



East London
NHS Foundation Trust
Information Governance
Robert Dolan House
9 Alie Street
London
E1 8DE

Email elft.foi@nhs.net
Website: <https://www.elft.nhs.uk>

27 May 2025

Our reference: FOI DA6022

I am responding to your request for information received 28 April 2025. 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



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'what matters' to everyone, achieve a better quality
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Chief Executive Officer: Lorraine Sunduza
Chair: Eileen Taylor

Request:

Question 1: Do you now have safeguarding policies and procedures in place for when friends or family call and express serious concerns about someone? If so, please can I see them.

Answer: The Trust has reviewed question 1 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:

(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here:

<https://www.elft.nhs.uk/information-about-elft/trust-policies-procedures>

Safeguarding section:

- [Safeguarding Adults Policy and Procedures](#)

Clinical section:

- [Clinical Risk Assessment and Management Policy](#)

Question 2: Do they include team a call handler checking to see if someone has been able to ring 999 and obtain help, and if not, ringing 999 themselves?

Answer: No.

Question 3: If not, why not?

Answer: In emergency situations staff are advised to contact the police using the 999 telephone number and record this fact in the clinical record. They are also advised to inform their line manager.

Question 4: If you do not have safeguarding policies in place why not?

Answer: Not applicable.



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