

PE1495/D

The State Hospital Email of 14 January 2014

Dear Mr. Howlett

Further to your letter of 6th December 2013, I can offer the following response.

The State Hospitals Board for Scotland sought funding to support our local initiative relating to tackling bullying and harassment in the workplace. This followed relatively negative results in the 2010 NHS Scotland Staff Survey, where our staff expressed concerns about the management team's commitment to tackling workplace bullying, and their lack of confidence in the formal process when bullying was reported.

The money was used to fund a dedicated full time post, which we call our 'Staff Experience Facilitator'. This individual has provided the capacity to revise and implement a refreshed Dignity at Work policy. She has selected, trained and developed a team of 20 Confidential Contacts, who are available to staff who wish to discuss concerns related to bullying but who do not necessarily wish to raise a formal complaint. We are running theatre-based learning workshops for managers, designed to raise their awareness of bullying/harassment issues, and to encourage them to reflect on their own behaviour at work. In addition, an online learning module has been developed to raise awareness of the new policy and its contents, which over half of our staff have completed in this financial year.

As a result we have seen an increase in formal complaints and consequently an increase in disciplinary action related to dignity at work. However, the 2013 staff survey results indicate that we have more work to do to improve the perceptions of our staff even further.

I hope this is helpful, please let me know if you need further information.

Rebecca Chalmers
Human Resources Director
The State Hospital