



East London

NHS Foundation Trust

Information Governance

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24th July 2026

Our reference: FOI DA6632

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

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



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'what matters' to everyone, achieve a better quality
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Chief Executive Officer: Lorraine Sunduza
Chair: Eileen Taylor

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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Request: I am writing under the Freedom of Information Act 2000 to request information relating to conditions, maintenance, operational decisions, and health and safety matters concerning Vivienne Cohen House and City and Hackney Mental Health Services.
Please provide the following information:

Question 1: Drinking Water Supply

- Why has the bottled drinking water supply been cut off and/or discontinued from the premises?
- On what date was the bottled water supply restricted and altered?
- Who authorised this decision?
- What risk assessments or health and safety assessments were conducted before removing access to drinking water?
- What alternative drinking water provisions have been implemented for staff and patients?

Answer: The bottled water dispensers at Vivienne Cohen House were supplied under a local arrangement which sat outside the Trust's centrally managed Estates contracts. Following a change in ownership of the supplier, invoices issued by the new supplier were not settled locally. The Trust has established that, as a consequence, the supplier removed the bottled water dispensers without prior agreement from the Trust.

The Trust did not authorise the removal of the dispensers. Discussions with the supplier are ongoing to restore the service.

At all times, wholesome potable drinking water has remained available throughout Vivienne Cohen House via the mains water supply. Consequently, staff and patients have continued to have access to drinking water, and no interruption to the availability of drinking water occurred.

Question 2: Toilet Facilities and Sanitation

- Please provide records of complaints, maintenance reports, or incident reports relating to blocked or non-functioning toilets over the last 12 months.
- How many toilets are currently operational within the building?
- What actions have been taken to address repeated blockages and sanitation concerns?

Answer: No reported incidents about blocked toilets at Vivien Cohen House.

Question 3: Heating and Ventilation

- Why is there currently no appropriate heating system functioning within the building?
- Please provide maintenance records relating to the heating system for the last 24 months.
- Why is an extractor or ventilation unit operating continuously if it is not providing heating or ventilation functionality?
- Please provide the electrical operating costs of this extractor/ventilation system over the last 12 months.
- Has any noise assessment or environmental assessment been conducted regarding continuous operational noise within the workplace?

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

Section 12(1) of the Freedom of Information Act 2000 states:



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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 engage with and obtain information from a large number of staff and external contractors. The Trust estimates that it would take more than 18 hours to collate.

Question 4: Scaffolding and Building Works

- **Why has scaffolding remained erected for approximately three weeks without workers actively present on site?**
- **Please provide the total cost of the scaffolding project.**
- **Please provide the daily rental or holding cost of the scaffolding while inactive or unused.**
- **Please provide copies of contracts or agreements with the scaffolding contractor.**
- **Please provide the planned start and completion dates for the works.**

Answer: Section 12(1) of the Freedom of Information Act 2000 states:

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Question 5: Solar Panel Installation

- **What was the total installation cost of the solar panels connected to the site?**
- **Which contractor completed the installation?**
- **What projected energy savings or operational benefits were expected from the installation?**
- **Please provide any business case, procurement documents, or environmental reports connected to the solar panel project.**

Answer: Section 12(1) of the Freedom of Information Act 2000 states:

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Question 6: Health and Safety

- **Please provide all health and safety reports, complaints, investigations, or internal correspondence relating to:**
 - o **Lack of drinking water**
 - o **Non-functioning or blocked toilets**
 - o **Lack of adequate heating**
 - o **Continuous noise pollution from extractor or ventilation systems**
 - o **Workplace welfare concerns**



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Question 7: Staff Welfare and Compliance

- **Please confirm whether the current conditions comply with:**
 - o **Health and Safety at Work etc. Act 1974**
 - o **Workplace (Health, Safety and Welfare) Regulations 1992**
 - o **NHS workplace welfare standards**

Answer: Section 12(1) of the Freedom of Information Act 2000 states:

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