



Commitment 1

Champion social justice and fully commit to tackling racism and other forms of prejudice

Key Takeaway

The Patient Carer Race Equality Framework and the Quality Improvement Health Equity programme provide Trust wide approaches to championing social justice alongside other examples of innovative work.

Good data recording, data analysis and involvement of people with lived experience are key principles of practice.

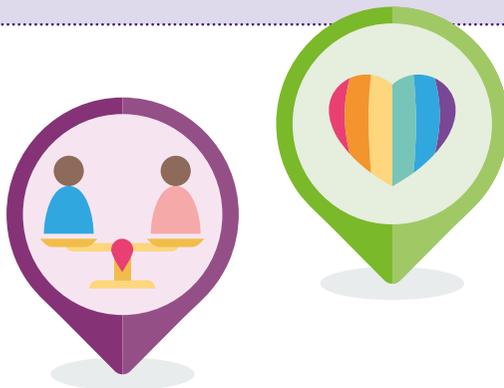
2025 Highlights:

Developing a [Poverty Proofing Toolkit](#) with the charity Children North East. This provides practical examples to tackle barriers to accessing healthcare including: tips on reducing the costs of transport, promoting health literacy and offering flexible appointment options. It supported the Pursuing Equity Phase 3 programme (see Case Study).

Patient Carer Race Equality Framework (PCREF): Ongoing implementation across the Trust, co produced with service users. Each ELFT borough has areas of focus based on data looking at 'access, experience and outcomes' of racialized service users in respective localities. Using this data, local PCREF steering groups are developing action plans to address identified inequities. For example, in City and Hackney Black service users aged between 30-49 are disproportionately represented in restraint data. Teams are developing targeted de-escalation

strategies and trauma-informed training to address this. The City and Hackney Mental Health Directorate is working with the local authority Population Health Hub team to improve the accuracy and completeness of equality data.

Launch of 'Unshame Newham': A collective of NHS staff and people with lived experience of sexual violence. Unshame Newham is developing a public health campaign so that people feel seen, heard and empowered by normalising the sharing of sexual violence experiences. The working group includes charity and voluntary sector partners, ELFT and the Metropolitan police.





Why is this important?

At ELFT, we take immense pride in the diversity of our staff, service users, and the communities we serve. We deeply value the contributions of everyone. This commitment enhances our ability to deliver culturally respectful care and treatment.

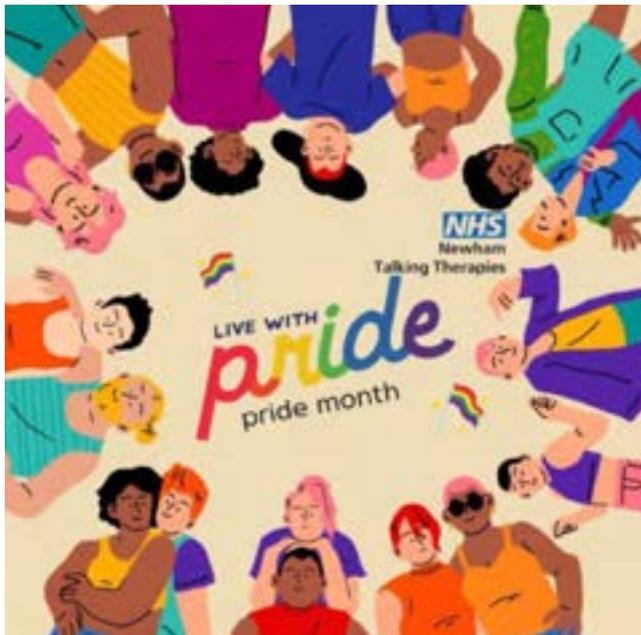
Our service areas—such as Newham, Tower Hamlets, City and Hackney and Luton—are among the most ethnically diverse in England and Wales, with a wide range of languages

spoken and faiths practised. Around 10.3% of Central Bedfordshire’s population are from different ethnicities to White British. There are increasing number of older people in our service areas and many people living with disabilities.

We recognise that many people—particularly those from ethnic minority backgrounds, people with disabilities, neurodivergent people, and LGBTQ+ communities—continue to face significant health inequities. These groups often experience poorer access to healthcare, worse health outcomes, and barriers to inclusion and support. The causes are complex, rooted in factors such as deprivation, discrimination, racism and structural inequities. The new NHS 10-year plan acknowledges that social determinants—like housing, education, and income—are key drivers of these disparities, and that they cluster in more deprived areas, compounding the injustice.

One way to address these challenges is through high-quality data and analysis to understand the specific needs of different communities. This evidence-based approach enables us to develop tailored strategies that tackle inequities head-on. Our Quality Improvement framework provides a systematic way to use data to help tackle complex issues through testing, learning, and measuring progress. Active involvement

and leadership of service users and carers across ELFT work programmes, facilitated by the People Participation directorate, supports more equitable and person-centred care.





