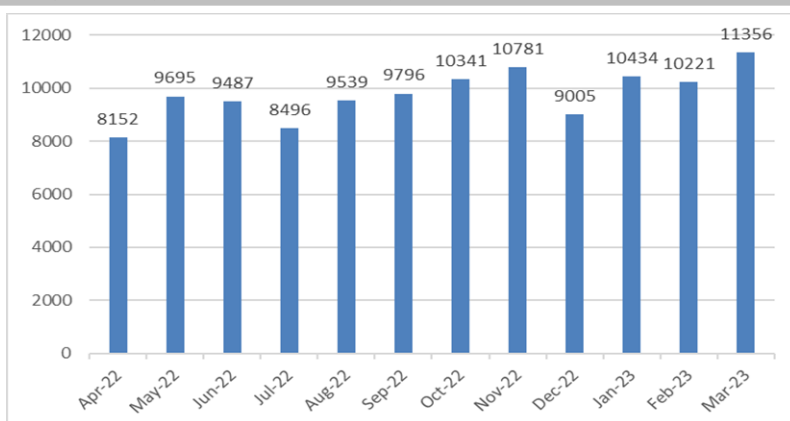
Requests 1 April 2022 to 31 March 2023

HSC Organisation	Number of Requests	Cancellations	Non provisions	Out of Hours
Southern Trust	46309	5063	1009	740
Belfast Trust	41260	4528	1812	771
Northern Trust	15525	1825	346	184
South Eastern Trust	7620	822	201	108
Western Trust	6714	818	187	62
Other	131	19	2	0
Total	117559	13075	3557	1865

