

**Information Governance**

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5 October 2023

**Our reference: FOI DA4958**

I am responding to your request for information received 18 September 2023. 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 in order 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.

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,

Information Rights Coordinator



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'what matters' to everyone, achieve a better quality  
of life and continuously improve our services.  
**We care . We respect . We are inclusive**

**Interim 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](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**



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**Request:** We believe that your Trust's primary e-mail system should have the following data available via a simple IT department query which should be processable within the relevant FOI guidelines.

**Question 1:** Over the one-year period from 1st September 2022 until 31st August 2023 please provide the following details from the primary IT system for Trust e-mail for the following groups:

**Consultants – please break down results by clinical speciality.**

**For each group (i.e. for each clinical speciality, and for Managers), please provide the following aggregated data items:**

- a. Total number of individuals in the group**
- b. Male/Female proportion within the group**

**Answer:** The Trust has reviewed question 1a and 1b 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 information by speciality as requested and is therefore unable to provide a response.

- c. Total number of e-mails received**
- d. Total number of e-mails sent**
- e. Total number of internal vs external e-mails received**
- f. Total number of internal vs external e-mails sent**
- g. Mean number of e-mails received in that speciality/group [i.e. by any individual]**
- h. Mean number of e-mails sent in that speciality/group**
- i. Standard deviation of e-mails received in that speciality/group**
- j. Standard deviation of e-mails sent in that speciality/group**
- k. Median number of e-mails received in that speciality/group**
- l. Median number of e-mails sent in that speciality/group**
- m. Maximum number of e-mails received by any individual in that speciality/group**
- n. Maximum number of e-mails sent by any individual in that speciality/group**
- o. Minimum number of e-mails received by any individual in that speciality/group**
- p. Minimum number of e-mails sent by any individual in that speciality/group**

**Answer:** 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

When the Trust identifies that the request is likely to take over 18 hours, we are not obliged to provide information for any part of the request. We are



required to provide advice on how you may refine your request to information that can be collated within the 18 hour timeframe. You may then choose what information you would like to receive and confirm the same to us, upon which we will process your request.

The Trust has reviewed your request for information and in order to collate this information, staff would need to enquire with NHS Mail. This would take several weeks to complete from initial request to validation and confirmation of the data.

**Question 2: Over the one-year period from 1st September 2022 until 31st August 2023**

**please provide the following details from the primary IT system for Trust e-mail for the following groups:**

**Managers – please include Operational Service Managers and Deputy Operational Service Managers in this category, along with any equivalent roles/grades in your organisation.**

- a) Total number of individuals in the group**
- b) Male/Female proportion within the group**

Answer: 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

When the Trust identifies that the request is likely to take over 18 hours, we are not obliged to provide information for any part of the request. We are required to provide advice on how you may refine your request to information that can be collated within the 18 hour timeframe. You may then choose what information you would like to receive and confirm the same to us, upon which we will process your request.

The Trust has reviewed your request for information and in order to collate this information, it would take staff up to one hour.

- c) Total number of e-mails received**
- d) Total number of e-mails sent**
- e) Total number of internal vs external e-mails received**
- f) Total number of internal vs external e-mails sent**
- g) Mean number of e-mails received in that specialty/group [i.e. by any individual]**
- h) Mean number of e-mails sent in that specialty/group**
- i) Standard deviation of e-mails received in that specialty/group**
- j) Standard deviation of e-mails sent in that specialty/group**
- k) Median number of e-mails received in that specialty/group**
- l) Median number of e-mails sent in that specialty/group**
- m) Maximum number of e-mails received by any individual in that specialty/group**
- n) Maximum number of e-mails sent by any individual in that specialty/group**
- o) Minimum number of e-mails received by any individual in that specialty/group**
- p) Minimum number of e-mails sent by any individual in that specialty/group**



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