



East London
NHS Foundation Trust
Information Governance

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29th June 2026

Our reference: FOI DA6366

We are responding to your request for information received 26 November 2025 and clarified 28 November. 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.

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 all the information requested within the eighteen hours specified in the Freedom of Information Act 2000. However, in this instance and to assist you, we have provided a partial response to your request as per below.

In order to assist you with your request, I have advised below the timing each question would take to help you to refine your request. If you wish to refine your request to comply with the eighteen hour time limit, please do get in touch.

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

Request: Under the Freedom of Information Act 2000, I would like to request the following information relating to the Trust's workforce management solutions, covering the financial years 2020/21 through to 2025/26 (projected).
To avoid any doubt or misinterpretation when responding to this request, please refer to the following definitions:

'Workforce Management Solutions' refers to all tools, systems, processes, or platforms used by Trust to plan, deploy, manage, record, analyse, or support the workforce, including both clinical and non-clinical staff

'Digital Workforce Management Solutions' refers specifically to software-based systems used by the Trust to manage any part of the above workforce lifecycle

'Substantive staff' are defined by NHS Digital as: Employees who hold a permanent contract of employment with the NHS organisation, or who are employed on a fixed-term contract directly by the organisation, and are recorded in the Electronic Staff Record

Bank staff: employees working via the Trust's internal staff bank

Locum staff: temporary medical or AHP workers directly engaged by the Trust

Agency staff: temporary workers supplied via external agencies
For the purpose of this request, 'shift fill rate (%)' refers to the percentage of shifts filled out of the total number of shifts requested (i.e., number of shifts filled ÷ number of shifts requested × 100).

Please provide answers on the attached and accompanying spreadsheet

Question 1: Please could you supply the name, email address and telephone number of the individual responsible for procuring digital workforce solutions within the Trust.

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 as it does not commission workforce solutions. The Trust is therefore unable to provide a response.

Question 2: Please provide details of all digital workforce management systems currently used by the Trust. For each system, complete the table attached on the accompanying spreadsheet with all relevant information. Please provide the requested information in the columns as fully as possible. If a field is not applicable, please indicate 'NA'.

Guidance for completion:

- **Solution:** e.g., E-rostering, Staff Bank, Locum Management, Agency Management, Compliance, Payments, Integrated Platform
- **Supplier:** Name of the company or provider of the system
- **Procurement Route:** e.g., direct award, framework call-off, open tender, G-Cloud, SBS, HSSF, other. Name of framework if the system was procured through one
- **Contract Start:** Enter the official contract commencement date for the system
- **Contract End:** Please enter the official contract end date for the current agreement. If the contract includes automatic extensions, option years, or renewal clauses, please list the scheduled end date of the current term, rather than the potential maximum duration
- **Renewal Status:** e.g., rolling contract, fixed-term with remaining duration, under review

Answer:

Solution (Product or System Name)	Supplier	Procurement Route and Framework Name (if applicable)	Contract start date	Contract end date	Renewal Status
Healthroster	Allocate Software PLC	Direct Award - Health Trust Europe	01 June 2023	31 May 2026	Contract currently under review internally
Loop	RLDatix	Direct Award - Health Trust Europe	01 June 2023	31 May 2026	Contract currently under review internally
Oracle	SBS	Direct Award - SBS Framework	01 June 2023	31 May 2026	New proposal under discussion and review
Medical Revalidation and Appraisals	SARD JV	Direct Award - G Cloud 14	01-Aug-25	31 July 2026	Contract recently awarded, to be

					reviewed internally
Patchwork Health	Patchwork	Direct Award - G Cloud 14	08-Feb-25	07 February 2026	Contract recently awarded, to be extended

Question 3: Across each of these staff groups, HCHS Doctors, Nurse & Health Visitors, AHPs and Others, please provide the average shift fill rate (as a percentage), from the financial years 2020/21 to 2025/26 (projected) attributable to

- Bank staff
- Agency staff
- Locum staff
- Other temporary staff
- Permanent staff

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.

The Trust does not record the requested information of all staff groups in a structured central format. 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.

2020 - 2021 Bank Shifts				
Staff Groups	Number of Filled Shifts	Number of Unfilled Shifts	Grand Total Number of Shifts	Fill Rate
Admin & Estates	271	25653	5381	
Healthcare Assistants &	309	58282	8810	

Other Support				
Medical & Dental	0	4225	0	0%
Nursing, Midwifery & Health Visiting	533	44562	12952	
Scientific, Therapeutic & Technical	222	8409	5313	
Grand Total	1335	141259	32456	
2021-2022 Bank Shifts				
Staff Groups	Number of Filled Shifts	Number of Unfilled Shifts	Grand Total number of Shifts	Fill Rate
Admin & Estates	1095	143	1238	88%
Healthcare Assistants & Other Support	2370	485	2855	83%
Medical & Dental	164	0	164	100%
Nursing, Midwifery & Health Visiting	1718	624	2342	73%
Scientific, Therapeutic & Technical	336	256	592	57%
Grand Total	5683	1508	7191	79%
2022-2023 Bank Shifts				
Staff Groups	Number of Filled Shifts	Number of Unfilled Shifts	Grand Total number of Shifts	Fill Rate
Admin & Estates	753	94	847	89%
Healthcare Assistants & Other Support	1489	155	1644	91%

