

Information Governance

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27 September 2023

Our reference: FOI DA4898R

I am responding to your request for an internal review received 20 September 2023. This is in response to your initial request of 15 August, which you clarified on 16 August and the Trust responded to on 20 September.

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
Senior Information Governance Manager - Compliance

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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Interim Chief Executive: Lorraine Sunduza
Chair: Eileen Taylor

Internal review:

My initial request was simple: I wanted the job description of the Support Worker role for XXXXX, as identified in your records. However, the response provided after seeking clarification from myself appeared to introduce unnecessary complexity and suggested that it would exceed the cost limit. I would like to emphasize that the information I am seeking—the job description and duties of XXXXX as a Support Worker—should not be overly complex or costly to provide.

Answer: Please find attached at appendix 1.

I have two primary concerns:

- **In response to Question 2 of my FOI request, which sought the job description for XXXXX as a Support Worker, no exemption was cited for not providing this information. Instead, the response indicated that obtaining this information would be time-consuming and costly. I kindly request that the Trust provide this information without undue delay, as it is a straightforward request.**
- **The initial response's reliance on Section 12(1) exemptions for certain aspects of my request, and the need for a more detailed explanation of the time and cost estimates.**

I kindly request that you conduct an internal review of these concerns and reconsider the Trust's response to my FOIA request. Please confirm the receipt of this request for an internal review and provide an estimated timeframe for the review process. If you require any further information or clarification from me, please do not hesitate to contact me.

Answer: On 16 August, staff asked you to clarify question 2 of your request as it was unclear whether you were requesting all job descriptions for 'Support Worker', the job description for XXXXX or both.

You confirmed that you wanted both "all job descriptions for 'Support Worker'" and the job description for XXXXX. In your clarification, you added another request:

I also want the detailed job description of anyone who provides support to service users.

When clarification was requested regarding what services, you confirmed "...just at the two locations mentioned in my FOI request."

As explained in our response of 20 September, in order to obtain all job descriptions based at Vivienne Cohen House and Donald Winnicott Centre who provide support to service users and those that are "support workers", it would be necessary to contact each manager of the services at the locations to ascertain who is in the teams, check their files for job descriptions and scrutinise each job description to identify anything regarding supporting service users. Due to the amount of work involved, it was estimated that this would take over eighteen hours to collate.



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Original Request:

Please provide the following information under the Freedom of Information Act:

Question 1: Please provide a spreadsheet which shall list every single role at Vivienne Cohen House and Donald Winnicott Centre.

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 collate the cost centres and match the jobs based at the two sites mentioned. It is estimated that this would take four hours to collate.

Question 2: Please supply the comprehensive job description for the role commonly known as "Support Worker," including job duties and responsibilities, for XXXXX, who has been identified as a "support worker" in XXXXX's attached letter.

Clarification: Both. I also want the detailed job description of anyone who provides support to service users.

Question 3: I also want the detailed job description of anyone who provides support to service users.

Clarification: Thank you asking, it's just at the two locations mentioned in my FOI request.

Clarification: Any type of support given to service users only.

Answer: The Trust has reviewed questions 2 and 3 of your request.

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. Job descriptions are not held centrally. In order to collate this information, it would be necessary to contact each manager to ascertain who is in the teams, check their files for job descriptions and



scrutinise each job description to identify anything regarding supporting service users. It is estimated that this would take over eighteen hours to collate.



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