

May 9th 2018

BY EMAIL
[REDACTED]

Tel: 028 9536 3863
Email: FOI.BSO@hscni.net

Our Ref: FOI 865

Dear [REDACTED]

Your request for information was received on March 19th 2018 and was dealt with under the terms of the Freedom of Information Act 2000. Please be advised that the Business Services Organisation (BSO) has now completed its search for the information you requested with regards to translation and interpreting services statistics.

The requested information has been attached.

I hope that the information provided assists you. If you are dissatisfied in any way with the handling of your request, you have the right to request a review. You should do this as soon as possible or in any case within two months of the date of issue of this letter.

In the event that you require a review to be undertaken, you can do so by writing to

Information Governance Manager,
2 Franklin Street,
Belfast,
BT2 8DQ

If, following an internal review, carried out by an independent decision making panel, you remain dissatisfied in any way with the handling of the request, you may make a complaint under Section 50 of the Freedom of Information Act, to the Information Commissioner's Office and ask that they investigate whether the BSO has complied with the terms of the Freedom of Information Act.

You can contact Information Commissioner at:

Website: www.ico.org.uk
Phone: 0303 123 1113
Email: casework@ico.org.uk
Post: Information Commissioner's Office
3rd Floor, 14 Cromac Place



Belfast
BT7 2JB

In most circumstances the Information Commissioner will not investigate a complaint unless an internal review procedure has been carried out. However the Commissioner has the option to investigate the matter at his discretion.

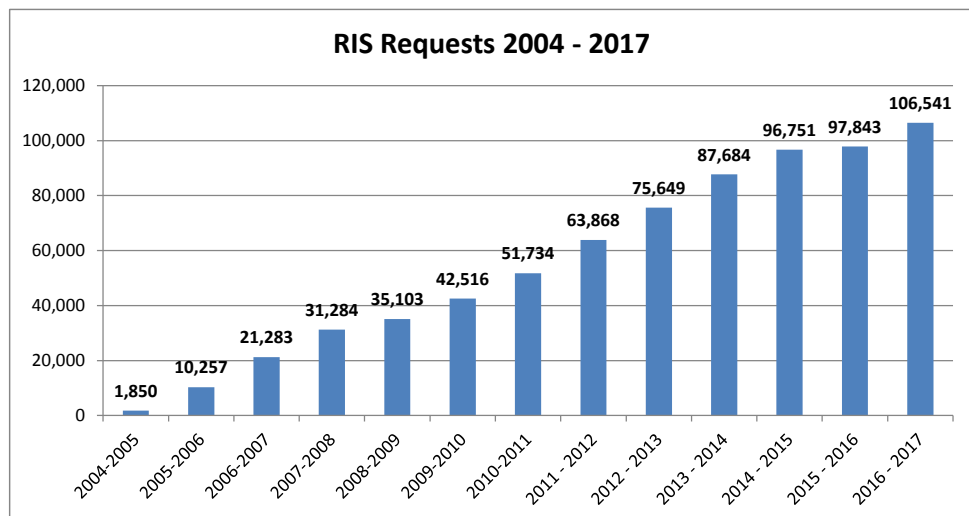
Yours Sincerely,

A handwritten signature in black ink, appearing to read 'Liam McIvor', written over the closing text.

Liam McIvor
Chief Executive

Northern Ireland Health & Social Care Interpreting Service Yearly Statistics (Financial Year)

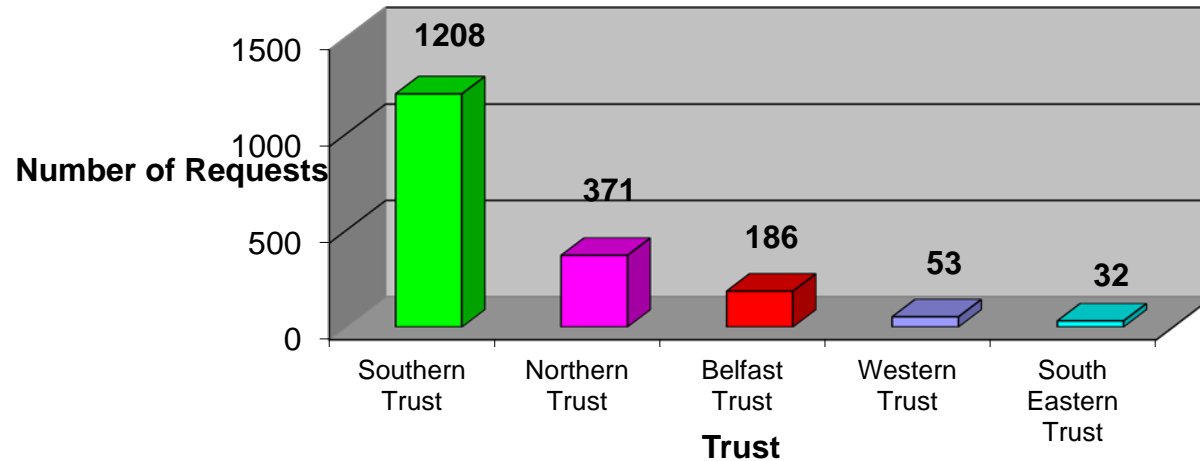
YEAR	2004-2005	2005-2006	2006-2007	2007-2008	2008-2009	2009-2010	2010-2011	2011 - 2012	2012 - 2013	2013 - 2014	2014 - 2015	2015 - 2016	2016 - 2017	Total
NO OF REQUESTS	1,850	10,257	21,283	31,284	35,103	42,516	51,734	63,868	75,649	87,684	96,751	97,843	106,541	722,363



