



East London
NHS Foundation Trust
Information Governance
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1st May 2026

Our reference: FOI DA6552

We are responding to your request for information received 29th March 2026. 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



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'what matters' to everyone, achieve a better quality
of life and continuously improve our services.
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Chief Executive Officer: Lorraine Sunduza
Chair: Eileen Taylor

Request:

Thank you very much for your response

Please accept a fresh FOI request as follows

Question 1: Please disclose the trust's policy and guidance to staff on honesty in documentation about observations

Answer: Please see Appendix 1

Question 2: Please disclose what data the trust collects and holds centrally on missed observations, and when collection first started.

Answer: The current missed observation categories were introduced in January 2024. Please see Appendix 2 data on missed observations.

Question 3: Please disclose what use the Chief Nurse has made of this data on missed observations since collection first started and what governance response(s) has followed from the collection of this data

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.

East London NHS Foundation Trust does not record the information requested and is therefore unable to provide a response.

Question 4: Please disclose if the trust has commenced regular audit of observations by using CCTV footage and if so, when this commenced

Please disclose any policy or procedural documentation governing such audit activity.

Please share the broad outcome of this audit work.

Answer: The Trust has not commenced regular audit of observations by using CCTV footage.



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