



**East London**  
NHS Foundation Trust  
**Information Governance**  
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16 May 2025

**Our reference: FOI DA5963**

I am responding to your request for information received 25 March 2025. I am 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,

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](http://www.ico.org.uk)

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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: Who holds trustwide responsibility for the maintenance of procedures and policies? What is their name and email address?**

Answer: Joanne Sims - [joanne.sims3@nhs.net](mailto:joanne.sims3@nhs.net)

**Question 2: What digital tools does the Trust use for the staff to reference these procedures and policies? - ie – intranet**

Answer: Intranet, internet.

**Question 3: How does the trust record that staff have read and comply with the procedures and policies?**

Answer: The Trust has reviewed question 3 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 1(1) of the Freedom of Information Act 2000 states:

*Any person making a request for information to a public authority is entitled—  
(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and  
(b) if that is the case, to have that information communicated to them.*

East London NHS Foundation Trust does not centrally record the information requested. Compliance is monitored at a local level and through the induction processes. The Trust is therefore unable to provide a response.

**Question 4: Which tools are used for on-boarding new staff in relation to reading procedures and policies?**

Answer: Please see Appendix 1 attached which is provided to all new starters as part of the induction process.

**Question 5: How do the heads of department monitor that clinical and non clinical staff have read/understood mandatory procedural updates?**

Answer: The Trust has reviewed question 5 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 1(1) of the Freedom of Information Act 2000 states:

*Any person making a request for information to a public authority is entitled—  
(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and  
(b) if that is the case, to have that information communicated to them.*

East London NHS Foundation Trust does not centrally record the information requested as any such processes or practices are undertaken and decided at a local level. Each policy should be supported by an implementation plan devised by the author of each procedural update. The Trust is therefore unable to provide a response.

**Question 6: How many staff have accessed your NHS Intranet in the past year?**

Answer: Between 1 April 2024 and 28 March 2025, a total of 168,807 users accessed the intranet.



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