



**East London**  
NHS Foundation Trust  
**Information Governance**  
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4 December 2024

**Our reference: FOI DA5612**

I am responding to your request for information received 26 September 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)

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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:** I am writing under the terms of the Freedom of Information Act (2000).

The following questions concern the trust's complaints handling responsibilities governed by the Local Authority Social Services and National Health Service Complaints (England) Regulations 2009, the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 (the 2009 and 2014 Regulations) and expectations to provide Patient Advocacy and Liaison Services (PALS) under the terms of the Health and Social Care Act (2001).

I would like to request the following information.

**Question 1:** What budget (in £) did the trust allocate to Patient Advice and Liaison Services (PALS) in the following financial years (If no separate PALS budget exists, please provide an estimate based on approximate funds spent on PALS related activity)?:

- a. 2019/20 (1 April 2019 to 31 March 2020)
- b. 2020/21 (1 April 2020 to 31 March 2021)
- c. 2021/22 (1 April 2021 to 31 March 2022)
- d. 2022/23 (1 April 2022 to 31 March 2023)
- e. 2023/24 (1 April 2023 to 31 March 2024)

**Answer:** Please see table below:

Date	PALS budget allocation - £
2019/20 (1 April 2019 to 31 March 2020)	331,054
2020/21 (1 April 2020 to 31 March 2021)	341,321
2021/22 (1 April 2021 to 31 March 2022)	358,066
2022/23 (1 April 2022 to 31 March 2023)	436,794
2023/24 (1 April 2023 to 31 March 2024)	490,412

**Question 2:** How many FTE staff were employed as part of your PALS service in the following months (If staff members work across PALS and other duties, please provide an estimate based on approximate staff time spent on PALS-related activity)?:

- a. 1 March 2019 (or nearest possible date, please state)
- b. 1 March 2020 (or nearest possible date, please state)
- c. 1 March 2021 (or nearest possible date, please state)
- d. 1 March 2022 (or nearest possible date, please state)
- e. 1 March 2023 (or nearest possible date, please state)
- f. 1 March 2024 (or nearest possible date, please state)

**Answer:** Please see table below:

Date of employment	Number of staff recruited- FTE per individual
2019/20 (1 April 2019 to 31 March 2020)	Three - 0.5 WTE
2020/21 (1 April 2020 to 31 March 2021)	One - 1 WTE
2021/22 (1 April 2021 to 31 March 2022)	One - 1 WTE One - 0.75 WTE



2022/23 (1 April 2022 to 31 March 2023)	One - 1 WTE One - 0.75 WTE
2023/24 (1 April 2023 to 31 March 2024)	One - 1 WTE One - 0.75 WTE
1 May 2024 - present	One - 1 WTE Two - 0.75 WTE

**Question 3:** How many FTE staff were employed to work on complaints handling in the following months (If staff members work across complaints handling and other duties, please provide an estimate based on approximate staff time spent on complaints related activity)?

- a. 1 March 2019 (or nearest possible date, please state)
- b. 1 March 2020 (or nearest possible date, please state)
- c. 1 March 2021 (or nearest possible date, please state)
- d. 1 March 2022 (or nearest possible date, please state)
- e. 1 March 2023 (or nearest possible date, please state)
- f. 1 March 2024 (or nearest possible date, please state)

Answer: Please see table below:

Date of employment	Number of staff recruited- FTE per individual
1 March 2019	Two - 1 WTE Three 0.5 WTE
1 March 2020	Three - 1 WTE
1 March 2021	Four – 1 WTE
1 March 2022	Four - 1 WTE One - 0.25 WTE
1 March 2023	Four - 1 WTE One - 0.25 WTE
1 March 2024	Four - 1 WTE Two - 0.25 WTE



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