

# **BSO Interpreting Service Report: 1 April 2025 to 31 March 2026**

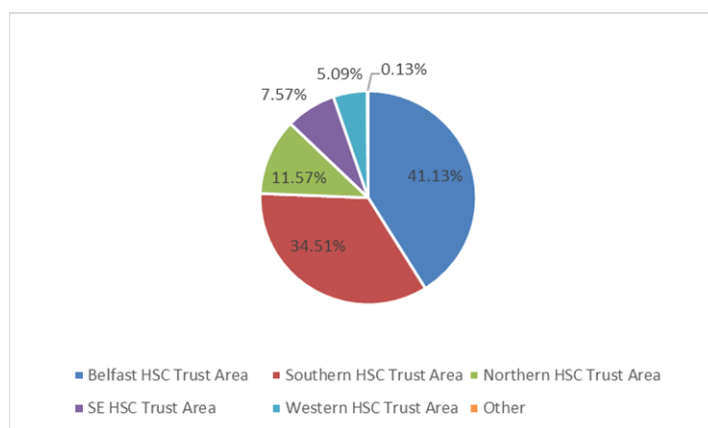
### Key Performance Indicators 1 April 2025 to 31 March 2026

Minimum of 95% of requests fulfilled	95.50%
Minimum of 90% of emergency requests fulfilled within 1 hour	93.47%
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)	✓

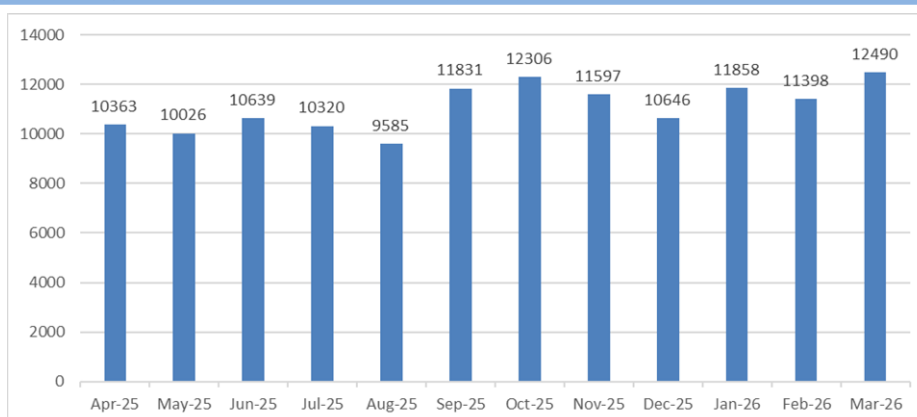
### Requests 1 April 2025 to 31 March 2026

HSC Organisation	Requests	Cancellations	Non provisions	Out of Hours
Belfast HSC Trust Area	54725	6366	2801	954
Southern HSC Trust Area	45921	5178	1382	756
Northern HSC Trust Area	15389	1921	702	164
SE HSC Trust Area	10077	1265	560	112
Western HSC Trust Area	6771	835	533	42
Other	176	36	13	0
<b>Total</b>	<b>133059</b>	<b>15601</b>	<b>5991</b>	<b>2028</b>

