

**Information Governance**

Robert Dolan House  
9 Alie Street  
London  
E1 8DE

**Email** [elft.foi@nhs.net](mailto:elft.foi@nhs.net)

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

9 February 2023

**Our reference: FOI DA4561**

I am responding to your request for information received 26 January 2023. 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**



We promise to work together creatively to: learn  
'what matters' to everyone, achieve a better quality  
of life and continuously improve our services.  
**We care . We respect . We are inclusive**

**Chief Executive:** Paul Calaminus  
**Chair:** Eileen Taylor

**Request:**

**Question 1: How many employees do you have?**

Answer: Please see table below:

Staff type	Number
Substantive:	7985
Bank:	1995

## **ERP**

**Question 2: Which Enterprise Resource Planning (ERP) or Finance system do you currently use?**

Answer: Oracle Financials.

**Question 3: What is the value & expiry date of your current contract/licence? What are the extension options?**

Answer: Contract total - £1,200,278  
Contract expiry date - 30 May 2024  
Extension options - 8 x 12 month periods.

**Question 4: Do you have any plans to review (upgrade/change) this system?**

Answer: The Trust has reviewed question 4 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 and is therefore unable to provide a response.

## **CRM**

**Question 5: Which Customer Relationship Management (CRM) System do you currently use?**

Answer: The Trust has reviewed question 5 of your request for information under the Freedom of Information Act (FOI) 2000.

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  
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The Trust does not use CRM and is therefore unable to provide a response.



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**Question 6: What is the value & expiry date of your current contract/licence? What are the extension options?**

Answer: The Trust has reviewed question 6 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.*

The Trust does not use CRM and is therefore unable to provide a response.

**Question 7: Do you have any plans to review (upgrade/change) this system?**

Answer: The Trust has reviewed question 7 of your request for information under the Freedom of Information Act (FOI) 2000.

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

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

The Trust does not use CRM and is therefore unable to provide a response.

**SCM**

**Question 8: Which Supply Chain Management (SCM) System do you currently use?**

Answer: The Trust has reviewed question 8 of your request for information under the Freedom of Information Act (FOI) 2000.

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 use SCM and is therefore unable to provide a response.

**Question 9: What is the value & expiry date of your current contract/licence? What are the extension options?**

Answer: The Trust has reviewed question 9 of your request for information under the Freedom of Information Act (FOI) 2000.

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

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The Trust does not use SCM and is therefore unable to provide a response.

**Question 10: Do you have any plans to review (upgrade/change) this system?**

Answer: The Trust has reviewed question 10 of your request for information under the Freedom of Information Act (FOI) 2000.

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

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The Trust does not use SCM and is therefore unable to provide a response.

**EPM**

**Question 11: Which Enterprise Performance Management (EPM), Scenario Planning or Strategic Modelling system do you currently use?**

Answer: The Trust has reviewed question 11 of your request for information under the Freedom of Information Act (FOI) 2000.

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

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The Trust does not use EPM and is therefore unable to provide a response.

**Question 12: What is the value & expiry date of your current contract/licence? What are the extension options?**

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

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

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

The Trust does not use EPM and is therefore unable to provide a response.

**Question 13: Do you have any plans to review (upgrade/change) this system?**

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

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

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The Trust does not use EPM and is therefore unable to provide a response.

## **HR & Payroll**

### **Question 14: Which Human Capital Management (HCM) or HR and Payroll system/s do you currently use?**

Answer: Payroll for the Trust is outsourced.

The Trust has reviewed question 14 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/2022-09/ANON%20Response%20-%20FOI%20DA4217.pdf>

### **Question 15: What is the value & expiry date of your current contract/licence? What are the extension options?**

Answer: Payroll for the Trust is outsourced.

The Trust has reviewed question 14 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/2022-09/ANON%20Response%20-%20FOI%20DA4217.pdf>

### **Question 16: Do you have any plans to review (upgrade/change) this system?**

Answer: Payroll for the Trust is outsourced.

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

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

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**BI**

**Question 17: Which Analytics or Business Intelligence systems do you currently use?**

Answer: Microsoft Power BI

**Question 18: What is the value & expiry date of your current contract/licence? What are the extension options?**

Answer: Contract total - £63,927.97  
Contract expiry date - Contract began on 15/10/2020 for 19 months  
Extension options – auto renews for 12 month periods.

**Question 19: Do you have any plans to review (upgrade/change) this system?**

Answer No plans at present.

**Question 20 Do you have any plans to migrate to a fully integrated, fully cloud-based back-office system in the next two years?**

Answer No plans at present.



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