



East London

NHS Foundation Trust

Information Governance

Robert Dolan House

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Website: <https://www.elft.nhs.uk>

14th August 2026

Our reference: FOI DA6682

We are responding to your request for information received 26th June 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.

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

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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Chief Executive Officer: Lorraine Sunduza
Chair: Eileen Taylor

Request: I am writing to request information under the Freedom of Information Act 2000 regarding your organisation's expenditure on translation and interpretation services, including those provided by companies such as Language Line Solutions, thebigword, DA Languages, Prestige Network, Word360, and Capita Translation and Interpreting, among others. Please provide the following information for the last six financial years in the format as below:

Question 1: Please provide the total annual expenditure on translation and interpretation services for each financial year.

Answer: Please see table below:

Financial Year	Total Expenditure (£)	Notes
2019/20	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: <i>(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.</i> The information requested is accessible here: Question 1 https://www.elft.nhs.uk/sites/default/files/2022-08/ANON%20Response%20-%20FOI%20DA4203%20v1.pdf	
2020/21	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: <i>(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.</i> The information requested is accessible here: Question 1a https://www.elft.nhs.uk/sites/default/files/2023-11/ANON%20Response%20-%20FOI%20DA5001.pdf	
2021/22	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: <i>(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.</i> The information requested is accessible here: Question 1b	



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Financial Year	Total Expenditure (£)	Notes
	https://www.elft.nhs.uk/sites/default/files/2023-11/foi_da5048_-_appendix_1.pdf	
2022/23	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: <i>(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.</i> The information requested is accessible here: Question 2a https://www.elft.nhs.uk/sites/default/files/2023-11/ANON%20Response%20-%20FOI%20DA5001.pdf	
2023/24	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: <i>(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.</i> The information requested is accessible here: Question 1 https://www.elft.nhs.uk/sites/default/files/2025-06/anon_response_-_foi_da6087.pdf	
2024/25	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: <i>(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.</i> The information requested is accessible here: Question 1 https://www.elft.nhs.uk/sites/default/files/2025-06/anon_response_-_foi_da6087.pdf	



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Question 2: For each financial year, please provide a breakdown of the above expenditure by service type.

Financial Year	Spoken (Face-to-Face) Interpretation (£)	Written Translation Services (£)	Telephone Interpretation Services (£)	Other (£)
2019/20				
2020/21				
2021/22				
2022/23				
2023/24				
2024/25				

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 record the information requested and is therefore unable to provide a response.

Question 3: For each financial year, please provide the total spend with each individual provider/supplier of translation and interpretation services. Please list each provider separately. If you used multiple providers in a given year, add one row per provider for that year. If a cell does not apply, please leave it blank.

Amswer:

Financ ial Year	Provider/Sup plier Name	Service Type	Total Spend (£)
2019/2 0	Newham Language Shop	Translati on and Interpreti ng services	The Trust has reviewed question 3 of your request for information under the Freedom of Information Act (FOI) 2000. Section 21(1) of the FOI Act states: <i>(1) Information which is reasonably accessible to the applicant otherwise</i>



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			than under section 1 is exempt information. The information requested is accessible here: Question 1: https://www.elft.nhs.uk/sites/default/files/2023-01/anon_response_-_foi_da4318.pdf
2020/21	Newham Language Shop	Translation and Interpreting services	The Trust has reviewed question 3 of your request for information under the Freedom of Information Act (FOI) 2000. Section 21(1) of the FOI Act states: <i>(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.</i> The information requested is accessible here: Question 1: https://www.elft.nhs.uk/sites/default/files/2025-06/anon_response_-_foi_da6087.pdf
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