

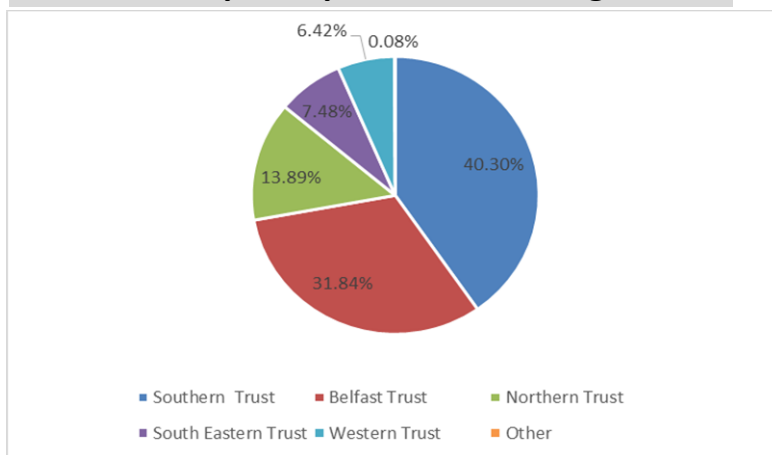
BSO Interpreting Service Report: 1 April 2021 to 31 March 2022

Key Performance Indicators 1 April 2021 to 31 March 2022	
Minimum of 95% of requests fulfilled	98.01%
Minimum of 90% of emergency requests fulfilled within 1 hour	94.88%
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)	✓

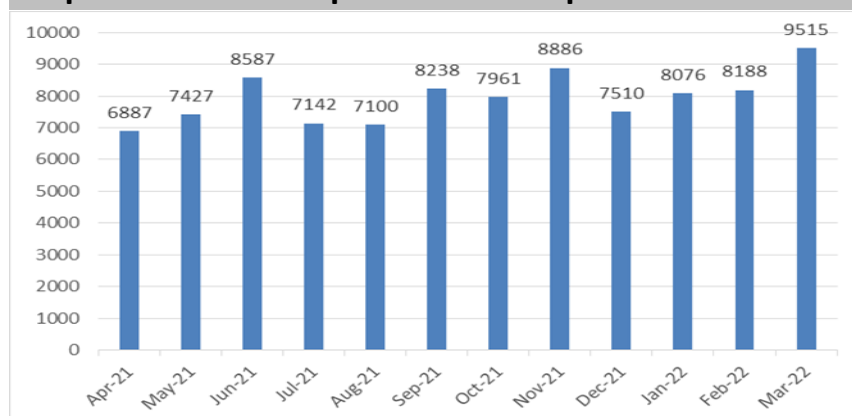
Requests 1 April 2021 to 31 March 2022

HSC Organisation	Number of Requests	Cancellations	Non provisions	Out of Hours
Southern Trust	38495	4097	486	823
Belfast Trust	30413	3296	981	597
Northern Trust	13263	1558	173	213
South Eastern Trust	7143	783	143	140
Western Trust	6130	718	116	104
Other	73	5	2	0
Total	95517	10457	1901	1877

