



East London
NHS Foundation Trust
Information Governance
Robert Dolan House
9 Alie Street
London
E1 8DE

Email elft.foi@nhs.net
Website: <https://www.elft.nhs.uk>

1st May 2026

Our reference: FOI DA6413

We are responding to your request for information received 6^h January 2026 and clarified on 7th January and 8th January. 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:

I would like to submit a Freedom of Information request please to obtain the below information relating to your trust.

Question 1: Payroll outsourced or in-house? (If outsourced please state who to)

Answer: Outsourced - University Hospitals Birmingham (UHB)

Question 2: HR Admin outsourced or in-house (If outsourced please state who to)

Answer: In-house

Question 3: Volume of changes per annum.

Clarification: For volume of changes please may you use the last 12 months or 24/25 if that is easier to obtain.

Clarification: Specify what volume of changes per annum is being requested - This is in relation to changes outside of TRAC being processed in ESR such as hours changes, FTC extensions, secondments, acting up, return from maternity etc.

Answer: January 2025 – December 2025: 679,808

Question 4: Volume of starters pa

Answer: January 2025 – December 2025: 1,185

Question 5: Volume of leavers pa

Answer: January 2025 – December 2025: 1,237

Question 6: Volume of employees on ESR

Answer: Substantive: 7801
Bank: 1579
Honorary: 1372

Question 7: Cost to run HR Admin service.(staffing costs if in-house or contract price if outsourced)

Clarification: For contract pricing - please may you use the last 12 months or 24/25 if that is easier to obtain.

Answer The Trust has reviewed question 7 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 Trust are unable to split out the administrative fuction from the overall cost, given there is an element of admisitration in all roles. The Trust 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 disclose the following information to assist you with your request.

In 2024/25, the overall cost of the People and Culture area was £8,598,785.83 based on corporate benchmarking returns.

Question 8: Cost of payroll service. (staffing costs if in-house or contract price if outsourced)

Clarification: For contract pricing - please may you use the last 12 months or 24/25 if that is easier to obtain.

Answer 2024/25 - £397,718.40



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