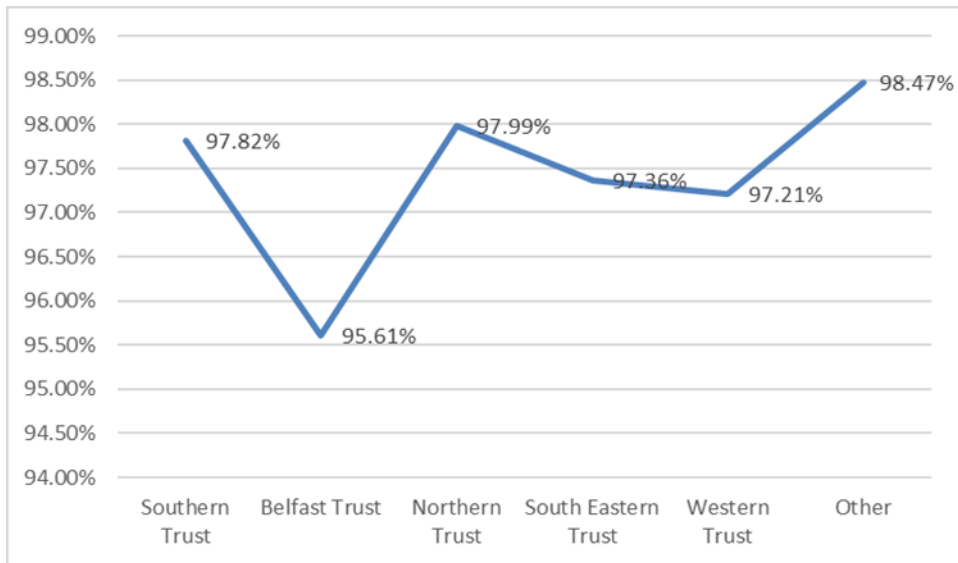
% Requests per HSC Trust/Org



Requests per Month: 1 April 2022 to 31 March 2023



1 April 2022 to 31 March 2023 Provision Rate = 96.97%

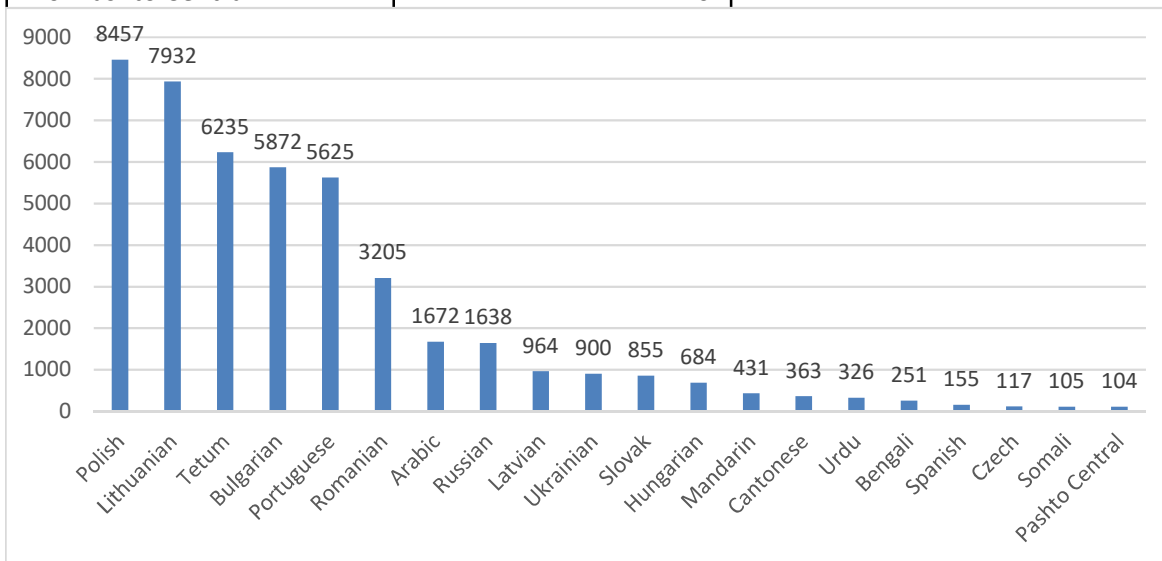


Top 20 Regional Languages 1 April 2022 to 31 March 2023

Language	Requests
1. Polish	22131
2. Arabic	18921
3. Romanian	10648
4. Lithuanian	10413
5. Bulgarian	8098
6. Portuguese	7540
7. Tetum	6923
8. Slovak	4505
9. Somali	3763
10. Mandarin	3342
11. Russian	3099
12. Hungarian	2590
13. Cantonese	2473
14. Ukrainian	2107
15. Latvian	1725
16. Farsi	1271
17. Tigrinya	1165
18. Bengali	1008
19. Urdu	813
20. Spanish	732

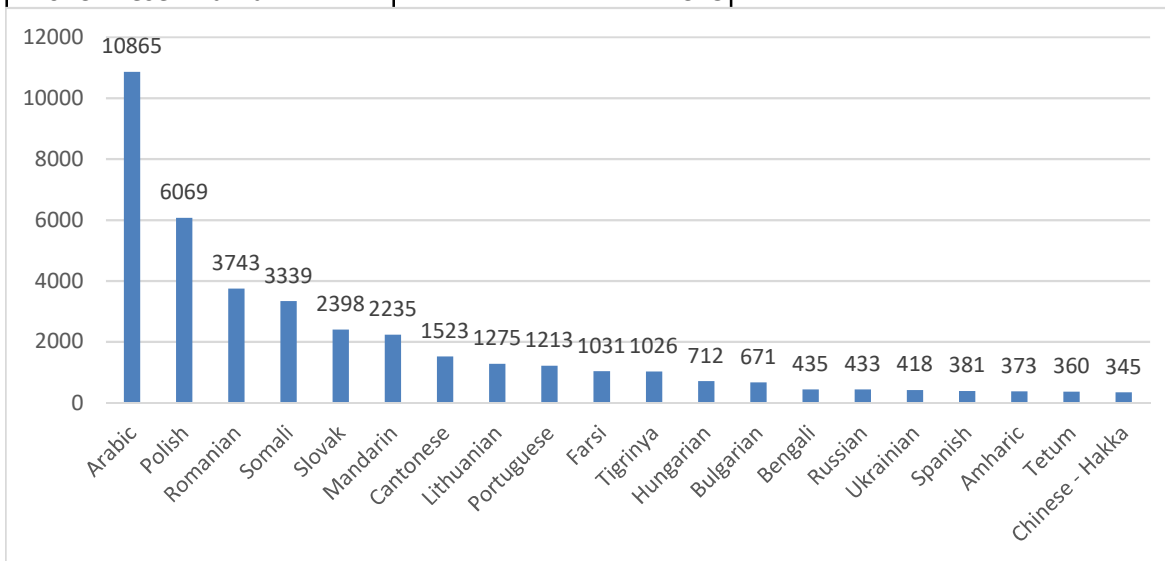
Southern HSC Trust Top 20 Languages 1 April 2022 to 31 March 2023

