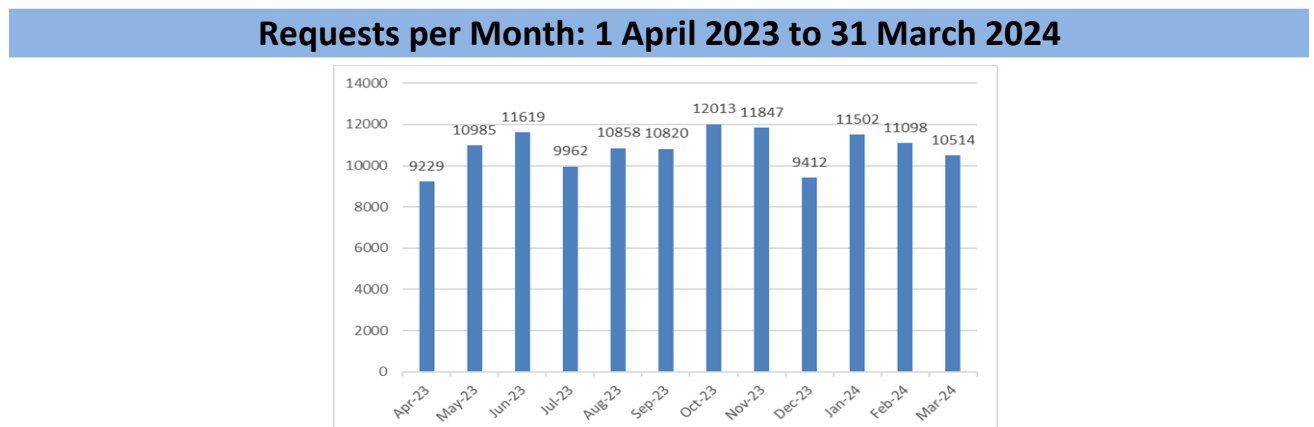
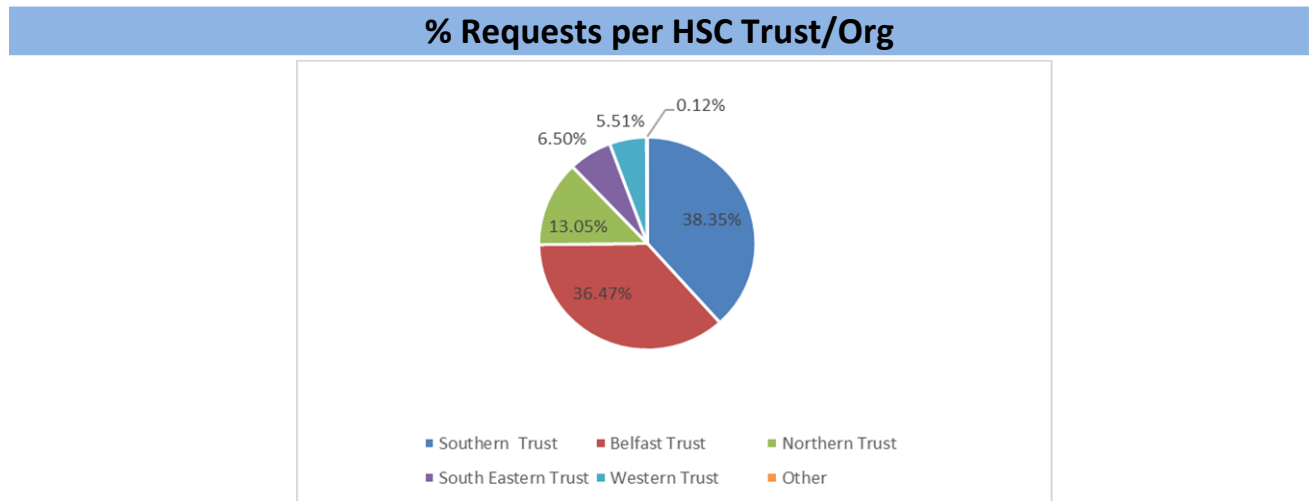


