

Information Governance

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26 January 2024

Our reference: FOI DA5084a

I am responding to your request for information received 16 January 2024. 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



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

Interim Chief Executive Officer: Lorraine Sunduza
Chair: Eileen Taylor

Request: Further to your response for the FOI request in December, please can you provide clarity on the following:

Question 1: What is the level of Equality, Diversity and Inclusion training mediators receive and what exactly does it entail?

Answer: TCM - Training Accredited on Mediation - One week training course on how to mediate, how to ask the relevant questions, teaches coaching and how to manage mediation sessions.

All Mediators within the Trust are staff and have completed Equality, Diversity and Inclusion training that is managed through the Trust.

Question 2: What is the mix of the different cultures and the ratio amongst the mediators?

Answer: Please see table below:

Ethnicity	Number of mediators
Black or Black British - Caribbean	<5*
White - British	5
Black or Black British - African	<5*
Asian or Asian British - Any other Asian background	<5*
Asian or Asian British - Pakistani	<5*
Asian or Asian British - Bangladeshi	<5*

*Please note: The information you have requested relates to less than five individuals and therefore has the potential for those individuals to be identified. Therefore, we cannot provide this information which could contravene the Data Protection Act 2018 / UK GDPR.



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Original Request DA5048:

Question 1: How many individuals provide mediation to staff?

Answer: In total there are twelve mediators across the Trust that provide mediation to staff members.

Question 2: Does each mediator have training on cultural diversity?

Clarification: By this I mean, what training have they received? Have they received any training in Equality, Diversity and Inclusion?

Answer: The Trust's mediators would have completed statutory and mandatory training which includes Equality and Diversity training.

Question 3: Is the team of Organisational Development professionals that conduct mediation culturally diverse?

Clarification: By this I mean, what ethnicity are they? Are they from a range of different cultures?

Answer: The team that mediate are from diverse backgrounds.

Question 4: How does the team measure how successful the mediation process was? Do they contact the staff affected 6 months after to check in and see how they are getting on?

Answer: Mediation is conducted, and an agreement is signed by both parties. An action plan is agreed and put into place. Three months after the agreement, mediators will check-in with the individuals concerned to see that both parties are still working collaboratively, and that the mediation was successful.

Question 5: In the last 12 months, how many incidents of racism/discrimination are dealt with via the disciplinary route?

Clarification: if I could get one separate total for racial discrimination please.

Answer: A total of six incidents.



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