Number of Requests per Trust 1 June 2004 - 31 March 2005

Southern Trust	1208
Northern Trust	371
Belfast Trust	186
Western Trust	53
South Eastern Trust	32
Total	1850

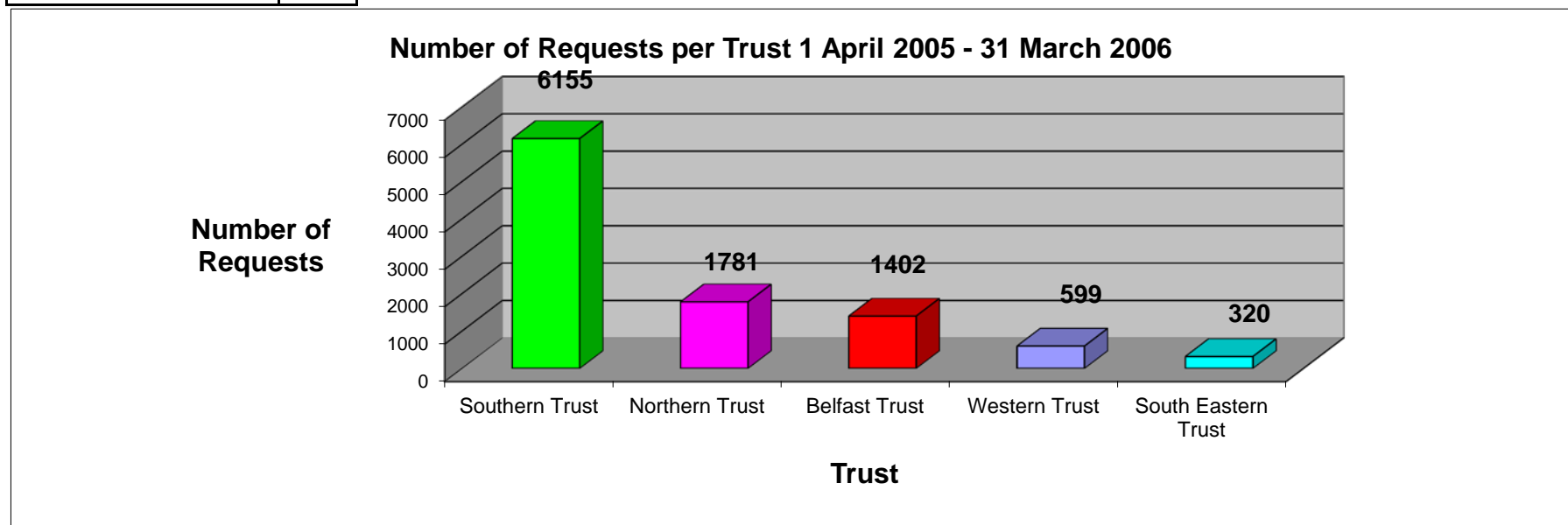
Number of Requests per Trust 1 June 2004 - 31 March 2005



TOP 20 LANGUAGES					
Portuguese	1034	Arabic	28	Urdu	6
Chinese - Cantonese	171	Ukrainian	19	Latvian	5
Polish	152	Slovak	16	Hindi	5
Chinese - Mandarin	113	Tetum	14	Bengali	3
Russian	104	Spanish	13	Bulgarian	3
Lithuanian	100	Romanian	10	Albanian	3
French	30	Thai	9		

Number of Requests per Trust 1 April 2005 - 31 March 2006

Southern Trust	6155
Northern Trust	1781
Belfast Trust	1402
Western Trust	599
South Eastern Trust	320
Total	10257

