FREEDOM OF INFORMATION REQUEST

Dear FOI team and HR leads,

I am writing to request the following information under the Freedom of Information Act 2000.

1. Have you got a specific strategy, policy or action plan in place to address the issue of bulling and harassment at your trust which was highlighted through the staff survey results over the past few years? **Yes**
If no, does the Trust have plans to put one in place this financial year?

2. Did you take any specific actions at your Trust in the last 3 years to identify the main causes of harassment or bullying at work? **Yes**
If yes, what actions were taken, what were the causes and what actions were taken to remove these causes? **We undertake an annual audit of all bullying and harassment cases – no underlying trends or causes were identified**

3. Do you encourage any <u>preventive</u> measures at your Trust to reduce occurrences of workplace bullying and harassment? **Yes**
If yes, please outline what preventative measures are taken. **We review our national opinion survey results and take steps to address concerns raised including focus groups etc. We updated our Bullying and Harassment procedure in 2017 as a direct consequence. We have also designed and begun delivering a new training programme for managers.**

4. Do you have any specific procedures in place for reporting an incident when the alleged harasser or bully is a senior leader, supervisor or someone acting on behalf of the employer?

Yes

If yes, please outline what reporting procedures they are.

Our procedure allows colleagues to raise concerns with their line manager, HR, trade union or Freedom to Speak Up Guardian

5. Do you have a freedom to speak up guardian?

Yes

If yes, who are they, please provide their title and contact details.

Terri Vaselli, Freedom to Speak Up Guardian
Vaselli Terri (BFWH) (terri.vaselli@nhs.net)

Also, is there an executive lead outside of the HR team?

Yes

6. Does your Trust examine the leadership styles most often used in your workplace, and how that can affect the prevalence of bullying and harassment?

No

If yes, when did you examine it last time and what type of leaders did you find to have?

7. Please quantify how many staff have been funded by your trust in the past 3 years to attend any Leadership and/or Management course to strengthen the leadership at the trust?

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If any, please indicate the length of the course, for example: a few days course, Mary Seacole 6-month leadership development programme, under/post graduate studies.

Please provide the spend associated with this if possible.

New Manager induction Programme – 4 month programme
New Consultant Induction Programme – 4 month programme
Senior Collaborative Leadership Programme – 12 month programme
Collaborative Leadership programme – 10 month programme
Leadership Development Programme – 10 month programme

8. Do you also know how many management/ leadership courses were funded as a result of supportive, remedial measures following an investigation into bulling and/or harassment?
Not specifically. Not all cases of bullying involve a manager nor necessarily require a training intervention. However all of our managers attend management and leadership training and our revised Bullying and Harassment Awareness course is being offered to all managers.

9. Do you proactively assess managers' and workers' competencies and skills to combat workplace bullying and harassment? **No -we assess our managers competence and skills to lead and manage via appraisals not focusing solely on bullying and harassment**
If so, what type of assessment do you undertake, how often and what staff groups does this cover?

10. Are you actively promoting awareness and recognition of bullying in your workplace? **Yes** If yes, what initiatives have you put in place in the last 3 years? (interested not so much in targeting and focusing upon bullies but about creating a culture that makes the actions of bullying and harassment very unwelcome).
Freedom to Speak Up **Bullying and Harassment annual audit** **Intranet** **Trade Unions** **Bullying and Harassment Procedure** **Bullying and Harassment awareness training**

11. Do you have any operational frameworks in place that support the culture, values and behaviours of the Trust and what will not be accepted? **Yes**
Our Trust Values are used as part of our appraisals, linked to training and value of the month.

12. What specific actions have been taken in the last 3 years to build a culture of respect in your trust?

Freedom to Speak Up
Policy Revision
Annual Audit

13. Have you made available any tools for staff to use to report bullying (anonymously or not). This does not include reporting it through the normal channels e.g. through a line manager.

Yes

If yes, please outline what tools they are.
Employees can report anonymously via Freedom to Speak up or Advocates on their behalf.

14. What policies do you have in place related to managing bullying and harassment? Please provide copies.

Bullying and Harassment Procedure

Also have those policies been updated in the last 3 years with any substantial changes to strengthen it in view of the recent survey results?
Yes

15. Do your Trust use selection tools, such as written tests, performance tests and/or psychological tests to identify the right individuals for the job at your trust? This does not include the standard face to face interviews.

Yes

If yes, please outline what tools you have in place and how they are applied.
We use assessment centres and a wide range of scenario testing depending upon the role and the seniority level. We use a Values Based Behavioural Questionnaire based on our Trust Values and we have an online psychometric test provided by Talent Praxis.

16. Does your recruitment process and appraisal processes link to the behavioural framework for managers and how is this monitored?

Yes

Our appraisal is fully linked to our Values and specific questions and evidence required.

17. Is your Occupational Health team involved in the proactive prevention of bullying and harassment in the workplace seeing this as part of promoting and maintaining the health and wellbeing of staff?

No

If yes, in what way are they involved in preventing bulling ad harassment in a proactive manner?

18. Do you review and check the effectiveness of preventive measures taken? (If any).

Yes we audit bullying and harassment annually.

19. Do you have a system through which employees can provide regular feedback to make it relevant and effective?

Yes

If yes, what system do you use?

National opinion Survey
Quarterly Friends and Family surveys
Freedom to Speak Up

20. Is your mandatory training on Equality and Diversity face to face led or e-learning? Please advise.

e--learning
If face to face, what content is included specifically in respect of bulling and harassment? (Headings only) - Unconscious bias, direct discrimination, indirect discrimination, harassment, victimisation, inappropriate language and covers all protected characteristics

If e-learning, have you assessed your training package and content specifically to bulling and harassment in light of recent staff survey results and did you find it effective/ fit for purpose?

No

The e-learning module is provided by Health Education England (HEE) and is made available for all NHS trusts. HEE have responsibility for updating the content.

21. Does your Trust Clinical and Corporate Induction programme include Equality and Diversity?

No

If yes, what information specific to bulling and harassment is given to new staff? (Headings only)

22. Do you have any Non-Executive Directors who act in the capacity of 'Bullying and Harassment Advisors', or any similar roles that offer an independent support to staff feeling bullied/harassed?

Yes

If yes, please explain the roles of those individuals.

Freedom to Speak up Executive is the Deputy Medical Director

23. Do you Trust undertake a regular risk assessment in relation to work-related stress?

Yes

If yes, which department is responsible for completing it and how are the findings acted on? When was the last time this was undertaken?

Risk assessments are the responsibility of individual managers in response to staff needs. Actions are monitored between the staff member and manager

24. What was your training compliance with regards to the Equality and Diversity training in 17-18 (by staff group) please?

82.68%

25. What percentage of staff completed an exit interview in 2017-18?
    106 people completed a questioning totally 16% of leavers

Do you know how many staff left your trust in 2017-18 due to bullying and harassment being the main reason? **None have specified BH as a reason**

26. Sharing Lessons Learnt:

Do you believe your acute Trust has taken any unique steps to combat bulling and harassment that have proved successful and that you would be happy to share with other acute NHS trusts?

No although we have been pro-active and reactive as the matter is regularly and openly discussed

If yes, please outline what they are.