

Information Governance

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9 May 2023

Our reference: FOI DA4551b

I am responding to your request for information received 23 February 2023. 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

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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Chair: Eileen Taylor

Request: Thank you very much for your response and apologies for the confusion.

In that case, I have another question. If I revised my request to only break down the unfilled and bank filled shifts by year, instead of date, would that be enough to significantly reduce the time and therefore cost.

Answer: The subject matter experts have advised that this one year of data would take 7.5 hours to collate.

If that would not reduce the costs in a way that would allow me to still receive the information requested in questions 2 and 3 for at least 4 years, then I would like to change my request.

I would please instead like only like to receive a response to question 1 for the last 6 years, as that would be within the 18-hour limit.

A list of the total number of shifts in your mental health psychiatric wards that were completely unfilled by 7pm, from January 2017 to December 2022, broken down by date.

I would also like to clarify that, in so far as my needs, I only require the aforementioned 'dates' to be broken down by calendar year, not individual day.

Answer: We are unable to supply the total number of unfilled shifts that were completely unfilled as our reporting system is not configured in this way.

We do provide planned vs actual data for unfilled shifts via our monthly safer staffing unify report which is accessible here:

<https://www.elft.nhs.uk/information-about-elft/safer-staffing-levels>



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Second request:

I would be grateful if you could advise me further. I would be keen to get some data regarding all three of my questions; what is the maximum time frame, from 2022, that I could request data regarding all three questions which would not exceed the £450 limit?

Question 1. A list of the total number of shifts in your mental health psychiatric wards that were completely unfilled by 7pm, from January 2017 to December 2022, broken down by date.

Answer: The subject matter experts have confirmed that a year's worth of data would take 2.5 hours to collate.

Question 2. A list of the total number of shifts in mental health psychiatric wards that were filled by banked or agency staff, from January 2017 to December 2022, broken down by date.

Answer: The subject matter expert has review this query and how information would be collated. Apologies for any confusion caused. They have confirmed that a year's worth of data would take 7.5 hours to collate.

Question 3. A list of the total number of staff redundancies in mental health psychiatric wards from January 2017 to December 2022, broken down by date.

Answer: The subject matter expert has confirmed that this question would take one hour to collate.



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First Request:

I would be grateful if you could advise me further. I would be keen to get some data regarding all three of my questions; what is the maximum time frame, from 2022, that I could request data regarding all three questions which would not exceed the £450 limit?

Question 1. A list of the total number of shifts in your mental health psychiatric wards that were completely unfilled by 7pm, from January 2017 to December 2022, broken down by date.

Answer: The subject matter experts have confirmed that a year's worth of data would take 2.5 hours to collate.

Question 2. A list of the total number of shifts in mental health psychiatric wards that were filled by banked or agency staff, from January 2017 to December 2022, broken down by date.

Answer: The subject matter expert has review this query and how information would be collated. Apologies for any confusion caused. They have confirmed that a year's worth of data would take 7.5 hours to collate.

Question 3. A list of the total number of staff redundancies in mental health psychiatric wards from January 2017 to December 2022, broken down by date.

Answer: The subject matter expert has confirmed that this question would take one hour to collate.



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Second Request: Thank you for your response.

Regarding my questions exceeding the £450 limit, I would be grateful if you could advise me on how much data I could request while remaining within the limit.

If I reduce my period from 2017- 2022, for instance, would that be within the limit?

Question 1. A list of the total number of shifts in your mental health psychiatric wards that were completely unfilled by 7pm, from January 2017 to December 2022, broken down by date.

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

When the Trust identifies that the request is likely to take over 18 hours, we are not obliged to provide information for any part of the request. We are required to provide advice on how you may refine your request to information that can be collated within the 18 hour timeframe. You may then choose what information you would like to receive and confirm the same to us, upon which we will process your request.

The Trust has reviewed your request for information and in order to collate this information, staff would have to review six years of data across 60 ward. It is estimated that this will take 15 hours to complete.

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. A list of the total number of shifts in mental health psychiatric wards that were filled by banked or agency staff, from January 2017 to December 2022, broken down by date.

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

When the Trust identifies that the request is likely to take over 18 hours, we are not obliged to provide information for any part of the request. We are required to provide advice on how you may refine your request to information that can be collated within the 18 hour timeframe. You may then choose what information you would like to receive and confirm the same to us, upon which we will process your request.

It was previously thought that this could be responded to within the timeframe, however, on review, staff would have to review six years of bank staff data. It is estimated that this will take 15 hours to complete.



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Question 3. A list of the total number of staff redundancies in mental health psychiatric wards from January 2017 to December 2022, broken down by date.

Answer: This will take an hour to collate.



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Original Request:

Question 1: A list of the total number of shifts in your mental health psychiatric wards that were completely unfilled by 7pm, from January 2015 to December 2022, broken down by date.

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

When the Trust identifies that the request is likely to take over 18 hours, we are not obliged to provide information for any part of the request. We are required to provide advice on how you may refine your request to information that can be collated within the 18 hour timeframe. You may then choose what information you would like to receive and confirm the same to us, upon which we will process your request.

The Trust has reviewed your request for information and in order to collate this information, staff would have to review eight years of data across 60 ward. It is estimated that this will take 20 hours to complete.

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: A list of the total number of shifts in mental health psychiatric wards that were filled by banked or agency staff, from January 2015 to December 2022, broken down by date.

Answer: The Trust can provide a response within the timeframe.

Question 3: A list of the total number of staff redundancies in mental health psychiatric wards from January 2015 to December 2022, broken down by date.

Answer: The Trust can provide a response within the timeframe.



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