

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

Email elft.foi@nhs.net

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

18th March 2022

Our reference: FOI DA4098

I am responding to your request for information received **14th February 2022**. 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,



Lara Cousens
Information Governance Manager – Information Rights

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: Please provide details of clinical service incidents caused by estates and infrastructure failure at your hospital trust for the years 2019/20, 2020/21 and so far in 2021/22.

Clinical service incidents are defined as infrastructure failures that have interfered with clinical services in some way. These could be things like power outages, building defects, water supply, oxygen shortages, food delivery, pest control or sewage supply.

Question 1: For each incident in 2019/20, please could you provide a summary covering:

- a. The date of the incident and the site of the incident.**
- b. The cause of the incident – eg. water shortage, power failure, pest control.**
- c. The cost and impact on services, such as delays or cancellations to planned patient care. Including where possible the number of patients affected and the length of the impact.**

Answer: Section 12(1) of the Freedom of Information Act 2000 states:

Section 12(1) does not oblige a public authority to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit.

The Trust has reviewed your request for information and in order to collate this information, staff would have to collate information from a number of systems and departments within the Trust as well as contacting maintenance contractors to review their records. The information would then be required to be validated by the Estates team as well as a review from clinical leads before obtaining financial data for each incident. This has been estimated at a minimum of 30 hours.

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.

Question 2: For each incident in 2020/21, please could you provide a summary covering:

- a. The date of the incident and the site of the incident.**
- b. The cause of the incident – eg. water shortage, power failure, pest control.**
- c. The cost and impact on services, such as delays or cancellations to planned patient care. Including where possible the number of patients affected and the length of the impact.**

Answer: Section 12(1) of the Freedom of Information Act 2000 states:

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- Question 3: For each incident in 2021/22, please could you provide a summary covering:**
- a. The date of the incident and the site of the incident.**
 - b. The cause of the incident – eg. water shortage, power failure, pest control.**
 - c. The cost and impact on services, such as delays or cancellations to planned patient care. Including where possible the number of patients affected and the length of the impact.**

Answer: Section 12(1) of the Freedom of Information Act 2000 states:

Section 12(1) does not oblige a public authority to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit.

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