



East London

NHS Foundation Trust

Information Governance

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11th September 2026

Our reference: FOI DA6640

We are responding to your request for information received 4th 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, 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 2026 and 5 March 2026. 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. This is because our District Nurses work across a wider geographical area than just Wootton so the data is not held in a way that specifically identifies Wootton activity and would therefore require scrutiny of multiple systems to determine this specific activity.

The Trust may be able to provide overall budget and actual figures for the entire Bedford District Nursing service for February and March 2026. Please advise if you would like to be provided with 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 2026 and 5 March 2026.

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. This is because District Nurses work across a wider geographical area and are not specifically rostered to work in Wootton. The Trust estimates it will take over eighteen hours to determine

The Trust may be able to provide overall budget and actual figures for the 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.



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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 Bedford District Nursing service for February and March 2026. However, we are unable to provide information for specific dates or information recorded specifically for Wootton within the cost limit. Please advise 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 Bedford District Nursing service for February and March 2026. However, information for specific dates or figures recorded specifically for Wootton cannot be provided, as the time required to identify and extract this information would exceed the appropriate cost limit under the Freedom of Information Act 2000.

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 the total number of agency and bank staff used by the Bedford Community Nursing Team during February and March 2026. However, we are unable to provide information for specific dates or data



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recorded specifically for Wootton, as this would exceed the statutory cost limit as data is not captured specifically for Wootton. Please advise if you would like this data.

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. 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. This is because there is no breakdown of data specifically for North Bedfordshire and would require a manual search of each system for each date.

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 2026 and 5 March 2026.

Answer The Trust has reviewed question 7 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 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 The average response times for:

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



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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 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 2026 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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