



**East London**  
NHS Foundation Trust

**Information Governance**

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

3 May 2022

**Our reference: FOI DA3997**

I am responding to your request for information received 16 November 2021. I am sincerely 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)

**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**

Interim Chair: Eileen Taylor

Chief Executive: Paul Calaminus

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**Under the provision of the Freedom of Information Act 2000 please can you answer the following questions relating to the staffing system(s) you currently use.**

**Our preference is that - so far as reasonably possible - the response is supplied in the form of an Excel table and not as a pdf, Word document or other word processing application. Please see the attached Excel table as a template and look at the dropdowns for providers within the Excel spreadsheet.**

**Question 1. Does you Trust use an E-Rostering provider? (Yes/No - if No, have you previously tried to implement an e-rostering provider? Please name the provider).**

Answer: Yes, the Trust uses an E-Rostering provider

**Question 2. What is the name of your E-Rostering provider?**

Answer: The Trust has reviewed question 2 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/sites/default/files/2022-01/anon\\_response\\_-\\_foi\\_da3772.pdf](https://www.elft.nhs.uk/sites/default/files/2022-01/anon_response_-_foi_da3772.pdf)

**Question 3. If the software provider is not in the list - Please type**

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:

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**Question 4. When was the contract for the software you currently use for E-Rostering signed? (dd/mm/yyyy)**

Answer: The Trust has reviewed question 4 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:

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**Question 5. When does the contract for the software you currently use for E-Rostering expire? (dd/mm/yyyy)**

Answer: The Trust has reviewed question 5 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:

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**Question 6. Was the e-rostering software procured through a framework?**

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/sites/default/files/2022-01/anon\\_response\\_-\\_foi\\_da3772.pdf](https://www.elft.nhs.uk/sites/default/files/2022-01/anon_response_-_foi_da3772.pdf)

**Question 7. What is the name of the framework the e-rostering software was procured using?**

Answer: The Trust has reviewed question 7 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:

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**Question 8. What was the Trust's total spend on E-Rostering fees in 2020 - not incl. Implementation?**

Answer: The spend for provision of eRostering for 2020 was £195,181.

**Question 9. How many workers were actively E-Rostered at your Trust in 2020?**

Answer: 4598 staff members were actively rostered in Q3 in 2020/2021, this number varies each quarter due to staff turnover.

**Question 10. Does the rostering system integrate to ESR?**

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Answer: The Trust has reviewed question 10 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:

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**Question 11. Does the rostering system integrate to PAS?**

Answer: No, the rostering system does not integrate to PAS.

**Question 12. What system do you use for rota planning? E.g. eRota**

Answer: The Trust has reviewed question 12 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:  
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The information requested is accessible here:

[https://www.elft.nhs.uk/sites/default/files/2022-02/anon\\_response\\_-\\_foi\\_da3671.pdf](https://www.elft.nhs.uk/sites/default/files/2022-02/anon_response_-_foi_da3671.pdf)

**Question 13. Who is the Senior Responsible Officer for E-Rostering?**

Answer: The Trust has reviewed question 13 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:  
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The information requested is accessible here:

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**Question 14. Do you have a staff bank provider? (Yes/No - if No, please provide more details).**

Answer: Staff bank is managed in-house.

**Question 15. What is the name of your staff bank provider?**

Answer: Staff bank is managed in-house.

**Question 16. If the software provider is not in the list - Please type**

Answer: The Trust has reviewed question 16 of your request for information under the Freedom of Information Act (FOI) 2000.

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The information requested is accessible here:

[https://www.elft.nhs.uk/sites/default/files/2022-01/response\\_-\\_foi\\_da3145.pdf](https://www.elft.nhs.uk/sites/default/files/2022-01/response_-_foi_da3145.pdf)

**Question 17. Was the bank software procured through a framework?**

Answer: The Trust has reviewed question 17 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/sites/default/files/2022-01/response\\_-\\_foi\\_da3145.pdf](https://www.elft.nhs.uk/sites/default/files/2022-01/response_-_foi_da3145.pdf)

**Question 18. What is the name of the framework the bank provider was procured using?**

Answer: The Trust has reviewed question 18 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/sites/default/files/2022-01/response\\_-\\_foi\\_da3145.pdf](https://www.elft.nhs.uk/sites/default/files/2022-01/response_-_foi_da3145.pdf)

**Question 19. What was the contract signed date for the provider you currently use for your staff bank? (dd/mm/yyyy)**

Answer: The Trust has reviewed question 19 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/sites/default/files/2022-01/anon\\_response\\_-\\_foi\\_da3772.pdf](https://www.elft.nhs.uk/sites/default/files/2022-01/anon_response_-_foi_da3772.pdf)

**Question 20. What was the contract expiry date for the provider you currently use for your staff bank? (dd/mm/yyyy)**

Answer: The Trust has reviewed question 20 of your request for information under the Freedom of Information Act (FOI) 2000.