1. Polish	8457
2. Lithuanian	7932
3. Tetum	6235
4. Bulgarian	5872
5. Portuguese	5625
6. Romanian	3205
7. Arabic	1672
8. Russian	1638
9. Latvian	964
10. Ukrainian	900
11. Slovak	855
12. Hungarian	684
13. Mandarin	431
14. Cantonese	363
15. Urdu	326
16. Bengali	251
17. Spanish	155
18. Czech	117
19. Somali	105
20. Pashto Central	104



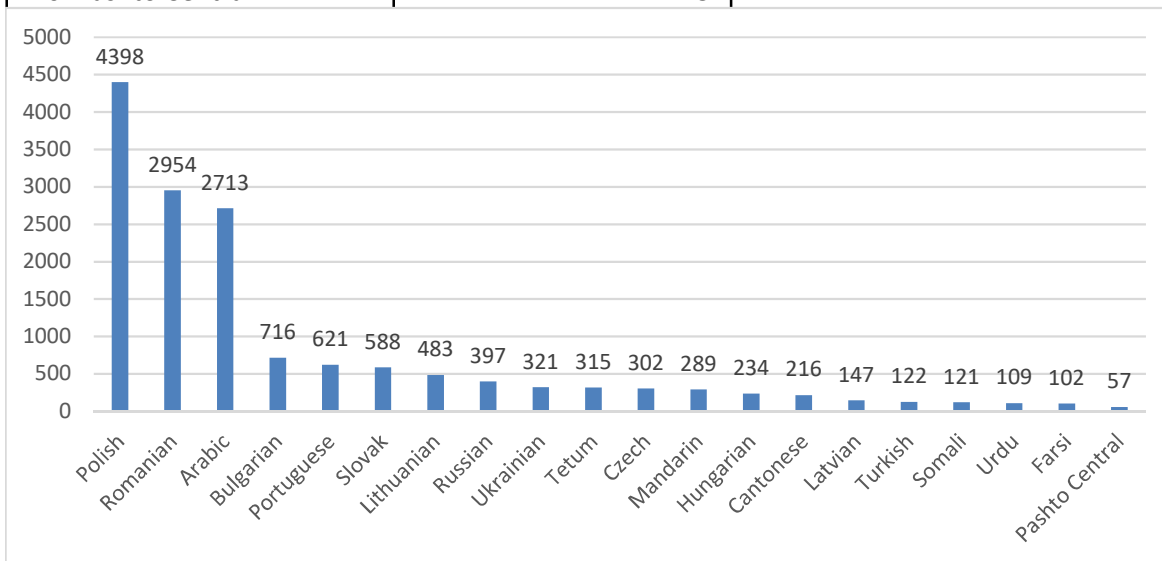
Belfast HSC Trust Top 20 Languages 1 April 2022 to 31 March 2023

1. Arabic	10865
2. Polish	6069
3. Romanian	3743
4. Somali	3339
5. Slovak	2398
6. Mandarin	2235
7. Cantonese	1523
8. Lithuanian	1275
9. Portuguese	1213
10. Farsi	1031
11. Tigrinya	1026
12. Hungarian	712
13. Bulgarian	671
14. Bengali	435
15. Russian	433
16. Ukrainian	418
17. Spanish	381
18. Amharic	373
19. Tetum	360
20. Chinese - Hakka	345