Medical & Dental	219	0	219	100%
Nursing, Midwifery & Health Visiting	907	128	1035	88%
Scientific, Therapeutic & Technical	216	20	236	92%
Grand Total	3584	397	3981	90%
2023 – 2024 Bank Shifts				
Staff Groups	Number of Filled Shifts	Number of Unfilled Shifts	Grand Total number of Shifts	Fill Rate
Admin & Estates	753	94	847	88.90%
Healthcare Assistants & Other Support	1489	155	1644	90.57%
Medical & Dental	219	0	219	100.00%
Nursing, Midwifery & Health Visiting	907	128	1035	87.63%
Scientific, Therapeutic & Technical	216	20	236	91.53%
Grand Total	3584	397	3981	90.03%
2024-2025 Bank Shifts				
Staff Groups	Number of Filled Shifts	Number of Unfilled Shifts	Grand Total number of Shifts	Fill Rate
Admin & Estates	31386	2167	33553	1.86938
Healthcare Assistants & Other Support	83178	6316	89494	93%
Medical and Dental	16081	1	16082	100%

Nursing, Midwifery & Health Visiting	45956	4960	50916	90%
Scientific, Therapeutic & Technical	9855	1004	10859	91%
Grand Total	186456	14448	200904	93%
2025-2026 Bank Shifts				
Staff Groups	Number of Filled Shifts	Number of Unfilled Shifts	Grand Total number of Shifts	Fill Rate
Admin & Estates	9316	0	10133	91.94%
Healthcare Assistants & Other Support	20538	1067	21605	95.06%
Medical and Dental	3167	0	3167	100.00%
Nursing, Midwifery & Health Visiting	11484	1219	12703	90.40%
Scientific, Therapeutic & Technical	1818	302	2120	85.75%
Grand Total	46323	3405	49728	93.15%

2020 / 2021 Agency		
Staff group	Count of Filled/Unfilled shifts	Percentage
Filled	3473	
Nursing	3473	90%
Unfilled	392	
A&C	8	0%
Add Prof Scientific and Technical	16	0%
AHP	2	0%
Nursing	305	8%
Other/Local	61	2%
Grand Total	3865	100%

2021 / 2022 Agency		
Staff group	Count of Filled / Unfilled	Percentage
A&C	156	
Filled	136	2%
Unfilled	20	0%
AHP	1	
Unfilled	1	0%
Nursing	6199	
Filled	5746	90%
Unfilled	453	7%
Other/Local	31	
Unfilled	31	0%
Vaccination	4	
Filled	2	0%
Unfilled	2	0%
Grand Total	6391	100%
2022 / 2023 Agency		
Staff group	Count of Filled/Unfilled	Percentage
A&C	51	
Filled	49	0.46%
Unfilled	2	0.02%
Add Prof Scientific and Technical	42	
Filled	20	0.19%
Unfilled	22	0.21%
AHP	114	
Filled	105	0.99%
Unfilled	9	0.08%
Nursing	10405	
Filled	9476	89.13%
Unfilled	929	8.74%
Other/Local	20	
Unfilled	20	0.19%
Grand Total	10632	100.00%
2023 / 2024 Agency		
Staff group	Count of Filled/Unfilled	Percentage
A&C	448	
Filled	355	1%

Unfilled	93	0%
Add Prof Scientific and Technical	868	
Filled	648	3%
Unfilled	220	1%
AHP	7884	
Filled	5882	25%
Unfilled	2002	8%
Med Staff	7029	
Filled	6099	26%
Unfilled	930	4%
Nursing	7636	
Filled	7066	30%
Unfilled	570	2%
Other/Local	7	
Unfilled	7	0%
Grand Total	23872	100%
2024 / 2025 Agency		
Staff group	Count of Filled/Unfilled	Percentage
A&C	5825	
Filled	5032	10%
Unfilled	793	2%
Add Prof Scientific and Technical	2621	
Filled	2234	4%
Unfilled	387	1%
AHP	11855	
Filled	9300	18%
Unfilled	2555	5%
Med Staff	11974	
Filled	10875	21%
Unfilled	1099	2%
Nursing	19097	
Filled	15558	30%
Unfilled	3539	7%
Other/Local	30	
Unfilled	30	0%
Grand Total	51402	100%
2025 / 2026 Agency		
Staff group	Count of Filled / Unfilled	Percentage

A&C	3146	
Filled	3112	24%
Unfilled	34	0%
Add Prof Scientific and Technical	331	
Filled	308	2%
Unfilled	23	0%
AHP	1826	
Filled	1351	10%
Unfilled	475	4%
Med Staff	1846	
Filled	1493	11%
Unfilled	353	3%
Nursing	6030	
Filled	5322	40%
Unfilled	708	5%
Other/Local	27	
Unfilled	27	0%
Tupe Local Grades	3	
Unfilled	3	0%
Vaccination	1	
Filled	1	0%
Grand Total	13210	100%

Question 4: Please provide the number of temporary staffing requests made by the Trust, from the financial years 2020/21 to 2025/26 (projected), broken down by staff group:

- Bank staff
- Locum staff
- Agency staff

Answer: The Trust has reviewed question 4 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.