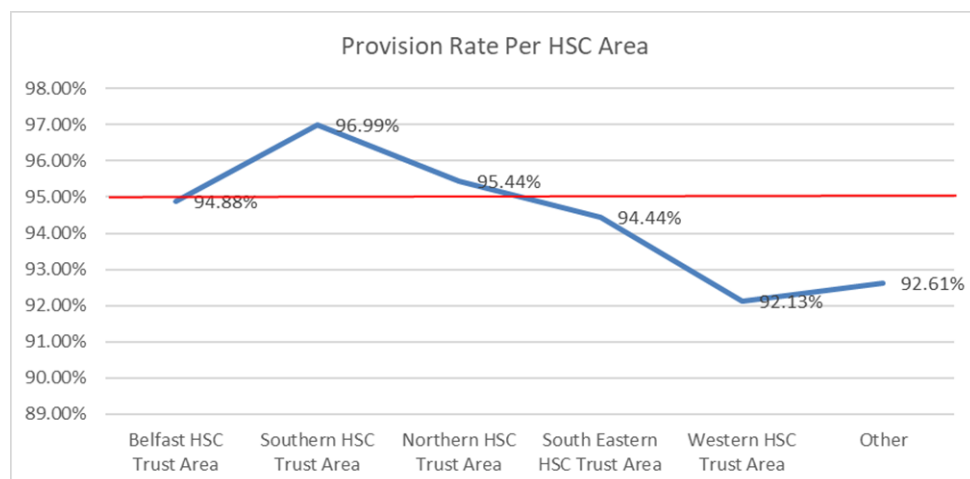
### % Requests per HSC Trust/Org



### Requests per Month: 1 April 2025 to 31 March 2026



## 1 April 2025 to 31 March 2026 Provision Rate = 95.5%

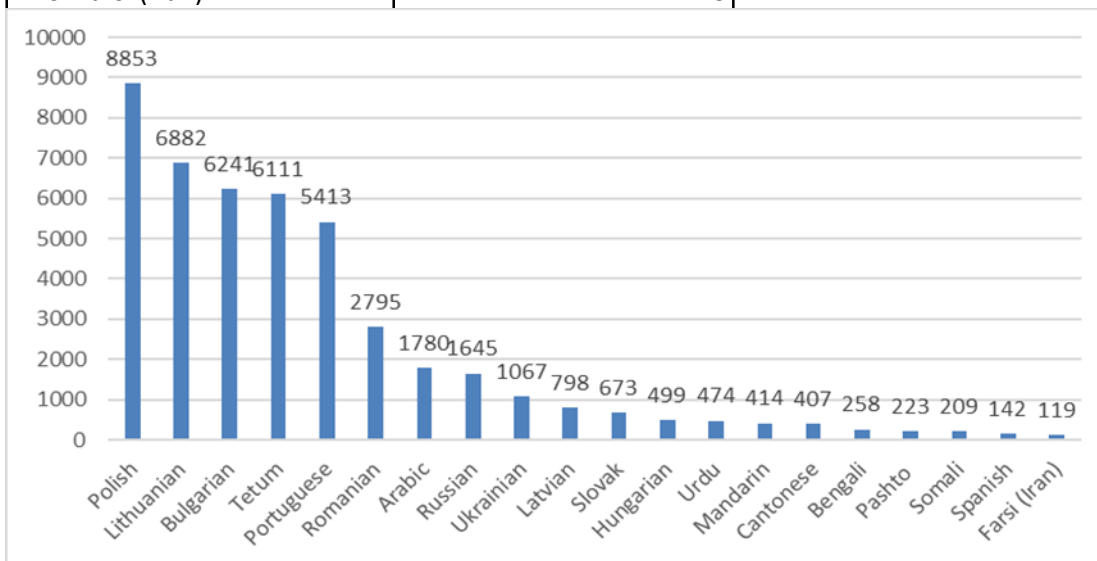


## Top 20 Regional Languages 1 April 2025 to 31 March 2026

Language	Requests
1. Polish	24062
2. Arabic	20801
3. Romanian	10843
4. Lithuanian	10127
5. Bulgarian	8940
6. Portuguese	7845
7. Tetum	7110
8. Somali	5945
9. Slovak	5412
10. Mandarin	3896
11. Cantonese	3626
12. Russian	3378
13. Ukrainian	2950
14. Hungarian	2718
15. Farsi (Iran)	1624
16. Urdu	1485
17. Bengali	1450
18. Latvian	1362
19. Tigrinya	1140
20. Spanish	1008

