

6 August 2018

## **Freedom of Information Request – Ref: FOI 088-1819**

Thank you for your recent Freedom of Information request. Please find the Trust's response below.

1. In the last three financial years (2015-16, 2016-17, and 2017-18, how many staff members employed working at your trust have reported bullying by another staff member? I would be grateful if you could break down by year.

2015/16 – 9  
2016/17 – 15  
2017/18 – 36

It is Trust policy to resolve issues of Dignity at Work (which includes bullying and harassment) at an informal level wherever possible. Much work has taken place in recent years to encourage staff to come forward and report inappropriate behaviour, hence the increase in numbers of reports year on year. There is a network of Dignity at Work Officers who can be approached confidentially to provide advice and support, the Speak in Confidence online dialogue system has also played a significant part in providing advice and support to help people resolve issues.

2. How many of these incidents were dropped or withdrawn, and how many were formally investigated? Again, please break down by year.

2015/16 - 5 cases involved some formal action, none proceeded to a formal hearing  
2016/17 – 4 cases involved some formal action, none proceeded to a formal hearing  
2017/18 - 16 cases involved some formal action, 2 cases proceeded to a formal hearing

All reported incidents are dealt with and the majority have been resolved at the informal stage. Very few reported incidents proceed to a formal hearing due to this approach. Many reported incidents have been resolved at the informal stage of the policy by a phone call. More formal action can be in the form of a one to one meeting or a facilitated meeting between all parties. Therefore we do not regard incidents as having been dropped or withdrawn but they have been resolved as an individual may have been satisfied with the advice and support given and not wished to take the matter further. However, if it has not been possible to resolve the issue, cases will be investigated formally and could proceed to a formal hearing before a panel.

3. For the most recent financial year (2017-18) I would be grateful if you could provide a full breakdown of incidents, including the job of the alleged perpetrator (doctor, nurse, non-medical staff, etc) and what the allegation was based on - as well as the outcome of the allegation

11 cases of bullying behaviour by managers were dealt with. One case is ongoing.  
9 cases of interactions between colleagues were dealt with by manager.

4 cases involving issues raised by teams were investigated and action plans put in place. Other work related issues were subject to a fact finding exercise with no further action required.

For the financial year 2017-18, there were 36 separate incidents dealt with in accordance with the Trust's Dignity at Work Policy. Reports came from a wide variety of employees across many professions. Reports included bullying behaviour from managers or other colleagues, interactions between individual staff members that involved inappropriate language or an individual's dissatisfaction with their treatment as an employee. As each case is unique to the individual, providing information about roles and outcomes could lead to the identification of individuals and thereby breach confidentiality.

Should you have any queries in relation to our response in this letter, please do not hesitate to contact me. If you are unhappy with the response you have received in relation to your request and wish to ask us to review our response, you should write to:-

Anna Hilditch  
Assistant Trust Secretary,  
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Rikenel  
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GLOUCESTER GL1 1LY  
Tel: 01452 894165  
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If you are not content with the outcome of any review, you may apply directly to the Information Commissioner's Office (ICO) for further advice/guidance. Generally, the ICO will not consider your case unless you have exhausted your enquiries with the Trust which should include considering the use of the Trust's formal complaints procedure. The ICO can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

Yours sincerely,

*Lisa Evans*

**LISA EVANS**  
**Information Governance Officer**  
**2gether NHS Foundation Trust**

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