

Information Governance

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Russia Lane
London
E2 9NJ

Email elft.foi@nhs.net

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

8 November 2021

Our reference: FOI DA3873

I am responding to your request for information received 2 July 2021 which you clarified on 6 and 7 September 2021 and 9 October 2021. 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

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

Chair: Mark Lam

Chief Executive: Paul Calaminus

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Request:

Question 1. Contract Description: Please provide me with a brief description of the overall service provided under the contract between CCG and ELFT.

Clarification: Luton and Beds prior to the merger

Answer: Please find information about the services the Trust provides here:

<https://www.elft.nhs.uk/About-Us>

Question 2. What is the value of the contracts issued and/or in force during the period 1st February 2019 to current date?

Answer: There have been no contracts issued since 2019-20 due to guidance from NHS England. The Trust is paid as a block amount which is adjusted as and when needed. The values we have on record are:

	Luton Mental Health £m	Bedfordshire Mental Health £m	Bedford and Luton Community Health £m
2019/2020	30,265	48,860	35,793
2020/2021	32,949	56,781	36,112
2021/2022	35,448	61,446	37,302

Question 3. Annual Average Spend: The annual average spend for this contract and please provide the average spend over the past 3 years for each provider

Answer: The Table below is based on expenditure as at Month 12 positions of each year. This has been calculated using the service areas' actual expenditure and then distributing a proportion of Trust overheads.

Please note that there has always been transfer of resource between Bedford and Luton with Bedford often providing services for both Bedford and Luton in order to achieve economies of scale.

	Luton Mental Health £m	Bedfordshire Mental Health £m	Bedford and Luton Community Health £m
2019/2020	30,918	51,871	38,131
2020/2021	35,431	61,141	39,247
2021/2022	Financial year ends on 31/03/2022	Financial year ends on 31/03/2022	Financial year ends on 31/03/2022

Question 4. What KPIs need to be met by ELFT to maintain compliance with the contract?

Answer: Please find attached:
Appendix - Q4 - Bedford and Luton Community Health
Appendix – Q4 - Luton Mental Health

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Question 5. How does the CCG ensure these KPI's are being met?

Answer: Performance against a number of key measures is reported to the CCG on a monthly basis, in the Luton contract there are 170 measures and in the Bedfordshire contract there are currently 141 measures. Where these do not meet the required standard we give narrative explaining why this standard was not achieved, giving case by case details in some instances and advising the CCG of how we are recovering performance.

If a target is persistently not met or there are serious concerns, then the CCG can issue a contract performance notice. ELFT will then meet the CCG, agree on the issues that are leading to the performance problems and an action plan. Progress against the action plan is monitored regularly until the CCG is satisfied that the performance has recovered and new processes embedded to avoid a recurrence.

In addition to the monthly monitoring of contract indicators, the CCG holds quarterly quality meetings to discuss incident trends and themes and review learning from deaths and serious incidents. More recently, we have invited the CCG to join the directorate's senior leadership team quality meetings to have the most up to date information about the safety and quality of the services and work with us on system-wide issues.

Additionally, 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 him.*

The Trust is not aware of the CCG's internal processes regarding contract / KPI management and therefore recommends you seek a definitive answer from the CCG. Please redirect your question to www.blmkccg.nhs.uk/contact-us/freedom-of-information-foi/

Question 6. How often are these KPI's reviewed?

Answer: KPIs are reviewed on a continual basis and via quarterly quality meetings

Question 7. How many recorded failings have been raised during the lifetime of the relevant contracts?

Clarification: Any issue / complaint that has been raised against the service including missed SLAs and missed KPIs included under Section 6 of your NHS contract. Including but not limited to reportable events and significant events as detailed in the NHS Contract provision.

Answer: Performance against a number of key measures is reported to the CCG on a monthly basis, in the Luton contract there are 170

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measures and in the Bedfordshire contract there are currently 141 measures. Where these do not meet the required standard we give narrative explaining why this standard was not achieved, giving case by case details in some instances and advising the CCG of how we are recovering performance.

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The Trust does not hold the information in a structured way and therefore recommends you seek a definitive answer from the CCG. Please redirect your question to

www.blmkccg.nhs.uk/contact-us/freedom-of-information-foi/

We are able to confirm the number of patient safety incidents that were reported to the respective Commissioners. All incidents are thoroughly investigated and an action plan put in place and are discussed with Commissioners who may advise on further actions.

Commissioner	2015/ 16	2016/ 17	2017/ 18	2018/ 19	2019/ 20	2020/ 21	2021/ 22
Bedfordshire	28	33	34	57	34	28	23
Luton	12	23	14	20	18	16	11

Question 8. How were failings addressed by the CCG?

Clarification: BLMKCCG post merger

Answer: Performance against a number of key measures is reported to the CCG on a monthly basis, in the Luton contract there are 170 measures and in the Bedfordshire contract there are currently 141 measures. Where these do not meet the required standard we give narrative explaining why this standard was not achieved, giving case by case details in some instances and advising the CCG of how we are recovering performance.

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Question 9. What penalties have been applied to ELFT as a result of failings?

Clarification: BLMKCCG post merger

Answer: Section 1(1) of the Freedom of Information Act 2000 states:

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The Trust has reviewed Question 9 of your request for information. The Trust does not hold this information and is therefore unable to disclose it to you.

This information is held by the CCG. Please redirect your question to: www.blmkccg.nhs.uk/contact-us/freedom-of-information-foi/

Question 10. How many patients per year are ELFT contracted to support?

