



East London
NHS Foundation Trust
Information Governance
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26 August 2025

Our reference: FOI DA6215

I am responding to your request for information received 20 August 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

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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: Volume of requests for F2F interpreting for spoken languages last 12 months (July 2024 to June 2025)

Answer: 21,035 requests.

Question 2: Spend on F2F interpreting for spoken languages last 12 months (July 2024 to June 2025)

Answer: £496,952.00

Question 3: Volume of requests for BSL interpreting last 12 months (July 2024 to June 2025)

Answer: 694 requests.

Question 4: Spend on BSL interpreting last 12 months (July 2024 to June 2025)

Answer: £96,155.00

Question 5: Volume of requests for telephone interpreting for spoken languages last 12 months (July 2024 to June 2025)

Answer: 28,554 requests.

Question 6: Spend on telephone interpreting for spoken languages last 12 months (July 2024 to June 2025)

Answer: £382,665.00

Question 7: Volume of requests for video interpreting for spoken languages last 12 months (July 2024 to June 2025)

Answer: 5603 requests.

Question 8: Spend on video interpreting for spoken languages last 12 months (July 2024 to June 2025)

Answer: £142,689.00

Question 9: What are the top 10 languages requested in the last 12 months (July 2024 to June 2025)

Answer: Top 10 languages:
1. Bengali/Sylheti
2. Bengali Dhaka
3. Urdu
4. Arabic
5. Turkish
6. Polish
7. Farsi
8. Spanish
9. Tamil
10. Romanian

Question 10: Are you currently engaged in a contract with a language service agency/multiple agencies?



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Answer: Yes.

Question 11: What is the name of those agencies?

Answer: The Newham Language Shop.

Question 12: If a contract for language services/interpreting is in place, what date does this end on?

Answer: 31 March 2027.



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