



**East London**  
NHS Foundation Trust

**Information Governance**

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29 June 2020

**Our reference: FOI DA3458**

I am responding to your request for information received 29 May 2020. I am sorry for the delay in responding to your request. 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,

Keshia Harvey  
Information Governance Manager

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](http://www.ico.org.uk)

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**Request:**

**Question 1. How many whistleblowing contacts have been raised within the Trust in the following time periods:**

**March 2019 April 2019**

**March 2020 April 2020**

**Answer:** March 2019 April 2019 – zero whistleblowing contacts received.  
March 2020 April 2020 – zero whistleblowing contacts received.

**If possible, please break this down by whether the case was raised with: a) The Trust’s Freedom to Speak Up Guardian b) The Trust’s other persons with responsibility for whistleblowing? This could include (but may not be limited to): executive director with responsibility for whistleblowing; non-executive director with responsibility for whistleblowing. If it isn’t possible to break it down in such a fashion, just give the aggregate figures.**

**Answer:** Not applicable

**Question 2. Does the Trust hold data about these contacts/cases in a spreadsheet or database? If so, please could you provide a list of the data fields – for clarity, this could include but is not limited to categories such as “type of complaint”, “status of complaint”, etc. For each item on the list of data fields, please state if the value is to be filled in as a free text field, or a value selected from a drop-down menu. For each of the fields where a value is to be selected from a drop-down menu, please include the options from the drop-down menu.**

The Trust holds the data about these contacts on a database: ER Tracker

The data fields are:

- Type of Complaint (Drop down box)
  - Bribery
  - Bullying & Harassment
  - Concerns about the professional or clinical practice or competence of colleagues or other members of staff
  - Conduct- criminal offence
  - Health & Safety asks to the public, Service Users or other employees
  - Health care matters include suspected maltreatment/abuse of service user or staff
  - Inappropriate or unauthorised use of public funds or other resources
  - Miscarriage of justice
  - Other ethical conduct
  - Patient safety/clinical concern
  - Potential corruption, fraud or other financial malpractice

- Case status (drop down box)
  - Closed
  - Open- awaiting action
  - Open- in progress
- Linked to other cases (free text)
  - Case reference
- Claimants (If known) (Drop down box)
  - List of staff
- Respondent (if known) (Drop down box)
  - List of staff
- Investigating Officer (Drop down box)
  - List of investigating officers
- Line Manager (drop down box)
  - List of Managers
- Profile of Claimant/Respondent (drop down box)
  - Gender
  - Sexuality
  - Ethnicity
  - Religion
  - Disability
  - Payscale
- Outcome (drop down box)
- Date referred (free text)
  - Enter date
- Date completed (free text)
  - Enter date
- Directorate (drop down box)
  - Bank
  - Bedford
  - Bedfordshire CHS [Community Health Services]
  - City & Hackney
  - Community Services - Tower Hamlets
  - Corporate
  - East London NHS Foundation Trust
  - Forensic Services
  - Honorary Contracts
  - Luton
  - Newham CHS [Community Health Services]
  - Newham
  - Primary Care
  - Specialist CHS [Community Health Services]
  - Specialist Services
  - Tower Hamlets

- Department (drop down box)
  - BANK Admin Bank
  - BANK Clinical Bank
  - BANK Community Bedford/Luton
  - BANK Community Bedfordshire
  - BANK Direct Engagement (DE) Bank
  - BANK Mental Health Bedford/Luton
  - BANK Res Homes Bedford/Luton
  - BANK Service User Bank
  
  - BED Admin Hub - Bedford
  - BED Adult Autism Service
  - BED Adult Psychology
  - BED AMHP Rota
  - BED Arts Psychotherapies
  - BED Ash Ward
  - BED Barford Avenue
  - BED B-DISS
  - BED Bedford Assertive Outreach
  - BED Bedford CMHT (East)
  - BED Bedford CMHT (West)
  - BED Bedford Medical Staffing
  - BED Bedford North CMHT
  - BED Bedford Op CMHT
  - BED Beds A&E Liaison & CRHT
  - BED BL Community Services (Management)
  - BED BL EDO Management
  - BED BL Medical Director
  - BED BL Psychology Management
  - BED BL Psychology OPMH
  - BED BL Training for Cons & Mid G
  - BED Cedar House
  - BED Diverse Cultures
  - BED Early Intervention Cwide
  - BED Eating Disorders
  - BED Enhanced Care Service
  - BED Fountains Court Continuing Care
  - BED Health Facilitation Service
  - BED Homeless Triage
  - BED Individual Placement and Support
  - BED Intensive Support Team
  - BED LDS Medical Staffing
  - BED Liaison & Diversion Service
  - BED Locality Mgmt
  - BED LUT Adult Psychology
  - BED M Beds Adult CMHT Meadow Lodge
  - BED M Beds Adult CMHT Spring House
  - BED Medical Admin Bedford
  - BED Mental Health Hub
  - BED Mid Beds Op CMHT
  - BED OT Bedford Inpatient Service
  - BED Perinatal MH Team
  - BED Personality Disorder
  - BED Primary Care MH Workers
  - BED Psychiatric Liaison
  - BED Recovery College

