

Information Governance

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11 October 2023

Our reference: FOI DA4978

I am responding to your request for information received 28 September 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

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.



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Interim Chief Executive Officer: Lorraine Sunduza
Chair: Eileen Taylor

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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Request: I am writing under the terms of the Freedom of Information Act 2000 to request the following information:

Please provide details of clinical service incidents caused by estates and infrastructure failure, affecting mental health services at your hospital trust. Please provide this information for all wards and buildings where mental health patients are treated, for the years 2020/21, 2021/22, 2022/23 and so far in 2023/24.

Clinical service incidents are defined as infrastructure failures that have interfered with clinical services in some way, or impacted patient care. These could be things like power outages, building defects, ligature points, water supply, pest control or sewage supply.

For each incident, please could you provide a summary covering:

- a) The date of the incident and the site of the incident.**
- b) The cause of the incident – eg. ceiling collapsing, power failure, pest control.**
- c) The impact on services, such as delays to planned patient care, harm to patients, or the need to close beds. Please include the number of patients affected and the length of the impact.**

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 120 hours in total, 30 hours for each financial year that has been requested.



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