



**East London**

NHS Foundation Trust

**Information Governance**

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26 November 2025

**Our reference: FOI DA6364**

I am responding to your request for information received 25 November 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](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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**Chief Executive Officer:** Lorraine Sunduza  
**Chair:** Eileen Taylor

**Request:** Departments within the Trust use off-framework staffing agencies during the last 12 months

**Question 1:** A list of all departments within the Trust that have used off-framework staffing agencies during the last 12 months (or the most recent 12-month period for which data is available).

**Answer:** The Trust has reviewed question 1 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 currently maintain or have access to a centralised and consistently reliable record indicating whether individual bookings were made under a framework agreement. This is further complicated by the existence of multiple frameworks, each allowing for different booking arrangements. Agencies may have been on a framework at the time of booking but subsequently left, or may have joined a framework after the booking occurred. Given these factors, the Trust is unable to confirm the framework status of specific historical bookings.

Section 16(1) of the Freedom of Information Act 2000 states:

*Section 16 (1) It shall be the duty of a public authority to provide advice and assistance, so far as it would be reasonable to expect the authority to do so, to persons who propose to make, or have made, requests for information to it.*

Under Section 16 of the Freedom of Information Act, the Trust has a duty to provide a reasonable level of advice and assistance.

As such the Trust can provide data for the last 30 days without being broken down by on/off framework. If this is helpful then please submit a new request outlining your refined requirements.

**Question 2:** For each department identified:  
**a)The name of the off-framework staffing agency/agencies used.**

**Answer:** The Trust has reviewed question 2a 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 currently maintain or have access to a centralised and consistently reliable record indicating whether individual bookings were made under a framework agreement. This is further complicated by the existence of multiple frameworks, each allowing for different booking arrangements. Agencies may have been on a framework at the time of booking but subsequently left, or may have joined a framework after the booking occurred. Given these factors, the Trust is unable to confirm the framework status of specific historical bookings.



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Section 16(1) of the Freedom of Information Act 2000 states:

*Section 16 (1) It shall be the duty of a public authority to provide advice and assistance, so far as it would be reasonable to expect the authority to do so, to persons who propose to make, or have made, requests for information to it.*

Under Section 16 of the Freedom of Information Act, the Trust has a duty to provide a reasonable level of advice and assistance.

As such the Trust can provide data for the last 30 days without being broken down by on/off framework. If this is helpful then please submit a new request outlining your refined requirements.

**b)The total spend with each off-framework agency during this period.**

Answer: The Trust has reviewed question 2b 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 currently maintain or have access to a centralised and consistently reliable record indicating whether individual bookings were made under a framework agreement. This is further complicated by the existence of multiple frameworks, each allowing for different booking arrangements. Agencies may have been on a framework at the time of booking but subsequently left, or may have joined a framework after the booking occurred. Given these factors, the Trust is unable to confirm the framework status of specific historical bookings.

Section 16(1) of the Freedom of Information Act 2000 states:

*Section 16 (1) It shall be the duty of a public authority to provide advice and assistance, so far as it would be reasonable to expect the authority to do so, to persons who propose to make, or have made, requests for information to it.*

Under Section 16 of the Freedom of Information Act, the Trust has a duty to provide a reasonable level of advice and assistance.

As such the Trust can provide the total expenditure without being broken down by on/off framework. If this is helpful then please submit a new request outlining your refined requirements.

**c)The number of shifts or hours filled via off-framework agencies, if recorded.**

Answer: The Trust has reviewed question 2c 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 currently maintain or have access to a centralised and consistently reliable record indicating whether



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individual bookings were made under a framework agreement. This is further complicated by the existence of multiple frameworks, each allowing for different booking arrangements. Agencies may have been on a framework at the time of booking but subsequently left, or may have joined a framework after the booking occurred. Given these factors, the Trust is unable to confirm the framework status of specific historical bookings.

Section 16(1) of the Freedom of Information Act 2000 states:

*Section 16 (1) It shall be the duty of a public authority to provide advice and assistance, so far as it would be reasonable to expect the authority to do so, to persons who propose to make, or have made, requests for information to it.*

Under Section 16 of the Freedom of Information Act, the Trust has a duty to provide a reasonable level of advice and assistance.

As such the Trust can provide data for the last 30 days without being broken down by on/off framework. If this is helpful then please submit a new request outlining your refined requirements.

**Question 3: If available, please also provide: Any policies, internal guidelines, or approval processes regarding the use of off-framework staffing agencies.**

**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 record the information specifically regarding framework / off framework staffing agencies as requested and is therefore unable to provide a response.

Section 16(1) of the Freedom of Information Act 2000 states:

*Section 16 (1) It shall be the duty of a public authority to provide advice and assistance, so far as it would be reasonable to expect the authority to do so, to persons who propose to make, or have made, requests for information to it.*

Under Section 16 of the Freedom of Information Act, the Trust has a duty to provide a reasonable level of advice and assistance. As such, the Trust can provide the attached policy (Appendix 1) which concerns agency workers among others and their recruitment, please see attached Appendix 1.



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