- BED Sensory Impairment
- BED South Beds Adult CMHT (Beacon)
- BED South Beds Adult CMHT (Crombie)
- BED South Beds Op Cmht
- BED SPLD Occ Therapy
- BED SPLD Psychology
- BED SPLD Speech Therapy
- BED Street Triage
- BED Townsend Ct (Adults)
- BED Willow Ward
  
- CHB - Archer Unit
- CHB - Chronic Fatigue Service
- CHB - Clinical Health Psych
- CHB - Complex Care Team
- CHB - Continence (Shire)
- CHB - Discharge Planning
- CHB - Heart Failure
- CHB - Home Team - Bed SuperHub
- CHB - Home Team - Chiltern V
- CHB - Home Team - Ivel Valley
- CHB - Home Team - Mid West
- CHB - Home Team - Night Serv
- CHB - Joint Loc Admin
- CHB - Palliative Care
- CHB - Phlebotomy
- CHB - Podiatry
- CHB - Rapid Intervention
- CHB - Senior Managers (Shire)
- CHB - Single Point of Contact
- CHB - Specialist Nursing
- CHB - Speech Therapy
- CHB - Tissue Viability (Shire)
- CHB - Warfarin Service
- CHB - Wheelchairs Service
- CHB -At Home First Team
  
- C&H Adult Wards Management
- C&H Arts Therapy Adult
- C&H Autism Services
- C&H Bevan Ward
- C&H Brett Ward
- C&H Central Psychology
- C&H Clozapine Clinic
- C&H Community Rehabilitation Team Adult
- C&H Conolly Ward
- C&H Dementia Service
- C&H EIS C & H Equip
- C&H Gardner Ward
- C&H Health Based Place of Safety
- C&H Homerton A&E Liaison
- C&H HTT & Emergency Services
- C&H Joshua Ward Ex Tuke
- C&H Learning Disabilities
- C&H Mental Health Medical Adult
- C&H MHCOP Administration
- C&H MHCOP Arts Therapy
- C&H MHCOP CMHT

- C&H MHCOP Medical
  - C&H MHCOP OT
  - C&H Mother & Baby Unit
  - C&H North West Locality Mental Health
  - C&H Open Dialogue
  - C&H OT & Life Skills
  - C&H Patient Transport
  - C&H Perinatal Out Patients
  - C&H Primary Care Psychiatric Liaison
  - C&H PSYCH Therapy Alliance
  - C&H Psychiatry Directorate
  - C&H Psychodynamic Therapy
  - C&H Recovery College
  - C&H Referral & Assessment
  - C&H Ruth Seifert
  - C&H Social Inclusion
  - C&H South East Locality Mental Health
  - C&H SUN Project
  - C&H Unity House
  - C&H Ward Administrators
  - C&H Welfare Rights
- 
- CTH Admission Avoidance Discharge Service
  - CTH Assessment & Triage Team
  - CTH Comm Cont Care Team
  - CTH Comm Intermediate Care Team
  - CTH Continence Team
  - CTH ENH Homecare OT Pooled Budget
  - CTH Frailty Assessment Service
  - CTH Locality Management Team
  - CTH Management Team
  - CTH North East EPCT
  - CTH North West EPCT
  - CTH Podiatry
  - CTH Rapid Response Team
  - CTH South East EPCT
  - CTH South West EPCT
  - CTH Therapy Rotation
  - CTH Wheelchair Service
- 
- CORP Alie Street
  - CORP Arts Therapists Development
  - CORP Autism Assessment Adults
  - CORP Bedford GP Clinical Pharmacists
  - CORP BL Pharmacy Department
  - CORP Business Development Unit
  - CORP C&H Pharmacy Department
  - CORP Camhs Tier IV - NMC
  - CORP CCG Informatics Lead
  - CORP Cerebral Palsy
  - CORP CLRN Allocations
  - CORP CMH Transformation Prg - C&H
  - CORP CMH Transformation Prg - CORP
  - CORP CMH Transformation Prg - NEW
  - CORP CMH Transformation Prg - TH
  - CORP Continuing Personal & Professional Development
  - CORP Corporate Pharmacy Department