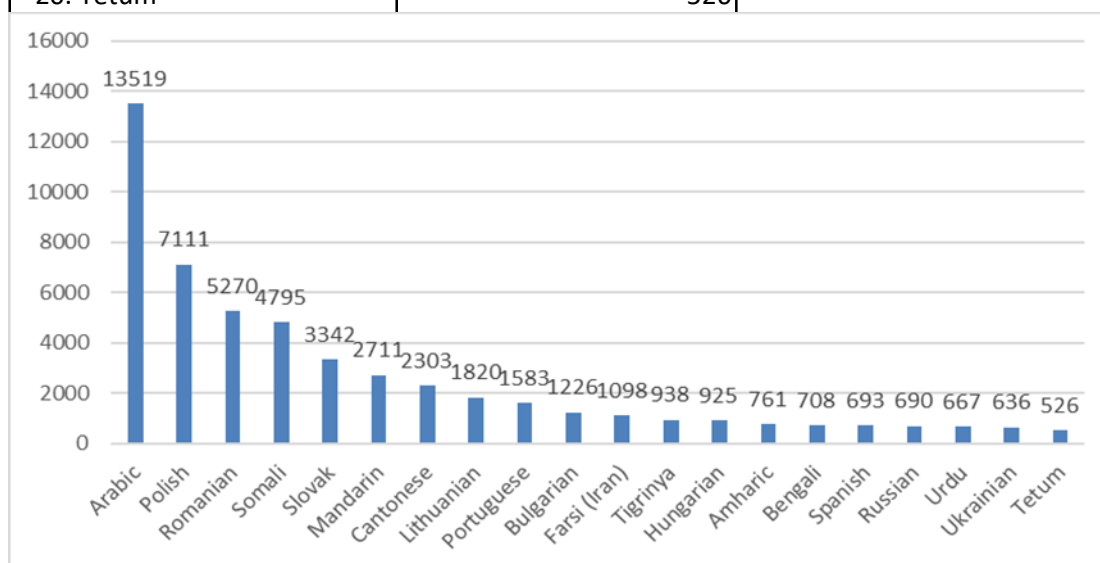
## Southern HSC Trust Top 20 Languages 1 April 2025 to 31 March 2026

1. Polish	8853
2. Lithuanian	6882
3. Bulgarian	6241
4. Tetum	6111
5. Portuguese	5413
6. Romanian	2795
7. Arabic	1780
8. Russian	1645
9. Ukrainian	1067
10. Latvian	798
11. Slovak	673
12. Hungarian	499
13. Urdu	474
14. Mandarin	414
15. Cantonese	407
16. Bengali	258
17. Pashto	223
18. Somali	209
19. Spanish	142
20. Farsi (Iran)	119



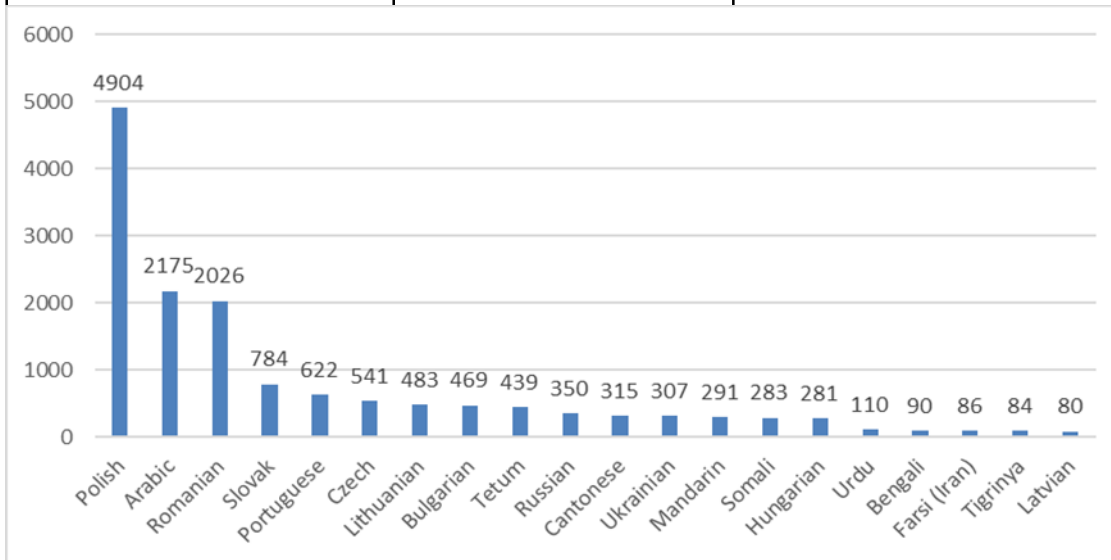
## Belfast HSC Trust Top 20 Languages 1 April 2025 to 31 March 2026