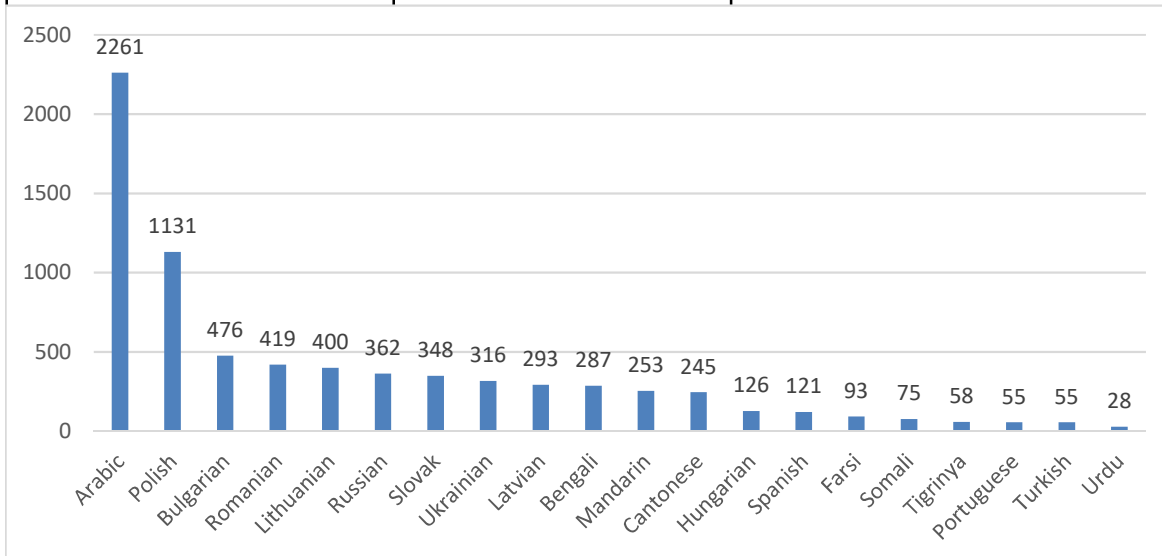
Northern HSC Trust Top 20 Languages 1 April 2022 to 31 March 2023

1. Polish	4398
2. Romanian	2954
3. Arabic	2713
4. Bulgarian	716
5. Portuguese	621
6. Slovak	588
7. Lithuanian	483
8. Russian	397
9. Ukrainian	321
10. Tetum	315
11. Czech	302
12. Mandarin	289
13. Hungarian	234
14. Cantonese	216
15. Latvian	147
16. Turkish	122
17. Somali	121
18. Urdu	109
19. Farsi	102
20. Pashto Central	57



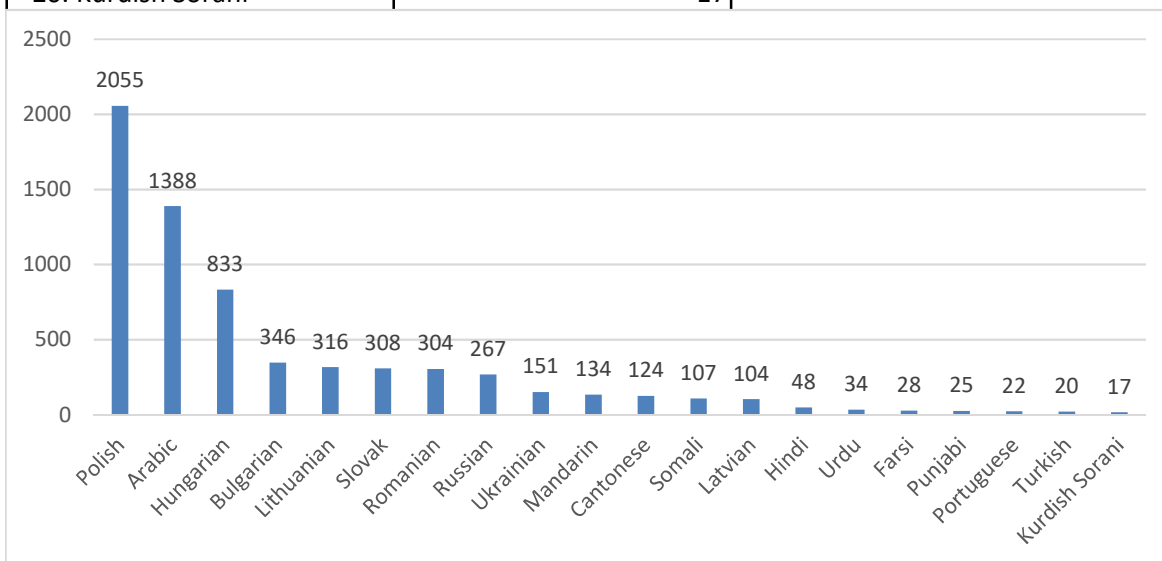
South Eastern HSC Trust Top 20 Languages 1 April 2022 to 31 March 2023