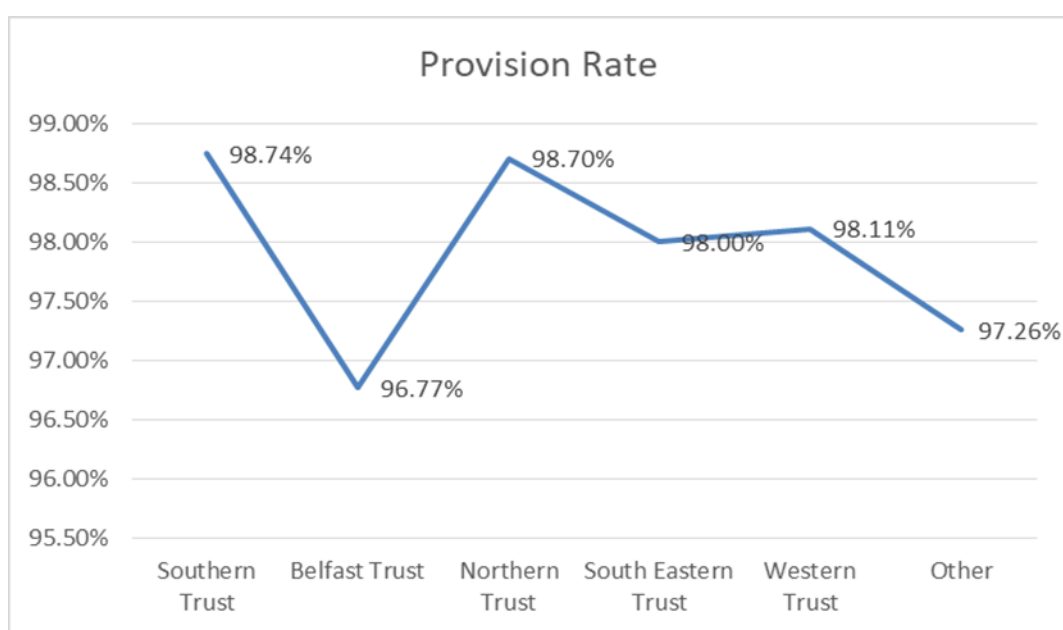
% Requests per HSC Trust/Org



Requests Processed per Month: 1 April 2021 to 31 March 2022



1 April 2021 to 31 March 2022 Provision Rate = 98.01%

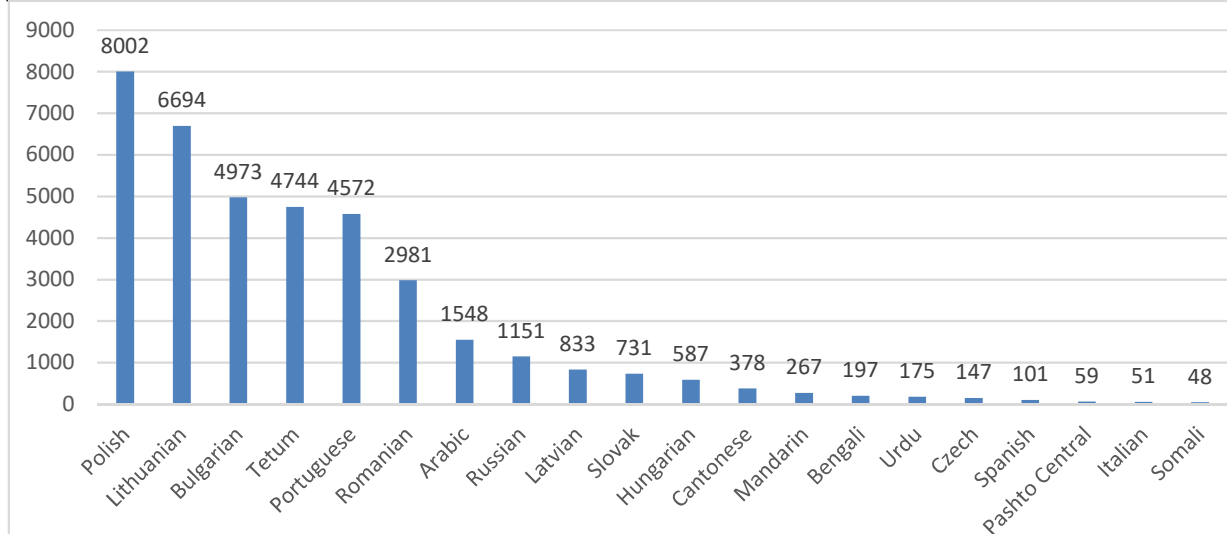


Top 20 Regional Languages 1 April 2021 to 31 March 2022

Language	Requests
1. Polish	19265
2. Arabic	15431
3. Romanian	9546
4. Lithuanian	9222
5. Bulgarian	6868
6. Portuguese	6312
7. Tetum	5431
8. Slovak	4271
9. Mandarin	2568
10. Somali	2191
11. Hungarian	2161
12. Russian	2141
13. Cantonese	2121
14. Latvian	1780
15. Farsi	786
16. Bengali	781
17. Czech	719
18. Spanish	611
19. Urdu	518
20. Turkish	413

