

**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>

18 October 2023

**Our reference: FOI DA5007**

I am responding to your request for information received 16 October 2023. This has been treated as a request under the Freedom of Information Act 2000.

When an organisation receives a request for information under the Freedom of Information Act, it is allowed under the Act to apply a blanket exemption to this where it has concluded that providing a response would take in excess of eighteen hours. When the cost of compliance and extracting information would exceed eighteen hours, a cost limit of £450 can be applied. This is explained in Section 12 of the Freedom of Information Act 2000 and 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 eighteen hours work.

Having reviewed your request, the Trust has noted that it would not be able to provide all the information requested within the eighteen hours specified in the Freedom of Information Act 2000. However, in this instance and to assist you, we have provided a partial response to your request as per below.

In order to assist you with your request, I have advised below the timing each question would take to help you to refine your request. If you wish to refine your request to comply with the eighteen hour time limit, please do get in touch.

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,

Information Rights Coordinator



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**

**Interim Chief Executive Officer:** Lorraine Sunduza  
**Chair:** Eileen Taylor

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**

**Interim Chief Executive Officer:** Lorraine Sunduza  
**Chair:** Eileen Taylor

**Request:** Please provide additional details of clinical service incidents caused by estates and infrastructure failures which resulted in clinical services being delayed, cancelled or otherwise interfered with owing to problems or failures related to the estates and infrastructure failure, as measured in the ERIC return, in the 2022/23 financial year. This information could be collected from incident reporting systems.

**Include:**

- Where estates and facilities staff availability is a cause e.g. porters;
- External incidents which estates and infrastructures should have mitigated, e.g. utility power failures where the trust's backup power system failed to offset;
- Equivalent failures by services contracted out to
- subsidiaries, PFI, LIFT and NHS Property Services Ltd;
- Both inpatient and outpatient service incidents;
  
- Types of incidents:
  - Design of healthcare buildings;
  - Engineering of healthcare buildings i.e. medical gas system and lift failure;
  - Fires, false alarms and evacuations (exclude where caused by equipment faults or malfunction and/or deliberate/malicious causes);
  - Infection control relating to the built environment;
  - Resilience of healthcare premises including flooding;
  - Heating including overheating;
  - Hospital food services;
  - Cleaning and cleanliness in healthcare premises;
  - Linen and laundry services;
  - Pest control;
  - Water and/or sewerage supply;
  - Decontamination of surgical instruments;
  - NHS car parking;
  - Healthcare waste management;
  - Bedside TVs, telephones and mobile phones;
  - Physical security of the NHS estate;
  - Porterage.

For each incident, please provide:

**Question 1:** A summary of the incident.

**Question 2:** The number of patients affected.

**Question 3:** The service affected.

**Question 4:** How long the service was delayed/if it was cancelled.

**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 gather the information from each service directly, as the information is not held centrally. It is estimated that it would take staff 30 hours to collate the information requested.



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**

**Interim Chief Executive Officer:** Lorraine Sunduza  
**Chair:** Eileen Taylor