1. Arabic	13519
2. Polish	7111
3. Romanian	5270
4. Somali	4795
5. Slovak	3342
6. Mandarin	2711
7. Cantonese	2303
8. Lithuanian	1820
9. Portuguese	1583
10. Bulgarian	1226
11. Farsi (Iran)	1098
12. Tigrinya	938
13. Hungarian	925
14. Amharic	761
15. Bengali	708
16. Spanish	693
17. Russian	690
18. Urdu	667
19. Ukrainian	636
20. Tetum	526



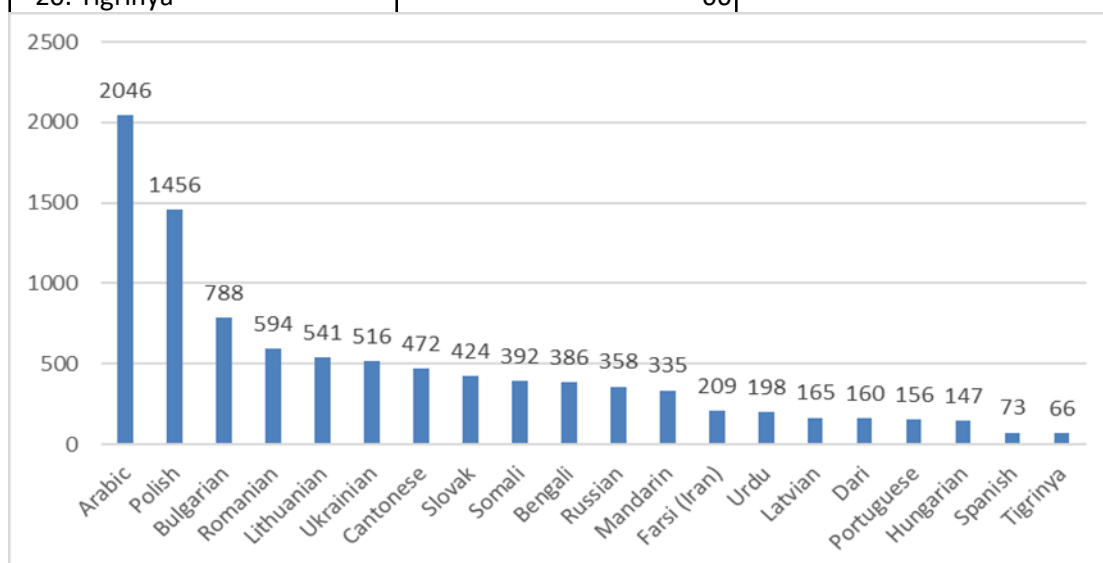
## Northern HSC Trust Top 20 Languages 1 April 2025 to 31 March 2026

1. Polish	4904
2. Arabic	2175
3. Romanian	2026
4. Slovak	784
5. Portuguese	622
6. Czech	541
7. Lithuanian	483
8. Bulgarian	469
9. Tetum	439
10. Russian	350
11. Cantonese	315
12. Ukrainian	307
13. Mandarin	291
14. Somali	283
15. Hungarian	281
16. Urdu	110
17. Bengali	90
18. Farsi (Iran)	86
19. Tigrinya	84
20. Latvian	80