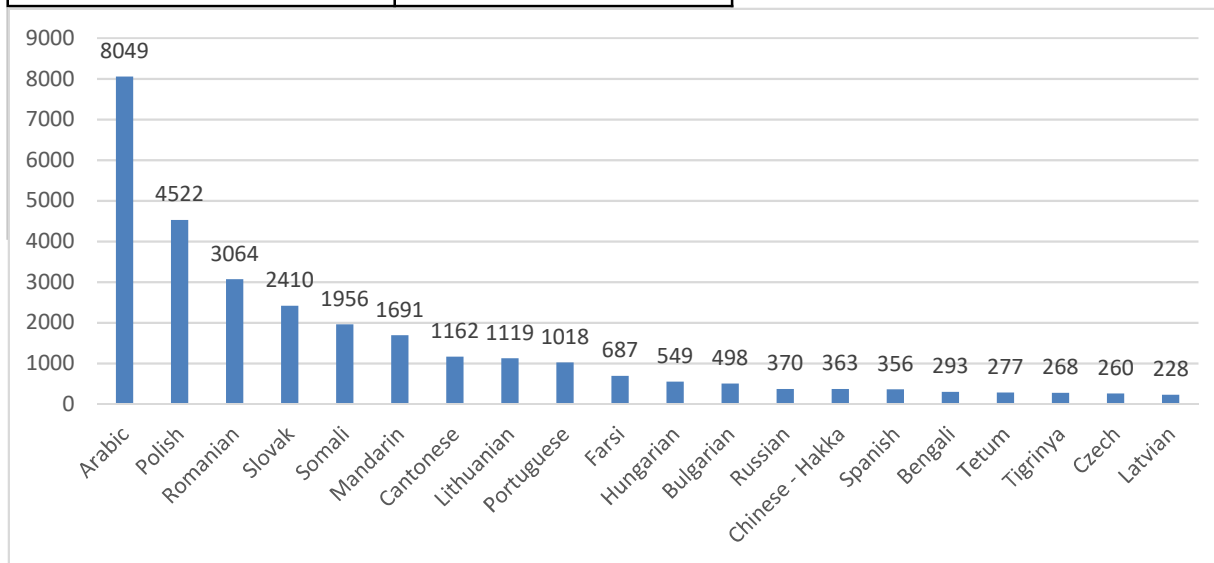
Southern HSC Trust Top 20 Languages 1 April 2021 to 31 March 2022

1. Polish	8002
2. Lithuanian	6694
3. Bulgarian	4973
4. Tetum	4744
5. Portuguese	4572
6. Romanian	2981
7. Arabic	1548
8. Russian	1151
9. Latvian	833
10. Slovak	731
11. Hungarian	587
12. Cantonese	378
13. Mandarin	267
14. Bengali	197
15. Urdu	175
16. Czech	147
17. Spanish	101
18. Pashto Central	59
19. Italian	51
20. Somali	48



