



East London

**NHS Foundation Trust
Information Governance**

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13th February 2026

Our reference: FOI DA6441

We are responding to your request for information received 22nd January 2026. 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 the information requested within the eighteen hours specified in 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



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Chief Executive Officer: Lorraine Sunduza
Chair: Eileen Taylor

Tel: 0303 123 1113
Web: www.ico.org.uk

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Request:

Question 1: Successful new computer software systems

What major computer software systems went live in each financial year from 2015/16 to 2024/25? Please include the primary function (e.g., electronic patient record, electronic staff record, finance, rostering).

Answer: The Trust has reviewed question 1 of 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 manually review ten years worth of digital data and records. The Trust estimates it would take over 18 hours to determine.

Question 2: Successful new computer software systems

How much money did the trust invest for each of these systems, including: initial purchase/licence costs, training costs, and any consultancy fees?

(major computer software systems went live in each financial year from 2015/16 to 2024/25)

Answer: The Trust has reviewed question 2 of 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 manually review ten years worth of digital data and records. The Trust estimates it would take over 18 hours to determine.

Question 3: Successful new computer software systems

What was the implementation timeline for each system, from contract signature to operational go-live?

Answer: The Trust has reviewed question 3 of 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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digital data and records. The Trust estimates it would take over 18 hours to determine.

Question 4: Successful new computer software systems

What staff consultation was undertaken before implementing each system (e.g., focus groups, surveys, pilot testing)? Please explain how this was done and when?

Answer: The Trust has reviewed question 4 of 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 manually review ten years worth of digital data and records. The Trust estimates it would take over 18 hours to determine.

Question 5: Successful new computer software systems

What patient consultation was undertaken for each patient-facing system (e.g., focus groups, surveys, pilot testing)? Please explain how this was done and when?

Answer: The Trust has reviewed question 5 of 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 manually review ten years worth of digital data and records. The Trust estimates it would take over 18 hours to determine.

Question 6: Successful new computer software systems

What did the business case for each system anticipate would be the full-time equivalent staffing change attributable to implementation (increase or decrease)? How long did the business anticipate these changes would take to complete? How did observable staffing change compare with the business case?

Answer: The Trust has reviewed question 6 of 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 manually review ten years worth of



digital data and records. The Trust estimates it would take over 18 hours to determine.

Question 7: Unsuccessful or discontinued computer software systems

What major computer software systems were discontinued before full operational go-live in each financial year from 2015/16 to 2024/25? Please exclude pilot-only projects and include the reason for discontinuation.

Answer The Trust has reviewed question 7 of 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 manually review ten years worth of digital data and records. The Trust estimates it would take over 18 hours to determine.

Question 8: Unsuccessful or discontinued computer software systems

What was the total cost incurred for each discontinued system before termination, including: initial purchase/licence costs, training costs, and any consultancy fees

Answer The Trust has reviewed question 8 of 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 manually review ten years worth of digital data and records. The Trust estimates it would take over 18 hours to determine.

Question 9: Unsuccessful or discontinued computer software systems

What staff consultation was undertaken before implementing each system (e.g., focus groups, surveys, pilot testing)? Please explain how this was done and when?

What patient consultation was undertaken for each patient-facing system (e.g., focus groups, surveys, pilot testing)? Please explain how this was done and when?

Answer The Trust has reviewed question 9 of 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 manually review ten years worth of digital data and records. The Trust estimates it would take over 18 hours to determine.

Question 10: New computer hardware

What was the total capital expenditure for hardware deployment in each financial year from 1995 to 2025?

Answer The Trust has reviewed question 10 of 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 manually review twenty years worth of digital and capital digital investment records. The Trust estimates it would take over 18 hours to determine.

Question 11: Cyber security

How many cyber security incidents (as reportable to the ICO under data protection legislation or meeting NHS Digital/DSPT threshold definitions) were recorded in each financial year from 2015/16 to 2024/25? Please categorise by severity level if possible.

Answer The Trust has reviewed question 11 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 31(1)(a) of the FOI Act states:
31(1) Information which is not exempt information by virtue of section 30 is exempt information if its disclosure under this Act would, or would be likely to, prejudice
(a) the prevention or detection of crime,

The information requested, if released into the public domain, could have the potential to identify weaknesses within the Trust's digital infrastructure. For this reason an exemption has been applied.

Question 12: Cyber security

What was the quantified financial impact of cyber security incidents in each financial year, including: recovery costs, system downtime costs, and any fines or compensation paid?

Answer The Trust has reviewed question 12 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 31(1)(a) of the FOI Act states:
31(1) Information which is not exempt information by virtue of section 30 is exempt information if its disclosure under this Act would, or would be likely to, prejudice
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Question 13: Cyber security

What was the documented impact on patient care from cyber security incidents, including: appointments cancelled or delayed, procedures postponed, or clinical services affected?

Answer The Trust has reviewed question 13 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 31(1)(a) of the FOI Act states:

31(1) Information which is not exempt information by virtue of section 30 is exempt information if its disclosure under this Act would, or would be likely to, prejudice

(a) the prevention or detection of crime,

The information requested, if released into the public domain, could have the potential to identify weaknesses within the Trust's digital infrastructure. For this reason an exemption has been applied.



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