



Business Services
Organisation

Interpreting Service

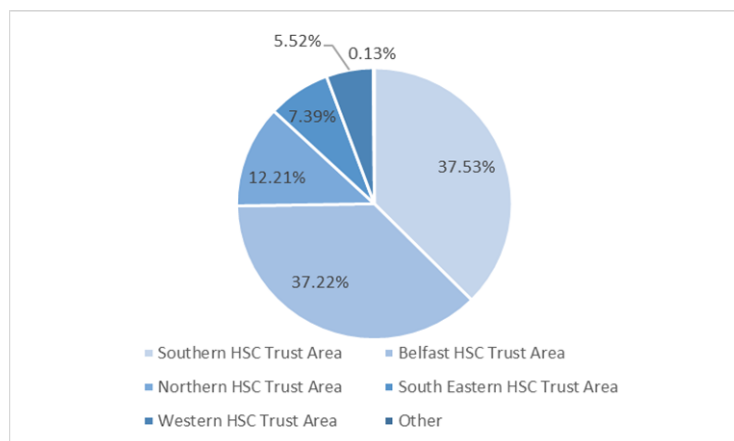
BSO Interpreting Service Report: 1 April 2024 to 31 March 2025

Key Performance Indicators 1 April 2024 to 31 March 2025	
Minimum of 95% of requests fulfilled	96.26%
Minimum of 90% of emergency requests fulfilled within 1 hour	93.49%
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	✓

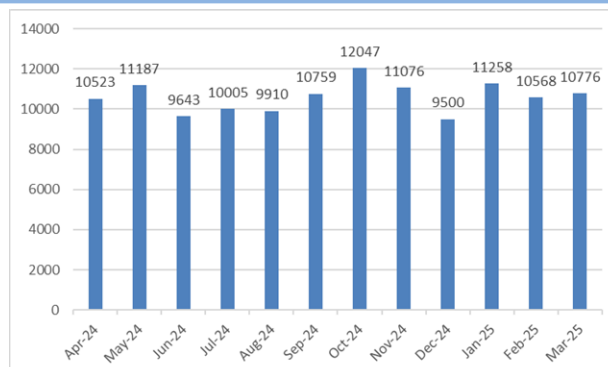
Requests 1 April 2024 to 31 March 2025

HSC Organisation	Number of Requests	Cancellations	Non provisions	Out of Hours
Southern Trust	47761	5699	1025	738
Belfast Trust	47358	5416	2297	830
Northern Trust	15541	1847	542	182
South Eastern Trust	9406	1142	426	108
Western Trust	7019	895	467	59
Other	167	19	6	0
Total	127252	15018	4763	1917