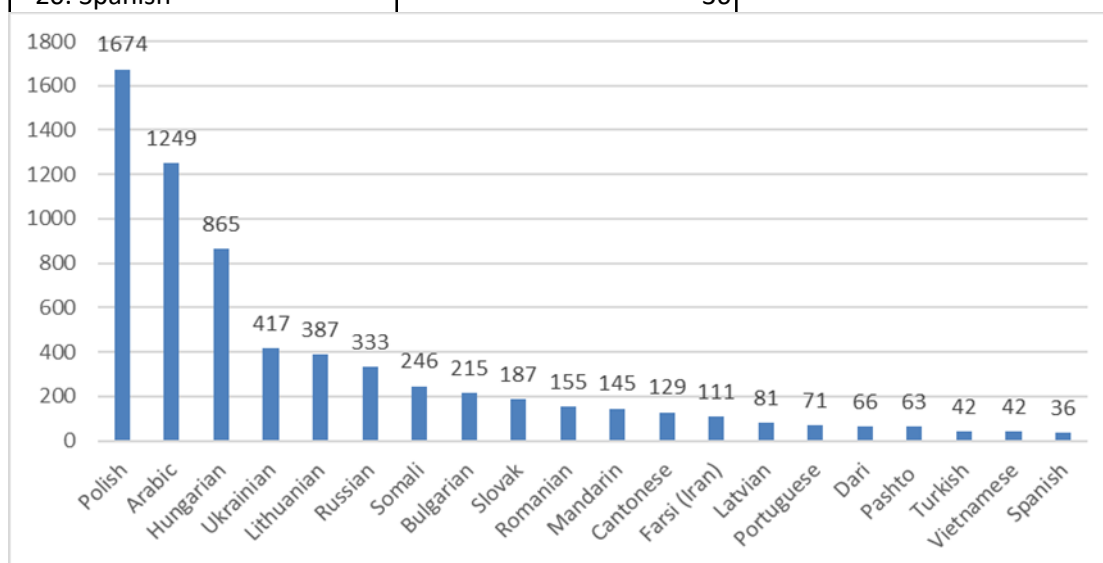
## South Eastern HSC Trust Top 20 Languages 1 April 2025 to 31 March 2026

1. Arabic	2046
2. Polish	1456
3. Bulgarian	788
4. Romanian	594
5. Lithuanian	541
6. Ukrainian	516
7. Cantonese	472
8. Slovak	424
9. Somali	392
10. Bengali	386
11. Russian	358
12. Mandarin	335
13. Farsi (Iran)	209
14. Urdu	198
15. Latvian	165
16. Dari	160
17. Portuguese	156
18. Hungarian	147
19. Spanish	73
20. Tigrinya	66



## Western HSC Trust Top 20 Languages 1 April 2025 to 31 March 2026

1. Polish	1674
2. Arabic	1249
3. Hungarian	865
4. Ukrainian	417
5. Lithuanian	387
6. Russian	333
7. Somali	246
8. Bulgarian	215
9. Slovak	187
10. Romanian	155
11. Mandarin	145
12. Cantonese	129
13. Farsi (Iran)	111
14. Latvian	81
15. Portuguese	71
16. Dari	66
17. Pashto	63
18. Turkish	42
19. Vietnamese	42
20. Spanish	36



## Top 40 Departmental/Practice Breakdown 1 April 2025 to 31 March 2026

HSC Trust/Org	Department/Practice	Requests
1. Belfast HSC Trust	Royal Maternity Service	3994
2. Belfast HSC Trust	Appointments Office	2836
3. Belfast HSC Trust	Radiology	2671
4. Southern HSC Trust	Radiology	2515
5. Southern HSC Trust	Physiotherapy	2484
6. Southern HSC Trust	Outpatients	2255
7. Southern HSC Trust	Health Visiting	2200
8. Belfast HSC Trust	Physiotherapy	2189
9. Belfast HSC Trust	Outpatients	1616
10. Belfast HSC Trust	Kensington Practice	1592
11. Northern HSC Trust	Booking Office	1279
12. Belfast HSC Trust	Mental Health	1206
13. Southern HSC Trust	DJ Maguire Dental	1182
14. Southern HSC Trust	Maternity (Craigavon)	1119
15. Belfast HSC Trust	ENT	1093
16. Southern HSC Trust	Bluestone Unit	1024
17. Belfast HSC Trust	RBHSC	1010
18. Southern HSC Trust	Children & Young People	947
19. Northern HSC Trust	Rockfield Medical	890
20. Belfast HSC Trust	Diabetic Eye Screening	885
21. Belfast HSC Trust	RVH Appointments	842
22. Belfast HSC Trust	Orthopaedic ICATS	791
23. Southern HSC Trust	A&E - Craigavon	767
24. Northern HSC Trust	Physiotherapy	751
25. Belfast HSC Trust	Ormeau Health Centre	735
26. Southern HSC Trust	Speech and Language Therapy	723
27. Southern HSC Trust	Antenatal & Gynae OuPD	721
28. Belfast HSC Trust	X-Ray Department	720
29. Belfast HSC Trust	Bridgewater Suite	710
30. South Eastern HSC Trust	Outpatients	693
31. Belfast HSC Trust	AMHIC	670
32. Southern HSC Trust	F.I.T	667
33. Southern HSC Trust	Ramone OPD	629
34. Southern HSC Trust	Acute Services	618
35. Belfast HSC Trust	Shankill W&TC	601
36. Belfast HSC Trust	Antrim Road Medical	585
37. Southern HSC Trust	1 South	583
38. Southern HSC Trust	Abbey Court surgery	570
39. Northern HSC Trust	Radiology	567
40. Belfast HSC Trust	NI Dental Care	556

