



**East London**  
NHS Foundation Trust  
**Information Governance**  
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13<sup>th</sup> March 2026

**Our reference: FOI DA6447**

We are responding to your request for information received 23<sup>rd</sup> January 2026. 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](http://www.ico.org.uk)

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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: What was the typical average login time for staff devices, measured from power-on to a usable desktop session, during the 2025 calendar year?**

**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 record the information requested. The Service Desk does not have endpoint analytics or performance monitoring tools in place that capture the duration from device power-on to a fully usable desktop session. The Trust is therefore unable to provide a response.

**Question 2: How many endpoint or device-related incidents (for example PCs, laptops or tablets) were logged with the IT service desk between 1 January and 31 December 2025?**

**Answer:** Between 1 January and 31 December 2025, a total of 8728 endpoint or device-related incidents were logged with the IT Service Desk.

For the purpose of this response, endpoint or device-related incidents include hardware support issues relating to devices such as desktop computers, laptops and tablets.

**Question 3: What was the average time taken to resolve endpoint or access-related incidents (mean time to restore, in hours) between 1 January and 31 December 2025?**

**Answer:** Between 1 January 2025 and 31 December 2025, the average time taken to resolve endpoint or access related incidents was 13 hours and 55 minutes.

For the purpose of this response, endpoint or access related incidents include those relating to end user devices and user access services such as authentication, remote access and smartcards.

**Question 4: How many IT-related service interruptions affecting clinical or administrative workflows were recorded between 1 January and 31 December 2025?**

**Answer:** Between 1 January 2025 and 31 December 2025, 63 IT-related service interruptions affecting clinical or administrative workflows were recorded.

**Question 5: How many clinically significant IT outages were recorded during 2025, and what was the cumulative total duration of these outages (in hours)?**

**Answer:** Between 1 January 2025 and 31 December 2025, 62 clinically significant IT outages were recorded.

The cumulative total duration of these outages was 5,716 hours.



**Question 6: As of 31 December 2025, how many desktops and laptops were in active use within the Trust, and how many of these devices were more than five years old?**

Answer      Desktops -3290 devices  
                 Laptops – 7163 devices  
                 Less/equal to 5 years – 8664 devices  
                 Greater than 5 years old - 1789 devices

**Question 7: How many staff did not have a designated digital workstation as part of their role during 2025? And what percentage is this compared to the Trust's total staff number?**

Answer      One staff member (0.009%)

**Question 8: During 2025, did the Trust use any tools or platforms to proactively monitor staff's device health or digital workplace experience (for example endpoint management, device health monitoring or digital experience management)?**

**If yes, please indicate which of the following best applies:**

- basic device management only (reactive / break-fix)
- proactive device health monitoring
- proactive digital experience or workforce experience monitoring

Answer      No proactive management software, at best we have an endpoint patch management tool which gathers local device info such as machine resource (CPU, disk, RAM info), software install list, hardware info (make/model etc) and missing patches.

We do not have any proactive health management software for physical endpoints currently.



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