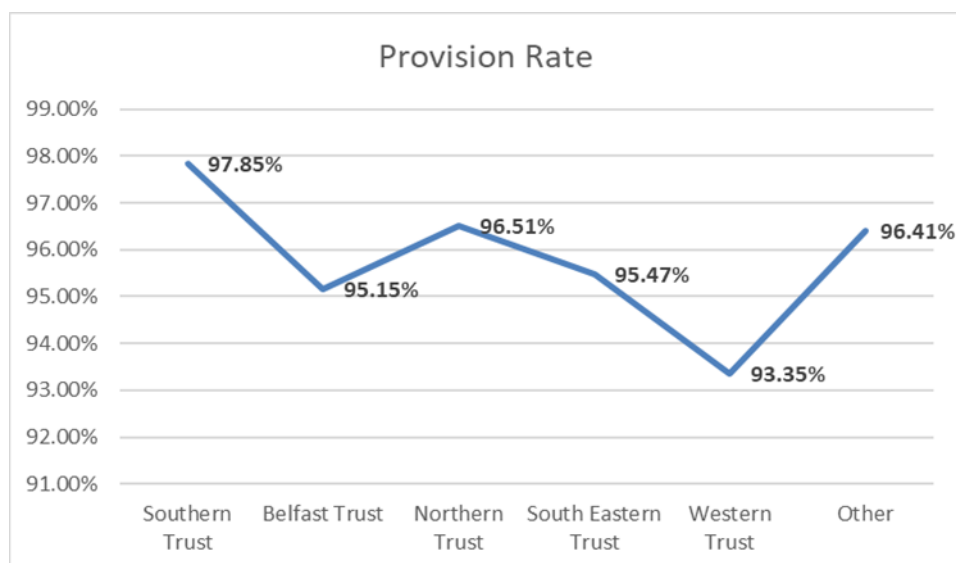
% Requests per HSC Trust/Org



Requests per Month: 1 April 2024 to 31 March 2025



1 April 2024 to 31 March 2025 Provision Rate = 96.26%

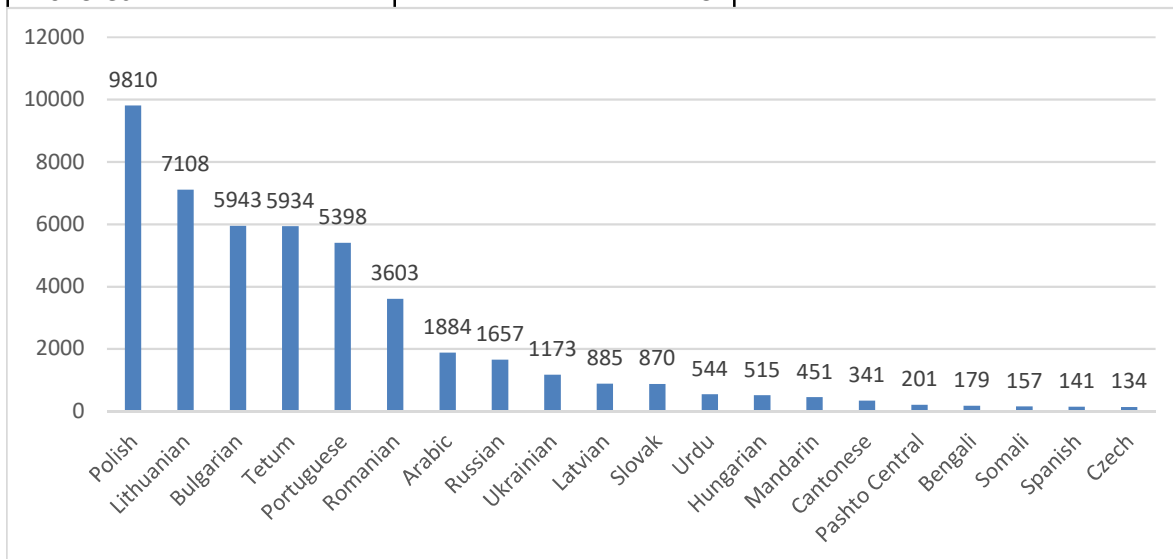


Top 20 Regional Languages 1 April 2024 to 31 March 2025

Language	Requests
1. Polish	24264
2. Arabic	19895
3. Romanian	11381
4. Lithuanian	9643
5. Bulgarian	8485
6. Portuguese	7163
7. Tetum	6702
8. Slovak	5183
9. Somali	4660
10. Mandarin	3727
11. Russian	3304
12. Ukrainian	3102
13. Cantonese	2735
14. Hungarian	2567
15. Farsi (Iran)	1848
16. Latvian	1456
17. Tigrinya	1412
18. Urdu	1278
19. Bengali	1051
20. Czech	1037