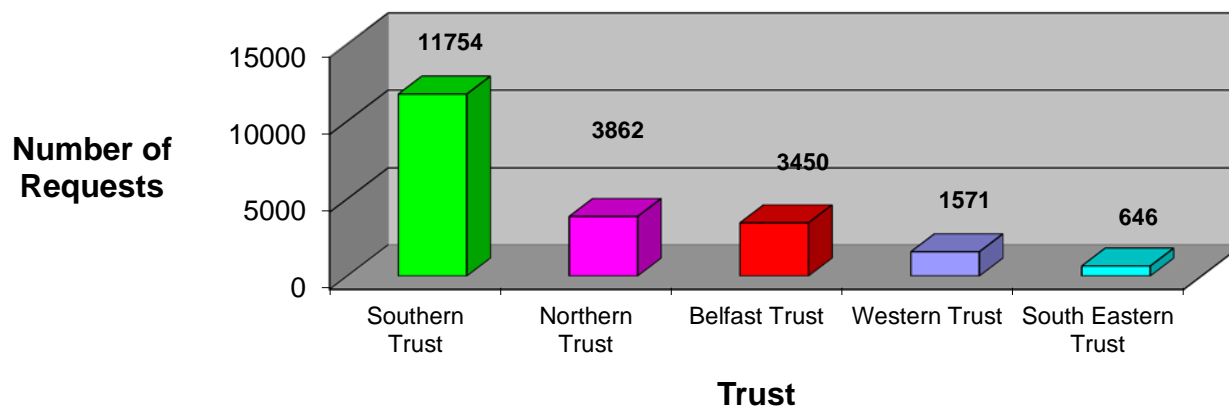


TOP 20 LANGUAGES							
Portuguese	3672	Chinese - Mandarin	544	Arabic	95	Thai	27
Lithuanian	1786	Slovak	228	Romanian	49	Turkish	21
Polish	1705	Latvian	192	Ukrainian	49	Spanish	20
Chinese - Cantonese	829	Tetum	143	French	48	Bulgarian	18
Russian	581	Czech	114	Hungarian	28	Albanian	15

Number of Requests per Trust 1 April 2006 - 31 March 2007

Southern Trust	11754
Northern Trust	3862
Belfast Trust	3450
Western Trust	1571
South Eastern Trust	646
Total	21283

Number of Requests per Trust 1 April 2006 - 31 March 2007

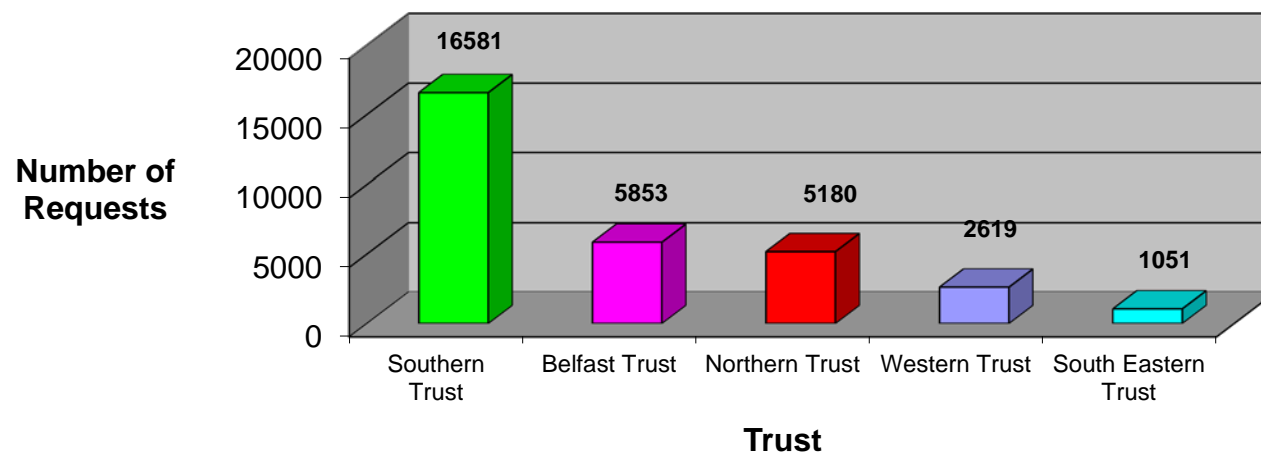


TOP 20 LANGUAGES					
Polish	6455	Latvian	433	Albanian	33
Portuguese	4204	Arabic	265	Ukrainian	31
Lithuanian	4105	Czech	217	Punjabi	23
Chinese - Cantonese	1398	Hungarian	100	Hindi	17
Chinese - Mandarin	1301	Thai	52		
Russian	1028	Spanish	48		
Slovak	899	Romanian	39		
Tetum	442	Urdu	37		

