



East London

**NHS Foundation Trust
Information Governance**

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20th February 2026

Our reference: FOI DA6428

We are responding to your request for information received 12th January 2026. We are sorry for the delay in responding to your request. This has been treated as a request under the Freedom of Information Act 2000.

When an organisation receives a request for information under the Freedom of Information Act, it is allowed under the Act to apply a blanket exemption to this where it has concluded that providing a response would take in excess of eighteen hours.

When the cost of compliance and extracting information would exceed eighteen hours, a cost limit of £450 can be applied. This is explained in Section 12 of the Freedom of Information Act 2000 and is based on a rate of £25 per hour, regardless of the rate of pay of any individual involved in the retrieval of requested information, and equates to eighteen hours work.

Having reviewed your request, the Trust has noted that it would not be able to provide all the information requested within the eighteen hours specified in the Freedom of Information Act 2000. However, in this instance and to assist you, we have provided a partial response to your request as per below.

In order to assist you with your request, we have advised below the timing each question would take to help you to refine your request. If you wish to refine your request to comply with the eighteen hour time limit, please do get in touch.

We are now enclosing a response which is attached to the end of this letter. Please do not hesitate to contact us on the contact details above if you have any further queries.

Yours sincerely,

FOI Team



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Chair: Eileen Taylor

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



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Request: For each of the last three financial years:

Question 1: A list of languages for which interpreter services were provided to NHS patients.

Question 2: The total number of interpreter bookings per language.

Answer: 2022/23

Language	Number of interpreter bookings
Bengali/Sylheti	9228
Bengali Dhaka	3695
Urdu	2586
Arabic	2088
Turkish	1980
Farsi	1757
Romanian	1700
Polish	1620
Spanish	1558
Portuguese	1505
Tamil	970
Somali	776
Albanian	742
Punjabi	677
Russian	664
Lithuanian	636
Bulgarian	621
British Sign Language	598
Gujarati	568
Pashto	498
Kurdish Sorani	479
Vietnamese	454
Tigrinya	419
Mandarin	387
Italian	379
French	292
Dari	284
Hindi	282
Malayalam	201
Hungarian	181
Cantonese	178
Amharic	177
Lingala	154
Ukrainian	144
Twi	131
Czech	102
Chinese (Mandarin)	86
Greek	75



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Swahili	71
Georgian	62
Serbian	55
Chinese (Cantonese)	45
Sudanese	37
Wolof	36
Thai	36
Tagalog	35
Various	32
Latvian	32
Slovak	27
Mongolian	25
Croatian	24
Oromo	21
Brava	20
Korean	20
Hebrew	19
German	17
Eritrean	15
Burmese	15
Akan	14
Deaf Relay	12
Flemish	12
Hands On	11
Kurdish Kurmanji	10
Kurdish Badini	9
Telugu	8
Yiddish	8
Sinhalese	8
Bosnian	7
Dutch	6
Belgian (Flemish)	6
Catalan	6
Ashanti	6
Yoruba	6
Japanese	5
Creole Mauritian	5
Kosovan	5
English	5
Malay	4
Creole French	4
Acholi	4
Braille	4
Soninke	4
Belgian (Dutch)	3
Chinese	3
Lebanese	3
Belgian	3
Estonian	2
Indonesian	2



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Mandinka	2
Swedish	2
Mirpuri	2
Uzbek	2
Hausa	1
Konkani	1
N/A	1
Patois (Mauritius)	1
Armenian	1
Tetum	1
Roma-Gypsy	1
Kurdish	1
Hakka	1
Deaf Blind Manual	1
Bambara	1
Shona	1
Grand Total	39721

2023/24

Language	Number of interpreter bookings
Bengali/Sylheti	11225
Bengali Dhaka	4487
Urdu	3043
Polish	2742
Arabic	2289
Spanish	2130
Romanian	2068
Turkish	2043
Farsi	2005
Portuguese	1908
Tamil	1604
Albanian	1115
Punjabi	1024
Russian	969
Lithuanian	938
Somali	779
Gujarati	698
Pashto	683
British Sign Language	619
Bulgarian	588
Kurdish Sorani	572
Vietnamese	484
Italian	471
French	369
Hindi	342
Tigrinya	338
Malayalam	308