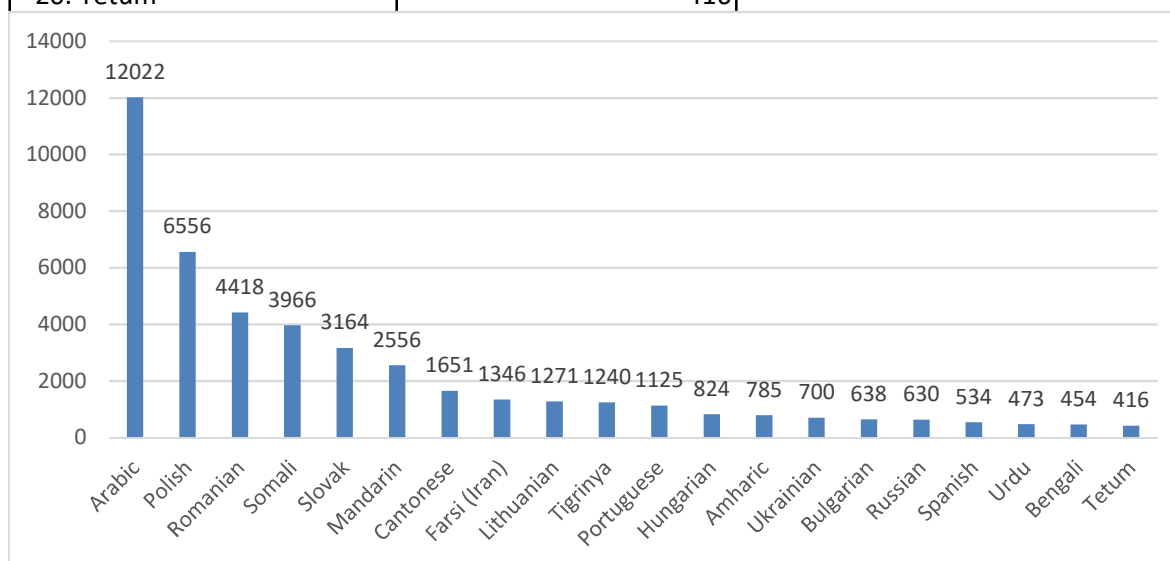
Southern HSC Trust Top 20 Languages 1 April 2024 to 31 March 2025

1. Polish	9810
2. Lithuanian	7108
3. Bulgarian	5943
4. Tetum	5934
5. Portuguese	5398
6. Romanian	3603
7. Arabic	1884
8. Russian	1657
9. Ukrainian	1173
10. Latvian	885
11. Slovak	870
12. Urdu	544
13. Hungarian	515
14. Mandarin	451
15. Cantonese	341
16. Pashto Central	201
17. Bengali	179
18. Somali	157
19. Spanish	141
20. Czech	134



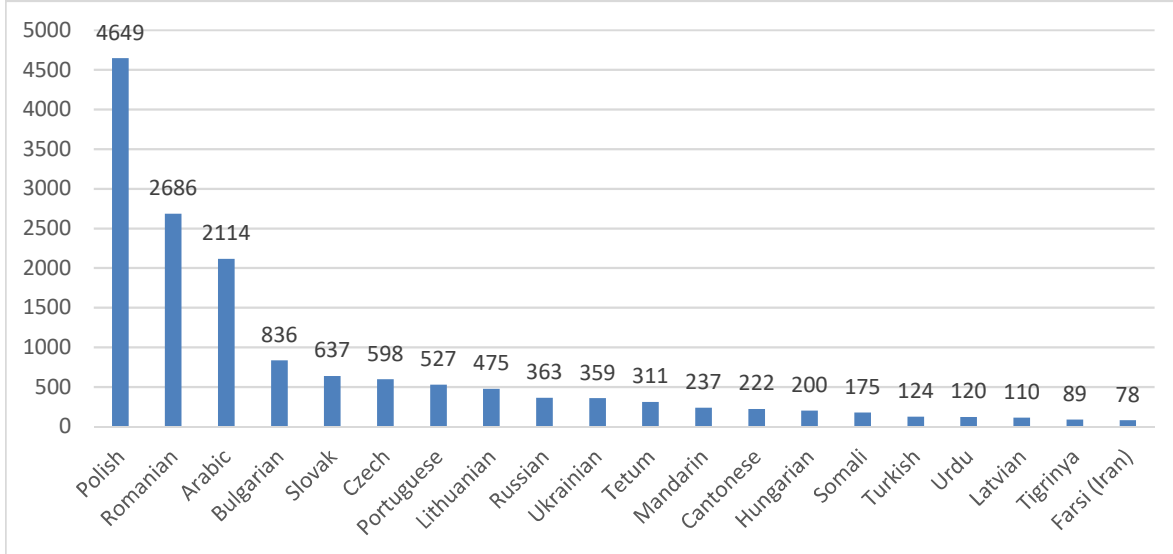
Belfast HSC Trust Top 20 Languages 1 April 2024 to 31 March 2025

