

**Information Governance**

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10 September 2020

**Our reference: FOI DA3519**

I write further to your email of 9 September 2020 in relation to the Trust's response to your request. I am sorry if the previous response was unclear. I have clarified the Trust's response, enclosed at 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  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Tel: 0303 123 1113  
Web: [www.ico.org.uk](http://www.ico.org.uk)

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**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?**

Answer: The Trust is unable to provide information this question as translation services spend is not recorded in this level of detail.

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

Answer: The Trust is unable to provide information this question as translation services spend is not recorded in this level of detail.

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

Answer: The Trust is unable to provide information this question as translation services spend is not recorded in this level of detail.

**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: In order to establish the average waiting time, staff would have to review each patient record. The Trust does not record waiting times for a consultation with an interpreter on our clinical system. To answer this question, we would need to manually review every patient record to establish who required an interpreter and the waiting time. Therefore, the Trust is unable to comply with your request as the cost of compliance and extracting your exact requirements would exceed the appropriate cost limit of £450 which is specified in Section 12 of the Freedom of Information Act 2000. This is based on a rate of £25

per hour, regardless of the rate of pay of any individual involved in the retrieval of requested information, and equates to 18 hours work.

**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.