



**East London**  
NHS Foundation Trust  
**Information Governance**  
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27 May 2025

**Our reference: FOI DA6040**

I am responding to your request for information received 8 May 2025. 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**

**Chief Executive Officer:** Lorraine Sunduza  
**Chair:** Eileen Taylor

**Request:**

**Question 1: Are you on any of the below frameworks for language services (face to face interpreting spoken and non-spoken, telephone and video interpreting and translation) and if so which one?**

- Eastern Shires Purchasing Organization (ESPO)
- London Procurement Partnership (LPP)
- NHS SBS
- North-East Purchasing Organization (NEPO)
- NOECPC
- Health Trust Europe (HTE)
- Crown Commercial Services (CCS)

**Answer:** The Trust is not any of the frameworks listed above for language services.

**Question 2: If you are not on any of the above frameworks, please confirm how you are accessing services.**

**Answer:** The Trust outsources its interpreting services to Newham Language Shop. The service is accessed through clinical teams.

**Question 3: What is the expiry date/s of your current language services contracts including telephone interpreting, face to face interpreting spoken and non-spoken and translation?**

**Answer:** 31 March 2027.

**Question 4: Who is your current provider for each of these services?**

**Answer:** The Newham Language Shop.

**Question 5: What was the spend by year for the last 2 financial years (2023 and 2024) in total and broken down by service**

- Telephone Interpreting
- Face to Face Interpreting
- British Sign Language
- Translation

**Answer:** Please see table below:

<b>Request Type</b>	<b>Cost in Financial Year 2023/24</b>	<b>Cost in Financial Year 2024/25</b>
Interpreting	£429,131.08	£466,637.46
Telephone Interpreting	£369,603.59	£377,855.64
Video	£106,055.46	£126,346.15
British Sign Language	£66,422.50	£78,791.00
Translation	£56,561.62	£33,043.32
<b>Total</b>	<b>£1,027,774.25</b>	<b>£1,082,673.57</b>

**Question 6: Who is the Contract Manager and Senior Responsible Owner regarding the language services?**

**Answer:** Kevin Curnow, Chief Finance Officer.  
Claire McKenna, Chief Nurse.



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