

FOI 1605

25th April 2023

FREEDOM OF INFORMATION ACT 2000 – INFORMATION REQUEST

I am writing to request some information from the Trust. I would be grateful for the following information:

- *Specific policies relating to refugees and asylum-seekers within the Trust.*
- *Specific policies relating to language, overcoming language barriers and translation and interpretation.*
- *The number of translation and interpreting requests made by the Trust annually since 2015.*
- *A breakdown of the languages used in translation and interpretation.*

Response:

Please find below details for the Southern HSC Trust as requested.

a - Specific policies relating to refugees and asylum-seekers within the Trust.

The Southern Trust is committed to creating and sustaining an environment that values and celebrates the diversity of its staff, patients, service users, families, carers, and visitors.

The Trust has a wide range of policies in place including those for staff and our service users in supporting and managing our services. We also have many technical and medical related policies that apply across the different services areas. These policies are applicable to all relevant stakeholders as identified within the policy.

Supporting our policies we have a range of procedures that are in place to support both staff and service users.

Some more specifically in relation to refugees and asylum-seekers includes:

- HSC Guide Access to Health Care (in a range of languages) [How to access Health and Social Care Services in Northern Ireland | Southern Health & Social Care Trust \(hscni.net\)](https://www.hscni.net/health-care-access)
- Multi-cultural and beliefs handbook
- Equality Diversity and Inclusion Policy

Trust staff work closely with those more vulnerable in our society and those within the community/ voluntary sector, this is ongoing at a local level on a daily basis. We also have a number of staff whose roles are more specific such as a Specialist Nurse within the NINES Service.

Northern Ireland New Entrants Service (NINES) - Southern Health and Social Care Trust in collaboration with the Public Health Agency and the Health and Social Care

Board, has established a Nurse-led service for new entrants to the Southern Health and Social Care Trust areas. The service provides a variety of clinics to support the health and well-being of new immigrants, asylum seekers, refugees and targeted children 0-16 years for Tuberculosis screening. This unique service aims to support all new entrants by offering screening, health education and sign posting to other services.

b - Specific policies relating to language, overcoming language barriers and translation and interpretation.

Answer as above to a.

The NI HSC Interpreting Service provides a regional interpreting service for all Health and Social Care organisations across Northern Ireland. The aim is to significantly improve access to health and social care for patients who do not speak English as a first or competent second language.

[Interpreting & Translation | Southern Health & Social Care Trust \(hscni.net\)](https://www.hscni.net/interpreting-translation)

In addition telephone and written interpreting services are also available.

c - The number of translation and interpreting requests made by the Trust annually since 2015.

Total translation services (written) requests							
2015/16	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
N/A	N/A	11	93	107	235	137	134

Total translation services (Oral) requests. Face to face (F2F) and Telephone (Tel)							
2015/16	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
F2F: 46,476	F2F: 50,291	F2F: 54,071	F2F: 57,306	F2F: 56,798	F2F: 26,236	F2F: 38,515	F2F: 46,329
Tel: 3,096	Tel: 3,741	Tel: 4,371	Tel: 4,789	Tel: 4,424	Tel: 9,103	Tel: 8,973	Tel: 11,669

NB: F2F – face to face

d - A breakdown of the languages used in translation and interpretation.

Languages for which translation services (written) which were provided							
2015/16	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
Information not available	Information not available	Arabic	Arabic	Arabic	Polish	Arabic	Arabic
		Lithuanian	Lithuanian	Lithuanian	Tigrinya	Bulgarian	Bulgarian
		Polish	Polish	Polish	Latvian	Lithuanian	German
		Bulgarian	Bulgarian	Bulgarian	Bulgarian	Polish	Hungarian
		Russian	Spanish	Czech	Tetum	Latvian	Latvian
		Latin	German	Croatian	Lithuanian	Portuguese	Lithuanian
		Simplified Chinese	French	Simplified Chinese	English	Somali	Polish
		Traditional Chinese	Russian	Traditional Chinese	Arabic	Thai	Portuguese
		Hungarian	Hungarian	Hungarian	Hungarian	Tigrinya	Romanian
		Tetum	Tetum	Tetum	Portuguese	Slovak	Russian
		Latvian	Latvian	Latvian	Italian	Tetum	Chinese
		Irish	Slovak	Turkish	Romanian	Romanian	Slovak
		Romanian	Romanian	Romanian	Malayalam	Indonesian	Spanish
		Portuguese	Portuguese	Portuguese	Chinese	Spanish	Tetum
		Urdu		Greek	Swedish	Chinese	Thai
				Swedish	Czech	Russian	Ukrainian

