

Information Governance

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13 November 2023

Our reference: FOI DA5001

I am responding to your request for information received 12 October 2023. I am sorry for the delay in responding to your request. 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,

Information Rights Coordinator

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

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



We promise to work together creatively to: learn
'what matters' to everyone, achieve a better quality
of life and continuously improve our services.
We care . We respect . We are inclusive

Interim Chief Executive Officer: Lorraine Sunduza
Chair: Eileen Taylor

Request:

Question 1: Please confirm your Trust's overall spending on Translation and Interpreting Services, for each of the financial years:

- a. 2020-2021:
- b. 2022-2023:

Answer: Please see table below:

| Financial Year | Expenditure on translating and Interpreting services |
|----------------|------------------------------------------------------|
| 2020/21 | £1,108,269.00 |
| 2022/23 | £985,583.00 |

Question 2: Please provide a breakdown of languages for the last 12 months.

Answer: The Trust has reviewed question 2 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:

(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here:

Question 2

https://www.elft.nhs.uk/sites/default/files/2023-01/anon_response_-_foi_da4318.pdf

Question 3: What languages were your suppliers not able to supply in 2022?

Answer: The Trust has reviewed question 3 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 1(1) of the Freedom of Information Act 2000 states:

*Any person making a request for information to a public authority is entitled—
(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and
(b) if that is the case, to have that information communicated to them.*

East London NHS Foundation Trust does not record the information requested and is therefore unable to provide a response.

Question 4: Which external supplier(s) do you currently use to deliver your interpreting and translation services?

Answer: The Trust has reviewed question 4 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:

(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here:



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Question 3

<https://www.elft.nhs.uk/sites/default/files/2023-05/ANON%20Response%20-%20FOI%20DA4661.pdf>

- Question 5: Are you able to provide approximate fee / interpreting session for:**
- a. In-person/face to face interpreting**
 - b. Telephone interpreting**
 - c. Video interpreting**

Answer: The Trust has reviewed question 5a, 5b, 5c of your request for information under the Freedom of Information Act (FOI) 2000.

Section 1(1) of the Freedom of Information Act 2000 states:

*Any person making a request for information to a public authority is entitled—
(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and
(b) if that is the case, to have that information communicated to them.*

East London NHS Foundation Trust does not record the information requested and is therefore unable to provide a response.

- Question 6: If you outsource the provision of interpreting services to an external provider, could you please confirm:**

- a) Whether the provider was contracted via a national framework? If so, which one?**
- b) When does the current contract expire?**
- c) Is there is an exclusivity clause, which would prevent the trust from piloting new cost saving interpreting services during the duration of your contract with your existing provider?**

Answer: The Trust has reviewed question 6a, 6b and 6c of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:

(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here:

Question 6

<https://www.elft.nhs.uk/sites/default/files/2022-08/ANON%20Response%20-%20FOI%20DA4203%20v1.pdf>

- Question 7: From which budget within your organisation are interpreting services funded?**

Answer: The Trust has reviewed question 7 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:

(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here:



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Question 7

<https://www.elft.nhs.uk/sites/default/files/2022-08/ANON%20Response%20-%20FOI%20DA4203%20v1.pdf>

Question 8: Where do you advertise your tenders? If you do not do a full tender / which frameworks would you use?

Answer: The Trust advertises tenders on Contracts Finder and Find a Tender Service, via Atamis (Health Family).
If the Trust does not require a full tender, the SBS framework is used.

Question 9: What is the start and end date for either the framework or direct contracts you have with interpreting and translation supplier(s)?

Answer: Start date: 1 April 2021

End Date:

The Trust has reviewed question 9 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:

(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here:

Question 6

<https://www.elft.nhs.uk/sites/default/files/2022-08/ANON%20Response%20-%20FOI%20DA4203%20v1.pdf>

Question 10: Please provide the name and email of the contract manager for the service.

Answer: Dr Mohit Venkataram, Executive Director of Commercial Development.
email: mohit.venkataram@nhs.net

Question 11: If we would like to engage in conversation with a member of staff in your organisation to discuss the innovation we propose to develop, who would be the most suitable person to approach?

Answer: Dr Mohit Venkataram.



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