

Social Partnership Forum – Tackling Bullying, creating positive cultures

Project

Tackling Bullying & Harassment

Organisation

Cambridgeshire Community Services NHS Trust

What you put in place

- Completed a cultural enquiry and training sessions for staff who have experienced abuse from patients/public.
- Highlighted an 'impartial listening ear' for staff to share their experiences and promoted our Freedom to Speak Up (FTSU) Guardian.
- Created 15 local FTSU champions.
- Introduced unconscious bias training for all staff through e-learning, corporate induction and embedded it into all training and leadership programmes.
- Developed the role of Cultural Ambassador.
- Created a staff leaflet to raise awareness and regular all staff messages in our weekly bulletin.
- Reviewed our conflict resolution training.
- Resolution Policy as part of bullying and harassment and grievance cases.

Expected outcomes

From the action we have taken we:

- Had a reduction in staff reporting incidents of bullying and harassment from members of the public/patients in our NHS Staff Survey 2017 and 2018 results.
- Continued with improved results in the 2018 Staff Survey questions related to staff experience of bullying and harassment over the last 12 months.
- Anticipate a rise in reported bullying cases, as we publicise our zero tolerance approach being brought forward for formal investigation, in line with our strong reporting culture.

Background

We have a zero tolerance stance on bullying and harassment.

The following prompted us to take further action:

- The national Call to Action on tackling bullying.
- Results from our Staff Survey which revealed that some staff were still experiencing bullying and harassment.
- Our aim to continually improve our staff experience.

Get In touch

- HR Team
- Heather Bennett, Chair of Staff-side, Heather.Bennett3@nhs.net

Did it work?

We see this as an on-going core part of the trust's staff engagement programme and our strategic aim to be an excellent employer.

Our actions to tackle bullying in the workplace and make it one where a zero tolerance approach to bullying is real & meaningful will continue.

Our 2017 and 2018 results demonstrated improvements year on year, however, more is needed and actions continue to take place. We await the results of the 2019 Staff Survey with interest.