



**East London**

NHS Foundation Trust

**Information Governance**

Robert Dolan House

9 Alie Street

London

E1 8DE

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

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

4 June 2024

**Our reference: FOI DA5354**

I am responding to your request for information received 25 April 2024. I am sorry for the delay in responding to your request. 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,

Information Rights Coordinator

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**



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

**Chief Executive Officer:** Lorraine Sunduza  
**Chair:** Eileen Taylor

**Request:**

**Question 1: Number of employees**

Answer: The Trust currently (as of 3 May 2024) employs the following number of employees:

Substantive staff: 7927.  
Bank staff: 2835.  
Honorary staff: 1868.

**Question 2: Number of IT staff**

Answer: The Trust currently (as of 3 May 2024) employs 92 staff in the IT department.

**Question 3: Current ITSM solution**

Answer: The Trust has reviewed question 3 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:  
*(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.*

The information requested is accessible here:

Question 1

<https://www.elft.nhs.uk/sites/default/files/2023-05/ANON%20Response%20-%20FOI%20DA4706.pdf>

Please note this contract was renewed for another twelve months, from the date of expiry stated in the above link.

**Question 4: Cloud or on-premise**

Answer: Both solutions.

**Question 5: If on-premise, do you have a cloud migration strategy?**

Answer: Yes, for some solutions the Trust intends to move.

**Question 6: If yes, please share more details, including budget allocation.**

Answer: Reserved instance on a VMware platform in AWS. The budget allocation is approximately £775K reserved until 2026.

**Question 7: Number of licenses**

Answer: The Trust has reviewed question 7 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:  
*(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.*

The information requested is accessible here:

Question 4



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

**Chief Executive Officer:** Lorraine Sunduza  
**Chair:** Eileen Taylor

**Question 8: Length of contract**

Answer: The contract length is twelve months.

**Question 9: Contract expiry date**

Answer: The contract expiry date is November 2024.

**Question 10: Contract review date**

Answer: The contract review date is September 2024.

**Question 11: Annual cost of contract**

Answer: The annual cost of contract is £19,800.

**Question 12: Total cost of contract**

Answer: The total cost of contract is £19,800.

**Question 13: Person responsible for the software and their contact details**

Answer: Philippa Graves. Chief Digital Officer.  
Email: [philippa.graves1@nhs.net](mailto:philippa.graves1@nhs.net)

**Question 14: Person responsible for any future projects on reviewing or replacing the software and their contact details.**

Answer: Philippa Graves. Chief Digital Officer.  
Email: [philippa.graves1@nhs.net](mailto:philippa.graves1@nhs.net)

