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17<sup>th</sup> April 2026

**Our reference: FOI DA6368**

We are responding to your request for information received 27<sup>th</sup> November 2025. We are sorry for the delay in responding to your request. This has been treated as a request under the Freedom of Information Act 2000.

When an organisation receives a request for information under the Freedom of Information Act, it is allowed under the Act to apply a blanket exemption to this where it has concluded that providing a response would take in excess of eighteen hours.

When the cost of compliance and extracting information would exceed eighteen hours, a cost limit of £450 can be applied. This is explained in Section 12 of the Freedom of Information Act 2000 and 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 eighteen hours work.

Having reviewed your request, the Trust has noted that it would not be able to provide all the information requested within the eighteen hours specified in the Freedom of Information Act 2000. However, in this instance and to assist you, we have provided a partial response to your request as per below.

In order to assist you with your request, we have advised below the timing each question would take to help you to refine your request. If you wish to refine your request to comply with the eighteen hour time limit, please do get in touch.

We are now enclosing a response which is attached to the end of this letter. Please do not hesitate to contact us on the contact details above if you have any further queries.

Yours sincerely,

FOI Team



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

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](http://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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**Request:** Under the Freedom of Information Act 2000, I am writing to request information regarding Peer Support Workers (PSWs) and other lived-experience roles within your trust. For clarity, “peer support workers” refers to staff employed in roles where lived experience of mental health challenges is essential to their work. I would be grateful if you could provide the following information as of 1st November 2025:

**Workforce numbers:**

**Question 1:** a. Total number of Peer Support Workers employed in the trust and number of volunteer PSWs (if applicable).

**Answer:** Employed PSWs: 55.  
Volunteer PSWs: Zero

b. Total number of other roles where lived experience is an essential requirement (e.g., peer trainers, peer educators).

**Answer:** Zero

c. Percentage of PSW workforce who are on a fixed-term contract.

**Answer:** 0%. All PSWs are on substantive contracts.

**Role banding / grading:**

**Question 2:** a. Number of PSWs at each NHS band (e.g., Band 2, 3, 4, etc.).

**Answer:** Band 3 – 42  
Band 4 – 11  
Band 5 – One  
Band 6 - Two

b. Number and names of other lived-experience roles at each band.

**Answer:** Lived Experience Roles:  
One Director of People Participation  
One Head of People Participation  
One Deputy Head of People Participation  
Six Senior People Participation Leads  
15 People Participation Leads  
One Befriending Lead  
One Physical Health and Wellbeing Lead  
One Volunteering Lead  
One Peer Support Training  
Ten People Participation Workers  
One Payment Admin  
50 Befrienders

**Training and development:**

**Question 3:** a. Are PSWs trained internally by the trust, externally by a third party, or both?

**Answer:** Trained internally.

b. Do PSWs receive training prior to starting their role, on-the-job, or a combination of both?



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Answer: Prior to recruitment but if candidate has demonstrable experience they can be recruited and trained on the job.

**c. Continuing Professional Development (CPD) opportunities available for PSWs.**

Answer: Care certificate, specialised training, Dialog Plus.

**d. Career progression routes for PSWs (brief description or number progressing to other roles in the last 12 months).**

Answer: The Trust has reviewed question 3d 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.

**Absence and wellbeing:**

**Question 4: a. Average sickness absence for PSWs over the past 18 months (days lost per FTE).**

Answer: 12.35%

**b. If available, the percentage of sickness absence related to mental health.**

Answer: 8.66%

**Directorate allocation:**

**Question 5: a. Number of PSWs employed in each directorate/service area (please name each directorate area within your response).**

Answer: Please see table below:

Directorate / Service Area	Number of PSW Posts
<b>Newham Team</b>	
Community Recovery Team South	2
Community Recovery Team North	1.25
Community Integrated Mental Health Service South	3.25
Community Integrated Mental Health Service North	6.25
Inpatient	2.25
Home Treatment Team	1
Early Intervention Service	1
Perinatal	1
Young Adults	3
Autism Diagnostic Service	1
Borough Lead	1
<b>Luton &amp; Bedfordshire Team</b>	



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Directorate of Luton & Bedfordshire (Lead)	1
Dunstable CMHT	1
Amphill CMHT	2
Bedford CMHT Decar Team	1
Bedford CMHT Unise Team	1
Leighton Buzzard CMHT	1
Bedfordshire & Luton Complex Needs Service	1
Bedfordshire & Luton Perinatal MHT	1
Bedfordshire & Luton Liaison & Diversion Service	1
<b>City and Hackney Team</b>	
Borough Lead for Peer Support for City and Hackney	1
HTT C&H	1
EQUIP	1
Inpatients	1
MBU	1
Perinatal	1
SUN (Sun User Network)	1
<b>Forensic Team</b>	
Inpatient FX	1
Community FX	3
<b>Tower Hamlets Team</b>	
TH Centre for Mental Health (inpatient wards)	1
TH Neighbourhood Mental Health Teams	2
Barnsley Street 24/7 Pilot	2
Gardening for Health Project	1
TH Community Psychology Team	3
TH Early Intervention Service	1
TH Early Detection Service	1
Perinatal Service	1

**b. Where peer support sits within the organisation structure (e.g., Patient Participation and Involvement, Nursing, Recovery Services, or other)- please describe.**

**Answer:** Sits with Chief Nurse as Executive Lead, then Director of People Participation as Strategic Lead.

The actual day to day management is held within the teams and wards.

**Workforce composition:**

**Question 6: a. Percentage of the trust's total workforce in lived-experience or peer support roles.**

**Answer:** Peer Support workers make up 0.84% of the total workforce  
Lived-Experience workers make up 1.15% of the total workforce



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**b. Number and percentage of roles with essential lived experience within the job description/person specification relative to total trust workforce.**

Answer: The Trust has reviewed question 6b of your request for information under the Freedom of Information Act (FOI) 2000.

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*

The Trust has reviewed your request for information and in order to collate this information, it would be necessary to review every job description as there is no central pool of every job description, only those that have gone through recent evaluation. Even of those we have, it would take more than 18 hours to read every job description and determine if it has essential lived experience within it and then collate.

**c. Ethnic diversity of PSWs (percentage of PSW's who identify as BAME).**

Answer: The Trust has reviewed question 6c of your request for information under the Freedom of Information Act (FOI) 2000.

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*

The Trust has reviewed your request for information and in order to collate this information, it would be necessary to for a person in every directorate to compile the data for each employee in their directorate and determine whether or not they are a PSW. The Trust estimates this would take over 18 hours.

**Workforce trends:**

**Question 7: a. Has the number of PSW or lived-experience roles increased, decreased, or stayed the same over the past 18 months?**

Answer: The number has remained roughly the same over the past 18 months.

**b. Any anticipated change in the number of PSW roles over the next 18 months (optional/if available).**

Answer: The Trust has reviewed question 3d of your request for information under the Freedom of Information Act (FOI) 2000.

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