Number of Requests per Trust 1 April 2007 - 31 March 2008

Southern Trust	16581
Belfast Trust	5853
Northern Trust	5180
Western Trust	2619
South Eastern Trust	1051
Total	31284

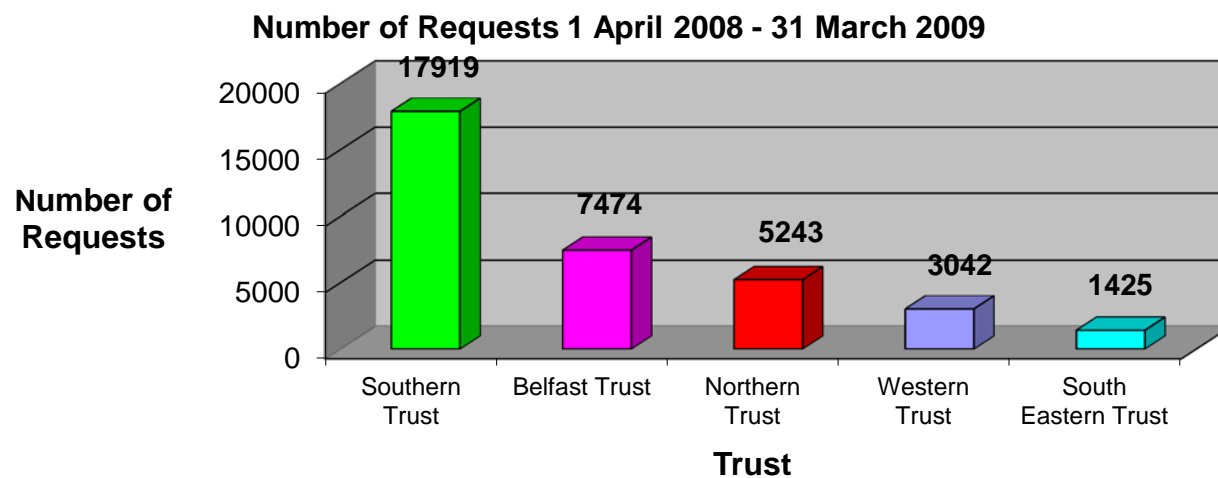
Number of Requests per Trust 1 April 2007 - 31 March 2008



TOP 20 LANGUAGES					
Polish	11956	Latvian	593	Chinese - Hakka	54
Lithuanian	5384	Hungarian	240	Urdu	42
Portuguese	4601	Arabic	233	Spanish	35
Chinese - Cantonese	2084	Romanian	230	French	28
Chinese - Mandarin	1570	Czech	214		
Slovak	1528	Bulgarian	86		
Russian	1250	Bengali	83		
Tetum	809	Thai	63		

Number of Requests per Trust 1 April 2008 - 31 March 2009

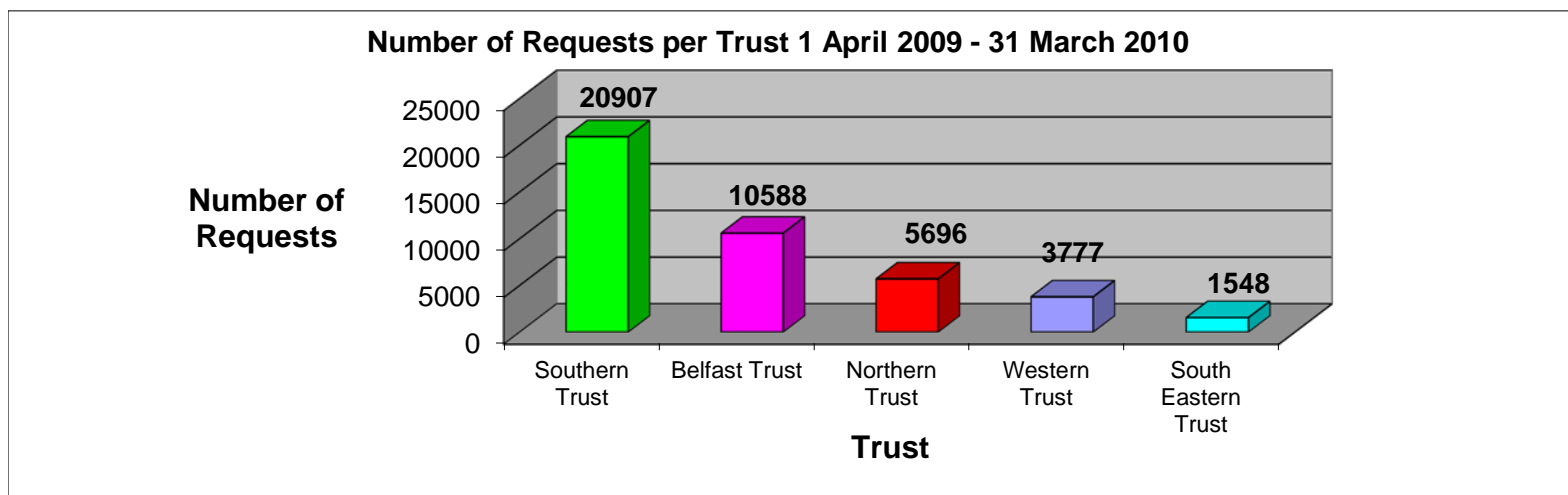
Southern Trust	17919
Belfast Trust	7474
Northern Trust	5243
Western Trust	3042
South Eastern Trust	1425
Total	35103



