



Report Title **GUARDIAN ACTIVITY REPORT**

Report for : **SWANSEA BAY UNIVERSITY HEALTH BOARD**

Prepared by : **NATASHA BURGON**

Report Date : **31/08/2021**

AUG 2021

Visits

	This Month	This Year
No of case related visits	20	69
No of promo / comms visits	7	31

Outcomes

	This Month
Written / Verbal Outcome	1
Ongoing	4
Chose not to pursue	0

Contact

	This Month	This Year
Email	68	171
Telephone	22	119
Face to face	20	69

Themes

	This Month	This Year
Patient Safety / Quality	0	1
Management Concerns	1	17
System and Process	0	5
Bullying and Harrassment	1	2
Discrimination / Inequality	1	1
Behaviour / Relationship	2	4
Staff Safety	0	0
Other	0	0

Themes (Other)

	This Month	This Year
COVID	0	0
Fraud	0	0
Other	0	0

Cases

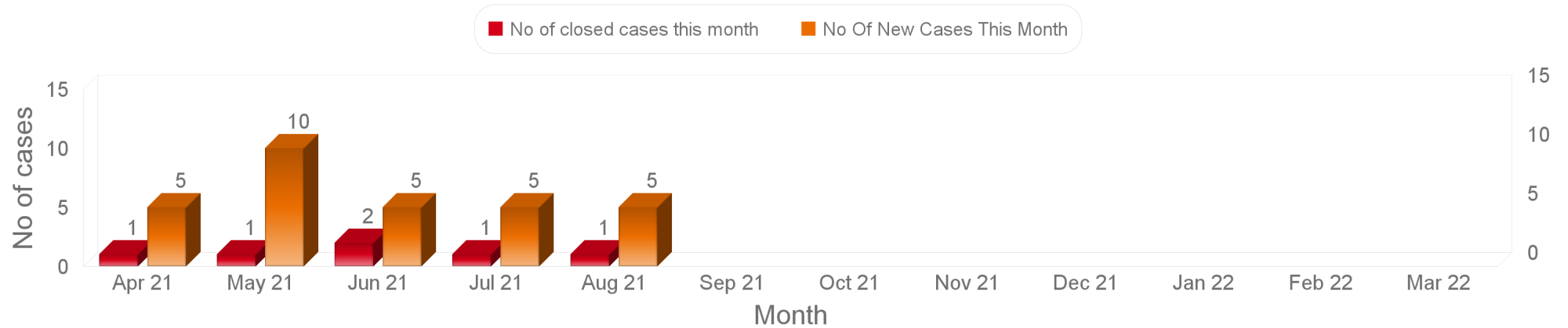
This Month	No of new cases	5
This Month	No of cases closed	1
Year to Date	Total no of cases	30
Year to Date	No of cases open	24
Year to Date	No of cases closed	6

Open cases

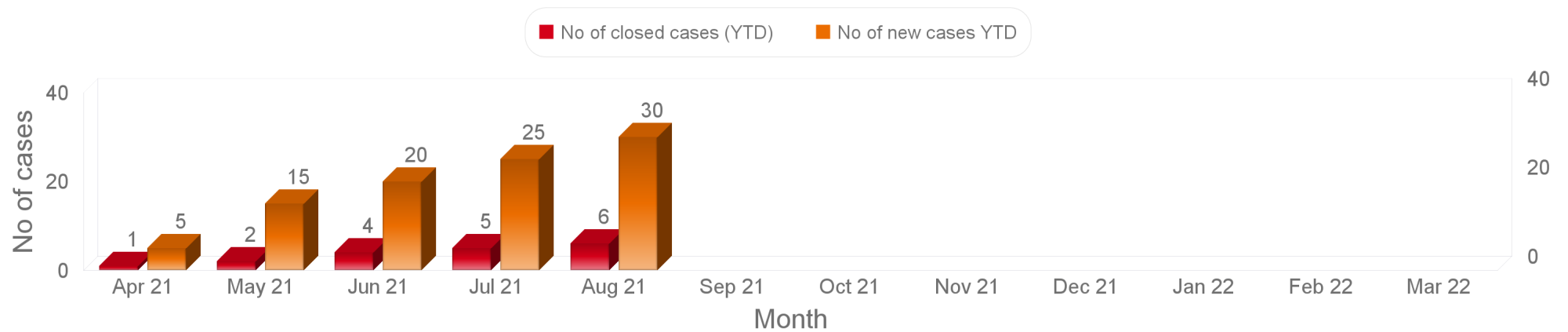
	Num
Red open cases	0
Amber open cases	20
Green open cases	4
No Risk open cases	0
Total No of open cases	24