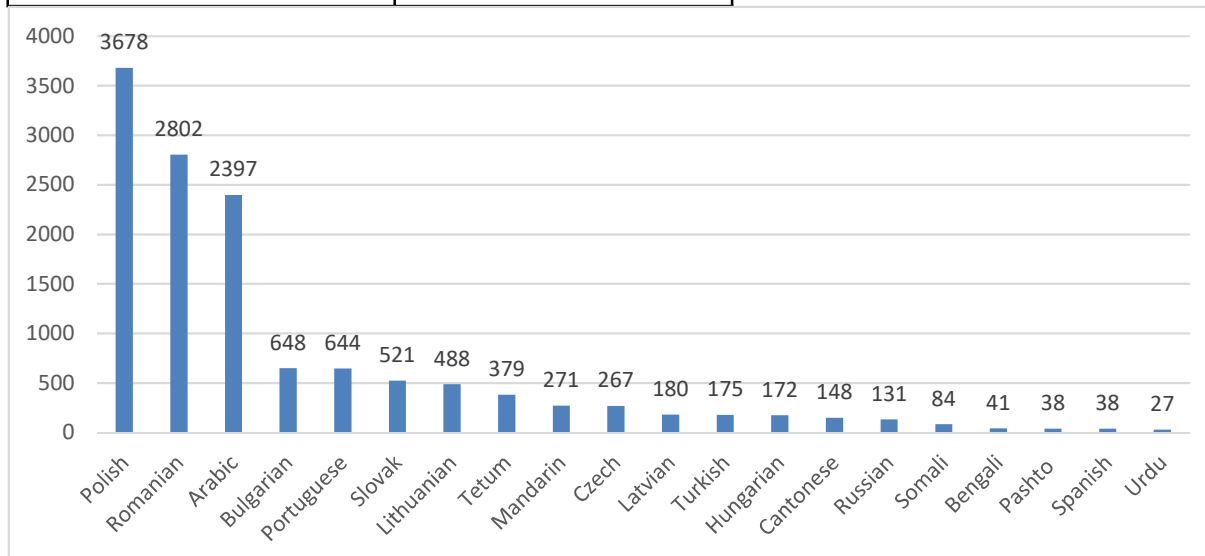
Belfast HSC Trust Top 20 Languages 1 April 2021 to 31 March 2022

1. Arabic	8049
2. Polish	4522
3. Romanian	3064
4. Slovak	2410
5. Somali	1956
6. Mandarin	1691
7. Cantonese	1162
8. Lithuanian	1119
9. Portuguese	1018
10. Farsi	687
11. Hungarian	549
12. Bulgarian	498
13. Russian	370
14. Chinese - Hakka	363
15. Spanish	356
16. Bengali	293
17. Tetum	277
18. Tigrinya	268
19. Czech	260
20. Latvian	228



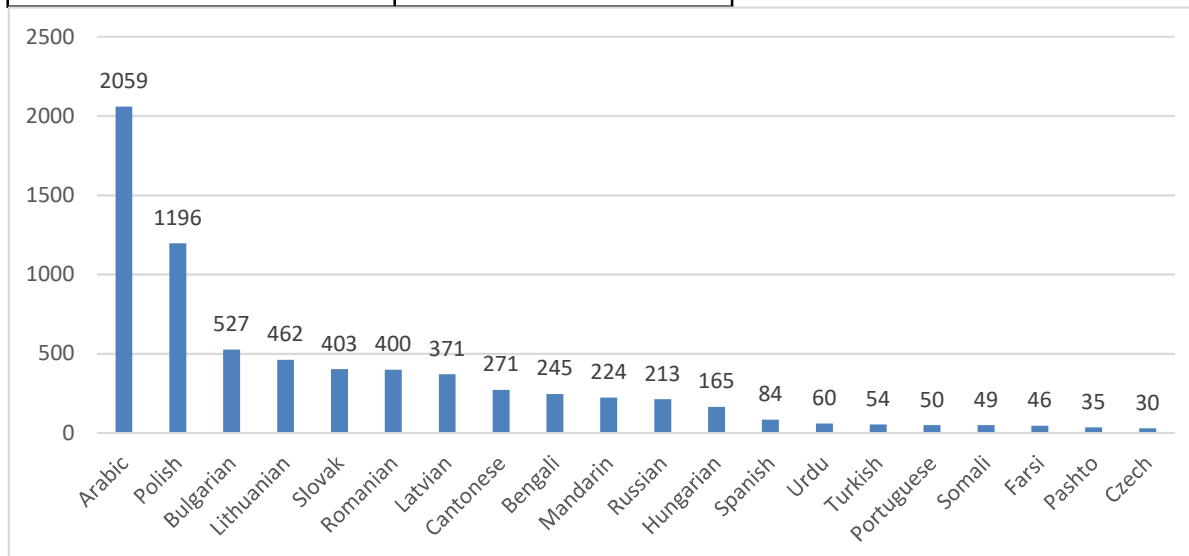
Northern HSC Trust Top 20 Languages 1 April 2021 to 31 March 2022

