

Information Governance

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13th December 2022

Our reference: FOI DA4386

I am responding to your request for information received **26th September 2022**. 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,



Shuchi Joshi
Senior Information Governance Coordinator – Information Rights

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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Chair: Eileen Taylor

Request:

Question 1: How many incidents of racial abuse BY PATIENTS towards NHS staff (physical, verbal or written), were reported by NHS staff between 01.01.2019 – 31.12.2019?

Answer: 79

Question 1.1: How many of these reported incidents were followed up with any action being taken against the perpetrator?

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.

If any information being requested is already easily accessible via our website we will advise and direct you with a web link.

In order to collate this information, the Trust would need to review each case individually to check if action was taken against the perpetrator. For 2019 this would take approximately 5 minutes to review 79 cases which would be approximately six and a half hours. This combined with the number of hours it would also take to review each case for questions 2.1, 3.1 and 4.1 would be in excess of 18 hours. You can refine your request by choosing the years which would total under 18 hours.

Therefore, the Trust is unable to comply with this particular part of your request as the cost of compliance and extracting your exact requirements would exceed the appropriate cost limit of £450 which is specified in Section 12 of the Freedom of Information Act 2000. This 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 18 hours work.

Question 1.2: If action was taken against any of the perpetrators, how many incidents were reported to the police?

Answer: As per our response to question 1.1, it would take over 18 hours in total to obtain the number of incidents where action was taken against the perpetrator, therefore we cannot advise which of these incidents were reported to the police. Should we receive a refined request to enable us to collate this data under 18 hours, we will also be able to provide a response to this question.

However, we can advise that out of the total 79 incidents reported in 2019, 8 were reported to the police.

Question 2: How many incidents of racial abuse BY PATIENTS towards NHS staff (physical, verbal or written), were reported by NHS staff between 01.01.2020 – 31.12.2020?



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Answer: 95

Question 2.1: How many of these reported incidents were followed up with any action being taken against the perpetrator?

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.

If any information being requested is already easily accessible via our website we will advise and direct you with a web link.

In order to collate this information, the Trust would need to review each case individually to check if action was taken against the perpetrator. For 2020 this would take approximately 5 minutes to review 95 cases which would be approximately eight hours. This combined with the number of hours it would also take to review each case for questions 1.1, 3.1 and 4.1 would be in excess of 18 hours. You can refine your request by choosing the years which would total under 18 hours.

Therefore, the Trust is unable to comply with this particular part of your request as the cost of compliance and extracting your exact requirements would exceed the appropriate cost limit of £450 which is specified in Section 12 of the Freedom of Information Act 2000. This 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 18 hours work.

Question 2.2: If action was taken against any of the perpetrators, how many incidents were reported to the police?

Answer: As per our response to question 2.1, it would take over 18 hours in total to obtain the number of incidents where action was taken against the perpetrator, therefore we cannot advise which of these incidents were reported to the police. Should we receive a refined request to enable us to collate this data under 18 hours, we will also be able to provide a response to this question.

However, we can advise that out of the total 95 incidents reported in 2020, 16 were reported to the police.

Question 3: How many incidents of racial abuse BY PATIENTS towards NHS staff (physical, verbal or written), were reported by NHS staff between 01.01.2021 – 31.12.2021?

Answer: 152

Question 3.1: How many of these reported incidents were followed up with any action being taken against the perpetrator?

Answer: Section 12(1) of the Freedom of Information Act 2000 states:



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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.

If any information being requested is already easily accessible via our website we will advise and direct you with a web link.

In order to collate this information, the Trust would need to review each case individually to check if action was taken against the perpetrator. For 2021 this would take approximately 5 minutes to review 152 cases which would be approximately twelve and a half hours. This combined with the number of hours it would also take to review each case for questions 1.1, 2.1 and 4.1 would be in excess of 18 hours. You can refine your request by choosing the years which would total under 18 hours.

Therefore, the Trust is unable to comply with this particular part of your request as the cost of compliance and extracting your exact requirements would exceed the appropriate cost limit of £450 which is specified in Section 12 of the Freedom of Information Act 2000. This 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 18 hours work.

Question 3.2: If action was taken against any of the perpetrators, how many incidents were reported to the police?

Answer: As per our response to question 3.1, it would take over 18 hours in total to obtain the number of incidents where action was taken against the perpetrator, therefore we cannot advise which of these incidents were reported to the police. Should we receive a refined request to enable us to collate this data under 18 hours, we will also be able to provide a response to this question.

However, we can advise that out of the total 152 incidents reported in 2021, 19 were reported to the police.

Question 4: How many incidents of racial abuse BY PATIENTS towards NHS staff (physical, verbal or written), were reported by NHS staff between 01.01.2022 – current date?

Answer: Please note that for 2022, all figures provided are correct as at 04/10/2022.

86

Question 4.1: How many of these reported incidents were followed up with any action being taken against the perpetrator?

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.

If any information being requested is already easily accessible via our website we will advise and direct you with a web link.

In order to collate this information, the Trust would need to review each case individually to check if action was taken against the perpetrator. For 2022 this would take approximately 5 minutes to review 86 cases which would be approximately seven hours. This combined with the number of hours it would also take to review each case for questions 1.1, 2.1 and 3.1 would be in excess of 18 hours. You can refine your request by choosing the years which would total under 18 hours.

Therefore, the Trust is unable to comply with this particular part of your request as the cost of compliance and extracting your exact requirements would exceed the appropriate cost limit of £450 which is specified in Section 12 of the Freedom of Information Act 2000. This 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 18 hours work.

Question 4.2: If action was taken against any of the perpetrators, how many incidents were reported to the police?

Answer: As per our response to question 4.1, it would take over 18 hours in total to obtain the number of incidents where action was taken against the perpetrator, therefore we cannot advise which of these incidents were reported to the police. Should we receive a refined request to enable us to collate this data under 18 hours, we will also be able to provide a response to this question.

However, we can advise that out of the total 86 incidents reported in 2022, 8 were reported to the police.



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