1. Arabic	12022
2. Polish	6556
3. Romanian	4418
4. Somali	3966
5. Slovak	3164
6. Mandarin	2556
7. Cantonese	1651
8. Farsi (Iran)	1346
9. Lithuanian	1271
10. Tigrinya	1240
11. Portuguese	1125
12. Hungarian	824
13. Amharic	785
14. Ukrainian	700
15. Bulgarian	638
16. Russian	630
17. Spanish	534
18. Urdu	473
19. Bengali	454
20. Tetum	416



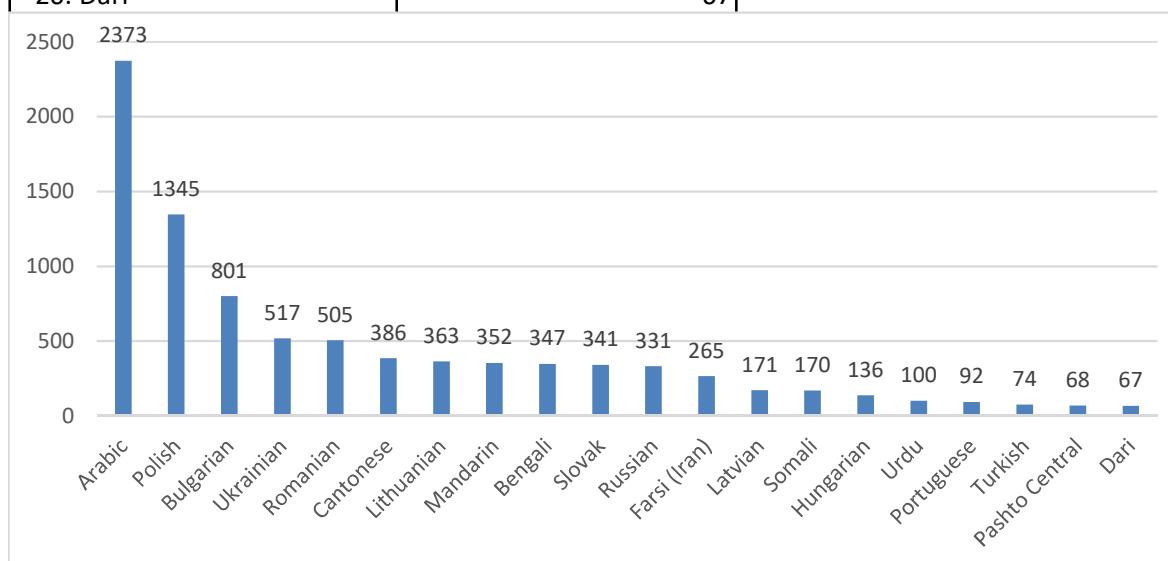
Northern HSC Trust Top 20 Languages 1 April 2024 to 31 March 2025