## Top 40 Southern HSC Trust Area Breakdown 1 April 2025 to 31 March 2026

Department	Requests
1. Radiology	2515
2. Physiotherapy	2484
3. Outpatients	2255
4. Health Visiting	2200
5. DJ Maguire Dental	1182
6. Maternity (Craigavon)	1119
7. Bluestone Unit	1024
8. Children & Young People	947
9. A&E - Craigavon	767
10. Speech and Language Therapy	723
11. Antenatal & Gynae OPD	721
12. F.I.T	667
13. Ramone OPD	629
14. Acute Services	618
15. 1 South	583
16. Abbey Court surgery	570
17. Mandeville unit	515
18. Mid Ulster Healthcare	480
19. Community Midwifery	453
20. Cornmarket Surgery	442
21. Riverside Practice	439
22. Steps to Wellness	429
23. Integrated Maternity &	424
24. Maternity (Daisy Hill)	388
25. X-Ray Department	368
26. Magee Dental	366
27. NINES	362
28. CAMHS	357
29. Urology	357
30. Respiratory	352
31. Drs Burnett, Winter, MacDonald	351
32. Fracture clinic	342
33. Breast Screening	331
34. Orchard Family Practice	308
35. Craigavon Hospital	299
36. Dietetics	297
37. Mental Health	272
38. Armagh Community Hospital	266
39. Blossom Children and Young People Unit	262
40. The Archway Surgery	258

## Top 40 Belfast HSC Trust Area Breakdown 1 April 2025 to 31 March 2026

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7. Mental Health	1206
8. ENT	1093
9. RBHSC	1010
10. Diabetic Eye Screening	885
11. RVH Appointments	842
12. Orthopaedic ICATS	791
13. Ormeau Health Centre	735
14. X-Ray Department	720
15. Bridgewater Suite	710
16. AMHIC	670
17. Shankill W&TC	601
18. Antrim Road Medical	585
19. NI Dental Care	556
20. Podiatry	521
21. Community Podiatry	511
22. Nutrition & Dietetics	478
23. Regional Respiratory Centre	467
24. Ophthalmology	461
25. Health Visiting	454
26. Orthopaedics	447
27. Children and Families	444
28. Ormeau Dental	391
29. Endoscopy	383
30. Cancer Centre	343
31. Cardiac Investigations	342
32. Rowantree Medical	332
33. Childrens Speech and Language Therapy	323
34. Cardio-thoracic Waiting List Office	312
35. Royal Appointments office	310
36. Waiting List Office BCH	304
37. Turk Dental Care	301
38. Speech and Language Therapy	297
39. Woodstock Lodge	287
40. Fracture Clinic	286