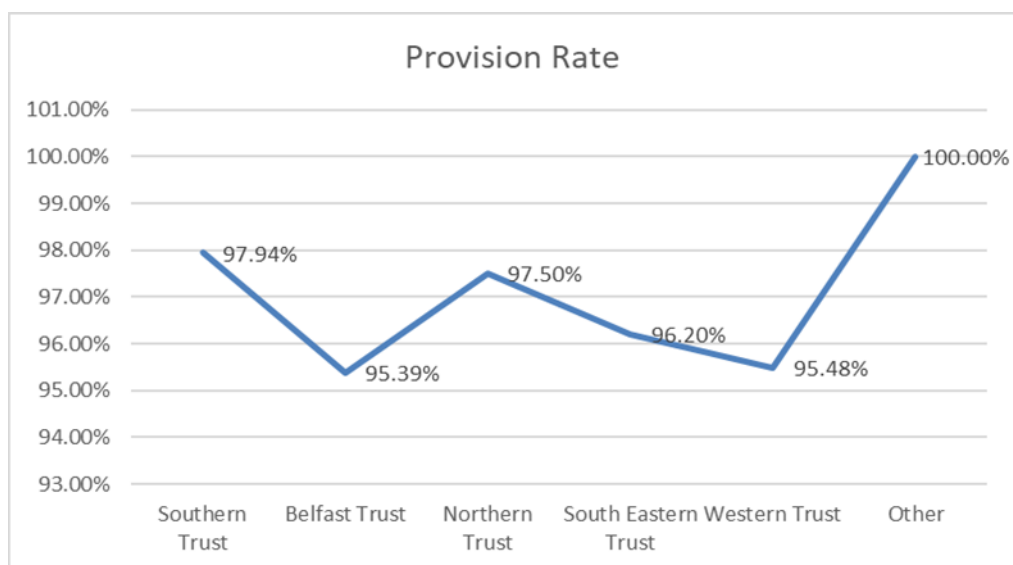
BSO Interpreting Service Report: 1 April 2023 to 31 March 2024

Key Performance Indicators 1 April 2023 to 31 March 2024	
Minimum of 95% of requests fulfilled	96.70%
Minimum of 90% of emergency requests fulfilled within 1 hour	92.99%
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) - see further detail on page 15	✓

Requests 1 April 2023 to 31 March 2024				
HSC Organisation	Number of Requests	Cancellations	Non provisions	Out of Hours
Southern Trust	49848	5271	1027	723
Belfast Trust	47402	4893	2187	846
Northern Trust	16958	1946	424	211
South Eastern Trust	8448	971	321	137
Western Trust	7161	828	324	49
Other	161	18	0	2
Total	129978	13927	4283	1968



