



East London

NHS Foundation Trust

Information Governance

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11th September 2026

Our reference: FOI DA6639

We are responding to your request for information received 3rd 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. However, in this instance and to assist you, we have provided a partial response to your request as per below.

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, we 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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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 seeking information relating to community nursing and specialist palliative care services covering the Wootton area of Bedford, and in particular the period between 20 February 2025 and 5 March 2025.

Please provide the following information:

Question 1: The establishment (budgeted staffing levels) and actual staffing levels for the Community Nursing Team covering Wootton and the surrounding North Bedfordshire area during this period.

Answer: The Trust has reviewed question 1 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 numerous records across multiple systems for information relevant to Wootton. The Trust estimates this will take over eighteen hours to determine.

The Trust may be able to provide overall budget and actual figures for the entire Bedford District Nursing service for February and March 2025. However, we are unable to provide information for specific dates or information recorded specifically for Wootton within the cost limit. Please advise if you would like this data.

Question 2: The number of District Nurses, Community Staff Nurses, Nursing Associates, and Healthcare Support Workers rostered to work on each day between 20 February 2025 and 5 March 2025.

Answer: The Trust has reviewed question 2 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 numerous records across multiple systems for information relevant to Wootton. The Trust estimates this will take over eighteen hours to determine.

The Trust may be able to provide overall budget and actual figures for the entire Bedford District Nursing service. However, we are unable to provide information for specific dates or information recorded specifically for Wootton within the cost limit. Please advise if you would like this data.

Question 3: The number of vacant posts within the Community Nursing Team during this period.

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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The Trust has reviewed your request for information and in order to collate this information, it would be necessary to review numerous records across multiple systems for information relevant to Wootton. The Trust estimates this will take over eighteen hours to determine.

The Trust may be able to provide overall budget and actual figures for the entire Bedford District Nursing service for February and March 2025. However, we are unable to provide information for specific dates or information recorded specifically for Wootton within the cost limit. Please advise if you would like this data.

Question 4: The number of staff absent due to sickness, maternity leave, or other long-term absence during this period.

Answer: The Trust has reviewed question 4 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 numerous records across multiple systems for information relevant to Wootton. The Trust estimates this will take over eighteen hours to determine.

The Trust may be able to provide overall budget and actual figures for the entire Bedford District Nursing service for February and March 2025. Please advise if you would like this data. However, we are unable to provide information for specific dates or information recorded specifically for Wootton within the cost limit.

Question 5: The number of agency or bank staff used by the Community Nursing Team during this period.

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 would be necessary to review numerous records across multiple systems for information relevant to Wootton. The Trust estimates this will take over eighteen hours to determine.

The Trust may be able to provide overall budget and actual figures for the entire Bedford Community Nursing service for February and March 2025. Please advise if you would like this data. However, we are unable to provide information for specific dates or information recorded specifically for Wootton within the cost limit.



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Question 6: The establishment and actual staffing levels of the Specialist Palliative Care Nursing Team covering North Bedfordshire during this period.

Answer The Trust has reviewed question 6 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 numerous records across multiple systems for information relevant to North Bedfordshire. The Trust estimates this will take over eighteen hours to determine.

The Trust may be able to provide data for the Specialist Palliative Care Team, which operates as an integrated service across Bedfordshire, for the months of February and March 2026. Please advise if you would like this data. However, we are unable to provide information for specific dates, as the time required to locate, retrieve and extract this information would exceed the statutory cost limit.

Question 7: Details of any staffing risk assessments, service risk registers, escalation reports, or business continuity measures relating to community nursing or palliative care staffing shortages between 20 February 2025 and 5 March 2025.

Answer We monitor our staffing and aim to ensure that staff is within our expected minimum rota. Please see attached Appendix One.

Question 8: The average response times for:
o Urgent community nursing referrals.
o Urgent palliative care referrals.
o End-of-life care referrals. during the above period.

Answer Please see table below:

Service	Average response time
Urgent community nursing	58 minutes
Urgent palliative care	58 minutes
End of life	Two working days

Question 9: The number of referrals awaiting allocation or delayed because of staffing shortages during this period.

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. It is not possible to run a report to determine a reason for a delay associated with a referral (including if it is delayed due to staffing shortages). It would therefore be necessary to



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compare each referral against multiple systems. The Trust estimates this will take over eighteen hours to determine.

Question 10: Copies of any reports, meeting minutes, or briefing papers produced during February and March 2025 which identified concerns regarding staffing capacity within community nursing or palliative care services in North Bedfordshire.

Answer The Trust has reviewed question 10 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. It is not possible to run a report to determine a reason for a delay associated with a referral (including if it is delayed due to staffing shortages). It would therefore be necessary to compare each referral against multiple systems. The Trust estimates this will take over eighteen hours to determine.



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