



East London

NHS Foundation Trust

Information Governance

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19th August 2026

Our reference: FOI DA6684

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.

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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Chief Executive Officer: Lorraine Sunduza
Chair: Eileen Taylor

Request:

Under the Freedom of Information Act 2000, I request the following recorded information about how the Trust dispatches and manages portering tasks, and any systems used to track the real-time location of staff, patients, or assets.

Question 1: Does the Trust use any software system or mobile application to dispatch, manage, or track the real-time tasks of porters (for example TeleTracking, MyPorter, Navenio, or similar)? If so, please give the system name and the supplier.

Answer: The Trust has reviewed question 1 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. The portering system is outsourced to a number of organisations based upon location. This is either via our Soft FM contract, or via our landlord. The information in relation to software or applications is not held centrally by the Trust.

Question 2: Does the Trust use any Real-Time Location System (RTLS) or indoor-positioning technology — including GPS, Bluetooth/BLE, Wi-Fi, RFID, or infrared — to track the real-time location of staff, patients, or assets/equipment? If so, please give the system name and the supplier.

Answer: The Trust has reviewed question 2 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. The portering system is outsourced to a number of organisations based upon location. This is either via our Soft FM contract, or via our landlord. The information in relation to software or applications is not held centrally by the Trust.

Question 3: Regardless of any system named above, how are portering tasks currently requested and allocated to porters day to day — for example paper/job sheets, telephone, two-way radio, pager/bleep, or a software application?

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:

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East London NHS Foundation Trust does not record the information requested and is therefore unable to provide a response. The portering system is outsourced to a number of organisations based upon location. This is either via our Soft FM contract, or via our landlord. The information in relation to how tasks are allocated is not consistent across suppliers and is not held centrally by the Trust.

Question 4: For each system named in response to questions 1 or 2, please provide: the total contract value or annual spend; the contract start and expiry dates, including any extension or break options; and the procurement framework or contract reference used (for example NHS SBS or Crown Commercial Service).

Answer: Not applicable

Question 5: Are portering services delivered in-house or outsourced? If outsourced, please give the provider's name and the current contract expiry date.

Answer: The Trust has reviewed question 5 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. The portering system is outsourced to a number of organisations based upon location. This is either via our Soft FM contract, or via our landlord. The Trust does not have specific portering services contracts.

Question 6: If held in an easily retrievable form, please also provide the number of porters employed or contracted (in WTE) and the approximate number of portering tasks handled per day or per month.

Answer: The Trust has reviewed question 6 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. Portering is outsourced to a number of organisations based upon location. This is either via our Soft FM contract, or via our landlord. The Trust therefore does not employ or contract porters.

Question 7: The department and the job title (not the name of any individual) responsible for portering services and for any systems identified above.

Answer: Not applicable



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