New Strategy

NHS
East London
NHS Foundation Trust

Our 5 year strategy
What we stand for



NHS
East London
NHS Foundation Trust

Our trust mission

To improve the quality of life for all we serve

Our values

We care
We respect
We are inclusive

Our core ambitions

In all things we do, we are guided by our four-fold aim to improve:

1. Experience of care
2. Staff experience
3. Population health
4. Value

The strengths we're building on

- Our kind and caring staff
- People participation
- Quality improvement
- Clinical leadership
- Our diversity and approach to inclusion
- Responsible use of resources

Our story

East London NHS Foundation Trust provides community health, mental health and primary care services to a population of around

1.8m

people across Bedfordshire, Luton, and East London

ELFT is the first NHS 'Marmot Trust', which means we are testing the boundaries of what an NHS Trust can do to tackle some of the drivers of poor health, such as poverty and unemployment.

The context we are working in

Over the next decade, the way we provide care will need to change. Our communities are growing and ageing, and more people are living longer with mental and physical health needs. Health inequities remain too wide in the communities we serve.

Nationally, there is a clear shift towards prevention and supporting people earlier, providing care closer to home, and making better use of digital technology to improve people's outcomes.

Through engagement with staff, service users, carers and partners we heard that people are proud of our kind and caring culture, our commitment to involving people in their care, and our approach to improvement. People also told us that services feel stretched, care doesn't feel joined-up across teams, and that change is needed to make care more consistent and sustainable.

This strategy sets out how we will build on our strengths, focus on what matters most, and work with our communities to improve outcomes, reduce inequalities and deliver high-quality care now and in the future.

- Honours the things that make ELFT, ELFT
- Celebrates our unique roll as the first Marmot Trust
- Describes the context we're working in, and the important things we heard in the Big Conversation

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NHS East London NHS Foundation Trust

Our 5 year strategy 2026–2031

NHS East London NHS Foundation Trust



Together we're building a future where

People can rely on safe, kind, joined-up care that helps them live well for longer and focuses on what matters to them.

ELFT is a place where staff choose to build their careers, with the freedom to grow, learn and share what works.

People who need it most achieve equitable access, experience and outcomes, shaped through collaboration with partners and communities.

Over the next five years, we will

1. **Improve the quality and experience of care** Ensuring that people feel known, are supported through change and transitions, and experience a high standard of care wherever they are and whoever they see.
2. **Make ELFT a place where people can do their best work** Creating an environment where staff feel safe and valued, and are supported to grow, learn and shape how we deliver care.
3. **Advance equity in all that we do** Improving access, experience and outcomes for people facing barriers to care, and standing with communities to tackle racism and discrimination.
4. **Strengthen prevention and earlier help** Working with partners and communities to support people earlier, and developing clear, practical approaches to prevention that improve people's quality of life.

Essentials for the journey ahead

Kind, inclusive and accessible communication, so people feel informed, respected and involved in decisions about their care.

Co-production with service users, carers, communities, alongside the voluntary sector and system partners, to improve outcomes and tackle inequalities.

A well-planned, supported workforce, with the roles, development and trust needed to deliver high-quality care.

Responsible stewardship of our resources, supporting financial and environmental sustainability now and in the future.

Safe, welcoming and sustainable places to deliver and receive care, fit for the future.

Digital tools and useful information that can support decisions, and enable joined-up care and fairer access.

Clear and effective systems and processes that reduce friction and support consistency where it matters.

A culture of continuous improvement and innovation, using evidence, insight and research to adapt and learn over time.

Find out more about our trust strategy

- A vision centred on joined-up care, prevention, equity and staff experience
- Four priorities that make explicit the actions we will take
- A description of the things that need to be in place to achieve our vision