

Information Governance

Charter House
7 Alma Street
Luton
LU1 2PJ

Email elft.foi@nhs.net

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

4 January 2023

Our reference: FOI DA4448

I am responding to your request for information received **14th November 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,



Shuchi Joshi
Senior Information Governance Coordinator – 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



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'what matters' to everyone, achieve a better quality
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Chief Executive: Paul Calaminus
Chair: Eileen Taylor

Request:

Question 1: Which software, if any, does the Trust use to process the following information requests:

a) FOI requests

Answer: Excel

b) EIR requests

Answer: Excel

c) DSAR requests

Answer: Excel

d) Complaints

Answer: Datix

e) Compliments

Answer: Datix

f) The processing or management of Safeguarding cases

Answer: Excel

Question 2: Who provides this software?

Answer: Microsoft provides Excel. Datix Risk Management System provides Datix.

Question 3: What does it cost the Trust annually?

Answer: Datix costs £51,431.29 annually.

The Trust has reviewed question 3 of your request for information under the Freedom of Information Act (FOI) 2000.

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 the information requested as Microsoft sells the whole Office suite as a package and cannot give a breakdown for just Excel. Therefore we are unable to provide a response.



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