



East London
NHS Foundation Trust
Information Governance
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19th March 2026

Our reference: FOI DA6400

We are responding to your request for information received 17th December 2025, clarified on 18th December 2025. We are sorry for the delay in responding to your request. This has been treated as a request under the Freedom of Information Act 2000.

We are now enclosing a response which is attached to the end of this letter. Please do not hesitate to contact us on the contact details above if you have any further queries.

Yours sincerely,

FOI Team

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: How much was spent on secure mental health patient transfers by private ambulances in the 6 months to 30th November 2025

Answer: £305,862.25

Question 2: How many journeys were made on secure mental health patient transfers by private ambulances in the 6 months to 30th November 2025

Answer: The Trust has reviewed question 2 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 40 for the FOI Act states:

(2) This exemption covers the personal data of third parties (anyone other than the requester) where complying with the request would breach any of the principles in the UK GDPR.

In order to provide the information requested, it would be necessary to access patient records as the information is not held in a searchable format. There is no legal basis to access patient records for the purposes of responding to a Freedom of Information request. The Trust is therefore unable to provide a response.

Question 3: Please provide a list of all private ambulance companies used for secure mental health patient transfers in the 6 months to 30th November 2025 and for each detail:

- (a) Number of jobs
- (b) Cost of providing the service

Answer: a) VKL healthcare Limited – 177 jobs, PTUK Ltd – 449 jobs
b) VKL healthcare Limited – £193,464.79, PTUK Ltd – £98,096.83

Question 4: How much was spent on mental health patient bed watch by private companies in the 6 months to 30th November 2025

Clarification: This refers to the monitoring of patients in beds.

Answer: None

Question 5: How many mental health patients were looked after by private bed watch companies in the 6 months to 30th November 2025

Clarification: This refers to the monitoring of patients in beds.

Answer: None

Question 6: Please provide a list of all companies that provided mental health patient bed watch services in the 6 months to 30th November 2025 and for each detail:

- (a) Number of patients looked after
- (b) Cost of providing the service

Clarification: This refers to the monitoring of patients in beds.

Answer: None

Question 7: What is the selection criteria for deciding which companies to use for secure mental health patient transfer by private ambulances



Answer The Trust procured them via the Provider Selection Regime, so we would evaluate them on the basis of Quality & Innovation, Value, Integration & Collaboration, Improving Access/Reducing Inequalities, and Social Value.

Question 8: What is the selection criteria for deciding which companies to use for mental health patient bed watch by private companies

Clarification: This refers to the monitoring of patients in beds.

Answer Not applicable



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