1. Polish	3678
2. Romanian	2802
3. Arabic	2397
4. Bulgarian	648
5. Portuguese	644
6. Slovak	521
7. Lithuanian	488
8. Tetum	379
9. Mandarin	271
10. Czech	267
11. Latvian	180
12. Turkish	175
13. Hungarian	172
14. Cantonese	148
15. Russian	131
16. Somali	84
17. Bengali	41
18. Pashto	38
19. Spanish	38
20. Urdu	27



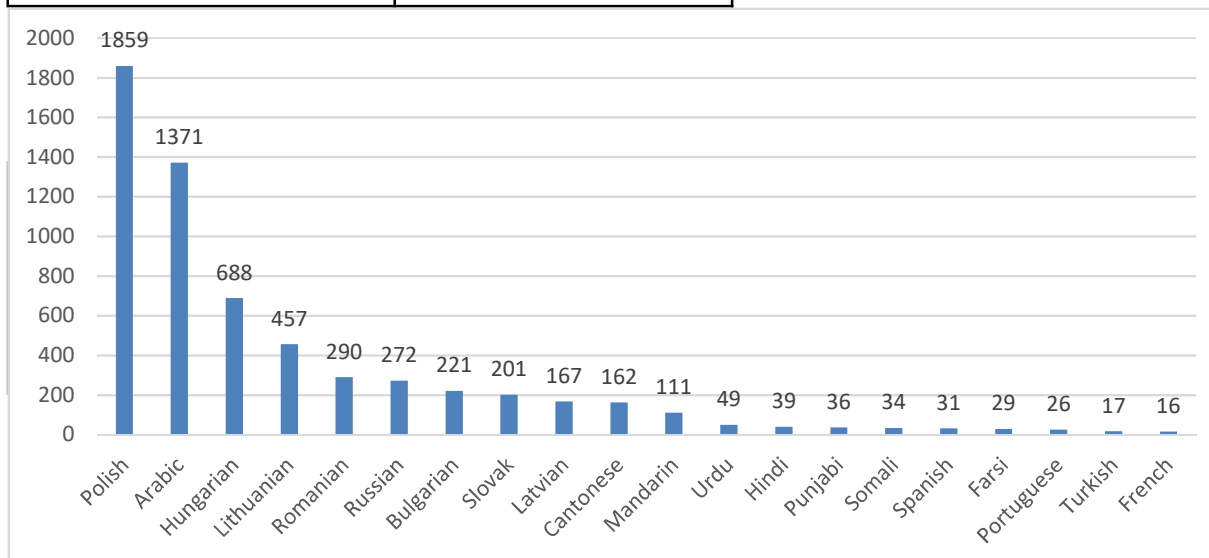
South Eastern HSC Trust Top 20 Languages 1 April 2021 to 31 March 2022

1. Arabic	2059
2. Polish	1196
3. Bulgarian	527
4. Lithuanian	462
5. Slovak	403
6. Romanian	400
7. Latvian	371
8. Cantonese	271
9. Bengali	245
10. Mandarin	224
11. Russian	213
12. Hungarian	165
13. Spanish	84
14. Urdu	60
15. Turkish	54
16. Portuguese	50
17. Somali	49
18. Farsi	46
19. Pashto	35
20. Czech	30



Western HSC Trust Top 20 Languages 1 April 2021 to 31 March 2022

1. Polish	1859
2. Arabic	1371
3. Hungarian	688
4. Lithuanian	457
5. Romanian	290
6. Russian	272
7. Bulgarian	221
8. Slovak	201
9. Latvian	167
10. Cantonese	162
11. Mandarin	111
12. Urdu	49
13. Hindi	39
14. Punjabi	36
15. Somali	34
16. Spanish	31
17. Farsi	29
18. Portuguese	26
19. Turkish	17
20. French	16



