

Information Governance

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Our reference: FOI DA5079

I am responding to your request for information received 24 November 2023 and clarified on 11 December 2023. 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

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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Interim Chief Executive Officer: Lorraine Sunduza
Chair: Eileen Taylor

Request: We are currently conducting a Quality Improvement project focusing on systemic racism within the NHS. As part of our research, we are seeking information on the measures and initiatives taken by ELFT Trust to address and combat racism and discrimination within its workforce.

Staff Training and Awareness:

Question 1: What specific anti-racism and diversity training programs are provided to all staff members, including those in leadership positions?

Answer: The Trust does not have specific anti-racism training programs, however as a statutory duty the Trust offers Equality and Diversity training which is available via eLearning for Health.

Question 1a: How frequently is this training conducted, and how is its effectiveness assessed?

Answer: The Equality and Diversity training is a three-yearly requirement.

Reporting Mechanisms:

Question 2: Can you provide details on the reporting mechanisms available for staff to submit complaints or incidents related to racism or discrimination?

Answer: The Trust's Equality, Diversity and Inclusion Team have an equality feedback form for staff, which can be completed anonymously if required. Responses are shared with People Relations and Freedom to Speak Up, where relevant.

Where possible employees are encouraged to discuss any concerns with a harassment support advisor, the People and Culture team, a trade union representative or their line manager in order to resolve the matter informally. If this is unsuccessful then they can report the matter through a 'Complaints Notification Form' which is sent to their line manager.

Full details in the 'Dignity at Work Policy and Procedure' attached. Please see Appendix 1.

Question 2a: Are there multiple channels for reporting, including anonymous options?

Answer: Yes. The Trust has multiple reporting channels including anonymous options.

Investigation Procedures:

Question 3: What is the standard operating procedure for investigating incidents of racism or discrimination?

Answer: Incidents of racism or discrimination are managed under our Dignity at Work Policy and Procedure which is attached. A summary flowchart of the process is available in Appendix 13 (of the attached document - page 45).

Question 3a: How are investigations initiated, conducted, and concluded?

Answer: The attached Dignity at Work Policy provides full details of the current investigation process. If a matter cannot be resolved informally then the employee can complete a complaint notification form and send to their line manager which will initiate an investigation process. Appendix 7 (page 28) details how the investigation is undertaken. The outcomes/conclusion will be determined following the investigation and the possible outcomes are outlined in point 19 of the policy.



Support Mechanisms:

Question 4: What support systems are in place for staff who have experienced racism or discrimination?

Answer: Support is available from line managers, people relations and trade union reps as well as having access to more specialist support from harassment support advisers and independent counselling, if they so wish.

The People Liaison Officer also provides regular contact with staff who are involved in a formal process which includes those who have raised a formal complaint of racism or discrimination.

Staff Equality Networks also provide signposting to external organisations for support.

Question 4a: Are there counselling services, employee assistance programs, or other resources available?

Answer: An Employee Assistance Program is available to all staff which includes access to counselling services.

Staff Equality Networks also provide signposting to external organisations for support.

Anonymous Feedback:

Question 5: Is there a mechanism for staff to provide anonymous feedback on the workplace culture, particularly regarding issues of racism or discrimination?

Answer: The Trust's Equality Diversity and Inclusion (EDI) Team have an equality feedback form for staff, which can be completed anonymously if required. This does not replace any formal process. Responses are shared with People Relations and Freedom to Speak Up, where relevant.

Representation in Leadership:

Question 6: What efforts are being made to increase diversity in leadership roles within the organization?

Clarification:

Please provide an overview of the strategies or initiatives the organization has put in place to enhance diversity in leadership positions? This could include recruitment practices, mentorship programs, training opportunities, or any other measures aimed at fostering inclusivity within our leadership team.

Answer: The Trust has reviewed question 6 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.

Trust continues to publish the Workforce Equality Standards Report and Action Plans, which provides an overview of strategies and initiatives to improve staff experience and enhance diversity in leadership.

2022/23 reports are available here:



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Question 6a: Can you provide statistics on the representation of different ethnic groups in leadership positions?

Clarification:

A breakdown based on the ethnic groups within the trust. Specifically, we would like to know how many individuals from each ethnic group currently hold leadership roles. Please provide a detailed breakdown to help us understand the diversity landscape within ELFT.

Answer: Please see table below:

Ethnicity	Number of managers
Any Other Ethnic Origins	38
Asian	232
Black	338
Mixed	54
Not Stated	26
White	882

Promotion and Advancement:

Question 7: How is the promotion and advancement process monitored to ensure it is free from bias and discrimination?

Answer: All roles which staff are recruited or promoted into are advertised on the Trust's website to ensure fairness in process, so all staff who are eligible have equal opportunity to apply. The application forms are anonymised to ensure these remain free from bias and discrimination throughout the shortlisting process. Whilst during interviews, we have service user representation unknown to the members to ensure a diverse panel.

Question 7a: Are there mentorship or sponsorship programs in place to support the career development of staff from underrepresented groups?

Answer: The Trust offers a coaching programme to staff which especially welcomed applications from Black Asian Minority Ethnic (BAME) and other protected groups. The Trust also offers a mentorship and career progressions programme that support staff.

Community Engagement:

Question 8: How does the organization engage with the local community to promote diversity, equity, and inclusion?

Answer: The Trust has reviewed question 8 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 the information requested and is therefore unable to provide a response. However, in an effort to be helpful below are a few examples of how the Trust engages with the local community:

- Accessible website - information can be converted into 78 other languages.
- Liaising and joining local voluntary groups for their input into consultations and developments.
- Local services liaison with lead ethnic groups to help to provide culturally appropriate care and support.
- The existence of Governor framework to bridge the Trust with local communities.
- A highly developed people participation department which involves people who have used ELFT services in the work and growth of the Trust.

Question 8a: Are there partnerships or initiatives aimed at addressing systemic racism beyond the workplace?

Answer: Yes. The Trust uses FLAIR: Racism in the workforce survey.

Long-Term Strategies:

Question 9: What long-term strategies or initiatives is the organization implementing to address systemic racism within its workforce?

Answer: The Trust has reviewed question 9 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.

Trust has published the Workforce Race Equality Standards Report and Action Plan 2022/23, available here:

<https://www.elft.nhs.uk/information-about-elft/equality-diversity>

Question 9a: Is there a commitment to regular reviews and updates of policies and procedures related to diversity and inclusion?

Answer: All policies are routinely reviewed and amended or updated where appropriate.

Transparency and Accountability:

Question 10: How is the organization ensuring transparency and accountability in addressing systemic racism?

Answer: The Trust has reviewed question 10 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 Trust has a robust Equality, Diversity and Inclusion Governance structure reporting to Board level. The Trust continues to publish the Workforce Equality Standards Report and Action Plans. 2022/23 reports are available here:

<https://www.elft.nhs.uk/information-about-elft/equality-diversity>



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Question 10a: Are there regular public updates or reports on the progress made in this regard?

Answer: The Trust has reviewed question 10a 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 Trust Annual EDI Reports and action plans are available here:

<https://www.elft.nhs.uk/information-about-elft/equality-diversity>



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