

Freedom of Information request: Reference number FOI2025/00465

Date of request: 4th May 2025

Request:

1. Please provide the total number of formal complaints or allegations made against any of your employees in which racism, either through racist language, behaviour, or conduct, was the central issue. Kindly provide this information broken down by financial year as follows:

- a. 2016-2017
- b. 2018-2019
- c. 2019-2020
- d. 2020-2021
- e. 2022-2023
- f. 2023-2024
- g. 2025 (up to the date of your response or the most recent available quarter).

2. For each complaint referenced in response to Question 1, please provide an anonymised summary of the allegation, ensuring that no personal or identifiable information is disclosed. Where the complaint relates to the use of racist language, I respectfully request that you specify the actual words or phrases that were complained of, redacted only where legally necessary or where disclosure would breach Section 40 of the Act (personal data exemption), provided doing so would not be manifestly unreasonable or harmful under Section 14(1) of FOIA.

3. Please provide a table outlining any and all disciplinary outcomes or sanctions imposed on employees in response to the complaints outlined above. This should include, but not be limited to:

- Verbal or written warnings
- Suspension/Gardening Leave
- Dismissal
- Compulsory training
- Redeployment

4. Please indicate how many settlement agreements or COT3 agreements were entered into in direct response to, or in connection with, any of the allegations described in Question 1.

5. Please confirm how many Employment Tribunal claims have been issued against your organisation in relation to the incidents described in Question 1.

6. Of the claims referenced in Question 5, how many were resolved through settlement prior to a full remedy hearing?

7. For each settled claim referenced in Question 6, please provide the monetary value of the final settlement, where disclosure would not breach confidentiality clauses or personal data exemptions. Where individual-level disclosure would breach confidentiality or personal data protections, please instead provide an anonymised range or aggregated data, as permitted under FOIA.

8. How many of the settlement agreements referenced above included Non-Disclosure Agreements (NDAs) or clauses that prohibited the complainant from disclosing the nature or circumstances of their complaint or the terms of settlement?

Where possible, please indicate whether the NDA restricted the disclosure of:

- a) The existence of the complaint,
- b) The conduct alleged,
- c) The outcome, and/or
- d) The financial terms.

9. Please provide the total number of grievances or disciplinary investigations initiated by your organisation relating to racially inappropriate conduct, language, or behaviour by employees, whether substantiated or unsubstantiated, for each year listed in Question 1.

10. How many employees were dismissed, allowed to retire, or resigned during the course of, or in connection with, any grievance, disciplinary action, or investigation into racially discriminatory conduct or harassment?

Response:

Please see below for a response to your request.

1. Please provide the total number of formal complaints or allegations made against any of your employees in which racism, either through racist language, behaviour, or conduct, was the central issue. Kindly provide this information broken down by financial year as follows:

- a. 2016-2017*
- b. 2018-2019*
- c. 2019-2020*
- d. 2020-2021*
- e. 2022-2023*
- f. 2023-2024*
- g. 2025 (up to the date of your response or the most recent available quarter).*

The total number of formal complaints regarding racism for each year is below. LFB does not hold any data for 2025. Those marked fewer than 5 means there is more than one, but less than five complaints held in that particular year concerned. Providing a further breakdown could lead to individuals being identified from the small numbers returned. Therefore, a further breakdown can be considered exempt from release under [section 40 of the FOIA - Personal Information](#).

| Year of allegation/complaints | Figure |
|-------------------------------|--------------|
| 2016-2017 | Fewer than 5 |
| 2018-2019 | Fewer than 5 |
| 2019-2020 | 6 |
| 2020-2021 | 8 |
| 2022-2023 | Fewer than 5 |
| 2023-2024 | 17 |
| 2025 | No data held |

2. For each complaint referenced in response to Question 1, please provide an anonymised summary of the allegation, ensuring that no personal or identifiable information is disclosed. Where the complaint relates to the use of racist language, I respectfully request that you specify the actual words or phrases that were complained of, redacted only where legally necessary or where disclosure would breach Section 40 of the Act (personal data exemption), provided doing so would not be manifestly unreasonable or harmful under Section 14(1) of FOIA.]