Case Activity By Month

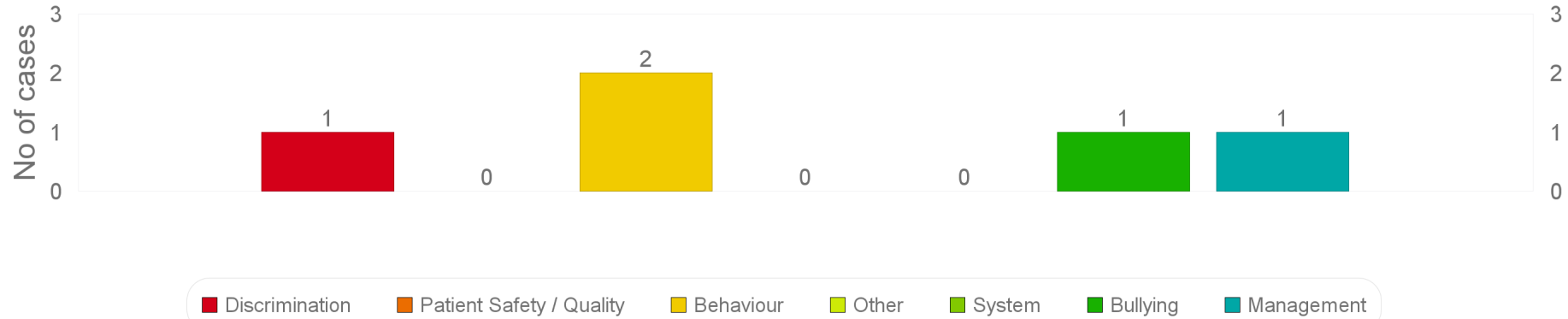


Cases Year To Date

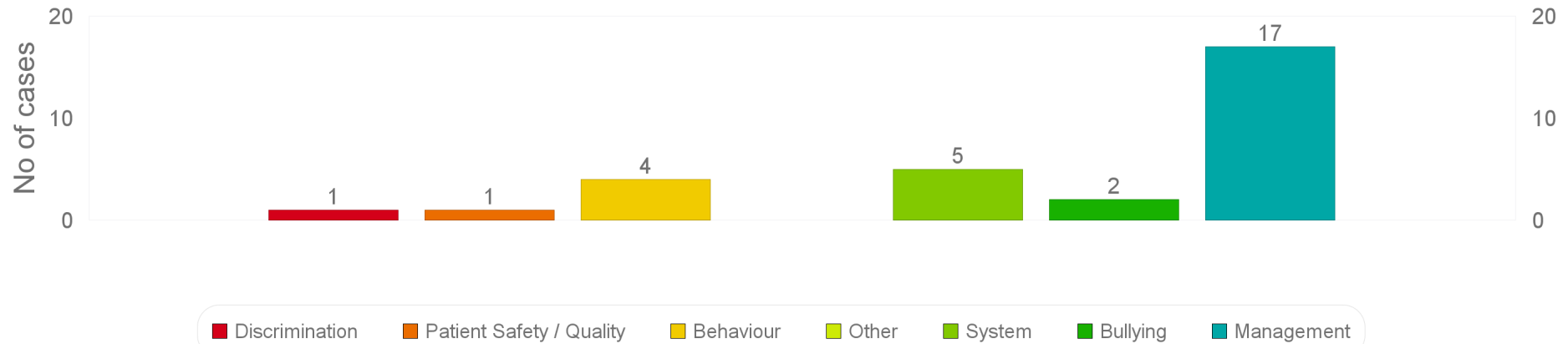




Case Themes This Month

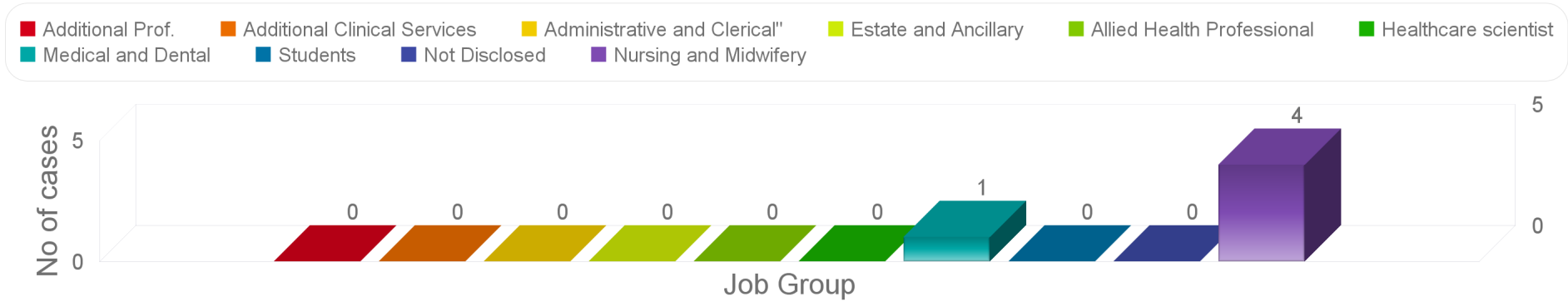


Case Themes YTD

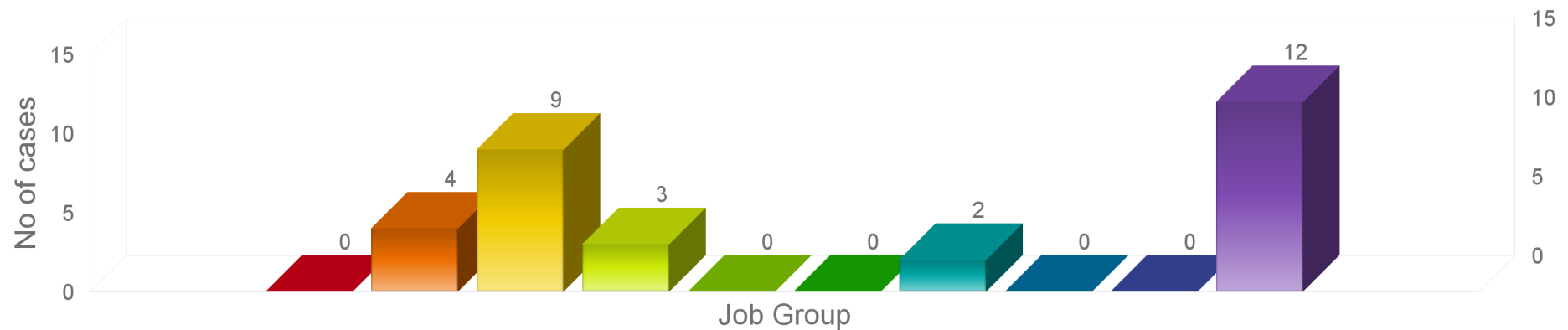




Cases by Job Group This Month



Cases by Job Group YTD



AUG 2021

Case status by Themes

Case Number	Start Month	Status Open	Status Closed	Patient Safety / Quality	Management Concerns	System and Process	Bullying and Harassment	Discrimination /Inequality	Behaviour / Relationship	Staff Safety	Other
SBU01-21	Apr	1	0		1						
SBU02-21	Apr	1	0			1					
SBU03-21	Apr	1	0		1						
SBU04-21	Apr	0	1		1						
SBU05-21	Apr	1	0		1						
SBU06-21	May	0	1		1						
SBU07-21	May	1	0		1						
SBU08-21	May	1	0		1						
SBU09-21	May	1	0		1						
SBU10-21	May	1	0		1						
SBU11-21	May	0	1				1				
SBU12-21	May	1	0		1						
SBU13-21	May	1	0		1						
SBU14-21	May	0	1			1					
SBU15-21	May	1	0		1						
SBU16-21	Jun	1	0	1							
SBU17-21	Jun	1	0		1						
SBU18-21	Jun	1	0			1					
SBU19-21	Jun	1	0						1		

AUG 2021

Case status by Themes

Case Number	Start Month	Status Open	Status Closed	Patient Safety / Quality	Management Concerns	System and Process	Bullying and Harrassment	Discrimination /Inequality	Behaviour / Relationship	Staff Safety	Other
SBU20-21	Jun	1	0					1			
SBU21-21	Jul	1	0			1					
SBU22-21	Jul	1	0			1					
SBU23-21	Jul	1	0		1						
SBU24-21	Jul	1	0		1						
SBU25-21	Jul	0	1		1						
SBU26-21	Aug	1	0		1						
SBU27-21	Aug	1	0					1			
SBU28-21	Aug	0	1					1			
SBU29-21	Aug	1	0					1			
SBU30-21	Aug	1	0				1				

AUG 2021

Case status by Themes

Case Number	Start Month	Status Open	Status Closed	Patient Safety / Quality	Management Concerns	System and Process	Bullying and Harrassment	Discrimination /Inequality	Behaviour / Relationship	Staff Safety	Other
Totals		24	6	1	17	5	2	1	4		

