

Information Governance

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16 February 2024

Our reference: FOI DA5149

I am responding to your request for information received 15 January 2024. 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: This is an information request relating to NHS Translators. Please include the following information for the following years: 2020/21, 2021/22, 2022/23:

Question 1: Trust's overall spending on Translation and Interpreting Services

Answer: The Trust has reviewed question 1 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:

<https://www.elft.nhs.uk/sites/default/files/2024-01/ANON%20Response%20-%20FOI%20DA5129.pdf>

Question 2: Total translators employed by the Trust

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 3

<https://www.elft.nhs.uk/sites/default/files/2023-11/ANON%20Response%20-%20FOI%20DA5075.pdf>

Question 3: The hourly pay for in-house interpreters

Answer: Not applicable.

Question 4: What languages do they cover.

Answer: Not applicable.

Question 5: Total number of in-person/face to face interpreting sessions booked

a. break down by language.

Answer: For 2020/21, please see table below:

Language	Count of Language
Bengali/Sylheti	1068
Turkish	593
Urdu	314
Polish	300
Arabic	267
Romanian	211
Portuguese	209
Spanish	197
Tamil	156
Somali	133



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Language	Count of Language
Bengali Dhaka	132
Italian	116
Gujarati	90
Punjabi	89
Pashto	82
French	78
Farsi	76
Vietnamese	67
Cantonese	61
Wolof	56
Albanian	56
Lithuanian	53
Mandarin	52
Russian	50
Chinese (Cantonese)	49
Bulgarian	44
Hindi	31
Dari	30
Amharic	30
Kurdish Sorani	20
Greek	17
Latvian	16
Hebrew	14
Hungarian	13
Twi	12
Czech	10
Tigrinya	10
Lingala	9
Malayalam	9
Croatian	8
Brava	7
Ukrainian	6
Swahili	6
Georgian	5
Slovak	5
Tagalog	4
Yiddish	3
Japanese	3
Bosnian	3
Oromo	2
Burmese	2
Thai	2
Yoruba	2
Mandinka	2
Kurdish Kurmanji	2
Korean	1
Kurdish	1
Ewe	1



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Language	Count of Language
German	1
Kinyarwanda	1
N/A	1
Igbo	1
Roma-Gypsy	1
British Sign Language	1
Sinhalese	1

For 2021/22 and 2022/23:

The Trust has reviewed your question 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:

https://www.elft.nhs.uk/sites/default/files/2023-12/foi_da5004a_-_appendix_1_final.pdf

b. break down by clinical area.

The Trust has reviewed 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 data on interpreting sessions broken down by clinical area as requested. The Trust is therefore unable to provide a response.

Question 6: How many appointments or procedures have had to be rescheduled/ cancelled due to lack of an interpreter

Answer: The Trust has reviewed question 6 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's IT system does not record cancellations due to lack of interpreter as requested. The Trust is therefore unable to provide a response.



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