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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/sites/default/files/2022-01/anon\\_response\\_-\\_foi\\_da3772.pdf](https://www.elft.nhs.uk/sites/default/files/2022-01/anon_response_-_foi_da3772.pdf)

**Question 21. What was the Trust's spend on bank staff wages in 2020?**

Answer: The Trust's spend on bank staff wages in 2020 was £33,889,648.

**Question 22. What was the Trust's spend on agency staff wages in 2020?**

Answer: The Trust's spend on agency staff wages in 2020 was £25,617,732

**Question 23. What was the Trust's spend on its Staff Bank provider fees in 2020?**

Answer: Staff bank in managed in-house.

**Question 24. Is your Trust part of a collaborative Bank? (Yes/No)**

Answer: No.

**Question 25. Who is the technology provider for the collaborative bank?**

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

The Trust does not hold the information requested and is therefore unable to disclose it to you.

**Question 26. If the software provider is not in the list - Please type**

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

The Trust does not hold the information requested and is therefore unable to disclose it to you.

**Question 27. What was the contract signed date of Trust joining the Collaborative Bank? (dd/mm/yyyy)**

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 them.*

The Trust does not hold the information requested and is therefore unable to disclose it to you.

**Question 28. When does the contract for the Collaborative Bank expire? (dd/mm/yyyy)**

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

The Trust does not hold the information requested and is therefore unable to disclose it to you.

**Question 29. Do you use a third-party managed service provider to manage your temporary staff bank? (yes/no)**

Answer: No.

**Question 30. What is the name of your third-party Managed Service provider?**

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

The Trust does not hold the information requested and is therefore unable to disclose it to you.

**Question 31. What was the contract signed date for the provider you currently use for your managed service? (dd/mm/yyyy)**

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

The Trust does not hold the information requested and is therefore unable to disclose it to you.

**Question 32. What was the contract expiry date for the provider you currently use for your managed service? (dd/mm/yyyy)**

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

The Trust does not hold the information requested and is therefore unable to disclose it to you.

**Question 33. What was the Trust's spend on its Managed Service provider fees in 2020?**

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

The Trust does not hold the information requested and is therefore unable to disclose it to you.

**Question 34. Do you use a VMS provider? (Yes/No/Not Applicable)**

Answer: Yes.

**Question 35. What is the name of your VMS Provider?**

Answer: The Trust has reviewed question 35 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/sites/default/files/2022-01/response\\_-\\_foi\\_da3326.pdf](https://www.elft.nhs.uk/sites/default/files/2022-01/response_-_foi_da3326.pdf)

**Question 36. What was the contract signed date for the provider you currently use? (dd/mm/yyyy)**

Answer: 14/10/2019.

**Question 37. What is the contract expiry date for the provider you currently use? (dd/mm/yyyy)**

Answer: 04/07/2022.

**Question 38. What was the Trust's spend on its VMS provider fees in 2020?**

Answer: The Trust has reviewed question 38 of your request for information under the Freedom of Information Act (FOI) 2000.

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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/sites/default/files/2022-01/response\\_-\\_foi\\_da3326.pdf](https://www.elft.nhs.uk/sites/default/files/2022-01/response_-_foi_da3326.pdf)

**Question 39. Do you use an On Payroll Service Provider (Direct Engagement)? (Yes/No)**

Answer: The Trust has reviewed question 39 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/sites/default/files/2022-01/anon\\_response\\_-\\_foi\\_da3472.pdf](https://www.elft.nhs.uk/sites/default/files/2022-01/anon_response_-_foi_da3472.pdf)

**Question 40. What is the name of your DE Provider?**

Answer: The Trust has reviewed question 40 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/sites/default/files/2022-01/anon\\_response\\_-\\_foi\\_da3472.pdf](https://www.elft.nhs.uk/sites/default/files/2022-01/anon_response_-_foi_da3472.pdf)

**Question 41. If the software provider is not in the list - Please type**

Answer: The Trust has reviewed question 41 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/sites/default/files/2022-01/anon\\_response\\_-\\_foi\\_da3472.pdf](https://www.elft.nhs.uk/sites/default/files/2022-01/anon_response_-_foi_da3472.pdf)

**Question 42. What was the contract signed date for the provider you currently use? (dd/mm/yyyy)**

Answer: 05/09/2020.

**Question 43. What is the contract expiry date for the provider you currently use? (dd/mm/yyyy)**

Answer: 05/08/2022.

**Question 44. What was the Trust's spend on its DE provider fees in 2020?**

Answer: The Trust's spend on its DE provider fees in 2020 was £285,994.

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