1 April 2023 to 31 March 2024 Provision Rate = 96.7%

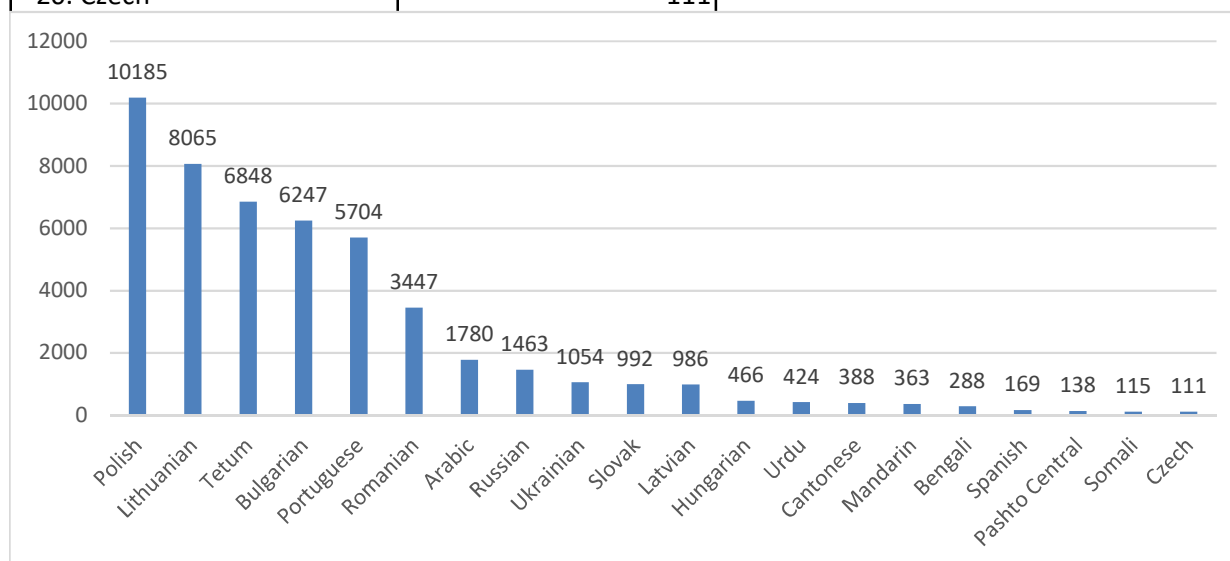


Top 20 Regional Languages 1 April 2023 to 31 March 2024

Language	Requests
1. Polish	24746
2. Arabic	19212
3. Lithuanian	11167
4. Romanian	11088
5. Bulgarian	9584
6. Tetum	7705
7. Portuguese	7562
8. Slovak	5561
9. Somali	4199
10. Mandarin	3373
11. Russian	3229
12. Cantonese	2880
13. Hungarian	2822
14. Ukrainian	2710
15. Farsi	2014
16. Latvian	1654
17. Tigrinya	1451
18. Urdu	1324
19. Bengali	1072
20. Czech	1021

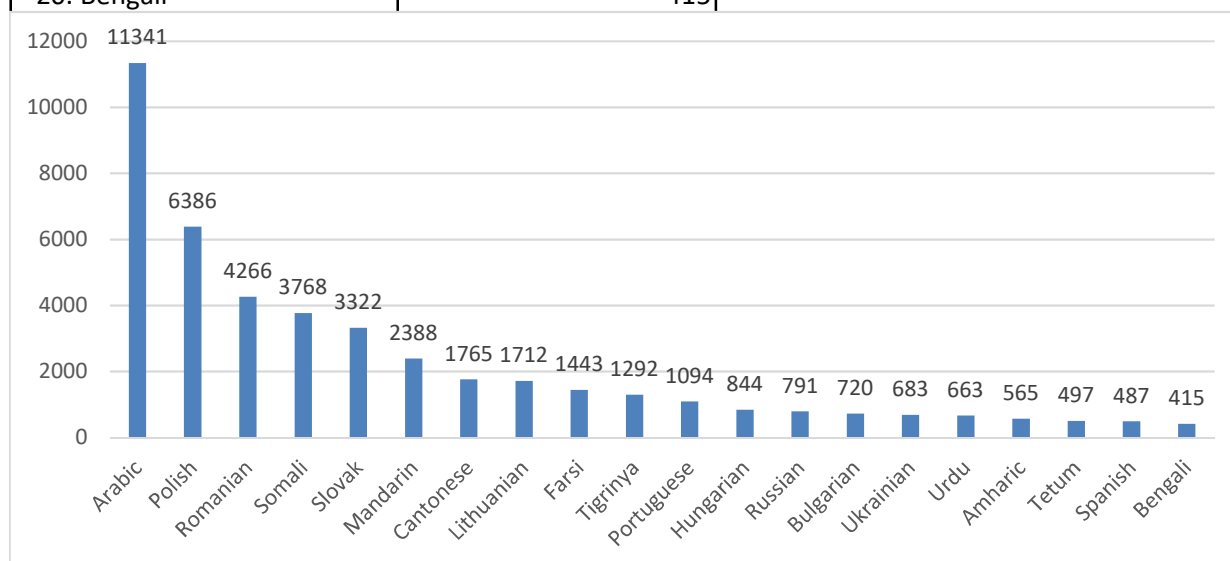
Southern HSC Trust Top 20 Languages 1 April 2023 to 31 March 2024