TOP 20 LANGUAGES			
Polish	13522	Romanian	291
Lithuanian	5727	Arabic	239
Portuguese	4565	Bulgarian	223
Chinese - Cantonese	2263	Chinese - Hakka	209
Chinese - Mandarin	1978	Czech	208
Slovak	1857	French	65
Russian	1380	Spanish	60
Tetum	1053	Urdu	56
Latvian	662	Bengali	56
Hungarian	371	Punjabi	52

Number of Requests per Trust 1 April 2009 - 31 March 2010

Southern Trust	20907
Belfast Trust	10588
Northern Trust	5696
Western Trust	3777
South Eastern Trust	1548
Total	42516

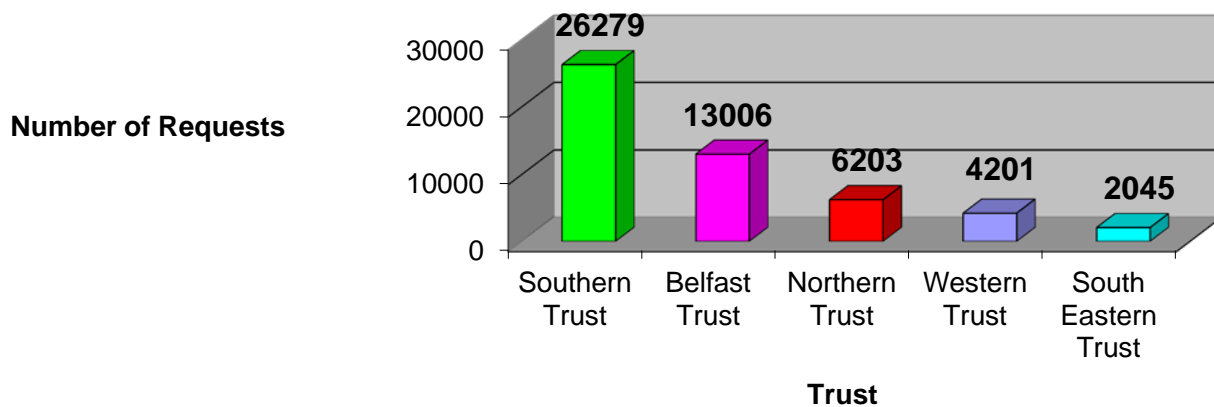


TOP 20 LANGUAGES					
Polish	15428	Russian	1494	Czech	222
Lithuanian	7277	Latvian	1289	Bengali	124
Portuguese	5009	Hungarian	763	French	93
Chinese - Mandarin	2870	Arabic	520	Thai	59
Chinese - Cantonese	2284	Chinese - Hakka	468	Punjabi	57
Slovak	1853	Romanian	453	Urdu	56
Tetum	1590	Bulgarian	304		

Number of Requests per Trust 1 April 2010 - 31 March 2011

Southern Trust	26279
Belfast Trust	13006
Northern Trust	6203
Western Trust	4201
South Eastern Trust	2045
Total	51734

