

25 September 2025

**Our Ref:** FOI 1379

Dear

**Freedom of Information Act 2000  
Information in Relation to Trust Translators**

I am writing to confirm that the South Eastern Health & Social Care Trust (the Trust) has now completed its search for information relating to the above, which you requested on 28 August 2025.

A response to the questions you have raised has been provided by the People and Organisational Development Directorate and is attached in Appendix A.

If you are unhappy as to how this request has been handled, you have the right to seek a review within the Trust in the first instance. You should write to the Information Governance Department, Lough House, Ards Community Hospital ([informationgovernance@setrust.hscni.net](mailto:informationgovernance@setrust.hscni.net)) within two months of the date of this response and your complaint will be considered and a response provided, within 20 working days of receipt.

If, after receiving a response, you remain unhappy, you can refer your complaint to the Information Commissioner at The Information Commissioner's Office –Northern Ireland, 3rd Floor, 14 Cromac Place, Belfast, BT7 2JB. It is important to note that if you refer any matter to the Information Commissioner, you will need to show evidence of having gone through the Trust's internal review procedure to try to resolve the matter with the Trust in the first instance.

If you have any queries about this letter, please do not hesitate to contact me. Please remember to quote the reference number above in any future communications.

Yours sincerely

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**Olivia Robinson**  
**Information Governance Officer**

**Please include the following information for the following financial years 2022/23, 2023/24 and 2024/25:**

**Q1. Trust's overall spending on Translation and Interpreting Services**

A1. In regards to question 1, the Department of Health's Strategic Planning and Performance Group (SPPG) manage the overall spending on Translation and Interpreting Services, therefore the information requested is held by the SPPG. If you wish to pursue your request, please refer to the SPPG on FOI@health-ni.gov.uk.

**Q2. Total translators employed by the Trust**

**Q3. The hourly pay for in-house interpreters**

**Q4. What languages do they cover**

A2-4. The Trust does not employ translators. Please direct any queries regarding provider(s) of interpretation services to Business Services Organisation (BSO), Department for Communities (DfC) and/or SPPG.

Please see Table 1 for the contact details for the BSO, DfC and SPPG.

Table 1

Service	Email Address
BSO	Foi.bso@hscni.net
DfC	Foi@communities-ni.gov.uk
SPPG	FOI@health-ni.gov.uk

**Q5. Total number of in-person/face to face interpreting sessions booked (break down by language and clinical area)**

A5. Please see Attachment 1 for the total number of in-person/face-to-face interpreting sessions booked via the Business Services Organisation Health and Social Care Interpreting Service broken down by language and clinical area.

**Q6. How many appointments or procedures have had to be rescheduled/cancelled due to interpreter**

A6. This information is not readily available as BSO signpost Trust staff to other providers if the interpreters do not have availability. BSO do not know whether interpreters have access to another provider, cancel or reschedule.