1. Polish	10185
2. Lithuanian	8065
3. Tetum	6848
4. Bulgarian	6247
5. Portuguese	5704
6. Romanian	3447
7. Arabic	1780
8. Russian	1463
9. Ukrainian	1054
10. Slovak	992
11. Latvian	986
12. Hungarian	466
13. Urdu	424
14. Cantonese	388
15. Mandarin	363
16. Bengali	288
17. Spanish	169
18. Pashto Central	138
19. Somali	115
20. Czech	111



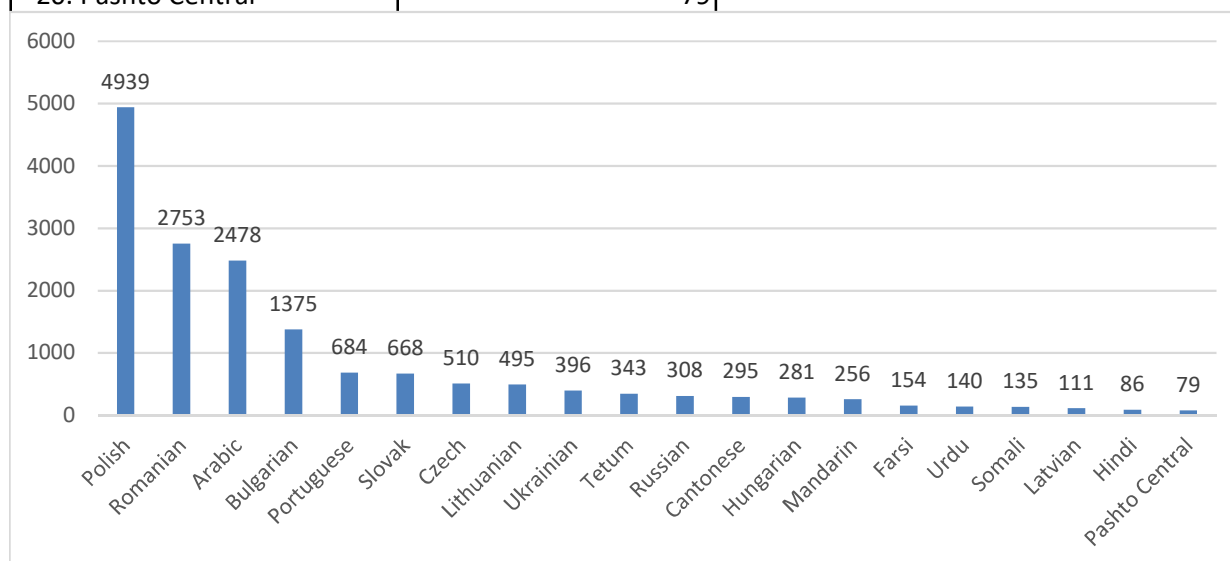
Belfast HSC Trust Top 20 Languages 1 April 2023 to 31 March 2024

1. Arabic	11341
2. Polish	6386
3. Romanian	4266
4. Somali	3768
5. Slovak	3322
6. Mandarin	2388
7. Cantonese	1765
8. Lithuanian	1712
9. Farsi	1443
10. Tigrinya	1292
11. Portuguese	1094
12. Hungarian	844
13. Russian	791
14. Bulgarian	720
15. Ukrainian	683
16. Urdu	663
17. Amharic	565
18. Tetum	497
19. Spanish	487
20. Bengali	415