Number of Requests per Trust 1 April 2010 - 31 March 2011



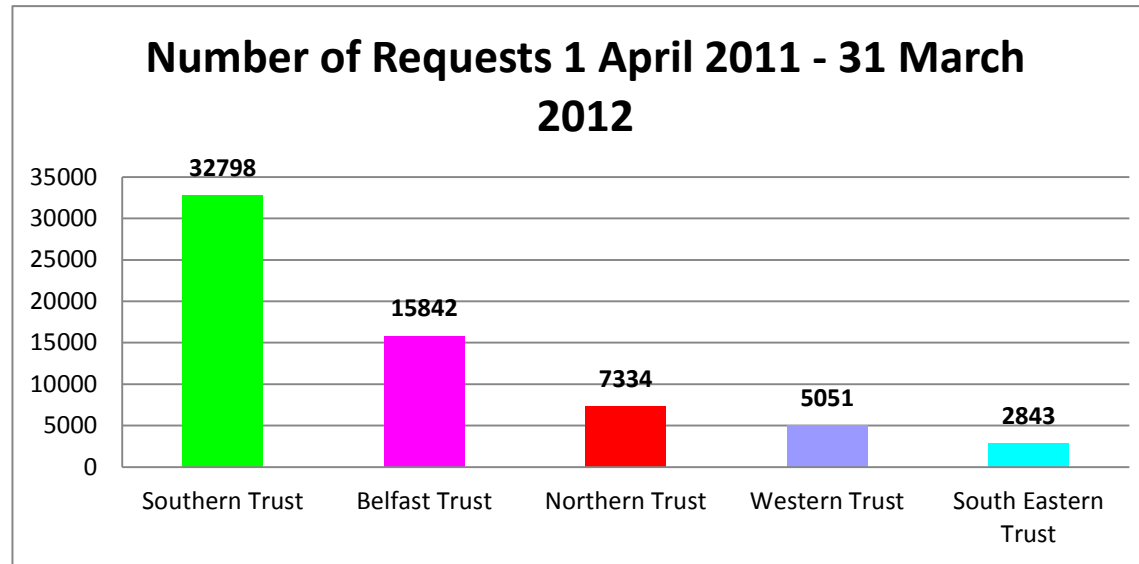
Top 20 Languages

Polish	18224	Slovak	2247	Romanian	942	Bengali	164
Lithuanian	10174	Tetum	1907	Arabic	732	Farsi	109
Portuguese	5248	Russian	1794	Bulgarian	400	French	99
Chinese - Mandarin	3573	Latvian	1525	Czech	304	Punjabi	94
Chinese - Cantonese	2384	Hungarian	1028	Chinese - Hakka	280	Spanish	91

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Number of Requests per Trust 1 April 2011 - 31 March 2012

Southern Trust	32798
Belfast Trust	15842
Northern Trust	7334
Western Trust	5051
South Eastern Trust	2843
Total	63868

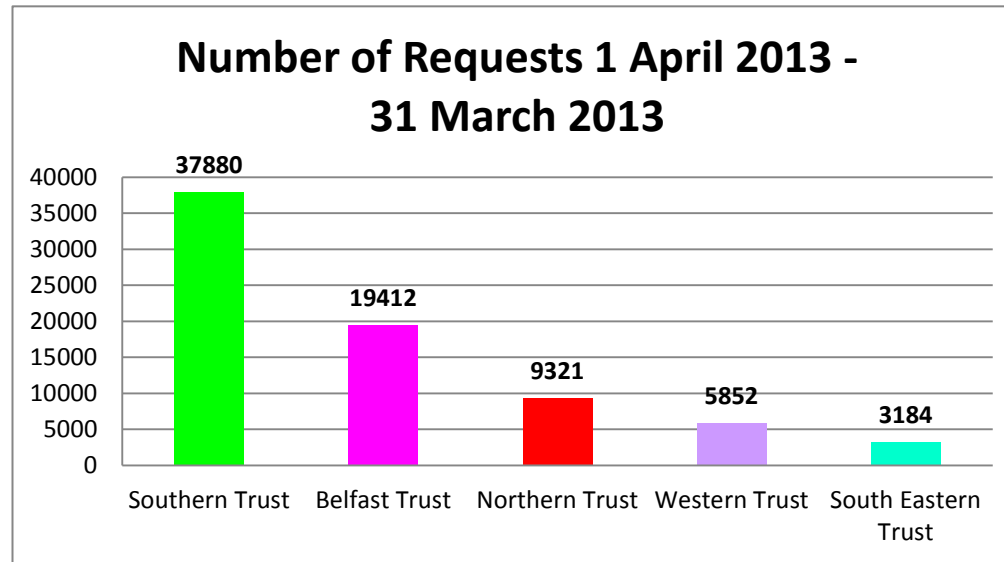


Top 20 Languages

Polish	21780	Chinese - Cantonese	2817
Lithuanian	12485	Russian	2382
Portuguese	6357	Tetum	2328
Chinese - Mandarin	4188	Latvian	2001
Slovak	3075	Romanian	1564
Chinese - Cantonese	2817	Hungarian	1453
Russian	2382	Arabic	796
Tetum	2328	Chinese - Hakka	430
Latvian	2001	Bulgarian	412
Romanian	1564	Czech	305