We are unable to provide an anonymised summary of each allegation in relation to question 1. By summarising each case, this would make each individual identifiable from the facts. Therefore, we consider question 2 exempt from release under [section 40 of the FOIA – Personal Information](#).

3. Please provide a table outlining any and all disciplinary outcomes or sanctions imposed on employees in response to the complaints outlined above. This should include, but not be limited to:

- Verbal or written warnings
- Suspension/Gardening Leave
- Dismissal
- Compulsory training
- Redeployment

Please see below for a table with details of your request regarding disciplinary outcomes and sanctions. For some parts of this question, LFB does not hold any data. For the figure relating to dismissals, this contains a figure greater than one but less than 5, therefore we are unable to provide this data as providing a further breakdown could lead to individuals being identified from the small

numbers returned. Therefore, a further breakdown can be considered exempt from release under [section 40 of the FOIA - Personal Information](#).

| Disciplinary outcomes/sanctions | Figure |
|---------------------------------|--------------|
| Verbal or written warnings | 13 |
| Suspension/Gardening leave | No data held |
| Dismissal | Fewer than 5 |
| Compulsory training | No data held |
| Redeployment | No data held |

4. Please indicate how many settlement agreements or COT3 agreements were entered into in direct response to, or in connection with, any of the allegations described in Question 1.

LFB does not hold this data.

5. Please confirm how many Employment Tribunal claims have been issued against your organisation in relation to the incidents described in Question 1.

Further to your request for question 5, please see below for a breakdown of LFB employment tribunal claims.

- a. 2016-2017 - 5 claims
- b. 2018-2019 - 5 claims
- c. 2019-2020 - 3 claims
- d. 2020-2021 - 3 claims
- e. 2022-2023 - 3 claims
- f. 2023-2024 - 9 claims
- g. 2025 (up to the date of your response or the most recent available quarter) - 3 claims

6. Of the claims referenced in Question 5, how many were resolved through settlement prior to a full remedy hearing?

One claim was resolved through settlement prior to a full remedy hearing. This was a claim in the 2018-2019 category.

7. For each settled claim referenced in Question 6, please provide the monetary value of the final settlement, where disclosure would not breach confidentiality clauses or personal data exemptions. Where individual-level disclosure would breach confidentiality or personal data protections, please instead provide an anonymised range or aggregated data, as permitted under FOIA.

Owing to the low number of the settlement, LFB cannot disclose the amount as

it would breach the confidentiality clause. This data is exempt from release under [section 40 of the FOIA – Personal Information](#).

8. How many of the settlement agreements referenced above included Non-Disclosure Agreements (NDAs) or clauses that prohibited the complainant from disclosing the nature or circumstances of their complaint or the terms of settlement?

Where possible, please indicate whether the NDA restricted the disclosure of:

a) The existence of the complaint,

b) The conduct alleged,

c) The outcome, and/or

d) The financial terms.

The details of Settlement Agreements are confidential (including whether they contain Non-Disclosure Agreements (NDAs)). The Settlement Agreements include confidentiality clauses which bind both parties so is exempt from release under [section 41 of the FOIA – Information provided in confidence](#).

Furthermore, disclosure of information which would enable a person to identify the terms of an individual's settlement agreement would be a breach of that agreement. Disclosure of information which would enable an individual to be identified would give rise to a GDPR issue. Therefore, we consider a breakdown of this information exempt from disclosure under [Section 40 of the FOIA – Personal Information](#).

9. Please provide the total number of grievances or disciplinary investigations initiated by your organisation relating to racially inappropriate conduct, language, or behaviour by employees, whether substantiated or unsubstantiated, for each year listed in Question 1.

This question has been answered in question one.

10. How many employees were dismissed, allowed to retire, or resigned during the course of, or in connection with, any grievance, disciplinary action, or investigation into racially discriminatory conduct or harassment?

This question has been answered in question one and the number of employees that were allowed to retire, resign or were dismissed is fewer than 5 so cannot be released under [section 40 of the FOIA – Personal Information](#).