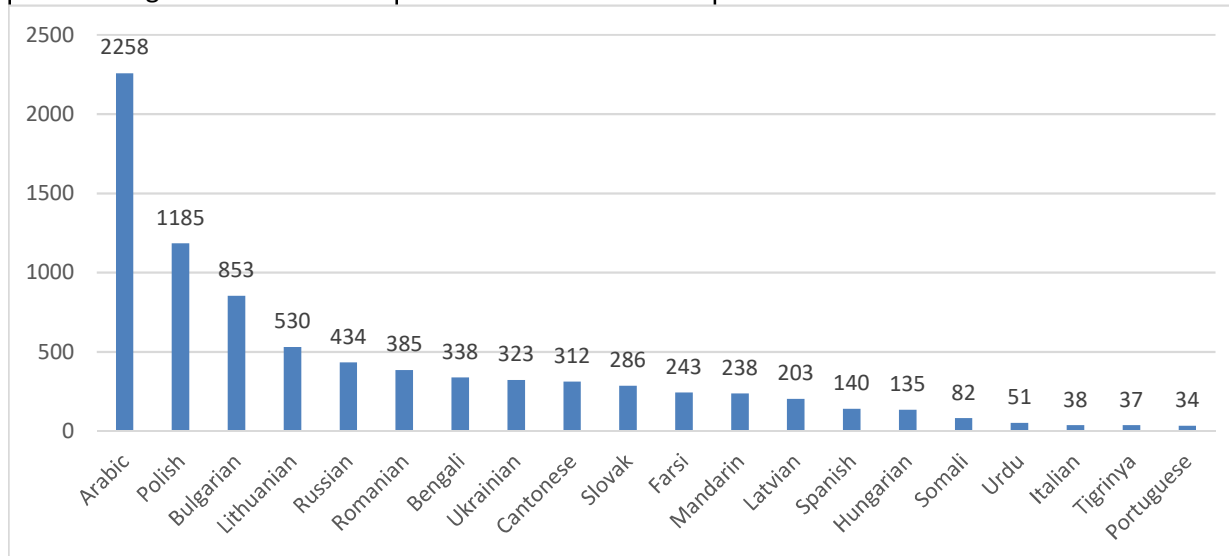
Northern HSC Trust Top 20 Languages 1 April 2023 to 31 March 2024

1. Polish	4939
2. Romanian	2753
3. Arabic	2478
4. Bulgarian	1375
5. Portuguese	684
6. Slovak	668
7. Czech	510
8. Lithuanian	495
9. Ukrainian	396
10. Tetum	343
11. Russian	308
12. Cantonese	295
13. Hungarian	281
14. Mandarin	256
15. Farsi	154
16. Urdu	140
17. Somali	135
18. Latvian	111
19. Hindi	86
20. Pashto Central	79



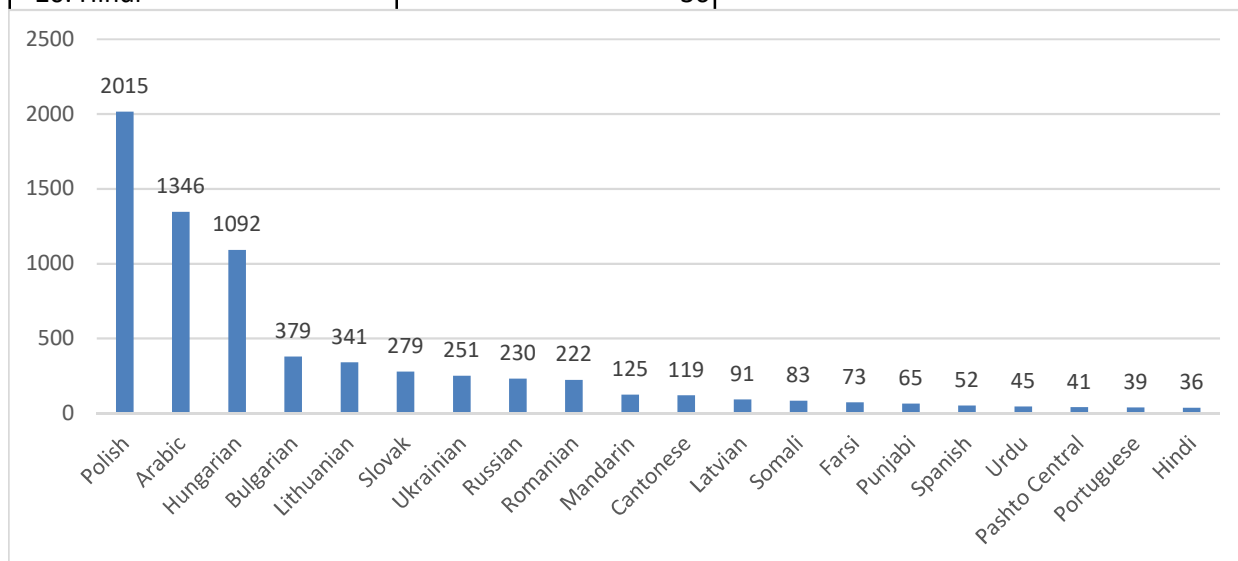
South Eastern HSC Trust Top 20 Languages 1 April 2023 to 31 March 2024