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Mandarin	295
Ukrainian	293
Cantonese	287
Amharic	230
Dari	226
Hungarian	190
Lingala	168
Twi	140
Georgian	131
Czech	103
Greek	102
Chinese (Mandarin)	102
Swahili	79
Tagalog	72
Chinese (Cantonese)	69
Latvian	57
German	45
Sudanese	45
Brava	44
Thai	44
Sinhalese	42
Slovak	37
Various	36
Luganda	34
Burmese	32
Kurdish Kurmanji	31
Kurdish Badini	30
Oromo	30
Wolof	28
Yoruba	27
Indonesian	25
Nepalese	22
Uzbek	17
Yiddish	12
Telugu	11
Korean	9
Krio	8
Creole Mauritian	8
Hebrew	6
Serbian	6
Mirpuri	6
Deaf Relay	6
Akan	6
Eritrean	5
Armenian	5
Hands On	4
Maltese	4
Barawe	4
Slovenian	4
English	4



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Sinhalese / Sinhala	4
Norwegian	3
Zulu	3
Belgian	3
Catalan	3
Japanese	3
Bosnian	3
Macedonian	3
Croatian	3
pothwari	3
Fullah	2
Creole French	2
Ashanti	2
Mandinka	2
Fula	2
Edo	2
Azeri	2
Lip Speaker	2
Cambodian	2
Bambara	2
Tetun	2
N/A	1
Malay	1
Kazakh	1
Lebanese	1
Moldovan	1
Tetum	1
Roma-Polish	1
Acholi	1
Nepali	1
Creole	1
Roma	1
Tigre	1
Welsh	1
Soninke	1
Romany	1
Chechen	1
Braille	1
Ga	1
Igbo	1
Grand Total	49134

2024/25

Language	Number of interpreter bookings
Bengali/Sylheti	12594
Bengali Dhaka	4341
Urdu	3307
Arabic	3009



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Farsi	2423
Polish	2382
Turkish	2325
Spanish	2207
Tamil	2183
Romanian	1879
Portuguese	1664
Russian	1122
Albanian	1072
Somali	953
Punjabi	945
Gujarati	885
Lithuanian	812
Pashto	670
British Sign Language	668
Vietnamese	524
Kurdish Sorani	507
French	447
Bulgarian	439
Hindi	419
Italian	399
Malayalam	360
Ukrainian	356
Dari	326
Mandarin	303
Cantonese	292
Georgian	278
Amharic	272
Tigrinya	263
Lingala	199
Czech	188
Twi	181
Chinese (Mandarin)	171
Sudanese	142
Hungarian	124
Chinese (Cantonese)	102
Greek	97
Slovak	89
Swahili	87
Various	74
Burmese	61
Thai	58
Wolof	57
Oromo	50
Kurdish Kurmanji	42
Sinhalese / Sinhala	38
Luganda	33
Mongolian	33
German	32
Kurdish Badini	32
Tagalog	29



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Latvian	23
Yiddish	22
Bambara	19
Yoruba	18
Hausa	17
Brava	15
Serbian	15
Roma-Polish	13
Hebrew	12
Telugu	11
Uzbek	11
Krio	10
Pahari	10
Malinke	9
Bosnian	9
Korean	9
Soso / Susu	9
Zulu	8
Balochi	7
Mandinka	7
Sinhalese	7
Japanese	6
Eritrean	6
Lip Speaker	5
Croatian	5
Dutch	5
Akan	5
Nepalese	5
Potwari	4
Armenian	4
English	4
Macedonian	4
Lebanese	4
Nepali	3
Tswana	3
Estonian	3
Deaf Relay	3
Barawe	3
Roma-Gypsy	2
Bravanese	2
Indonesian	2
Marathi	2
Mirpuri	2
Mandingo	2
Maltese	1
Fulani	1
Azeri	1
Ndebele	1
Ga	1
Slovenian	1
Creole (Cape Verde, Guinea-Bissau) (Portuguese)	1



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Belgian	1
Cambodian	1
Soninke	1
Malaysian (Bahasa Malaysia)	1
Roma-Bosnian	1
Braille	1
Grand Total	52903

Question 3: Where available, a geographic breakdown of interpreter bookings by:

- London borough of patient residence, or
- borough or location of service provision, or
- the lowest level of geographic aggregation held.

Answer: The Trust has reviewed question 3 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 12(1) of the Freedom of Information Act 2000 states:

Section 12(1) does not oblige a public authority to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit

The Trust has reviewed your request for information and in order to collate this information, it would be necessary to review each individual booking to determine the geographic location of each booking. This is estimated to take over 18 hours.



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