1. Polish	4649
2. Romanian	2686
3. Arabic	2114
4. Bulgarian	836
5. Slovak	637
6. Czech	598
7. Portuguese	527
8. Lithuanian	475
9. Russian	363
10. Ukrainian	359
11. Tetum	311
12. Mandarin	237
13. Cantonese	222
14. Hungarian	200
15. Somali	175
16. Turkish	124
17. Urdu	120
18. Latvian	110
19. Tigrinya	89
20. Farsi (Iran)	78



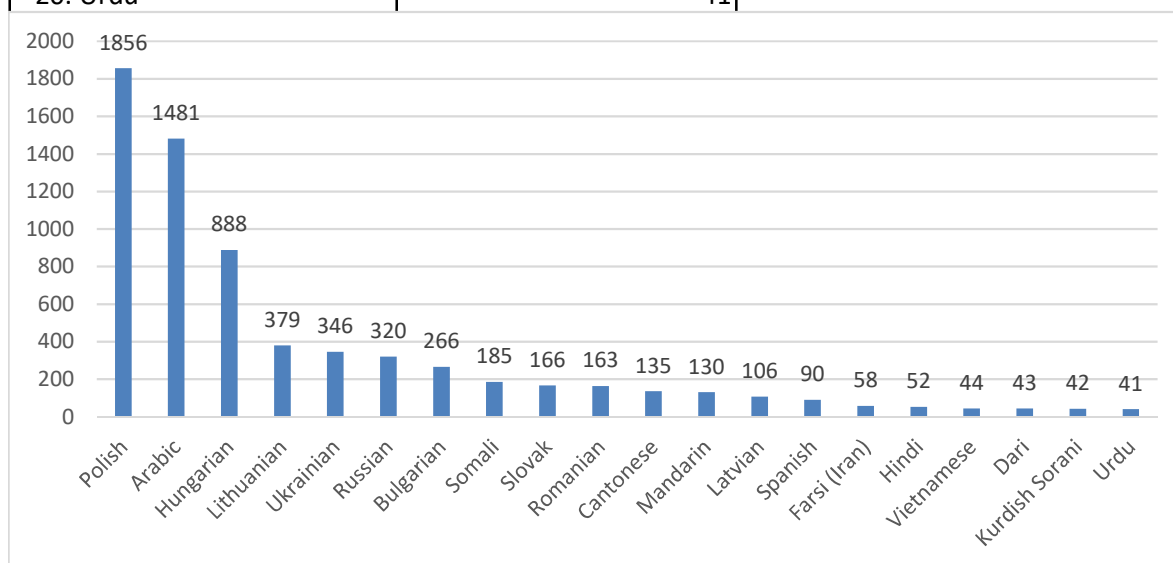
South Eastern HSC Trust Top 20 Languages 1 April 2024 to 31 March 2025

1. Arabic	2373
2. Polish	1345
3. Bulgarian	801
4. Ukrainian	517
5. Romanian	505
6. Cantonese	386
7. Lithuanian	363
8. Mandarin	352
9. Bengali	347
10. Slovak	341
11. Russian	331
12. Farsi (Iran)	265
13. Latvian	171
14. Somali	170
15. Hungarian	136
16. Urdu	100
17. Portuguese	92
18. Turkish	74
19. Pashto Central	68
20. Dari	67



Western HSC Trust Top 20 Languages 1 April 2024 to 31 March 2025

1. Polish	1856
2. Arabic	1481
3. Hungarian	888
4. Lithuanian	379
5. Ukrainian	346
6. Russian	320
7. Bulgarian	266
8. Somali	185
9. Slovak	166
10. Romanian	163
11. Cantonese	135
12. Mandarin	130
13. Latvian	106
14. Spanish	90
15. Farsi (Iran)	58
16. Hindi	52
17. Vietnamese	44
18. Dari	43
19. Kurdish Sorani	42
20. Urdu	41



