

**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>

12<sup>th</sup> April 2022

**Our reference: FOI DA4138**

I am responding to your request for information received 17<sup>th</sup> March, followed by clarification received on 5<sup>th</sup> April. 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](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**

Chair: Mark Lam

Chief Executive: Paul Calaminus

*We care*

*We respect*

*We are inclusive*

**Request:**

**Question 1: Copies of any business process, manual, procedure or policy concerning document redaction in your organization.**

**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.

East London NHS Foundation Trust does not have a specific process for document redaction and can therefore not provide one.

**Question 2: If recorded, please indicate the FTE (staff time) spent on document redaction by your organization per year. I am only interested in the most recent figure for this.**

**Answer:** The Information Rights team includes 3.5 FTE staff who process SARs which includes redaction processing. Other SAR Leads and clinicians are also required to prepare redactions on documents prior to disclosure, however this is not recorded as an exact figure as it is not their main job role, rather included as part of their role.

**Question 3: If recorded, please provide the expenditure on document redaction per year. Again, I am only interested in the most recent figure for this.**

**Clarification received to advice - We are interested in figures for both staffing and software, if held.**

**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.

East London NHS Foundation Trust does not record expenditure on document redaction and can therefore not provide this.

**Question 4: If recorded, please provide any estimates on how much document redaction is undertaken by your organization (e.g., number of documents / pages of material).**

**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.

East London NHS Foundation Trust does not record how much document redaction is undertaken and can therefore not provide this.

Chair: Mark Lam

Chief Executive: Paul Calaminus

*We care*

*We respect*

*We are inclusive*

**Question 5: Please indicate any software currently used for document redaction (e.g., Adobe Acrobat Pro).**

Answer: Adobe Pro.

**Question 6: Do you use specialist staff who have undergone specific training to undertake document redaction? If so, please indicate the specific training and/or qualifications for these staff.**

Answer: Relevant staff who process SARs are provided with advice, guidance and training by the IG – IR team, developed in-house.

Chair: Mark Lam

*We care*

*We respect*

Chief Executive: Paul Calaminus

*We are inclusive*