



East London
NHS Foundation Trust
Information Governance
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18 June 2024

Our reference: FOI DA5429

I am responding to your request for information received 5 June 2024. 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: Please provide a breakdown of the above for the years 2020, 2021, 2022, 2023 and Jan - May 2024.

BSL/SSE

Question 1a: How many requests have been made to the Trust for BSL/SSE to English interpreters?

Answer: Please see table below:

Year	Number of requests for BSL / SSE interpreters
2020	447
2021	491
2022	599
2023	621
2024 – up to 31 May	262

Question 1b: How many of these requests were confirmed/fulfilled?

Answer: Please see table below:

Year	Number of requests confirmed / fulfilled for BSL / SSE interpreters
2020	96% fulfilled.
2021	97% fulfilled.
2022	91% fulfilled.
2023	91% fulfilled.
2024 – up to 31 May	98% fulfilled.

Question 1c: How many were fulfilled by staff and how many by agency staff?

Answer: Not applicable. The Trust outsources its interpretation services.

Question 1d: What were the main reasons for an interpreter being unavailable to attend any unfulfilled requests?

Answer: Please see table below:

Year	Main reasons for unfulfilled requests for BSL / SSE interpreters
2020	Main reason for unfulfillment was short notice.
2021	Main reason for unfulfillment was short notice.
2022	Main reason for unfulfillment was short notice.
2023	Main reason for unfulfillment was interpreter availability.
2024 – up to 31 May	Main reason for unfulfillment was short notice.

Deaf Blind

Question 2a: How many requests have been made to the Trust for deaf blind interpreters?

Answer: Please see table below:

Year	Number of requests for deaf / blind interpreters
2020	1



Year	Number of requests for deaf / blind interpreters
2021	1
2022	0
2023	1
2024 – up to 31 May	0

Question 2b: How many of these requests were confirmed/fulfilled?

Answer: Please see table below:

Year	% of requests confirmed / fulfilled for deaf / blind interpreters
2020	100% fulfilment
2021	100% fulfilment
2022	N/A
2023	100% fulfilment
2024 – up to 31 May	N/A

Question 2c: How many were fulfilled by staff and how many by agency staff?

Answer: Not applicable. The Trust outsources its interpretation services.

Question 2d: What were the main reasons for an interpreter being unavailable to attend any unfulfilled requests?

Answer: Not applicable.

Question 3: Does the Trust employ any BSL/SSE/deaf blind interpreters within the Trust, on a full-time staff basis?

Answer: Not applicable. The Trust outsources its interpretation services.

Question 4: Does the Trust have a contract with a video relay service?

Answer: No.



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