

**Information Governance**

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8 December 2023

**Our reference: FOI DA5004a**

I am responding to your request for information received 22 November 2023. 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](http://www.ico.org.uk)

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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:** Face to Face Spoken Interpreting - Could you please provide a breakdown of spoken languages by number of times requested for Face to Face Spoken Interpreting for each of the last two financial years (21/22, 22/23)?
- Question 2:** Telephone Spoken Interpreting - Could you please provide a breakdown of Telephone Spoken Interpreting minutes by languages for each of the last two financial years (21/22, 22/23)?
- Question 3:** Video Spoken Interpreting - Could you please provide a breakdown of Video Spoken Interpreting minutes by languages for each of the last two financial years (21/22, 22/23)?
- Question 4:** Translation Services (Written) - Could you please provide a breakdown of Number of words translated by languages for each of the last 2 financial years (21/22, 22/23)?
- Question 5:** Face to Face Non-Spoken Interpreting - For Face-to-Face Non-Spoken Interpreting (i.e. BSL, Deafblind, Lipspeaker) could you please provide a breakdown of non-spoken languages (i.e. BSL, Deafblind, Lipspeaker) by number of times requested for each of the last 2 financial years (21/22, 22/23)?
- Question 6:** Video Non-Spoken Interpreting - Could you please provide a breakdown of Video Non-Spoken Interpreting (i.e. BSL, Deafblind, Lipspeaker) by number of times requested for each of the last two financial years (21/22, 22/23)?

**Answer:** Please see Appendix 1 attached.



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**Chair:** Eileen Taylor

**Original Request DA5004: I would like the following information in relation to interpretation and translation services commissioned by the trust.**

**Question 1: Face to Face Spoken Interpreting**

**Please provide:**

**i) the name of the current provider(s):**

Answer: The Language Shop.

**ii) the total amount spent by the trust on Face to Face Spoken services for each of the last two financial years (21/22, 22/23).**

Answer: The Trust has reviewed question 1ii 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 broken down by type as requested and is therefore unable to provide a response.

**Question 2: Face to Face Non-Spoken Interpreting**

**Please provide:**

**i) the name of the current provider(s):**

Answer: The Language Shop.

**and ii) the total amount spent by the trust on Face to Face Non-Spoken services for each of the last two financial years (21/22, 22/23).**

Answer: The Trust has reviewed question 2ii 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 broken down by type as requested and is therefore unable to provide a response.

**Question 3: Telephone Spoken Interpreting**

**Please provide:**

**i) the name of the current provider(s):**

Answer: The Language Shop.



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**ii) the total amount spent by the trust on Telephone Interpreting services for each of the last two financial years (21/22, 22/23).**

Answer: The Trust has reviewed question 3ii 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 broken down by type as requested and is therefore unable to provide a response.

**Question 4: Video Spoken Interpreting**

**Please provide:**

**i) the name of the current provider(s):**

Answer: The Language Shop.

**ii) the total amount spent by the trust on Video Spoken Interpreting services for each of the last two financial years (21/22, 22/23).**

Answer: The Trust has reviewed question 4ii 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 broken down by type as requested and is therefore unable to provide a response.

**Question 5: Video Non Spoken Interpreting**

**Please provide:**

**i) the name of the current provider(s):**

Answer: The Language Shop.

**ii) the total amount spent by the trust on Video Non Spoken Interpreting services for each of the last two financial years (21/22, 22/23).**

Answer: The Trust has reviewed question 5ii 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 broken down by type as requested and is therefore unable to provide a response.

**Question 6: Translation Services**

**Please provide:**

**i) the name of the current provider(s):**

Answer: The Language Shop.

**ii) the total amount spent by the Trust on translation services for each of the last two financial years (21/22, 22/23).**

Answer: The Trust has reviewed question 6ii 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.

**Request 2:**

**Question 1: Face to Face Spoken Interpreting**

- a) Could you please provide a breakdown of spoken languages by number of times requested for Face to Face Spoken Interpreting for each of the last two financial years (21/22, 22/23)?**
- b) For Face to Face Spoken Interpreting, please can you provide the main locations / venues / hospital departments where services were requested for face to face spoken interpreting for each of the last two financial years (21/22, 22/23)?**
- c. Could you please provide a breakdown of Total Face to Face Spoken Interpreting Requests for each of the last two financial years (21/22, 22/23)?**
- d. Could you please provide a breakdown of Total Face to Face Spoken Interpreting Hours for each of the last two financial years (21/22, 22/23)?**

Answer: The Trust has reviewed question 1a, 1b, 1c and 1d of your request for information

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.*



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

**e. Who is your current provider for Face to Face Spoken Interpreting Service Provider(s)? and**

Answer: The Language Shop.