Clarification: How many patients per year is the ELFT contractual payment based on? For example, your block contract payment of £X is based on you treating how many patients and are you meeting these KPIs

Answer: Section 1(1) of the Freedom of Information Act 2000 states:

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The Trust has reviewed Question 10 of your request for information. The Trust receives a block payment rather than payment based on a contractual number of patients. The Trust does not hold the information in the way you have requested and is therefore unable to disclose it to you.

Question 11. How many patients did ELFT actually support in the period 1st February 2019 to 22nd March 2020?

Clarification: How many patients have ELFT "successfully treated" eg provided appropriate therapy to and not just medication in the period above.

Answer: The Trust supported 19,452 patients during this period.

Question 12. How many patients did ELFT actually support in the period 23rd March 2020 to current date?

Clarification: How many patients have ELFT "successfully treated" eg provided appropriate therapy to and not just medication in the period above

Answer: The Trust supported 24,426 patients during this period.

Question 13. What was the average wait time for psychiatric therapy to commence in the period 1st February 2019 to 22nd March 2020?

Answer: The average wait time from referral to first appointment was nine days during this period.

Question 14. What was the average wait time for psychiatric therapy to commence in the period 23rd March 2020 to current date?

Answer: The average wait time from referral to first appointment was eight days during this period.

Question 15. What is the longest recorded wait time over the lifespan of the aforementioned contracts?

Clarification: The timescale is very clear - 1st February 2019 to date.

Answer: The longest wait time from referral to first appointment was 1066 days during this period.

Question 16. What is the longest recorded wait time over the past 3 years?

Answer: The longest wait time from referral to first appointment was 1066 days during this period.

Question 17. How many patients have committed suicide prior to receiving treatment by ELFT providers?

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Clarification: The timescale is very clear - 1st February 2019 to date. However, can you also advise the number that apply to the block contract commissioned by the CCG (now BLMKCCG)

Answer: Section 1(1) of the Freedom of Information Act 2000 states:

Any person making a request for information to a public authority is entitled—

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(b) if that is the case, to have that information communicated to him.*

The Trust has reviewed Question 17 of your request for information. It does not hold any information regarding the number of patients that have committed suicide prior to receiving treatment by ELFT providers. The public health team at Bedford Council may be able to assist you with this question. Please redirect your request for to freedomofinformation@bedford.gov.uk.

Please note that once a patient referral is accepted by ELFT, the patient will be considered to be receiving treatment. Patients with accepted referrals are therefore included in the response to Question 18.

Question 18. How many patients have committed suicide while receiving treatment by ELFT providers?

Clarification: The timescale is very clear - 1st February 2019 to date.

Answer: Of the inquests that were concluded between 1 February 2019 to date (28 October 2021), 70 patients committed suicide while receiving treatment by ELFT providers. These are deaths that were ruled as a suicide by the Coroner following an inquest.

Question 19a. How many qualified mental health professionals are currently employed by ELFT

Question 19a1 Clarification – How many qualified mental health professionals are currently employed by Spring House, Biggleswade

Answer: The service is currently funded for 1.5 wte Psychologists who also have some responsibility for services across Bedfordshire

Question 19a2 Clarification - How many qualified mental health professionals were employed by Spring House, Biggleswade during the period Feb 2019 - Sep 2020?

Answer: The service between February 2019 and September 2020 was funded for 1.5 wte Psychologists who also had some responsibility for services across Bedfordshire.

Question 19 a3 Clarification - How many of these were qualified therapists who could have provided the psychotherapy required (February 2019 – 20)?

Answer: Between February 2019 – 20 Spring House was funded for 1.5 wte qualified Psychologists. During that time 1.0 wte Psychologist was

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employed between February 2019 and January 2020. During February 2020 a 0.8 CBT Therapist was employed.

Question 19 b and how many hours per week are they providing therapy to patients?

b1 Clarification - How many hours per week are they providing therapy to patients now?

Answer: Section 1(1) of the Freedom of Information Act 2000 states:

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*(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 him.*

The Trust has reviewed 19b1 of your request for information. It does not hold definitive information regarding the number of hours per week therapy is provided to patients as Psychologists in teams provide direct and indirect interventions, and this can vary depending on demand.

Question 19 b2 Clarification - and how many hours per week were they providing therapy to patients during the period Sept 2020 - Present Day?

Answer: 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
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The Trust has reviewed Question 19b2 of your request for information. It does not hold definitive information regarding the number of hours per week therapy is provided to patients as Psychologists in teams provide direct and indirect interventions, and this can vary depending on demand.

Question 20. How many staff were placed on furlough during the period 23rd March 2020 to current date?

Answer: Zero members of staff have been furloughed.

Question 21. Has the ELFT service provision been affected or reduced by the COVID-19 Pandemic?

Answer: The way we have delivered services since the start of the pandemic has changed. Some services stopped seeing new referrals for a brief period, whilst others took on support for discharges from acute hospitals. We have continued to ensure all service users are aware of how to access support, and we have continued to deliver face to face contacts where possible throughout the pandemic where there has been no safe alternative. At different stages during the pandemic response, we have moved to virtual means of contact, in order to reduce the risk of transmission of COVID-19 to vulnerable individuals,

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through direct contact. These virtual methods have included telephone and video consultations. The Trust developed guidelines around the use of these alternate means of contact. Psychological services, virtual befriending, a range of supportive virtual wellbeing and condition-specific workshops were mobilised virtually through the pandemic.

Question 22. Has ELFT received full payment against its contract during the COVID-19 pandemic or was the payment reduced in line with the service provision?

The Trust has received full payment against its contract during the COVID-19 pandemic. As noted in the response to Question 21, service provision was not reduced.