



East London
NHS Foundation Trust
Information Governance
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16 July 2024

Our reference: FOI DA5458

I am responding to your request for information received 24 June 2024 and clarified on 25 June. 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:

Relating to Tower Hamlets Talking Therapies

Question 1: On the website, it states that there are team members that can offer the service in different languages. Please can you confirm which languages these are?

Answer: The service is also offered in the following languages:

- Bengali
- Sylheti
- Greek
- Italian
- French
- Spanish
- Japanese

**Question 2: What is the waiting time for initial assessment and treatment?
Clarification: Current waiting time**

Answer: Please see table below:

Tower Hamlets Talking Therapies	
Service	Current waiting time
Assessment	Ten days.
Step Two treatment	Three weeks.
Step Three treatment	Seven weeks.

Question 3: What addresses/locations is the service offered at?

Answer: 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:

(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here:

<https://www.elft.nhs.uk/services/tower-hamlets-talking-therapies>

Relating to Newham Talking Therapies:

Question 4: On the website, it states that there are team members that can offer the service in different languages. Please can you confirm which languages these are?

Answer: The service is offered in the following languages:

- Bengali
- Sylheti
- German
- Italian
- Spanish
- Arabic
- Kurdish
- Farsi
- Gujrati



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- Polish
- Romanian
- Shona
- Turkish
- Urdu
- Mandarin
- Cantonese
- Somali
- Urdu
- Hindi
- Punjabi

**Question 5: What is the waiting time for initial assessment and treatment?
Clarification: Current waiting time**

Answer: Please see table below:

Newham Talking Therapies	
Service	Current waiting time
Assessment	Fifteen days.
Step Two treatment	One week.
Step Three treatment	Eleven weeks.

Question 6: What addresses/locations is the service offered at?

Answer: The Trust has reviewed question 6 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:

<https://www.elft.nhs.uk/services/newham-talking-therapies>



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