- CORP Covid
- CORP Director of Nursing
- CORP Director of Operations
- CORP DLR Training
- CORP Domestic Abuse
- CORP Effectiveness of Group Arts Therapy
- CORP Electronic Records Systems Management
- CORP Estates & Facility Management
- CORP Finance Directorate
- CORP Freedom to Speak Up
- CORP Governance & Risk Management
- CORP HQ Admin & Secretariat
- CORP HR Staff Bank
- CORP ICT Team
- CORP IM&T Information Management
- CORP Infection Control
- CORP Information Governance
- CORP International Link
- CORP Legal & Consumer Affairs
- CORP Local Counter Fraud Specialist
- CORP Medical Director
- CORP Membership Office
- CORP Mental Health Act Admin Central
- CORP Mental Health Act Admin Tower Hamlets
- CORP MH Act Admin Luton
- CORP MUS-SHINE
- CORP Newham Pharmacy Department
- CORP NMET Training
- CORP NSFT BUDDYING
- CORP People & Culture
- CORP People Participation
- CORP Performance
- CORP Perinatal Women from EMG
- CORP Population Health
- CORP Post Graduate Medical Education
- CORP Quality Assurance Team
- CORP Quality Improvement Plan
- CORP RADAR
- CORP Research & Development
- CORP Research & Development Team Prof Priebe
- CORP RIO & Data Warehouse
- CORP Safeguarding Children Team
- CORP SBS PROCUREMENT
- CORP SCENE Study
- CORP SIFT
- CORP SLR Project Board
- CORP Spiritual Care
- CORP TACK
- CORP TH Pharmacy Department
- CORP Trust Board
  
- East London NHS Foundation Trust
  
- FOR Aldgate Ward
- FOR Art Therapy
- FOR Bow Womens Ward
- FOR Broadgate Admissions MSU
- FOR Butterfield Ward (Ex Aldgate)

- FOR Central Services
- FOR Changing Lanes
- FOR Clerkenwell Ward
- FOR Clissold Ward (Ex Clerkenwell)
- FOR Community Medical
- FOR Community Pilot
- FOR CPNs
- FOR Directorate
- FOR East India Ward PD
- FOR Hoxton Ward (Ex Tuke)
- FOR Limehouse Ward
- FOR LPP Other
- FOR Ludgate Ward
- FOR Luxford Ward (Ex Collin Franklin)
- FOR Moorgate Ward
- FOR Morrison Ward TILT
- FOR MSU Administration
- FOR MSU Medical
- FOR MSU Nurse Management
- FOR MSU Psychology
- FOR MSU Substance Misuse
- FOR NELFC New Care Model
- FOR OT Education
- FOR OT Rehab
- FOR OT Vocational Income
- FOR PD Administration
- FOR PD ART THERAPY
- FOR PD London Pathways Partnership (LPP)
- FOR PD Medical
- FOR PD OT
- FOR PD Psychology
- FOR People Participation MSU
- FOR Rehab Medical
- FOR Security
- FOR Shoreditch Ward
- FOR Sports Therapy
- FOR Tuke Ward LSU
- FOR Victoria Ward R & WF
- FOR West Ferry Ward PD
- FOR Woodberry Ward (Tariro)
  
- Honorary Contracts
  
- LUT ACE
- LUT Admin Hub Luton
- LUT AMPH
- LUT Arts Psychotherapies POVA
- LUT Ashanti
- LUT Brantwood CMHT
- LUT Coral Ward
- LUT Crisis Resolution Home Treatment Team
- LUT Crystal Ward
- LUT Dallowdowns CMHT
- LUT Duty Senior Nurse
- LUT ECT Suite
- LUT EIS
- LUT Homeless Triage
- LUT JADE PICU



