

30th June 2021**BY EMAIL**
[REDACTED]**Our Ref: FOI 1498**

Dear [REDACTED]

Your request for information was received on 7th June 2021 and was dealt with under the terms of the Freedom of Information Act 2000. Please be advised that the Business Services Organisation has now completed its search for the information you requested with regards to spending on translation and interpreting services for 5 financial years (from 2015/2016 to 2019/2020).

Please find this information below:

How much was the spending on interpreting services (oral) in the financial years 2015/2016, 2016/2017, 2017/2018, 2018/2019 and 2019/2020?

Please refer to the table below:

Financial year	£ spent on interpreting services (oral)	Comments/Mentions
2015/2016	£3,402,040	
2016/2017	£3,383,575	
2017/2018	£3,701,150	



2018/2019	£4,148,467	
2019/2020	£4,092,031	

What languages were covered by the above spending?

Please refer to the table below:

Languages for which interpreting services (oral) were contracted and paid for				
2015/2016	2016/2017	2017/2018	2018/2019	2019/2020
Polish Lithuanian Portuguese Romanian Mandarin Tetum Slovak Hungarian Cantonese Russian Arabic Bulgarian Latvian Somali Czech Hakka Spanish Bengali Farsi Urdu Italian French Pashto Thai Turkish Punjabi Hindi Malayalam Ukrainian Japanese Tagalog German	Polish Lithuanian Romanian Portuguese Arabic Slovak Tetum Mandarin Bulgarian Hungarian Cantonese Russian Latvian Somali Czech Hakka Spanish Farsi Bengali Urdu Italian Turkish French Punjabi Thai Hindi Ukrainian Malayalam Japanese Tagalog	Polish Lithuanian Arabic Romanian Portuguese Tetum Slovak Bulgarian Mandarin Hungarian Cantonese Russian Latvian Somali Czech Spanish Hakka Bengali Farsi Urdu Pashto French Turkish Punjabi Hindi Thai Malayalam Ukrainian Tagalog Japanese	Polish Arabic Lithuanian Romanian Portuguese Bulgarian Tetum Slovak Mandarin Cantonese Hungarian Russian Latvian Somali Czech Spanish Farsi Bengali Hakka Urdu Turkish Italian Pashto French Punjabi Thai Hindi Albanian Ukrainian Malayalam Japanese Tagalog	Polish Arabic Lithuanian Romanian Portuguese Bulgarian Tetum Slovak Mandarin Cantonese Hungarian Russian Latvian Somali Czech Farsi Bengali Spanish Hakka Urdu Turkish Pashto Italian Hindi Punjabi French Thai Albanian Japanese Malayalam Ukrainian Tagalog

Whilst the BSO can provide the information in relation to foreign language interpreting, we would not be able to provide the information requested in terms of written translation, or British Sign Language (BSL).

The separate Health & Social Care Trusts within Northern Ireland (HSCNI) organise and pay for their own written translations and as such the BSO would not hold this information.

Likewise, HSCNI sign language services are provided via external agencies across a number of different contracts depending on the HSC Trust area. As such, once again the BSO would not hold this information.

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 cursive script that reads "Karen Bailey".

Karen Bailey
Acting Chief Executive

[REDACTED]

From: FOI BSO
Sent: 06 July 2021 15:48
To: [REDACTED]
Subject: RE: FOI_1498 / Freedom of Information request - translation and interpreting spending
Attachments: INTERPRETING COSTS FOI.pdf

Dear [REDACTED]

Please find attached a document outlining the requested supplementary information.

Please note that whilst the BSO deliver and administer the face to face Interpreting Service, it is the Health and Social Care Board (HSCB) who pay the costs for all interpreting provided through our Service.

Kind regards,

BSO Corporate Services

From: [REDACTED]
Sent: 06 July 2021 14:01
To: FOI BSO
Subject: Re: FOI_1498 / Freedom of Information request - translation and interpreting spending

Many thanks for this, much appreciated. If I understand this correctly, these figures represent in fact the spending made by BSO on behalf of HSC Trusts in Northern Ireland. Would you please be able to provide the spend per HSCNI for each of those years so I can assign separate figures for each organisation in my report?

Thank you.

Kind regards,

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

On Wed, 30 Jun 2021 at 16:17, FOI BSO <FOI.BSO@hscni.net> wrote:

"This email is covered by the disclaimer found at the end of the message."

Dear [REDACTED]

Please find attached a formal response letter in relation to your recent Freedom of Information request.

Kind regards,

BSO Corporate Services