



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>

11th June 2026

Our reference: FOI DA6477

We are responding to your request for information received 15th February 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

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: Since February 2025 how many people has your trust discharged due to missed appointments?

Answer: 6332

Question 2: Please can you also provide your trusts latest action plan for how your Trust treats and engages with mental health patients? Please can you state the date this action plan was launched

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

Section 21(1) of the FOI Act states:

(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here:

- https://www.elft.nhs.uk/sites/default/files/2025-07/ELFT%20strategy%20impact%20report%202025_FINAL.pdf
- <https://www.elft.nhs.uk/information-about-elft/our-strategy-vision-and-values#:~:text=East%20London%20NHS%20Foundation%20Trust%20provides%20community%20health%2C%20mental%20health,deliver%20the%20highest%20quality%20services>. – introduced in 2021

Question 3: Please can you set out the latest plan on how your trust works with other agencies including the police? Please can you state the date this action plan was launched.

Answer: The Trust has reviewed question 3 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:

(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here:

- <https://www.elft.nhs.uk/information-about-elft/working-our-partners>
- <https://www.elft.nhs.uk/news/north-london-integrated-liaison-and-diversion-service> - introduced in 2025

Question 4: Please can you also state what date your 24/7 mental health unit trial opened

Answer: The Trust has reviewed question 4 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:

(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here:

- <https://www.lookahead.org.uk/new-community-mental-health-service-opens-in-tower-hamlets/#:~:text=A%20pioneering%20mental%20health%20hub,Young%20People's%20Mental%20Health%20Coalition>



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

Question 5: Please can you provide the numbers of people you have treated since this unit opened.

Answer: 881

Question 6: Please can you provide how many of those people were then referred into your trust for further treatment.

Answer 64



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