1. Arabic	2261
2. Polish	1131
3. Bulgarian	476
4. Romanian	419
5. Lithuanian	400
6. Russian	362
7. Slovak	348
8. Ukrainian	316
9. Latvian	293
10. Bengali	287
11. Mandarin	253
12. Cantonese	245
13. Hungarian	126
14. Spanish	121
15. Farsi	93
16. Somali	75
17. Tigrinya	58
18. Portuguese	55
19. Turkish	55
20. Urdu	28



Western HSC Trust Top 20 Languages 1 April 2022 to 31 March 2023

1. Polish	2055
2. Arabic	1388
3. Hungarian	833
4. Bulgarian	346
5. Lithuanian	316
6. Slovak	308
7. Romanian	304
8. Russian	267
9. Ukrainian	151
10. Mandarin	134
11. Cantonese	124
12. Somali	107
13. Latvian	104
14. Hindi	48
15. Urdu	34
16. Farsi	28
17. Punjabi	25
18. Portuguese	22
19. Turkish	20
20. Kurdish Sorani	17



Top 40 Departmental/Practice Breakdown 1 April 2022 to 31 March 2023

HSC Trust/Org	Department/Practice	Requests
BHSCT Area	1. Royal Maternity	3820
SHSCT Area	2. Outpatients	3250
SHSCT Area	3. Health Visiting	2472
SHSCT Area	4. Physiotherapy	2357
BHSCT Area	5. Appointments	2172
BHSCT Area	6. Outpatients	2140
SHSCT Area	7. Radiology	1926
BHSCT Area	8. Physiotherapy	1797
SHSCT Area	9. F.I.T	1595
SHSCT Area	10. Bluestone Unit	1505
SHSCT Area	11. C&YP	1231
SHSCT Area	12. NINES B Floor STH	1202
NHSCT Area	13. Booking Office	1042
BHSCT Area	14. Ormeau HC	1017
SHSCT Area	15. Antenatal & Gynae OPD	960
NHSCT Area	16. Outpatients	899
BHSCT Area	17. X-Ray Department	862
NHSCT Area	18. Ballymena H&CC	826
BHSCT Area	19. Ormeau Dental	815
BHSCT Area	20. Kensington Practice	761
SHSCT Area	21. Acute Services	746
BHSCT Area	22. Carlisle Centre	722
SHSCT Area	23. Riverside Practice	717
SHSCT Area	24. Community Midwifery	667
SHSCT Area	25. X-Ray Department	614
SEHSCT Area	26. Maternity (Ulster)	590
NHSCT Area	27. Physiotherapy	587
SHSCT Area	28. Speech & Language	582
BHSCT Area	29. Shankill W&TC	566
SHSCT Area	30. Maternity (Craigavon)	560
BHSCT Area	31. Bridgewater Suite	557
SHSCT Area	32. Magee Dental Care	555
BHSCT Area	33. Mental Health	543
WHSCT Area	34. Outpatients	518
BHSCT Area	35. Diabetic Eye Screening	512
BHSCT Area	36. Podiatry	478
BHSCT Area	37. ENT	472
BHSCT Area	38. Orthopaedics	471
SEHSCT Area	39. Outpatients	467
SHSCT Area	40. Ramone OPD	463