## Top 40 Northern HSC Trust Area Breakdown 1 April 2025 to 31 March 2026

Department	Requests
1. Booking Office	1279
2. Rockfield Medical	890
3. Physiotherapy	751
4. Radiology	567
5. Ballymena H&CC	500
6. Causeway Hospital	363
7. Podiatry	357
8. OBS/GYNAE OPD	334
9. Ballymena LAC	330
10. X-Ray Department	318
11. Outpatients	300
12. Maternity (Antrim)	252
13. Community Midwifery	232
14. Community Mental Health	216
15. MSK Pain Service	201
16. Acute Medical Wards	199
17. Childrens Services	194
18. Cancer Services	189
19. Antrim Area Hospital	184
20. Cardiac Investigations	182
21. Smithfield Medical	174
22. Public Health Nursing	150
23. Obstetrics	148
24. Whitehouse Medical	142
25. Diamond Dental Clinic	137
26. Health Visiting	134
27. Community Dental	131
28. Family and Childcare	126
29. LAC	126
30. Community Addiction Service	122
31. Appointments Antrim	116
32. Orthoptics	112
33. Children's Services	107
34. Ballymena Health Centre	106
35. Diamond Medical	105
36. Ballymena FSIT	101
37. OPD 4 - Antrim	95
38. EmSU - AAH	94
39. Children's Speech and Language Therapy	93
40. FSIT	93

## Top 40 Western HSC Trust Area Breakdown 1 April 2025 to 31 March 2026

Department	Requests
1. Outpatients	463
2. Physiotherapy	427
3. Women & Children's Services	321
4. Radiology	320
5. Adult Learning Disability	234
6. 16+ Pathway Team	219
7. Altnagelvin Hospital	177
8. NW Cancer Centre	176
9. Orthopaedics	174
10. Antenatal Clinic	167
11. Adult Mental Health	151
12. Speech and Language Therapy	137
13. Endoscopy	136
14. X-Ray Department	128
15. F.I.T	122
16. Ward 5 Tyrone County	119
17. Health Visiting	117
18. Grangewood Hospital	112
19. Community Mental Health	111
20. Ward 50 Cancer Centre	108
21. Acute Services	86
22. Partial Booking	83
23. Social Services - Older People	83
24. Maguire McCann	80
25. Erne House	72
26. Primary Care and Older People Services	72
27. Community Dental	70
28. Dietetics	68
29. Hollyvilla	67
30. Gateway	66
31. Day Procedure Unit	63
32. OPD - Altnagelvin	63
33. Maple Group Practice	62
34. Haematology	56
35. Talking Therapies Hub	50
36. Alcohol / Drug Service	49
37. Community Diabetes	49
38. Occupational Therapy	46
39. Ward 31 Altnagelvin	46
40. Cityview Medical	45

## Top 40 South Eastern Trust Area Breakdown 1 April 2025 to 31 March 2026

Department	Requests
1. Outpatients	693
2. Maternity (Ulster)	542
3. Radiology	437
4. Physiotherapy	420
5. Partial Booking / Appts	274
6. Downe Hospital	241
7. Health Visiting	235
8. Speech and Language Therapy	198
9. Day Procedure Unit	189
10. Orthopaedic ICATS	188
11. Health - Maghaberry	161
12. Ulster Hospital	146
13. Mental Health	136
14. Dr O'Connor / Shevlin	134
15. Family and Child Care	129
16. DPU - Inpatient Block	118
17. Cardiac Investigation Unit	107
18. Children's Disability	105
19. Maternity (Downe)	105
20. Lisburn Family Dental Care	102
21. Community Dental	100
22. Occupational Therapy	100
23. Child Health	98
24. 16+ LAC	94
25. Plastic Surgery	93
26. Dental	92
27. Paediatric Outpatients	90
28. Cardiology	88
29. Elective Care	87
30. Care of the Elderly	86
31. Bangor Hospital	85
32. Hand Therapy	81
33. Abbey Family Practice	77
34. Community Dietetics	77
35. F.I.T	75
36. Podiatry	75
37. Maternity (LVH)	74
38. Waiting List Unit - LVH	74
39. Appointments Office	72
40. Stewartstown Road Health Centre	72