Top 40 Departmental/Practice Breakdown 1 April 2024 to 31 March 2025

HSC Trust/Org	Department/Practice	Requests
1. BHSCT Area	Royal Maternity Service	3264
2. SHSCT Area	Physiotherapy	2730
3. SHSCT Area	Health Visiting	2708
4. SHSCT Area	Radiology	2377
5. SHSCT Area	Outpatients	2260
6. BHSCT Area	Physiotherapy	2202
7. BHSCT Area	Appointments Office	2059
8. BHSCT Area	Kensington Practice	2019
9. BHSCT Area	Radiology	1914
10. SHSCT Area	DJ Maguire Dentist	1352
11. BHSCT Area	Outpatients	1264
12. SHSCT Area	Maternity (Craigavon)	1177
13. SHSCT Area	Antenatal & Gynae OPD	1115
14. SHSCT Area	Speech & Language Therapy	1088
15. SHSCT Area	Bluestone Unit	1047
16. SHSCT Area	F.I.T	1025
17. SHSCT Area	Children & Young People	948
18. BHSCT Area	Diabetic Eye Screening	875
19. BHSCT Area	Ormeau Health Centre	861
20. NHSCT Area	Booking Office	859
21. BHSCT Area	NI Dental Care	829
22. BHSCT Area	Shankill W&TC	780
23. SHSCT Area	Acute Services	761
24. NHSCT Area	Ballymena H&CC	757
25. SHSCT Area	Ramone Outpatients	745
26. BHSCT Area	Antrim Road Medical	720
27. BHSCT Area	X-Ray Department	710
28. NHSCT Area	Rockfield Medical	693
29. BHSCT Area	RVH Appointments	692
30. NHSCT Area	Physiotherapy	688
31. BHSCT Area	Orthopaedic ICATS	661
32. BHSCT Area	RBHSC	638
33. NHSCT Area	Radiology	629
34. BHSCT Area	Bridgewater Suite	624
35. BHSCT Area	Mental Health	611
36. SHSCT Area	Riverside Practice	611
37. SEHSCT Area	Outpatients	579
38. SHSCT Area	A&E - Craigavon	565
39. SHSCT Area	Community Midwifery	555
40. BHSCT Area	Community Podiatry	549

Top 40 Southern HSC Trust Area Breakdown 1 April 2024 to 31 March 2025

Department	Requests
1. Physiotherapy	2730
2. Health Visiting	2708
3. Radiology	2377
4. Outpatients	2260
5. DJ Maguire Dentist	1352
6. Maternity (Craigavon)	1177
7. Antenatal & Gynae OPD	1115
8. Speech & Language Therapy	1088
9. Bluestone Unit	1047
10. F.I.T	1025
11. Children & Young People	948
12. Acute Services	761
13. Ramone Outpatients	745
14. Riverside Practice	611
15. A&E - Craigavon	565
16. Community Midwifery	555
17. NINES	526
18. CAMHS	490
19. Abbey Court surgery	489
20. Integrated Maternity &	467
21. Community Stroke Team	459
22. Magee Dental Care	451
23. Maternity (Daisy Hill)	432
24. Dr Burnett, Winter, MacDonald	414
25. Mid Ulster Healthcare	409
26. Respiratory	394
27. X-Ray Department	386
28. Cornmarket Surgery	380
29. Podiatry	380
30. Dietetics	365
31. Mandeville unit	364
32. Carleton Dental	323
33. LAC Team	322
34. Steps to Wellness	322
35. Community Paediatrics	313
36. 2 North	293
37. Scheduling Office	276
38. Gateway	264
39. Fracture clinic	262
40. Bupa Dental Dungannon	257