1. Arabic	2258
2. Polish	1185
3. Bulgarian	853
4. Lithuanian	530
5. Russian	434
6. Romanian	385
7. Bengali	338
8. Ukrainian	323
9. Cantonese	312
10. Slovak	286
11. Farsi	243
12. Mandarin	238
13. Latvian	203
14. Spanish	140
15. Hungarian	135
16. Somali	82
17. Urdu	51
18. Italian	38
19. Tigrinya	37
20. Portuguese	34



Western HSC Trust Top 20 Languages 1 April 2023 to 31 March 2024

1. Polish	2015
2. Arabic	1346
3. Hungarian	1092
4. Bulgarian	379
5. Lithuanian	341
6. Slovak	279
7. Ukrainian	251
8. Russian	230
9. Romanian	222
10. Mandarin	125
11. Cantonese	119
12. Latvian	91
13. Somali	83
14. Farsi	73
15. Punjabi	65
16. Spanish	52
17. Urdu	45
18. Pashto Central	41
19. Portuguese	39
20. Hindi	36



Top 40 Departmental/Practice Breakdown 1 April 2023 to 31 March 2024

HSC Trust/Org	Department/Practice	Requests
1. BHSCT Area	Royal Maternity Service	3813
2. SHSCT Area	Health Visiting	2610
3. SHSCT Area	Outpatients	2563
4. BHSCT Area	Appointments Office	2428
5. BHSCT Area	Physiotherapy	2398
6. SHSCT Area	Physiotherapy	2165
7. BHSCT Area	Outpatients	2062
8. SHSCT Area	Radiology	1890
9. BHSCT Area	Kensington Practice	1593
10. SHSCT Area	Maternity (Craigavon)	1591
11. BHSCT Area	Radiology	1323
12. SHSCT Area	F.I.T	1261
13. BHSCT Area	Ormeau Health Centre	1241
14. SHSCT Area	Children & Young People	1169
15. SHSCT Area	Bluestone Unit	1162
16. SHSCT Area	DJ Maguire Dentist	1080
17. NHSCT Area	Booking Office	993
18. SHSCT Area	Speech & Language Therapy	959
19. BHSCT Area	Ormeau Dental	945
20. NHSCT Area	Ballymena H&CC	853
21. SHSCT Area	Acute Services	787
22. BHSCT Area	RBHSC	771
23. BHSCT Area	Orthopaedic ICATS	743
24. BHSCT Area	Antrim Road Medical	733
25. BHSCT Area	Shankill W&TC	716
26. SHSCT Area	Community Midwifery	713
27. SHSCT Area	NINES B Floor STH	709
28. BHSCT Area	ENT	706
29. NHSCT Area	Physiotherapy	698
30. NHSCT Area	Outpatients	685
31. BHSCT Area	X-Ray Dept	679
32. SHSCT Area	Antenatal & Gynae OPD	666
33. SHSCT Area	Magee Dental Care	647
34. WHSCT Area	Outpatients	602
35. BHSCT Area	RVH Appointments	596
36. SHSCT Area	X-Ray Department	594
37. BHSCT Area	AMHIC	563
38. SHSCT Area	Maternity (Daisy Hill)	562
39. BHSCT Area	Bridgewater Suite	556
40. SHSCT Area	Riverside Practice	550