**f. When did the contract start and when does the contract end?**

Answer: Contract start date:

The Trust has reviewed question 1f 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 9

<https://www.elft.nhs.uk/sites/default/files/2023-11/ANON%20Response%20-%20FOI%20DA5001.pdf>

Contract end date:

The Trust has reviewed question 1f 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 2: Telephone Spoken Interpreting**

**a. Could you please provide a breakdown of Telephone Spoken Interpreting minutes by languages for each of the last two financial years (21/22, 22/23)?**

**b. Could you please provide a breakdown of number of Telephone Spoken Interpreting calls by languages for each of the last two financial years (21/22, 22/23)?**

Answer: The Trust has reviewed question 2a and 2b 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—*



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- (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.

**c. Who is your current provider(s) for Telephone Interpreting? and**

Answer: The Language Shop.

**When did the contract start and when does the contract end?**

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

Contract start date:

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 9

<https://www.elft.nhs.uk/sites/default/files/2023-11/ANON%20Response%20-%20FOI%20DA5001.pdf>

**Question 3: Video Spoken Interpreting**

- a. **Could you please provide a breakdown of Video Spoken Interpreting minutes by languages for each of the last two financial years (21/22, 22/23)?**
- b. **Could you please provide a breakdown of number of Video Spoken Interpreting Requests by languages for each of the last two financial years (21/22, 22/23)?**

Answer: The Trust has reviewed question 3a and 3b 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.

**c. Who is your current provider(s) for Video Spoken Interpreting?**

Answer: The Language Shop.

**d. When did the contract start and when does the contract end?**



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Contract start date:

The Trust has reviewed question 3d 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 9

<https://www.elft.nhs.uk/sites/default/files/2023-11/ANON%20Response%20-%20FOI%20DA5001.pdf>

Contract end date:

The Trust has reviewed question 3d 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 4: Translation Services (Written)**

- a. **Could you please provide a breakdown of Number of words translated by languages for each of the last 2 financial years (21/22, 22/23)?**
- b. **Could you please provide a breakdown of Translation requests by languages for each of the last two financial years (21/22, 22/23)?**

Answer: The Trust has reviewed question 4a and 4b 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.

- d. **Who are your current provider(s) for Translation Services?**

Answer: The Language Shop.

- e. **When did the contract start and when does the contract end?**

Answer: Contract start date:



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The Trust has reviewed question 4e 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 9

<https://www.elft.nhs.uk/sites/default/files/2023-11/ANON%20Response%20-%20FOI%20DA5001.pdf>

Contract end date:

The Trust has reviewed question 4e 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 5: Face to Face Non-Spoken Interpreting**

- a. **For Face to Face Non-Spoken Interpreting (i.e. BSL, Deafblind, Lipspeaker) could you please provide a breakdown of non-spoken languages (i.e. BSL, Deafblind, Lipspeaker) by number of times requested for each of the last 2 financial years (21/22, 22/23)?**
- b. **For Face to Face Non-Spoken Interpreting, please can you provide the main locations / venues / hospital departments where services were requested for face to face non-spoken interpreting for each of the last 2 financial years (21/22, 22/23)?**

Answer: The Trust has reviewed question 5a and 5b 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.

- c. **Who is your current provider(s) for Face to Face Non-Spoken Interpreting?**



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**Chair:** Eileen Taylor

Answer: The Language Shop.

**d. When did the contract start and when does the contract end?**

Contract start date:

The Trust has reviewed question 5d 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 9

<https://www.elft.nhs.uk/sites/default/files/2023-11/ANON%20Response%20-%20FOI%20DA5001.pdf>

Contract end date:

The Trust has reviewed question 5d 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 6: Video Non-Spoken Interpreting**

- a. Could you please provide a breakdown of Video Non-Spoken Interpreting (i.e. BSL, Deafblind, Lipspeaker) by number of times requested for each of the last two financial years (21/22, 22/23)?**

Answer: The Trust has reviewed question 6a 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.

- b. Who is your current provider(s) for Video Non-Spoken Interpreting?**

Answer: The Language Shop.



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**c. When did the contract start and when does the contract end?**

Contract start date:

The Trust has reviewed question 6a 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 9

<https://www.elft.nhs.uk/sites/default/files/2023-11/ANON%20Response%20-%20FOI%20DA5001.pdf>

Contract end date:

The Trust has reviewed question 6e 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>



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