



**East London**  
NHS Foundation Trust

**Information Governance**

The Green  
1 Roger Dowley Court  
Russia Lane  
London  
E2 9NJ

**Telephone:** 020 7655 4131

**Email** [elft.foi@nhs.net](mailto:elft.foi@nhs.net)

**Website:** <https://www.elft.nhs.uk>

24 June 2020

**Our reference: FOI DA3473**

I am responding to your request for information received 19 June 2020. This has been treated as a request under the Freedom of Information Act 2000.

I am now enclosing a response which is attached to the end of this letter. Please do not hesitate to contact me on the contact details above if you have any further queries.

Yours sincerely,

Keshia Harvey  
Information Governance Manager

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](http://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**

**Request:**

**Question 1. Any information held about my complaint I made to TotalWellbeingLuton, and number of complaints made by users or members of public against this service provider to which you fund and award contracts.**

Answer TotalWellbeingLuton has been provided by Social Enterprise and Turning Point since 1 April 2018. Therefore, the information you have requested is not held by East London NHS Foundation Trust (ELFT) and cannot be provided.

Your query should be redirected to: [info@totalwellbeingluton.org](mailto:info@totalwellbeingluton.org)

If your query relates to a complaint made prior to 1 April 2018 when ELFT managed the service, please advise.

**Question 2. When awarding contracts how is the performance of TotalWellbeingLuton measured, are the complaints considered at any point?**

Answer ELFT does not award contracts, therefore this information is not held and cannot be provided.

Your query should be redirected to Luton Clinical Commissioning Group (CCG): <https://www.lutonccg.nhs.uk/page/?id=3613>