Top 40 Southern HSC Trust Area Breakdown 1 April 2023 to 31 March 2024

Department	Requests
1. Health Visiting	2610
2. Outpatients	2563
3. Physiotherapy	2165
4. Radiology	1890
5. Maternity (Craigavon)	1591
6. F.I.T	1261
7. Children & Young People	1169
8. Bluestone Unit	1162
9. DJ Maguire Dentist	1080
10. Speech & Language Therapy	959
11. Acute Services	787
12. Community Midwifery	713
13. NINES B Floor STH	709
14. Antenatal & Gynae OPD	666
15. Magee Dental Care	647
16. X-Ray Department	594
17. Maternity (Daisy Hill)	562
18. Riverside Practice	550
19. CAMHS	529
20. A&E - Craigavon	518
21. Ramone OPD	518
22. Gateway	506
23. LAC	482
24. Abbey Court surgery	433
25. Respiratory	427
26. Burnett, Winter, MacDonald	415
27. Community Addictions	409
28. Mandeville unit	364
29. Dietetics	359
30. Cornmarket Surgery	356
31. Integrated Maternity & Womens Health	335
32. Community Paediatrics	322
33. BOOKING CLERK	321
34. Carleton Dental	321
35. Podiatry	321
36. 1 South	316
37. Portadown F.I.T	316
38. Main Outpatients	313
39. Scheduling Office	291
40. 2 South Stroke	289

Top 40 Belfast HSC Trust Area Breakdown 1 April 2023 to 31 March 2024

Department	Requests
1. Royal Maternity Service	3813
2. Appointments Office	2428
3. Physiotherapy	2398
4. Outpatients	2062
5. Kensington Practice	1593
6. Radiology	1323
7. Ormeau Health Centre	1241
8. Ormeau Dental	945
9. RBHSC	771
10. Orthopaedic ICATS	743
11. Antrim Road Medical	733
12. Shankill W&TC	716
13. ENT	706
14. X-Ray Dept	679
15. RVH Appointments	596
16. AMHIC	563
17. Bridgewater Suite	556
18. Mental Health	518
19. Diabetic Eye Screening	507
20. NI Dental Care	485
21. Orthopaedics	463
22. Podiatry	445
23. Woodstock Lodge	381
24. Community Podiatry	374
25. Speech & Language Therapy	371
26. Waiting List Office	367
27. Cancer Centre	322
28. Carlise H&WBC	320
29. Occupational Therapy	317
30. Turk Dental Care	314
31. Beech hall Family and Childcare	309
32. Rowantree Medical	284
33. Children and Families	280
34. Forster Green DESP	266
35. Nutrition & Dietetics	265
36. Cardio-thoracic Waiting List Office	260
37. Macular Service	248
38. Cancer & Specialist Services	232
39. Community Dental	231
40. Home Treatment	228

Top 40 Northern HSC Trust Area Breakdown 1 April 2023 to 31 March 2024

Department	Requests
1. Booking Office	993
2. Ballymena H&CC	853
3. Physiotherapy	698
4. Outpatients	685
5. Obstetrics	452
6. Radiology	428
7. Causeway Hospital	425
8. Ballymena F.S.I.T	412
9. Ballymena LAC	368
10. Rockfield Medical	346
11. Public Health Nursing	327
12. Podiatry	311
13. Maternity (Antrim)	282
14. OBS/GYNAE OPD	278
15. Smithfield Medical	268
16. Antrim Area Hospital	252
17. Social Services	242
18. X-Ray Department	225
19. MSK Pain Service	222
20. 16+ Team	218
21. Childrens Services	216
22. F.S.I.T	210
23. Glengormley CSC	191
24. Community Midwifery	182
25. Women & Children's Services - Community	173
26. Whitehouse Medical	171
27. Cardiac Investigations	164
28. Appointments Antrim	156
29. Community Dental	156
30. Diamond Dental Clinic	154
31. Slemish CSC	152
32. Health Visiting	143
33. Diamond Medical	135
34. Community Addiction	134
35. Cancer Services	126
36. Children's Services, Public Health Nursing	126
37. Kennedy Orthodontics	117
38. Acute Medical Wards	113
39. Antrim F.I.T	108
40. OPD 4 Antrim Hospital	108