Top 40 Belfast HSC Trust Area Breakdown 1 April 2024 to 31 March 2025

Department	Requests
1. Royal Maternity Service	3264
2. Physiotherapy	2202
3. Appointments Office	2059
4. Kensington Practice	2019
5. Radiology	1914
6. Outpatients	1264
7. Diabetic Eye Screening	875
8. Ormeau Health Centre	861
9. NI Dental Care	829
10. Shankill W&TC	780
11. Antrim Road Medical	720
12. X-Ray Department	710
13. RVH Appointments	692
14. Orthopaedic ICATS	661
15. RBHSC	638
16. Bridgewater Suite	624
17. Mental Health	611
18. Community Podiatry	549
19. ENT	547
20. Ormeau Dental	524
21. Ward 3 AMHIC	434
22. Podiatry	412
23. Woodstock Lodge	400
24. Rowantree Medical	399
25. Children and Families	377
26. Nutrition & Dietetics	372
27. Orthopaedics	327
28. Children's Speech & Language Therapy	326
29. Speech & Language Therapy	286
30. Turk Dental Care	284
31. Cancer Centre	283
32. Sexual & Reproductive Healthcare	273
33. Woodstock Medical	272
34. Rapid Access Chest Pain Clinic	268
35. Cardio-thoracic Waiting List	262
36. Endoscopy	256
37. Beech hall Family &	247
38. Bridge Dental Practice	247
39. Musgrave OPD	247
40. Waiting List Office BCH	244

Top 40 Northern HSC Trust Area Breakdown 1 April 2024 to 31 March 2025

Department	Requests
1. Booking Office	859
2. Ballymena H&CC	757
3. Rockfield Medical	693
4. Physiotherapy	688
5. Radiology	629
6. Ballymena LAC	497
7. Outpatients	471
8. Causeway Hospital	400
9. Obstetrics	307
10. X-Ray Department	280
11. Public Health Nursing	272
12. Smithfield Medical	268
13. Ballymena FSIT	252
14. OBS/GYNAE OPD	251
15. Podiatry	249
16. FSIT	230
17. Social Services	219
18. Antrim Area Hospital	210
19. Maternity (Antrim)	202
20. Whitehouse Medical	202
21. Children's Services	200
22. Community Dental	183
23. MSK Pain Service	171
24. Diamond Dental Clinic	158
25. Women & Children's Services - Community	140
26. Diamond Medical	137
27. Children's Services	133
28. Community Midwifery	128
29. Appointments - Antrim	120
30. Community Mental Health	115
31. Family and Childcare	115
32. OPD 4 Antrim Hospital	106
33. Cardiac Investigations	104
34. A&E - Antrim	103
35. Acute Medical Wards	96
36. Kennedy Orthodontics	95
37. Children's Speech &	91
38. Health Visiting	88
39. Clear Dental	87
40. Community Addiction	87

Top 40 Western HSC Trust Area Breakdown 1 April 2024 to 31 March 2025

Department	Requests
1. Outpatients	451
2. Physiotherapy	449
3. Ward 5 - Tyrone County	321
4. Women & Children's Services	310
5. Radiology	301
6. Adult Learning Disability	247
7. Orthopaedics	216
8. 16+ Pathway Team	188
9. F.I.T	183
10. Health Visiting	161
11. Altnagelvin Hospital	145
12. Speech & Language Therapy	142
13. Antenatal Clinic	141
14. Social Services - Older People	126
15. X-Ray Department	119
16. Partial Booking	111
17. Adult Mental Health	108
18. Maguire McCann	105
19. Acute Services	98
20. Community Diabetes	82
21. Primary Care and Older People Services	82
22. NW Cancer Centre	78
23. Dietetics	76
24. Grangewood Hospital	76
25. Alcohol & Drug Service	75
26. Endoscopy	75
27. Community Mental Health	72
28. Drumragh Practice	72
29. Maguire Dental	68
30. Community Dental	65
31. Maple Group Practice	60
32. LAC Service	56
33. Children's Ward	53
34. Family and Childcare	53
35. Hollyvilla	51
36. OPD- Altnagelvin	50
37. Erne House, T & F	49
38. Radiotherapy	46
39. Audiology TCH	45
40. Day Procedure Unit	45