Number of Requests per Trust 1 April 2012 - 31 March 2013

Southern Trust	37880
Belfast Trust	19412
Northern Trust	9321
Western Trust	5852
South Eastern Trust	3184
Total	75649

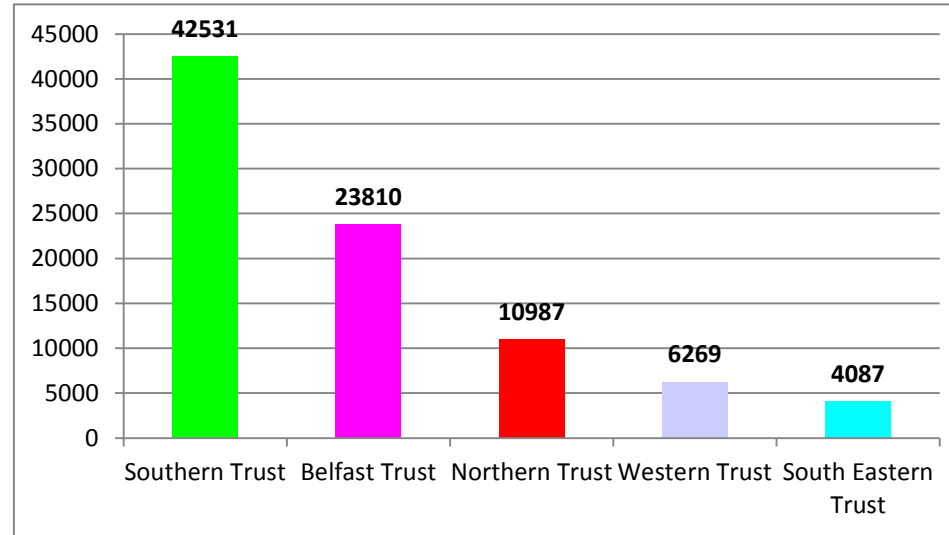


Top 20 Languages

Polish	25675	Romanian	1662
Lithuanian	14284	Arabic	1309
Portuguese	7332	Czech	747
Chinese - Mandarin	4653	Somali	736
Slovak	3965	Bulgarian	568
Tetum	3160	Chinese - Hakka	477
Chinese - Cantonese	2969	Bengali	257
Russian	2877	Spanish	165
Hungarian	2049	Italian	131
Latvian	1962	Urdu	93

Number of Requests per Trust 1 April 2013 - 31 March 2014

Southern Trust	42531
Belfast Trust	23810
Northern Trust	10987
Western Trust	6269
South Eastern Trust	4087
Total	87684

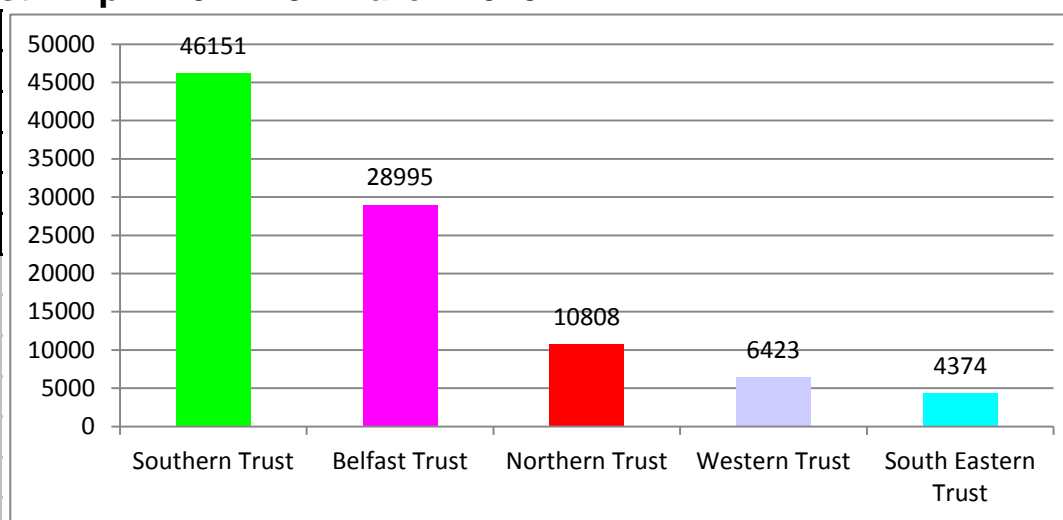


Top 20 Languages

Polish	29844	Romanian	1826
Lithuanian	15683	Arabic	1707
Portuguese	8416	Somali	934
Chinese - Mandarin	5425	Czech	925
Slovak	4838	Bulgarian	724
Tetum	3640	Bengali	497
Chinese - Cantonese	3247	Chinese - Hakka	421
Russian	3137	Spanish	335
Hungarian	2879	Thai	154
Latvian	1951	Farsi	150

