

**Information Governance**

The Green  
1 Roger Dowley Court  
Russia Lane  
London  
E2 9NJ

Email [elft.foi@nhs.net](mailto:elft.foi@nhs.net)

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

15 June 2021

**Our reference: FOI DA3843**

I am responding to your request for information received 9 June 2021. 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 all the information requested within the eighteen hours specified in the Freedom of Information Act 2000.

In order to assist you with your request, I have advised below the timing each question would take in order to assist you to refine your request. If you wish to refine your request to comply with the 18 hour time limit, please do get in touch

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:

Chair: Mark Lam

Chief Executive: Paul Calaminus

*We care*

*We respect*

*We are inclusive*

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)

**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: Paul Calaminus

*We are inclusive*

**Request:**

**Dear Sir or Madam,**

**Under the Freedom of Information Act, we would like to make a request regarding the waiting times for specialist multi-disciplinary (Tier 3)\* community Child and Adolescent Mental Health Services (CAMHS).**

**Our request consists of five questions:**

**Wait to initial appointment**

**Question 1. What is your minimum, maximum and median waiting times in days from the date referral received to initial appointment with healthcare professional (this includes a CHOICE or triage appointment and/or telephone or video call assessments)?**

**Please provide data for the previous four full financial years (2017/2018, 2018/2019 and 2019/2020, 2020/2021).**

**Answer:** The Trust has reviewed your request for information under the Freedom of Information Act 2000. This question could be responded to within the 18 hour time limit. If you would like a response to this question, please let us know.

**Question 2. In the last two financial years (2019/2020, 2020/2021), what is your minimum, maximum and median waiting times in days from the date referral received to initial appointment with healthcare professional (this includes a CHOICE or triage appointment and/or telephone or video call assessments) broken down by primary reason for referral?**

**Answer:** The Trust has reviewed your request for information under the Freedom of Information Act 2000. The clinical system used does not allow for primary reason to be searched separately. In order to collate this information, staff would have to review each referral received within the time period and ascertain the primary reason for referral.

Therefore, the Trust is unable to comply with this particular part of your request as the cost of compliance and extracting your exact requirements would exceed the appropriate cost limit of £450 which is specified in Section 12 of the Freedom of Information Act 2000. This 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 18 hours work.

**Wait to treatment**

**Question 3. What is your minimum, maximum and median waiting times in days from the date referral received to start of treatment? Please provide data for the previous four full financial years (2017/2018, 2018/2019, 2019/2020, and 2020/2021).**

**Answer:** The Trust has reviewed your request for information under the Freedom of Information Act 2000. This question could be responded to within the 18 hour time limit. If you would like a response to this question, please let us know.

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**Question 4. In the last two financial years (2019/2020, 2020/2021), what is your minimum, maximum and median waiting times in days from the date referral received to start of treatment broken down by primary reason for referral?**

Answer: The Trust has reviewed your request for information under the Freedom of Information Act 2000. The clinical system used does not allow for primary reason to be searched separately. In order to collate this information, staff would have to review each referral received within the time period and ascertain the primary reason for referral.

Therefore, the Trust is unable to comply with this particular part of your request as the cost of compliance and extracting your exact requirements would exceed the appropriate cost limit of £450 which is specified in Section 12 of the Freedom of Information Act 2000. This 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 18 hours work.

### **Referral routes**

**Question 5. How many referrals were received from each of the referral routes (listed in the Excel document) over the last four financial years (2017/2018, 2018/2019, 2019/2020, 2020/2021)? Please provide data as a number, rather than a percentage.**

Answer: The Trust has reviewed your request for information under the Freedom of Information Act 2000. This question could be responded to within the 18 hour time limit. If you would like a response to this question, please let us know.