Top 40 Departmental/Practice Breakdown 1 April 2021 to 31 March 2022

HSC Trust/Org	Department/Practice	Requests
Belfast HSC Trust	Royal Maternity Service	2897
Southern HSC Trust	Outpatients	2689
Southern HSC Trust	Health Visiting	2284
Belfast HSC Trust	Outpatients	1600
Belfast HSC Trust	Appointments Office	1371
Southern HSC Trust	Children & Young People	1349
Southern HSC Trust	F.I.T	1285
Southern HSC Trust	X-Ray Department	1194
Southern HSC Trust	Bluestone Unit	1173
Southern HSC Trust	Physiotherapy	1155
Southern HSC Trust	Radiology	1105
Belfast HSC Trust	Physiotherapy	1046
Southern HSC Trust	Antenatal & Gynae OPD	959
Southern HSC Trust	Ramone Outpatients	791
Northern HSC Trust	Outpatients	771
South Eastern HSC Trust	Maternity (Ulster Hospital)	723
Northern HSC Trust	Booking Office, Antrim	712
Belfast HSC Trust	Ormeau Health Centre	675
Southern HSC Trust	Gateway	667
Southern HSC Trust	Community Midwifery	626
Southern HSC Trust	Maternity (Craigavon)	618
Southern HSC Trust	Riverside Practice	560
Southern HSC Trust	Speech & Language Therapy	558
Southern HSC Trust	Acute Services	554
Southern HSC Trust	Daisy Hill	548
Northern HSC Trust	Physiotherapy	537
South Eastern HSC Trust	Outpatients	512
Southern HSC Trust	Magee Dental Care	510
Belfast HSC Trust	Ormeau Dental	476
Belfast HSC Trust	ENT	459
Western HSC Trust	Outpatients	458
Belfast HSC Trust	X-Ray Department	452
Southern HSC Trust	Integrated Maternity and	431
Southern HSC Trust	NINES B Floor STH	426
Northern HSC Trust	OBS/GYNAE Outpatients	419
Belfast HSC Trust	RVH Appointments	415
Southern HSC Trust	Burnett, Winter Practice	399
Belfast HSC Trust	Bridgewater Suite	396
Northern HSC Trust	F.I.T	395
Belfast HSC Trust	Podiatry	374

Top 40 Southern HSC Trust Area Breakdown 1 April 2021 to 31 March 2022

Department	Requests
Outpatients	2689
Health Visiting	2284
Children & Young People	1349
F.I.T	1285
X-Ray Department	1194
Bluestone Unit	1173
Physiotherapy	1155
Radiology	1105
Antenatal & Gynae OPD	959
Ramone Outpatients	791
Gateway	667
Community Midwifery	626
Maternity (Craigavon)	618
Riverside Practice	560
Speech & Language Therapy	558
Acute Services	554
Daisy Hill	548
Magee Dental Care	510
Maternity and Womens Health	431
NINES B Floor STH	426
Burnett, Winter Practice	399
South Tyrone Hospital	374
2 North	373
2 South Stroke	350
Maternity (Daisy Hill)	336
Respiratory	336
CAMHS	315
Mandeville unit	310
Community Addiction Service	308
Abbey Court surgery	302
Carleton Dental Practice	291
Autism Services	285
Specsavers Opticians	284
Orthopaedic ICATS	275
Community Stroke Team	259
Community Paediatrics	222
ENT Department	222
Dental Department	221
AMU	219
Urology	217

Top 40 Belfast HSC Trust Area Breakdown 1 April 2021 to 31 March 2022

Department	Requests
Royal Maternity Service	2897
Outpatients	1600
Appointments Office	1371
Physiotherapy	1046
Ormeau Health Centre	675
Ormeau Dental	476
ENT	459
X-Ray Department	452
RVH Appointments	415
Bridgewater Suite	396
Podiatry	374
RBHSC	366
Shankill H&WBC	365
Carlisle Centre	352
Orthopaedics	329
Radiology	312
Mental Health	305
Cancer Centre	300
Children and Families	293
Kensington Group Practice	291
Diabetic Eye Screening	285
Radiotherapy	282
Cancer & Specialist Services	275
Beech hall Family & Childcare	273
Mater Hospital Outpatients	263
Waiting List Office BCH	251
CAMHS	245
Community Podiatry	234
Forster Green DESP	232
Paediatric Physiotherapy	199
Antrim Road Medical Centre	188
Childrens Speech & Language Therapy	185
Macular Service	185
Looked After Adult	181
Fracture Clinic	174
Regional Fertility Centre	174
Ward 3 AMHIC	173
Haematology	167
Psychiatry	162
Office	157

