



East London
NHS Foundation Trust
Information Governance
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23 August 2024

Our reference: FOI DA5511

I am responding to your request for information received 24 July 2024. 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,

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.

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



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 Officer: Lorraine Sunduza
Chair: Eileen Taylor

Request:

Question 1: Do you use a tool for Surveys? (a survey tool would help to create the survey, design the questions, distribute the survey, drive responses, and build out reports and insights into the data)

Answer: Yes.

Question 2: If so, which supplier do you use for this tool?

Answer: The Trust uses Civica.

Question 3: How much do you spend annually on a Survey Tool?

Answer: The annual spend is £11,015 (including VAT).

Question 4: Which month & year does your contract with your supplier end?

Answer: Contract end date: September 2026.

Question 5: Who is the budget holder for this contract?

Answer: Duncan Gilbert, Associate Director of Quality Management is the budget holder.



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