Comments

1. SBU29 and SBU30 Management concerns relate to communication.
SBU31 is Covid related.
2. SBU33, SBU35 and SBU38 Management concerns relate to process.
SBU36 Management concern relates to behaviour,
3. SBU39 Management concern relates to behaviour.
SBU40 and SBU41 Management concerns relate to process.
4. SBU46 Management concern relates to process.
SBU47 Management concern relates to behaviour.
5. SBU50 and SBU53 are management concern relating to behaviour
6. SBU54, SBU55 - Management concern - behaviour
SBU56 - Management concern - process
SBU57, SBU58, SBU59, SBU60, SBU61 - management concern - communication
7. SBU01-21, SBU03-21 - Management concern relating to Communication
SBU04-21 - Management concern relating to Process
SBU05-21 - Management concern relating to behaviour
8. SBU06-21, SBU07-21, SBU08-21, SBU09-21, SBU10-21, SBU13-21, SBU14-21 & SBU15-21 are Management concerns relating to process
9. SBU17-21 Management concern which relates to process



Case Status by Job Group

Case No	Start Month	Status Open	Status Closed	Additional Prof. Scientific Technical	Additional Clinical Services	Administrative and Clerical	Allied Health Professional	Estates and Ancillary	Healthcare Scientist	Medical and Dental	Nursing and Midwifery	Students	Not disclosed
SBU01-21	Apr	1	0	1									
SBU02-21	Apr	1	0	1									
SBU03-21	Apr	1	0	1									
SBU04-21	Apr	0	1	1									
SBU05-21	Apr	1	0	1									
SBU06-21	May	0	1	1									
SBU07-21	May	1	0	1									
SBU08-21	May	1	0	1									
SBU09-21	May	1	0	1									
SBU10-21	May	1	0	1									
SBU11-21	May	0	1	1									
SBU12-21	May	1	0	1									
SBU13-21	May	1	0	1									
SBU14-21	May	0	1	1									
SBU15-21	May	1	0	1									
SBU16-21	Jun	1	0	1									
SBU17-21	Jun	1	0	1									



Case Status by Job Group

Case No	Start Month	Status Open	Status Closed	Additional Prof. Scientific Technical	Additional Clinical Services	Administrative and Clerical	Allied Health Professional	Estates and Ancillary	Healthcare Scientist	Medical and Dental	Nursing and Midwifery	Students	Not disclosed
SBU18-21	Jun	1	0	1									
SBU19-21	Jun	1	0	1									
SBU20-21	Jun	1	0	1									
SBU21-21	Jul	1	0	1									
SBU22-21	Jul	1	0	1									
SBU23-21	Jul	1	0	1									
SBU24-21	Jul	1	0	1									
SBU25-21	Jul	0	1	1									
SBU26-21	Aug	1	0	1									
SBU27-21	Aug	1	0	1									
SBU28-21	Aug	0	1	1									
SBU29-21	Aug	1	0	1									
SBU30-21	Aug	1	0	1									



Case Status by Job Group

Case No	Start Month	Status Open	Status Closed	Additional Prof. Scientific Technical	Additional Clinical Services	Administrative and Clerical	Allied Health Professional	Estates and Ancillary	Healthcare Scientist	Medical and Dental	Nursing and Midwifery	Students	Not disclosed
Totals		24	6		4	9		3		2	12		



AUG 2021

Case status by outcome

Case Number	Start Month	Open	Closed	Written/ Verbal Outcome	Ongoing	Chose not to pursue
SBU01-21	Apr	1	0	0	1	0
SBU02-21	Apr	1	0	0	1	0
SBU03-21	Apr	1	0	0	1	0
SBU04-21	Apr	0	1	1	0	0
SBU05-21	Apr	1	0	0	1	0
SBU06-21	May	0	1	0	0	1
SBU07-21	May	1	0	0	1	0
SBU08-21	May	1	0	0	1	0
SBU09-21	May	1	0	0	1	0
SBU10-21	May	1	0	0	1	0
SBU11-21	May	0	1	0	0	1
SBU12-21	May	1	0	0	1	0
SBU13-21	May	1	0	0	1	0
SBU14-21	May	0	1	1	0	0
SBU15-21	May	1	0	0	1	0
SBU16-21	Jun	1	0	0	1	0
SBU17-21	Jun	1	0	0	1	0
SBU18-21	Jun	1	0	0	1	0
SBU19-21	Jun	1	0	0	1	0



