



East London
NHS Foundation Trust
Information Governance
Robert Dolan House
9 Alie Street
London
E1 8DE

Email elft.foi@nhs.net
Website: <https://www.elft.nhs.uk>

3 September 2025

Our reference: FOI DA6214

I am responding to your request for information received 20 August 2025. 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

Chief Executive Officer: Lorraine Sunduza
Chair: Eileen Taylor

Request:

Question 1: Please tell me how many times the Trust has logged an incident of racist behaviour from patients towards staff in 2024.

Answer: 101 incidents of racial aggression by patients toward staff were recorded in 2024.

Question 2: For the five most recent cases, please tell me
a) Job title of the member of staff against whom the behaviour was levelled
b) A brief summary of the content of the complaint (e.g. patient told Black doctor to "go back to where he came from", raised voice and used profanities)
c) Action taken by the Trust.

Answer: The Trust has reviewed question 2a-2c of your request for information under the Freedom of Information Act (FOI) 2000.

Section 40 for the FOI Act states:

(2) This exemption covers the personal data of third parties (anyone other than the requester) where complying with the request would breach any of the principles in the UK GDPR.

The information you have requested relates to less than five individuals and has the potential for those individuals to be identified. The Trust is therefore unable to provide this information.

Question 3: What support does the Trust offer to staff who have experienced racial abuse from patients?

Answer: In addition to formal support provided by employee relations:
The Trust's Staff Equality Networks, including the Race and Cultural Equity (RaCE) Network, play an important role in creating safe spaces for staff to:

- Share lived experiences,
- Receive peer support,
- Be signposted to appropriate formal services,
- Contribute to wider organisational learning and change.

Staff Networks also contribute to a culture of speaking up by raising awareness of issues such as racial abuse and helping shape policy, training, and response pathways.

However, it is important to note that the support offered by Staff Networks is peer-led and voluntary. It is not intended to replace formal support structures, but rather to complement them by offering community-based solidarity and advocacy.

The Trust also has an Employee Assistance Programme which staff are directed to who can provide external counselling and support. This is in addition to normal line management support available to all staff involved in incidents.

Question 4: Does the Trust have an anti-racism policy?

Answer: The Trust has reviewed question 4 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:



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

(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here:

<https://www.elft.nhs.uk/sites/default/files/2023-07/Equality%20Diversity%20and%20Human%20Rights%20Policy%204.2.docx>



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