



East London
NHS Foundation Trust
Information Governance
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London
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Website: <https://www.elft.nhs.uk>

4 September 2025

Our reference: FOI DA6227

I am responding to your request for information received 28 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

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

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 financial years 2022/23, 2023/24 and 2024/25:

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:

Financial year 2022/23

Question 1:

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

Financial years 2023/24 and 2024/25

Question 1:

https://www.elft.nhs.uk/sites/default/files/2025-06/anon_response_-_foi_da6087.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 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 employ in-house translators as requested and is therefore unable to provide a response.

Question 3: The hourly pay for in-house interpreters

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 employ in-house translators as requested and is therefore unable to provide a response.



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Question 4: What languages do they cover

Answer: The Trust has reviewed question 4 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 employ in-house translators as requested and is therefore unable to provide a response.

Question 5: Total number of in-person/face to face interpreting sessions booked (break down by language and clinical area)

Answer: Please see table below:

Financial Year	Total number of in-person/face to face interpreting sessions booked (break down by language and clinical area)**	Clinical Area
2022/23	39,692	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— <i>(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.</i> East London NHS Foundation Trust does not record the information requested and is therefore unable to provide a response.
2023/24	49,134	
2024/25	52,904	

- ** Please refer to Appendix 1 attached for a breakdown by languages.

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

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

Section 40 for the FOI Act states:



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(2) This exemption covers the personal data of third parties (anyone other than the requester) where complying with the request would breach any of the principles in the UK GDPR.

In order to provide the information requested, it would be necessary to access patient records as the information is not held in a searchable format. There is no legal basis to access patient records for the purposes of responding to a Freedom of Information request. The Trust is therefore unable to provide a response.



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