AUG 2021

Case status by outcome

Case Number	Start Month	Open	Closed	Written/ Verbal Outcome	Ongoing	Chose not to pursue
SBU20-21	Jun	1	0	0	1	0
SBU21-21	Jul	1	0	0	1	0
SBU22-21	Jul	1	0	0	1	0
SBU23-21	Jul	1	0	0	1	0
SBU24-21	Jul	1	0	0	1	0
SBU25-21	Jul	0	1	0	0	1
SBU26-21	Aug	1	0	0	1	0
SBU27-21	Aug	1	0	0	1	0
SBU28-21	Aug	0	1	1	0	0
SBU29-21	Aug	1	0	0	1	0
SBU30-21	Aug	1	0	0	1	0
Totals		24	6	3	24	3

Why use the Guardian service? (Year To Date)

Reason	Number	Percentage
A Fear of damage of career	1	3.33%
B Fear of losing job	1	3.33%
C Fear of reprisal	1	3.33%
D Believe they will not be listened to	8	26.67%
E Believe the organisation will not take action	3	10.00%
F Have raised concern but have not been listened to / nothing done	16	53.33%
Total	30	100.00%

Confidentiality	Number	Percentage
1 Keep it confidential within Guardian Service remit	22	73.33%
2 Permission to escalate with names	2	6.67%
3 Permission to escalate anonymously	6	20.00%
Total	30	100.00%



AUG 2021

Cases By Outcome

Case Number	Start Month	Open Status	Closed Status	Escalated to	Escalation Date	Org Response time	Action Taken	Outcome after action taken
SBU01-21	Apr	1	0					
SBU02-21	Apr	1	0					
SBU03-21	Apr	1	0					
SBU04-21	Apr	0	1	Assistant Director of Health & Safety	29-Apr-2021	1 day	The Assistant Director of Health & Safety will conduct full site visit in the next 7 days and look to install CCTV and any other reasonable steps, including reviewing use of lone working policy. He will also circulate newsletter to all staff at site.	Yes
SBU05-21	Apr	1	0					
SBU06-21	May	0	1					Required no further action or support
SBU07-21	May	1	0	Head of Department	17-May-2021	Same Day		
SBU08-21	May	1	0	Head of Department	17-May-2021	Same Day		



AUG 2021

Cases By Outcome

Case Number	Start Month	Open Status	Closed Status	Escalated to	Escalation Date	Org Response time	Action Taken	Outcome after action taken
SBU09-21	May	1	0	Head of HR 19.7.21	19-Jul-2021	Same Day	HR manager is reviewing case and meeting with member of staff	
SBU10-21	May	1	0	HR Business Partner	18-May-2021	Same Day		
SBU11-21	May	0	1					Concern in relation to colleague is being progressed formally through union representative.
SBU12-21	May	1	0	Head of Department	17-May-2021	Same Day		
SBU13-21	May	1	0					
SBU14-21	May	0	1				Details provided of how to contact pensions	Contact spoke to pensions for information
SBU15-21	May	1	0					
SBU16-21	Jun	1	0					
SBU17-21	Jun	1	0					
SBU18-21	Jun	1	0	Asst Director of Health and Safety	16-Jun-2021	same day	Site visit conducted	Ongoing efforts to upgrade security
SBU19-21	Jun	1	0					
SBU20-21	Jun	1	0					
SBU21-21	Jul	1	0					



AUG 2021

Cases By Outcome

Case Number	Start Month	Open Status	Closed Status	Escalated to	Escalation Date	Org Response time	Action Taken	Outcome after action taken
SBU22-21	Jul	1	0					
SBU23-21	Jul	1	0					
SBU24-21	Jul	1	0					
SBU25-21	Jul	0	1					Empowered to seek answers from Mgt
SBU26-21	Aug	1	0	Director of Nursing	31-Aug-2021	1 day	Meeting arranged with staff to discuss solutions	
SBU27-21	Aug	1	0					
SBU28-21	Aug	0	1					Provided information on support and subsequently confirmed action taken
SBU29-21	Aug	1	0					
SBU30-21	Aug	1	0					
Totals		24	6					

Case by Directorate	This month	Year to Date
Corporate Nursing Department		
Director of Corporate Governance		1
Director of Strategy		
Estates & Facilities		2
Finance		
Informatics		5
Medical Directors Department		
Mental Health & Learning Disabilities Delivery Unit	1	3
Morryston Delivery Unit	3	10
Neath Port Talbot Delivery Unit	1	2
Not Disclosed		

	This month	Year to Date
Case by Directorate		
Primary & Community Services Delivery Unit		1
Singleton Delivery Unit		6
Workforce & OD		
Totals	5	30

AUG 2021

Cases by Professional level	This month	Year to Date
Worker	5	27
Not Disclosed		1
Manager		2
Senior Leader		
Totals	5	30