Top 40 Northern HSC Trust Area Breakdown 1 April 2021 to 31 March 2022

Department	Requests
Outpatients	771
Booking Office, Antrim	712
Ballymena H&CC	572
Physiotherapy	537
OBS/GYNAE Outpatients	419
F.I.T	395
Obstetrics	366
Podiatry	346
Public Health Nursing	327
Childrens Services	292
Women and Childrens Services	285
Maternity(Antrim)	269
Smiles Dental - Bmena	253
Health Visiting	215
Radiology	210
Children's Services	209
Antrim Area Hospital	203
Appointments Office	192
X-Ray Department	174
Community Dental Service	170
MSK Pain Service	155
Cancer Services	144
Smithfield Medical Centre	135
Social Services	128
Childrens Services, Public Health Nursing	124
Community Midwifery	121
Glengormley Community Services Centre	120
Children with Disabilities Team	114
16+ Team	111
Clear Dental	109
Kennedy Orthodontics	109
Waveney Physiotherapy	106
Whiteabbey Hospital	102
OPD 4 Antrim area hospital	100
Whitehouse Medical Practice	96
Spires Oral Care	95
Speech & Language Therapy	84
Acute Medical Wards	83
Clinical Health Psychology	81
Community Paediatrics	80

Top 40 Western HSC Trust Area Breakdown 1 April 2021 to 31 March 2022

Department	Requests
Outpatients	458
Physiotherapy	338
Radiology (Xray)	317
Health Visiting	280
Women & Childrens Services	280
F.I.T	247
Antenatal Clinic	192
Adult Learning Disability	173
Partial Booking	145
Adult Mental Health	142
North West Cancer Centre	133
Maguire McCann	131
Community Mental Health	124
Community Dental Service	121
LAC Team	94
Speech&language Therapy	168
Endoscopy	82
CAMHS	81
Gateway	78
Drumragh Family Practice	76
Orthopaedics	76
X-Ray Department	74
Acute Services	73
Outpatients - Altnagelvin	62
Ward 31 Altnagelvin	61
Cancer Services	58
Maguire Dental	55
Physiotherapy Altnagelvin	55
Dietetics	54
16+ Pathway Team	52
Grangewood Hospital Mental Health Centre	52
Occupational Therapy	47
Derrylin Medical practice	45
Waiting Times Office	45
Ward 2 - SWAH	43
Day Procedure Unit	42
Ward 44	42
Alcohol and Drug Service	41
Gynaecology	41
Orthoptics	39

Top 40 South Eastern Trust Area Breakdown 1 April 2021 to 31 March 2022

Department	Requests
Maternity (Ulster Hospital)	723
Outpatients	512
Physiotherapy	431
Radiology	289
Family Intervention Team	215
Lisburn Health Centre	211
Health Visiting	166
Child Health	159
Downe Hospital	151
Occupational Therapy	142
Medical Records	137
Family and Child Care	135
Speech and Language Therapy	121
Maternity Lagan Valley	120
Maternity Downe	93
Mullan & Gallagher Dental	92
Cancer Services	89
Elective Care	87
Midwifery Led Unit Lagan Valley Hospital	85
Stewartstown Road HC	83
Day Procedure Unit	77
Care of the Elderley	76
Ulster Hospital	74
Paediatric Outpatients	71
Oral Surgery Department	68
Specsavers Lisburn	63
Cardiac Investigation Unit	60
Community Dental	60
Gynaecology - Ulster	57
Dental	55
Community Mental Health	54
Childrens OT	52
Hulatt Dental Care	51
Ballyholme Dental Practice	50
Plastic Surgery	49
Pre-Assessment Ulster Hospital	49
Surgery	42
Partial Booking / Appointment Office	40
Renal Unit Ulster Hospital	40
Specsavers	40

Complaints 1 April 2021 to 31 March 2022

There were 5 formal complaints received during this period.