



East London
NHS Foundation Trust

Information Governance

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7 September 2020

Our reference: FOI DA3519

I am responding to your request for information received 12 August 2020. This has been treated as a request under the Freedom of Information Act 2000.

I am now enclosing a response which is attached to the end of this letter. Please do not hesitate to contact me on the contact details above if you have any further queries.

Yours sincerely,

Keshia Harvey
Information Governance Manager

If you are dissatisfied with the Trust's response to your FOIA request then you should contact us and we will arrange for an internal review of this decision. If you remain dissatisfied with the decision following our response to your complaint, you may write to the Information Commissioner for a decision under Section 50 of the Freedom of Information Act 2000. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliff House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 0303 123 1113
Web: www.ico.org.uk

Please note that the data supplied is not allowed to be re-used and/or published without the explicit consent of East London NHS Foundation Trust. Please contact the signatory to request permission if this is your intention

Chair: Mark Lam

Chief Executive: Dr Navina Evans CBE

We care

We respect

We are inclusive

Request:

I am writing to request information under the Freedom of Information Act 2000.

Please find my questions below and I would be grateful if you could acknowledge receipt of this email.

I look forward to your full response within 20 working days, as stipulated by the act.

For the financial years 2015-16, 2016-17, 2017-18, 2018-19, and 2019-20, please provide the following information:

Question 1. How much your trust has spent on translation/interpreter services (on both telephone and face-to-face and including British Sign Language)?

Answer: Please see the table below:

2015-2016	537,901
2016-2017	925,339
2017-2018	759,170
2018-2019	846,073
2019-2020	959,051

Question 2. How much your trust has spent on the translation of written information for patients or carers?

Question 3. How much your trust has spent on the employment of translators/interpreters, and which languages these employees covered?

Question 4. How much your trust has spent on employing advocates for non-English speakers?

Question 5. What was the average waiting time for a consultation with an interpreter after initial request for interpreter services (for both telephone and face-to-face appointments)?

Answer: The Trust is unable to provide a breakdown the total cost as this information is not recorded.

Question 6. Which company does the trust use for interpretation services?

Answer: The Trust has outsourced Interpreting Services to Compass CIC and they manage the need from a variety of providers as needed.