Top 40 Southern HSC Trust Area Breakdown 1 April 2022 to 31 March 2023

Department	Requests
1. Outpatients	3250
2. Health Visiting	2472
3. Physiotherapy	2357
4. Radiology	1926
5. F.I.T	1595
6. Bluestone Unit	1505
7. C&YP	1231
8. NINES B Floor STH	1202
9. Antenatal & Gynae OPD	960
10. Acute Services	746
11. Riverside Practice	717
12. Community Midwifery	667
13. X-Ray Department	614
14. Speech & Language	582
15. Maternity (Craigavon)	560
16. Magee Dental Care	555
17. Ramone OPD	463
18. Burnett, Winter, MacDonald	462
19. Community Addiction	461
20. Daisy Hill	450
21. Respiratory	438
22. Abbey Court surgery	422
23. A&E - Craigavon	379
24. Gateway	365
25. South Tyrone Hospital	364
26. Integrated Maternity & Womens Health	362
27. Maternity (Daisy Hill)	351
28. Looked After Children	342
29. DJ Maguire Dentist	333
30. Cornmarket Surgery	332
31. CAMHS	330
32. Dental Department	311
33. Community Paediatrics	307
34. Specsavers Opticians	287
35. Carleton Dental Practice	273
36. 2 West	271
37. Podiatry	270
38. Mandeville unit	260
39. Dietetics	255
40. Orthopaedic ICATS	255

Top 40 Belfast HSC Trust Area Breakdown 1 April 2022 to 31 March 2023

Department	Requests
1. Royal Maternity Service	3820
2. Appointments	2172
3. Outpatients	2140
4. Physiotherapy	1797
5. Ormeau Health Centre	1017
6. X-Ray Department	862
7. Ormeau Dental	815
8. Kensington Practice	761
9. RBHSC	761
10. Carlisle Centre	722
11. Shankill W&TC	566
12. Bridgewater Suite	557
13. Mental Health	543
14. Diabetic Eye Screening	512
15. Podiatry	478
16. ENT	472
17. Orthopaedics	471
18. Antrim Road MC	454
19. Forster Green DESP	443
20. RVH Appointments	358
21. Community Podiatry	332
22. Turk Dental Care	323
23. Woodstock Lodge	322
24. Children and Families	308
25. Community Dental	287
26. Waiting List Office BCH	284
27. Radiology	268
28. Radiology Department	262
29. Fracture Clinic	256
30. Cancer & Specialist Services	234
31. Bradbury Centre	232
32. Regional Fertility Centre	232
33. Speech & Language Therapy	230
34. Willowfield Surgery	220
35. Radiotherapy	210
36. Nutrition & Dietetics	207
37. Macular Service	205
38. NI Dental Care	200
39. 2 South Surgical Ward BCH	195
40. Boots Opticians	194

Top 40 Northern HSC Trust Area Breakdown 1 April 2022 to 31 March 2023

Department	Requests
1. Booking Office	1042
2. Outpatients	899
3. Ballymena H&CC	826
4. Physiotherapy	587
5. Obstetrics	416
6. Maternity (Antrim)	395
7. OBS/GYNAE OPD	345
8. Public Health Nursing	321
9. Podiatry	311
10. Radiology	310
11. Smithfield Medical	303
12. F.S.I.T	267
13. MSK Pain Service	227
14. Children's Services	213
15. Health Visiting	209
16. Women and Childrens Services - Community	207
17. X-Ray Department	202
18. Glengormley CSC	200
19. Ballymena F.S.I.T	192
20. Appointments Office	190
21. Smiles Dental Bmena	182
22. Childrens Services	180
23. Antrim Area Hospital	175
24. Community Midwifery	173
25. Community Dental	161
26. Childrens Services, Public Health Nursing	155
27. Rockfield Medical Centre	153
28. Ballymena LAC	148
29. LAC	139
30. Diamond Dental Clinic	132
31. Diamond MP	131
32. Whitehouse Medical	125
33. Cancer Services	123
34. Clear Dental	122
35. 16+ Team	116
36. Children's Speech & Language	116
37. A&E - Antrim	109
38. Kennedy Orthodontics	107
39. Social Services	103
40. Waveney Physiotherapy	98