The Trust does not record the requested information of all staff groups in a structured central format. 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.

2020 - 2021 Bank Shifts				
Staff Groups	Number of Filled Shifts	Number of Unfilled Shifts	Grand Total Number of Shifts	Fill Rate
Admin & Estates	271	25653	5381	31305
Healthcare Assistants & Other Support	309	58282	8810	67401
Medical & Dental		4225	0	4225
Nursing, Midwifery & Health Visiting	533	44562	12952	58047
Scientific, Therapeutic & Technical	222	8409	5313	13944
Grand Total	1335	141259	32456	175050
2021-2022 Bank Shifts				
Staff Groups	Number of Filled Shifts	Number of Unfilled Shifts	Grand Total number of Shifts	Fill Rate
Admin & Estates	1095	143	1238	88%
Healthcare Assistants & Other Support	2370	485	2855	83%
Medical & Dental	164		164	100%
Nursing, Midwifery & Health Visiting	1718	624	2342	73%
Scientific,	336	256	592	57%

Therapeutic & Technical				
Grand Total	5683	1508	7191	79%
2022-2023 Bank Shifts				
Staff Groups	Number of Filled Shifts	Number of Unfilled Shifts	Grand Total number of Shifts	Fill Rate
Admin & Estates	753	94	847	89%
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Scientific, Therapeutic & Technical	216	20	236	92%
Grand Total	3584	397	3981	90%
2023 – 2024 Bank Shifts				
Staff Groups	Number of Filled Shifts	Number of Unfilled Shifts	Grand Total number of Shifts	Fill Rate
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Healthcare Assistants & Other Support	1489	155	1644	90.57%
Medical & Dental	219		219	100.00%
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Scientific, Therapeutic & Technical	216	20	236	91.53%

Grand Total	3584	397	3981	90.03%
2024-2025 Bank Shifts				
Staff Groups	Number of Filled Shifts	Number of Unfilled Shifts	Grand Total number of Shifts	Fill Rate
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Healthcare Assistants & Other Support	83178	6316	89494	93%
Medical and Dental	16081	1	16082	100%
Nursing, Midwifery & Health Visiting	45956	4960	50916	90%
Scientific, Therapeutic & Technical	9855	1004	10859	91%
Grand Total	186456	14448	200904	93%
2025-2026 Bank Shifts				
Staff Groups	Number of Filled Shifts	Number of Unfilled Shifts	Grand Total number of Shifts	Fill Rate
Admin & Estates	9316		10133	91.94%
Healthcare Assistants & Other Support	20538	1067	21605	95.06%
Medical and Dental	3167		3167	100.00%
Nursing, Midwifery & Health Visiting	11484	1219	12703	90.40%
Scientific, Therapeutic & Technical	1818	302	2120	85.75%
Grand Total	46323	3405	49728	93.15%

**Question 5: Please provide the Trust's allocated annual budget for digital and technology services, from the financial years 2020/21 to 2025/26 (projected).
(If a formal digital budget is not held as a single line, please provide the closest available equivalent recorded internally).**

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 will be necessary to review the budgets from the various teams and services, and calculate how much was to be spent on digital and technology services in the time period. The Trust estimates that it would take over 18 hours to collate..

**Question6: Of this overall digital/technology expenditure, please provide the Trust's annual spend specifically on workforce management solutions, from the financial years 2020/21 to 2025/26 (projected) (including both digital systems and non digital/operational workforce management services).
(If no dedicated budget line exists, please provide the Trust's best internal estimate).**

Answer: Not applicable

**Question7: Within that workforce management expenditure, from the financial years 2020/21 to 2025/26 (projected) , please provide the annual spend on digital workforce management systems, including (but not limited to) e-rostering, bank systems, agency management systems, job planning, locum management, compliance systems, payments platforms, and integrated workforce platforms
If reported across multiple contracts or cost centres, aggregated totals are acceptable.**

Answer: Not applicable

Question 8: What is the Trust's total spend on temporary workforce, from the financial years 2020/21 to 2025/26 (projected) by type?
- Staff banks shifts
- Locum shifts
- Agency shifts

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 review each staff members shift and spend on that shift. The Trust estimates that it would take over 18 hours to collate.

Question 9: Please provide the total number of vacancies (FTE) within the Trust, broken down by staff group, from the financial years 2020/21 to 2025/26 (projected)
- HCHS Doctors
- Nurses & Health Visitors
- AHPs
- Others

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 review each of the Trust vacancies from the time period in question and estimates that it would take over 18 hours.