Top 40 South Eastern Trust Area Breakdown 1 April 2024 to 31 March 2025

Department	Requests
1. Outpatients	579
2. Maternity (Ulster)	533
3. Physiotherapy	395
4. Radiology	285
5. F.I.T	249
6. Health Visiting	218
7. Orthopaedic ICATS	192
8. Health - Maghaberry	186
9. Speech & Language Therapy	168
10. Child Health	149
11. Community Dental	146
12. Maternity (Downe)	144
13. Elective Care	143
14. Downe Hospital	141
15. Ulster Hospital	141
16. Lisburn Health Centre	129
17. Cardiology	126
18. Maternity (Lagan Valley)	110
19. Dr O'Connor/Dr Shevlin	109
20. Specsavers	107
21. Partial Booking / Appts	105
22. Children's Disability	104
23. Hand Therapy	102
24. Lisburn Family Dental	101
25. Cardiac Investigations	98
26. Mental Health	96
27. Abbey Family Practice	89
28. Plastic Surgery	88
29. Occupational Therapy	84
30. Day Procedure Unit	81
31. Clinical Psychology / Psychological Therapies	79
32. Scrabo Children's Centre	79
33. Day Procedure Unit	78
34. Waiting List Unit - LVH	75
35. Bangor Hospital	74
36. Lawson Dental	71
37. White House Building	71
38. Ballyholme Dental	70
39. Family and Child Care	70
40. Mullan & Gallagher Dental	70

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

Working Well with Interpreters (SEHSCT)	08-May-24
BSO How to Book an Interpreter (All HSC Trusts)	09-May-24
BSO How to Book an Interpreter (All HSC Trusts)	11-Jun-24
Castlereagh Medical Practice - Reception Staff Awareness Session	11-Jun-24
Working Well with Interpreters (NHSCT)	12-Jun-24
Working Well with Interpreters (SHSCT)	19-Jun-24
Interpreting Awareness Session: Alberville Surgery Reception Staff	01-Aug-24
New Interpreter Induction Programme Aug-24	4 Dates August 2024
BSO How to Book an Interpreter (All HSC Trusts)	14-Aug-24
Working Well with Interpreters (SEHSCT)	18-Sep-24
East Antrim PBL Interpreting Awareness Session: GP Practice Staff	18-Sep-24
Interpreting Awareness Session: GPNI - GP / Practice Manager Webinar	19-Sep-24
Working Well with Interpreters (NHSCT)	09-Oct-24
Working Well with Interpreters (BHSCT)	16-Oct-24
BSO How to Book an Interpreter (All HSC Trusts)	17-Oct-24
South Eastern PBL Ballynahinch	06-Nov-24
BSO How to Book an Interpreter (All HSC Trusts)	21-Nov-24
Working Well with Interpreters (SHSCT)	11-Dec-24
BSO How to Book an Interpreter (All HSC Trusts)	16-Jan-25
Lisburn PBL - GP Practice Admin Training (Eastern Federation)	22-Jan-25
Ards and North Down PBL - GP Practice Admin Training (Eastern Federation)	29-Jan-25

January 2025 BSO New Interpreter Induction Programme	January 2025 (4 days)
East Belfast – PBL - GP Practice Admin Training (Eastern Federation)	19-Feb-25
BSO How to Book an Interpreter (All HSC Trusts)	05-Mar-25

Complaints 1 April 2024 to 31 March 2025

There were 3 formal complaints received during this period.

New Interpreters - 1 April 2024 to 31 March 2025

25 new Interpreters trained/registered between 1 April 2024 and 31 March 2025 - languages include:

Language	New Interpreters
Arabic (syria)	3
Bengali	1
Dari	1
Farsi	1
Hungarian	2
Malayalam	2
Pashto	1
Polish	3
Portuguese (EU)	2
Romanian	2
Slovak	1
Spanish	1
Tagalog	1
Ukrainian	3
Urdu/Punjabi	1
Total	25

BSO Interpreting Requests per Year