Top 40 Western HSC Trust Area Breakdown 1 April 2022 to 31 March 2023

Department	Requests
1. Outpatients	518
2. Physiotherapy	411
3. F.I.T	396
4. Health Visiting	256
5. Adult Learning Disability	243
6. Women & Childrens Services	221
7. Speech & Language	205
8. Partial Booking	156
9. Community Mental Health	150
10. Radiology (Xray)	148
11. Antenatal Clinic	145
12. North West CC	144
13. LAC Team	141
14. Radiology	138
15. Community Dental	133
16. 16+ Pathway Team	120
17. Acute Services	120
18. Adult Mental Health	118
19. X-Ray Department	112
20. Maguire McCann	97
21. Altnagelvin Hospital	90
22. Maguire Dental	88
23. Drumragh Practice	87
24. OPD Altnagelvin	78
25. Family and Childcare	66
26. Dietetics	65
27. Endoscopy	64
28. Orthoptics	56
29. Alcohol and Drug Service	54
30. Clarendon Medical	53
31. Pre-Op Assessment	53
32. CAMHS	48
33. Community Diabetes	46
34. Gateway	44
35. Grangewood Hospital	43
36. Occupational Therapy	42
37. Trauma & Orthopaedics	42
38. Day Procedure Unit	41
39. Riverside Family Centre	39
40. Community Midwifery	37

Top 40 South Eastern Trust Area Breakdown 1 April 2022 to 31 March 2023

Department	Requests
1. Maternity (Ulster)	590
2. Outpatients	467
3. Physiotherapy	404
4. Radiology	340
5. Child Health	257
6. Health Visiting	222
7. F.I.T	193
8. Lisburn Health Centre	187
9. Medical Records	177
10. Maternity (Lagan Valley)	173
11. Elective Care	136
12. Speech & Language	117
13. Specsavers	114
14. Mullan & Gallagher Dental	105
15. Ulster Hospital	98
16. Community Dental	97
17. Smart Dental Care Lisburn	96
18. Downe Hospital	95
19. Occupational Therapy	92
20. Pre-Assessment Ulster	89
21. Maternity (Downe)	80
22. Abbey Family Practice	79
23. Children's Disability	75
24. Stewartstown Road HC	75
25. Hulatt Dental Care	74
26. Woodbrooke Medical	73
27. Calla Dental, Lisburn	71
28. Cardiac Investigation Unit	67
29. Dr Carson's Practice	66
30. Family and Child Care	65
31. Surgery	64
32. Cardiology	56
33. Plastic Surgery	56
34. Community Midwifery	54
35. Waiting List Unit - LVH	50
36. Paediatric Outpatients	49
37. Community Addictions	47
38. Community Mental Health	47
39. Home Treatment Team	47
40. Neely ward	45

Complaints 1 April 2022 to 31 March 2023

There were 9 formal complaints received during this period.

Updates 1 April 2022 to 31 March 2023

69 new Interpreters trained/registered between 1 April 2022 and 31 March 2023:

Arabic x 3
Arabic/French x 1
Bulgarian x 5
Chinese - Cantonese x 1
Chinese - Mandarin x 1
Farsi x 1
Hungarian x 2
Japanese x 1
Latvian x 2
Lithuanian x 3
Pashto x 3
Polish x 5
Portuguese x 3
Romanian x 5
Russian x 10
Slovak x 4
Somali x 2
Spanish x 2
Tetum x 1
Ukrainian x 14