Case Studies

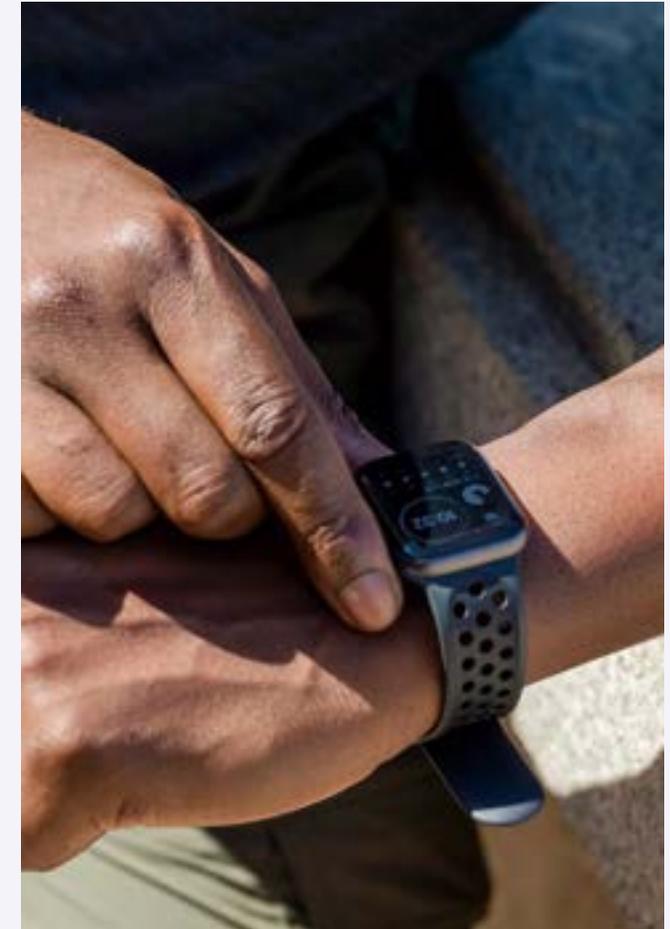
Pursuing Equity Phase 3 – Tackling Missed Appointments

Since 2021, ELFT has used Quality Improvement (QI) to advance equity at scale. In September 2024, Phase 3 of the Pursuing Equity Programme began, bringing together 16 teams from across the Trust to tackle missed appointments. The focus was on improving access for people living in the Trust’s most deprived areas.

Across the programme, 13 out of the 16 teams saw an improvement in the percentage of missed face to face appointments. The proportion of missed face-to-face appointments across all teams on the programme reduced from 21.4% to 19.8%, a 7.5% overall reduction. A similar improvement was seen for those living in the most deprived areas, with missed appointments reducing from 21.5% to 19.9%. This means that service users from the least deprived areas are now no more likely to attend than those from the most deprived areas—a key equity milestone.

A **Change Package** is supporting spread and sustainability:

Change Concept	Change Idea	Why it Worked
Scheduling in conjunction with service users	Admin or clinicians book the next appointment directly with the service user	Enables real-time scheduling and avoids offering inconvenient times that lead to non-attendance
Clear processes and policies	Standardised “Did Not Attend” policy with staff training	Ensures consistent handling of missed appointments and follow-up
Reminding service users	Automated or clinician-sent text reminders at the point of booking	Personalised reminders sent in advance support service users to plan ahead and reduce DNAs



A Power BI dashboard now enables teams to monitor missed appointments in real time, ensuring that improvement is sustained.



Implementing faith-adapted psychological therapy, Newham

Newham’s Talking Therapy team in partnership with Newham Council, voluntary sector partners and Leeds University commenced a new project of faith adapted psychological therapy tailored to Muslim communities.

Data analysis carried out across North East London in 2024 showed lower access rates to Taking Therapies services for certain population groups including Bangladeshi and Pakistani ethnicities. The Muslim population is the second largest faith group after Christianity in Newham. Muslim clients are more likely to use religious coping techniques than individuals from most other religious groups in the UK.

The team adapted **Behavioural Activation therapy**, an evidence-based treatment that helps people overcome depression and low mood by gradually increasing engagement in meaningful and enjoyable activities. It can be adapted in culturally and spiritually sensitive ways, with the team aligning it with Islamic values and practice.

Since launching, over 70 staff are trained and 11 patients completed treatment with good results. Service-users and Newham Talking Therapies have co-produced promotional posters and group materials to ensure the service is relevant

and trusted.

Other ways developed to provide inclusive care includes Christianity and LGBTQI+ mental health online workshops and service leaflets in six main languages of refugees and asylum seekers in the borough.



Using Islamic principles for counselling and I felt they understand the value of religion plays in my life

- *Newham Talking Therapies service user*



Health Equity approach to dementia diagnosis, Tower Hamlets

People who live in more deprived areas are more likely to develop dementia. However, they face barriers to accessing timely and accurate diagnosis compared to those from more affluent areas. People from minoritised ethnic groups also typically have lower rates of diagnosis and longer intervals from symptom onset to diagnosis.

The Tower Hamlets Diagnostic Memory Clinic set out to make diagnostic processes available in the Community Memory Clinic that would typically only be available in neuroscience centres. This includes multidisciplinary neuroradiology meetings, a multidisciplinary clinic, referral pathway to Barts Health neurology and training of nurse specialists.

Tower Hamlets Memory Clinic now supports direct access to gold-standard tests in a local community setting without needing to seek referral to a tertiary neuroscience centre. As a result, the dementia diagnosis rate in Tower Hamlets is now 75%, as compared to the averages of 61% in North East London ICB and 65% nationally.



Next steps include

Ongoing roll out of PCREF including a PCREF training resource for all staff.

Analysis of data to understand how service users with learning disabilities access Trust services.

Developing a Trust-wide Access Policy to set out a consistent “ELFT Way” of managing appointments using the Pursuing Equity programme 3 learning.

