



**East London**

NHS Foundation Trust

**Information Governance**

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25 July 2025

**Our reference: FOI DA6119**

To whom it may concern,

I am responding to your request for information received 24 June 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.

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



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**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**



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**Request:** In our efforts to further understand more about the NHS' current contingent workforce requirements, we are kindly asking for the below Qs to be completed.

Please can you provide me with the following information about your staffing costs/use for FY2024/25 –

**Question 1: Total Bank Hours  
Total Bank Spend  
Please also provide the split of the above by job type**

**Answer: Total Bank Hours –**

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

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*

The Trust has reviewed your request for information and in order to collate this information, it would be necessary to review multiple systems as there is no single point of data, and staff would have to pull data manually for each month. This is estimated to take over 18 hours.

**Total Bank Spend – £56.2 million.**

**Please also provide the split of the above by job type**

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

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*

The Trust has reviewed your request for information and in order to collate this information, it would be necessary to review multiple systems as there is no single point of data, and staff would have to pull data manually for each month. The Trust does not have bank medical data prior to 22 February 2025. This is estimated to take over 18 hours.

**Question 2: Total Agency Hours  
Total Agency Spend  
Please also provide the split of the above by job type**

**Answer: Total Agency Hours –**

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

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*



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The Trust has reviewed your request for information and in order to collate this information, it would be necessary to review multiple systems as there is no single point of data, and staff would have to pull data manually for each month. This is estimated to take over 18 hours.

Answer: **Total Agency Spend** – £19.6 million.

Answer: **Please also provide the split of the above by job type**

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

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*

The Trust has reviewed your request for information and in order to collate this information, it would be necessary to review multiple systems as there is no single point of data, and staff would have to pull data manually for each month. The Trust does not have agency medical data prior to 6 March 2025. This is estimated to take over 18 hours.

**Please share the companies and systems you use to manage the above -**

**Question 3: For Nurses we use:**

- **Company Name**
- **System Name**
- **Contract start and end date**

Answer: Company Name: Allocate  
System Name: Healthroster / Bank staff / Staff Direct  
Contract start and end date: 01/06/2023 – 31/05/2028.

**Question 4: For HCAs we use –**

- **Company Name**
- **System Name**
- **Contract start and end date**

Answer: Company Name: Allocate  
System Name: Healthroster / Bank staff / Staff Direct  
Contract start and end date: 01/06/2023 – 31/05/2028.

**Question 5: For Doctors we use –**

- **Company Name - Patchwork**
- **System Name – Patchwork**
- **Contract start and end date**

Answer: Company Name: Patchwork  
System Name: Patchwork  
Contract start and end date: 08/02/2025 -07/02/2026.

**Question 6: For AHP/HCSs we use –**

- **Company Name**
- **System Name**
- **Contract start and end date**

Answer: Company Name: Allocate



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System Name: Healthroster / Bank staff / Staff Direct  
Contract start and end date: 01/06/2023 – 31/05/2028.

- Question 7: For Non-Clinical roles we use**
- **Company Name**
  - **System Name**
  - **Contract start and end date**

**Answer:** Company Name: Allocate  
System Name: Healthroster / Bank staff / Staff Direct  
Contract start and end date: 01/06/2023 – 31/05/2028.



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