				Italian	Irish	Turkish	
					Spanish		

Languages for which interpreting services (oral) which were provided

2015/16	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
Polish	Polish	Polish	Polish	Albanian	Afar	Albanian	Polish
Lithuanian	Lithuanian	Lithuanian	Lithuanian	Amharic	Albanian	Amharic	Lithuanian
Portuguese	Portuguese	Portuguese	Portuguese	Arabic	Amharic	Arabic	Tetum
Tetum	Tetum	Tetum	Tetum	Armenian	Arabic	Bahasa Indonesia	Bulgarian
Latvian	Bulgarian	Bulgarian	Bulgarian	Bahasa Indonesia	Bahasa Indonesia	Bengali	Portuguese
Romanian	Romanian	Romanian	Romanian	Bengali	Bengali	Bosnian	Romanian
Russian	Russian	Arabic	Arabic	Bulgarian	Bulgarian	Bulgarian	Arabic
Slovak	Latvian	Russian	Russian	Chinese - Cantonese	Chinese - Cantonese	Chinese - Cantonese	Russian
Hungarian	Slovak	Latvian	Slovak	Chinese - Fujianese	Chinese - Mandarin	Chinese - Hakka	Latvian
Chinese – Cantonese	Arabic	Slovak	Latvian	Chinese - Hakka	Czech	Chinese - Mandarin	Ukrainian
Chinese – Mandarin	Hungarian	Hungarian	Hungarian	Chinese - Mandarin	Dutch	Croatian	Slovak
Czech	Chinese – Mandarin	Chinese – Mandarin	Chinese – Mandarin	Croatian	French	Czech	Hungarian
Spanish	Chinese – Cantonese	Chinese – Cantonese	Chinese – Cantonese	Czech	Greek	Dutch	Mandarin



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Bulgarian	Czech	Czech	Czech	Dutch	Hindi	Farsi	Cantonese
Arabic	Spanish	Spanish	Spanish	Farsi	Hungarian	French	Urdu
Urdu	Urdu	Urdu	Urdu	Finnish	Indonesian	German	Bengali
Punjabi	Italian	Bengali	Pashto Central	French	Italian	Greek	Spanish
Italian	Pashto Central	Italian	Bengali	German	Kurdish Kurmanji	Hindi	Czech
Pashto Central	Punjabi	Pashto Central	Punjabi	Greek	Latvian	Hungarian	Somali
Bengali	Somali	Turkish	Italian	Hindi	Lingala	Indonesian	Pashto
Thai	Bengali	Punjabi	Thai	Hungarian	Lithuanian	Italian	Italian
French	Ukrainian	Thai	Somali	Italian	Malay	Japanese	Bahasa Indonesia
Estonian	Thai	Ukrainian	Turkish	Korean	Malayalam	Korean	Punjabi
Tagalog	Turkish	Chinese – Hakka	Ukrainian	Kurdish (Sorani)	Mandarin	Kurdish (Sorani)	Thai
Ukrainian	Estonian	Somali	Chinese – Hakka	Kurdish Kurmanji	Oromo	Kurdish Kurmanji	Turkish
Turkish	Farsi	Moldovian	French	Kurdish(Bahdini)	Pashto	Latvian	Tigrinya
Malayalam	Tagalo	Hindi	Hindi	Latvian	Pashto Central	Lingala	Malayalam
Hindi	French	Malayalam	Farsi	Lingala	Polish	Lithuanian	Tagalog
Japanese	Hndi	Tagalog	Malayalam	Lithuanian	Portuguese	Mai Mai	Farsi
Veitnamese	Japanese	Japanese	Moldovian	Malay	Punjabi	Malay	Moldovian

Taiwanese	Malayalam	Estonian	Acholi	Malayalam	Romanian	Mandarin	French
Spanish	Moldovian	Farsi	Albanian	Mandarin	Russian	Moldovian	Hindi
Nepali	Albanian	Albanian	Assyrian	Moldovian	Serbo-Croat	Nepali	Albanian
Afar	Bahasa	Amharic	Azerbaijani	Nepali	Slovak	Pashto	Chinese Hakka
Albania	German	Assyrian	Bahasa	Oromo	Slovenian	Pashto Central	Kurdish Sorani
Indonesia	Hindi	Armenian	Bosnian	Pashto Central	Somali	Pashto Northern	Estonian
Bangla	Icelandic	Azerbaijani	Burmese	Polish	Spanish	Polish	Vietnamese
Bosnia	isiXhosa	Belarusian	Georgian	Portuguese	Swedish	Portuguese	Amharic
Creole	Korean	Bosnian	German	Punjabi	Tagalog	Punjabi	Dutch
Greek	Persian	Bravanese	Hebrew	Romanian	Tetum	Romanian	Georgian
	Telugu	French	isiZulu	Russian	Thai	Russian	German
	Vietnamese	German	Japanese	Serbo-Croat	Tibetian	Serbo-Croat	Greek
		Ibo	Kurdish	Slovak	Tigrinya	Slovak	Gujarati
		Ilokano	Mulam	Slovenian	Turkish	Slovene	Korean
		Kachchi	Oromo	Somali	Ukrainian	Slovenian	Lingala
		Korean	Pahari	Spanish	Urdu	Somali	Mai Mai
		Kurdish	Pangasinan	Tagalog	Vietnamese	Spanish	Persian
		Lingala	Persian	Tamil	Korean	Tagalog	Serbian
		Mandinka	Pidgin Nigerian	Tetum		Tamil	Swahili



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		Mirpuri	Rwandan	Thai		Tetum	Telugu
		Mwini	Shona	Tigrinya		Thai	Turkish
		Nepali	Tamil	Turkish		Tigrinya	Croatian
		North Ndebele	Uzbek	Ukrainian		Turkish	
		Oromo	Vietnamese	Urdu		Ukrainian	
		Pahari	Indonesian	Vietnamese		Urdu	
		Pulaar	Irish	Bosnian		Vietnamese	
		Telugu	Albanian			Oromo	
		Tibetan				Tibetan	
		Vietnamese					

****Please note information may not be complete due to contracts expiring throughout the specified time frames and information not being available****

Contact: FOI.team@southerntrust.hscni.net