Top 40 Western HSC Trust Area Breakdown 1 April 2023 to 31 March 2024

Department	Requests
1. Outpatients	602
2. Physiotherapy	520
3. F.I.T	370
4. Health Visiting	302
5. Women & Childrens	302
6. Radiology	276
7. Adult Learning Disability	238
8. North West Cancer Centre	228
9. Altnagelvin Hospital	167
10. Orthopaedics	158
11. Ash Villa	154
12. Antenatal Clinic	146
13. Speech & Language Therapy	145
14. Community Dental	127
15. Social Services	108
16. Adult Mental Health	104
17. Drumragh Practice	101
18. X-Ray Department	100
19. Maguire McCann	97
20. Ward 5 - Tyrone County	96
21. Partial Booking	94
22. Maguire Dental	91
23. Acute Services	90
24. Family and Childcare	69
25. Dietetics	68
26. Community Mental Health	67
27. Maple Group Practice	65
28. OPD Altnagelvin	63
29. Great James Street HC	62
30. Community Diabetes	61
31. Erne House, T & F Hospital	59
32. Alcohol & Drug Service	58
33. Pre-Op Assess Dept	54
34. Admin Building	51
35. Clarendon Medical	51
36. Endoscopy	51
37. Day Procedure Unit	47
38. LAC Team	47
39. Orthoptics	47
40. 16+ Pathway Team	46

Top 40 South Eastern Trust Area Breakdown 1 April 2023 to 31 March 2024

Department	Requests
1. Maternity (Ulster)	542
2. Outpatients	482
3. Physiotherapy	463
4. Health Visiting	229
5. Radiology	216
6. Speech & Language Therapy	195
7. Child Health	184
8. Ulster Hospital	160
9. Maternity (Downe)	141
10. Health - Maghaberry	138
11. Downe Hospital	127
12. F.I.T	127
13. Elective Care	120
14. Specsavers	120
15. Community Mental Health	104
16. Cardiology	101
17. Lisburn Health Centre	99
18. Mullan & Gallagher Dental	99
19. Occupational Therapy	98
20. Children's Disability	97
21. Abbey Family Practice	95
22. Community Stroke Team	91
23. Community Dental	88
24. Dr O'Connor/Dr Shevlin	88
25. Adult Learning Disability	87
26. Maternity-Lagan Valley	85
27. Day Procedure Unit	84
28. Mental Health	84
29. The Green Surgery	82
30. Scrabo Childrens Centre	79
31. Waiting List Unit - LVH	71
32. Calla Dental, Lisburn	62
33. Downshire Hospital	62
34. Hulatt Dental Care	62
35. Ardarragh RC	60
36. Woodbrooke Medical	60
37. Family and Child Care	57
38. Medical Records	57
39. Dental	56
40. Lisburn Family Dental	56

Deliver 20 training hours (minimum) to HSC Trusts/Orgs annually

South Eastern HSC Trust	04 October 2023	Working Well with Interpreters Training
Belfast HSC Trust	12 October 2023	Working Well with Interpreters Training
Northern HSC Trust	17 October 2023	Working Well with Interpreters Training
BHSC Mental Health Hub	01 November 2023	Working Well with Interpreters Training
Northern HSC Trust	08 November 2023	Working Well with Interpreters Training
Western HSC Trust	14 November 2023	Working Well with Interpreters Training
Action Mental Health	15 November 2023	Working Well with Interpreters Training
Southern HSC Trust	22 November 2023	Working Well with Interpreters Training
Belfast HSC Trust	28 November 2023	Working Well with Interpreters Training
Southern HSC Trust	11 January 2024	Working Well with Interpreters Training
ASW Programme	23 February 2024	Working Well with Interpreters Training
Southern HSC Trust	06 March 2024	Working Well with Interpreters Training
QUB School of Medicine	15 March 2024	Working Well with Interpreters Training

**BHSC September 2023 session cancelled due to strike action*

**WHSC January 2024 and March 2024 sessions cancelled due to low attendance*

Complaints 1 April 2023 to 31 March 2024

There were 8 formal complaints received during this period.

New Interpreters - 1 April 2023 to 31 March 2024

29 new Interpreters trained/registered between 1 April 2023 and 31 March 2024 - languages include:

Arabic x 8
 Bulgarian x 1
 Farsi x 2
 Mandarin x 1
 Polish x 1
 Portuguese x 2
 Romanian x 1
 Somali x 1
 Tetum x 1
 Tigrinya x 2
 Turkish x 1
 Ukrainian x 8

BSO Interpreting Requests per Year