- LUT Luton Locality Mgmt
- LUT Luton Medical Staffing
- LUT Luton OP Cmht
- LUT Onyx Ward
- LUT OT Luton Community Services
- LUT OT Luton Inpatient Services
- LUT Poplars Ward
- LUT Primary Care MH Workers
- LUT Psychiatric Liaison
- LUT Roshni
- LUT Stockwood CMHT
- LUT Street Triage
- LUT Think Ahead
- LUT Wardown CMHT
  
- CM Activity Organiser
- CM AHP Facilitator
- CM Cazubon Ward
- CM Central EPC Team
- CM CHN Management
- CM Community Care Navigators
- CM Community Neuro Service
- CM Continence Advisor
- CM Coronary Rehabilitation
- CM Day Hospital
- CM Diabetic Service
- CM EHCC Therapies
- CM ELFT GP Service
- CM EPC Admin
- CM EPC Rapid Response Team
- CM EPCT & VW GPs
- CM EPCT Therapies
- CM Foot Health
- CM Fothergil Ward
- CM Free Nursing Home Care
- CM GM Bed & Day Services
- CM Health E1
- CM LD Community Nursing
- CM LD Management Admin
- CM LD OT
- CM LD Physio
- CM LD Psychology
- CM Learning Disabilities Speech & Language Therapy
- CM Leg Ulcer Tissue Viab
- CM Matron Budget
- CM NE EPC Team
- CM NUHT Pat Appliances
- CM NW EPC Team
- CM Phlebotomy Service
- CM Physio MSK Community
- CM Primary Care Management
- CM PWLD Newham Consultant
- CM Sally Sherman Ward
- CM South EPC Team
- CM Speech Adults & Elder
- CM Telehealth
- CM The Greenhouse
- CM Transitional P Care

- CM Transitional Team
- NEW AMH Acute Psychology
- NEW AMH Admin Assessment and Brief Treatment Team
- NEW AMH Admin Inpatient Services
- NEW AMH Admin Recovery Team North
- NEW AMH Admin Recovery Team South
- NEW AMH Admin Specialist Services
- NEW AMH Administration
- NEW AMH Arts Therapy
- NEW AMH Assessment & Brief Treatment Team
- NEW AMH Clozarol
- NEW AMH CMHT Psychological Services
- NEW AMH Crystal Ward
- NEW AMH Early Intervention Service
- NEW AMH Emerald Ward
- NEW AMH Home Treatment Team
- NEW AMH Ivory Ward
- NEW AMH Management
- NEW AMH Management Offices
- NEW AMH Medical Acute Treatment Teams
- NEW AMH Medical Assessment & Brief Treatment Team
- NEW AMH Medical Early Intervention Service
- NEW AMH Medical Psychotherapy
- NEW AMH Medical Recovery Team North
- NEW AMH Medical Recovery Team South
- NEW AMH Medical Triage
- NEW AMH Occupational Therapy
- NEW AMH Opal Ward
- NEW AMH Peer Support Service
- NEW AMH Perinatal Team
- NEW AMH Personality Disorder Team
- NEW AMH Primary Care Liaison Team
- NEW AMH Rapid Assessment, Interface & Discharge
- NEW AMH Recovery Team North
- NEW AMH Recovery Team South
- NEW AMH Ruby Ward-Triage
- NEW AMH Sapphire Ward
- NEW AMH Specialist Psychotherapy Resources Unit
- NEW AMH Topaz Ward
- NEW MHCOP Administration
- NEW MHCOP CMHT
- NEW MHCOP Medical
- NEW MHCOP Occupational Therapy
  
- PC Cauldwell Med Centre
- PC Leighton Rd Surgery
  
- CS Bilingual Co-Workers
- CS Child Development Centre
- CS Child Health Doctors
- CS Children In Care
- CS Comm Child Nurse Team
- CS Diana Community Nursing
- CS Haemoglobinopathy Serv
- CS Management Children

- CS OT Children
- CS Paeds Therapies
- CS Physio Paediatrics WHL
- CS Speech Paeds
  