Number of Requests per Trust 1 April 2014 - 31 March 2015

Southern Trust	46151
Belfast Trust	28995
Northern Trust	10808
Western Trust	6423
South Eastern Trust	4374
Total	96751

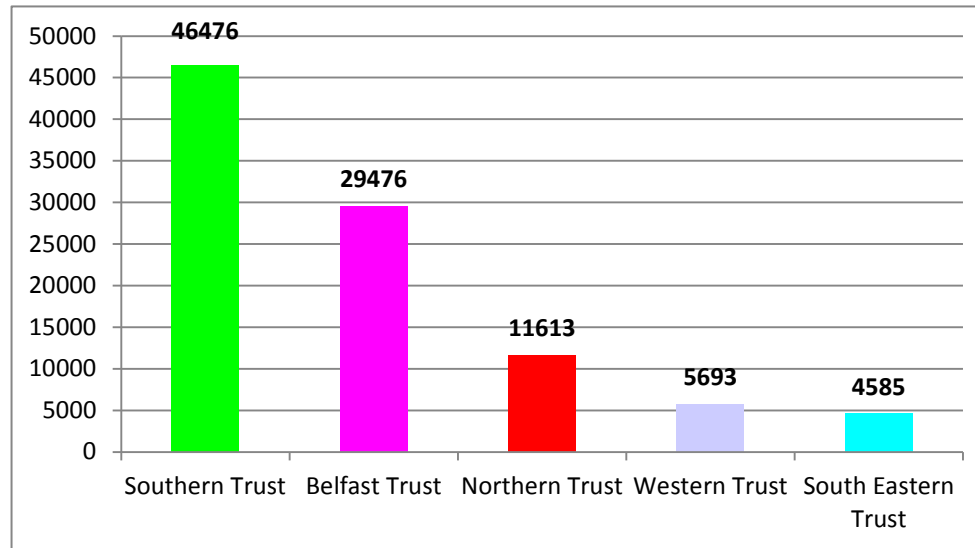


Top 20 Languages

Polish	31783	Arabic	2196
Lithuanian	16281	Latvian	1883
Portuguese	8512	Bulgarian	1417
Chinese - Mandarin	5738	Somali	1173
Romanian	5275	Czech	784
Slovak	4988	Spanish	664
Tetum	4374	Chinese - Hakka	472
Hungarian	3449	Bengali	373
Chinese - Cantonese	2927	Farsi	226
Russian	2812	Pashto Central	208

Number of Requests per Trust 1 April 2015 - 31 March 2016

Southern Trust	46476
Belfast Trust	29476
Northern Trust	11613
Western Trust	5693
South Eastern Trust	4585
Total	97843



Top 20 Languages

Polish	30466	Arabic	2339
Lithuanian	15780	Bulgarian	2176
Portuguese	8472	Latvian	2120
Romanian	7278	Somali	1095
Chinese - Mandarin	5431	Czech	748
Tetum	4808	Chinese - Hakka	508
Slovak	4765	Spanish	432
Hungarian	3329	Bengali	376
Chinese - Cantonese	3174	Farsi	261
Russian	2665	Urdu	221

Number of Requests per Trust 1 April 2016 - 31 March 2017

HSC Trust Area	Number of Requests Received
Southern Trust	50291
Belfast Trust	31852
Northern Trust	11994
Western Trust	6738
South Eastern Trust	5666
Total	106541

Top 20 Languages	Number of Requests
1. Polish	31220
2. Lithuanian	15866
3. Romanian	8975
4. Portuguese	8323
5. Arabic	6203
6. Slovak	5356
7. Tetum	5319
8. Chinese - Mandarin	5103
9. Bulgarian	3421
10. Hungarian	3387
11. Chinese - Cantonese	2858
12. Russian	2541
13. Latvian	2042
14. Somali	1151
15. Czech	855
16. Chinese - Hakka	748
17. Spanish	589
18. Farsi	515
19. Bengali	369
20. Urdu	297