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

Western GP Federation	06 May 2025
Working Well with Interpreters - SEHSCT	07 May 2025
BSO How to Book an Interpreter (All HSC Trusts)	08 May 2025
Working Well with Interpreters - BHSCT	21 May 2025
Working Well with Interpreters - NHSCT	29 May 2025
GPNI Session	04 June 2025
BSO How to Book an Interpreter (All HSC Trusts)	24 June 2025
Grove Medical Practice - GP Staff Training	08 July 2025
New Interpreter Induction Training	August / September 2025 (4 dates)
Western GP Federation - Awareness Session	03 September 2025
SHSCT - Working Well with Interpreters	10 September 2025
Safetember (BHSCT Staff) - Awareness Session	23 September 2025
Children, Young People and Families Seeking International Protection Clinician Forum	30 September 2025
Working Well with Interpreters Training (BHSCT)	01 October 2025
BSO Interpreting Online Booking System - How to Book an Interpreter (Regional)	08 October 2025
Approved Social Work Training Programme (HSCNI/QUB)	10 October 2025
Working Well with Interpreters Training (NHSCT)	28 October 2025
Working Well with Interpreters (SHSCT)	19 November 2025
BSO Interpreting Online Booking System - How to Book an Interpreter (Regional)	27 November 2025

BSO Interpreting Online Booking System - How to Book an Interpreter (Regional)	14 January 2026
Working Well with Interpreters Training (SHSCT)	28 January 2026
Working Well with Interpreters Training (BHSCT)	19 February 2026
BSO Interpreting Online Booking System - How to Book an Interpreter (Regional)	10 March 2026
Working Well with Interpreters Training (SEHSCT)	25 March 2026

### **BSO Interpreting Training Feedback**

Really enjoyed the session. The Facilitator was very thorough and informative. Benefitted from seeing the systems and being shown how to navigate them first hand on the shared screen, thank you.

I found the course very interesting and highlights even more the importance of having trained interpreters at appointments for Patients with little or no English

Excellent training covering all necessary bases, from how to register through to using examples as if doing so on the live system. The Facilitator provided ample opportunity for participants to ask questions, though it was evident she'd already anticipated most of these. Slides from the presentation have already been forwarded. couldn't ask for more!

Excellent training and very well delivered.

I thought the session was very interesting. I felt the examples/scenarios given were really useful and gave a better understanding of the role of interpreters and the importance of their service. I will be recommending it to my colleagues.

## Complaints 1 April 2025 to 31 March 2026

There were 4 formal complaints received during this period.

## Compliments 1 April 2025 to 31 March 2026

I just wanted to say a really big thank you to the Interpreter for her help - Belfast HSC Trust Speech and Language Therapy

I would like to pass on my sincere thanks to the Interpreter for her exceptional support today. The Interpreter went above and beyond to assist both staff and the service user during an extremely difficult situation. Her sensitivity, kind and compassionate nature, and consistent and accurate translation were truly invaluable. Her presence was vital in maintaining safety for all involved and, most importantly, in ensuring that the service user's voice was heard and respected throughout - Belfast HSC Trust Maternity Service

Very good communication, both with the booking team and with the Interpreter. Excellent service which has really benefitted my engagement with the patient - Northern HSC Trust Clinical Health Psychology

I would like to thank all of you for your assistance with situation yesterday and this late Interpreter request. It is a pleasure to work with all of you and you are always so helpful with any problems we may have - South Eastern HSC Trust Maternity Department

The Interpreter is such a lovely gentleman. He had a great rapport with parent and child and was such a supportive Interpreter for the session - Belfast HSC Trust Speech and Language Therapy

The booking service is excellent, very efficient - Southern HSC Trust Parenting Worker

## New Interpreters - 1 April 2025 to 31 March 2026

28 new Interpreters trained/registered between 1 April 2025 and 31 March 2026 - languages include:

Language	New Interpreters
1. Amharic	1
2. Arabic	3
3. Bulgarian	1
4. Chinese Mandarin	1
5. Farsi (Iran)	1

6. French & Spanish	1
7. Hungarian	1
8. Latvian / Russian	1
9. Nepali	1
10. Pashto	2
11. Pashto / Dari / Farsi	2
12. Polish	1
13. Portuguese	1
14. Romanian	4
15. Russian	1
16. Slovak	1
17. Somali	4
18. Ukrainian	1
<b>Total</b>	<b>28</b>

### BSO Interpreting Requests per Year