- SS B Parity of Esteem (GP LIAISON)
- SS BED Adolescent Mental Health
- SS BED Camh Beds Looked after Children
- SS BED CAMHS ACD
- SS BED CAMHS Admin
- SS BED CAMHS Early Help
- SS BED CAMHS Front Door
- SS BED CAMHS Peri-Natal
- SS BED CAMHS Schools Programme
- SS BED CAMHS Trailblazer
- SS BED Children & Young People IAPT Bedfordshire
- SS BED Emotional and Behavioural Team
- SS BED IAPT
- SS BED IAPT Training HEE EOE
- SS BED Mid Emotional and Behavioural Team
- SS BED MST
- SS BED Neuro-Developmental Team
- SS BED Paed Psychology (BGH)
- SS Bedford and CB STS
- SS Bedford Criminal Justice
- SS BL CAMHS CRISIS Team (Transformation)
- SS BL CAMHS Eating Disorder (Transitional)
- SS BL Management Support
- SS Blood Borne Virus
- SS C&H CAMHS Adolescent Mental Health Team
- SS C&H CAMHS Transformation
- SS C&H Community CAMHS
- SS C&H Conduct Disorder Team
- SS C&H Liaison and Diversion
- SS CAMHS DCOS
- SS CAMHS EL Winter Bed Mgt
- SS CAMHS L and D
- SS CAMHS Performance Mgt
- SS CFCS Additional Investment
- SS CFCS Early Help Plus
- SS CFCS Education Outreach
- SS CFCS Social Care
- SS CH CAMHS Alliance Phase 2
- SS CH CAMHS TRAILBLAZER
- SS Child & Family Consultation Service
- SS Child Management
- SS Coborn PICU
- SS Coburn Galaxy
- SS Community Eating Disorders Service
- SS EL CAMHS Crisis Service
- SS IAPT NTT THTT Joint SPoR
- SS IAPT Support
- SS LUT Adolescent Mental Health
- SS LUT CAMHS Admin
- SS LUT CAMHS Early Help
- SS LUT CAMHS Trailblazer
- SS LUT Children & Young People IAPT Luton
- SS LUT Dunstable Emotional and Behavioural Team

- SS LUT Emotional and Behavioural Team
- SS LUT Luton Schools Project
- SS LUT Neuro-Developmental Team
- SS LUT TARGETED
- SS Newham CAMHS TOPS
- SS Newham Coborn Adolescent Services
- SS Newham IAPT LDA Fund
- SS Newham Talking Therapies
- SS Paediatric Liaison & Self Harm
- SS Richmond IAPT
- SS Richmond IAPT LDA Fund
- SS Specialist Addiction Central Mgt
- SS Specialist Services Directorate Central Team
- SS Support Team Tower Hamlets CAMHS
- SS TH Adults IAPT
- SS TH CAMHS CCG Initiatives
- SS TH CAMHS CYP IAPT 2017
- SS TH CAMHS LAA Recharges
- SS TH CAMHS Trailblazers
- SS TH Community CAMHS
- SS TH Homeless Addictions
- SS TH IAPT LDA FUND
- SS Tower Hamlets Drug & Alcohol Service
  
- TH AMH Administration
- TH AMH Arts Therapy
- TH AMH Autism Spectrum Disorder
- TH AMH Bethnal Green & G/T Community Mental Health Team
- TH AMH Bow & Poplar Community Mental Health Team
- TH AMH Brick Lane Ward
- TH AMH Clozapine Clinic
- TH AMH Community Learning Disabilities
- TH AMH Crisis Intervention Services
- TH AMH Crisis Line
- TH AMH Early Intervention Services Total Psychology
- TH AMH Globe Ward
- TH AMH Home Treatment Team
- TH AMH Isle of Dogs Community Mental Health Team
- TH AMH Lea Ward
- TH AMH Liaison and Psychological Medicine
- TH AMH Liaison Diversion
- TH AMH Locality Management
- TH AMH Millharbour Ward
- TH AMH Occupational Therapy
- TH AMH Peri-Natal Service
- TH AMH Personality Disorder
- TH AMH Primary Care Liaison Service
- TH AMH Psychiatry Medical Staff
- TH AMH Psychology
- TH AMH Psychotherapy Services
- TH AMH Recovery College Pilot
- TH AMH Roman Ward
- TH AMH Rosebank Ward
- TH AMH Stepney & Wapping Community Mental Health Team
- TH MHCOP Administration

- TH MHCOP CMHT
  - TH MHCOP Columbia Ward
  - TH MHCOP Ect Suite
  - TH MHCOP Integrated Care
  - TH MHCOP Leadenhall Ward
  - TH MHCOP Management
  - TH MHCOP Medical
  - TH MHCOP Occupational Therapy
  - TH MHCOP Thames Ward
- Case completed (drop down box)
    - Case completed
    - Set up in error