

Title	<b>GUARDIAN ACTIVITY REPORT</b>
Period	<b>MAR - 2024</b>
Trust	<b>Swansea Bay University Health Board</b>

Think before you print. Protect our environment.

Cases

No of new cases this month	4
No of cases closed this month	2
Total no of cases year to date	128
No of cases open year to date	69
No of cases closed year to date	59

RAG status

	Open Cases This Month	Total Cases This Year
Red	0	1
Amber	3	89
Green	1	36
White	0	2
	<u>4</u>	<u>128</u>

Outcomes

	This Month	This Year
Written / Verbal	2	49
Chose not to pursue	0	6
No further contact	0	4
	<u>2</u>	<u>59</u>

Themes

	Primary only		All themes inc primary	
	Month	Year	Month	Year
Patient safety / quality	0	13	0	18
Worker safety or wellbeing	0	1	0	18
Bullying or harassment	1	6	2	9

Other inappropriate behaviour or attitudes

Behaviour / relationship	1	8	2	16
Discrimination and inequality	0	4	0	5
Management issue	2	63	2	75

Additional Themes

System and Process	0	30	0	39
Other	0	3	0	3

Totals 4 128 6 183

Activity / Visits

	This Month	This Year
Promotion	2	65
Site briefing	0	3
Online briefing	0	11
Site meeting	1	4
Online meeting	1	37

Case-related activity

	This Month	This Year
Email	70	1031
Telephone	36	545
Face to face	26	344

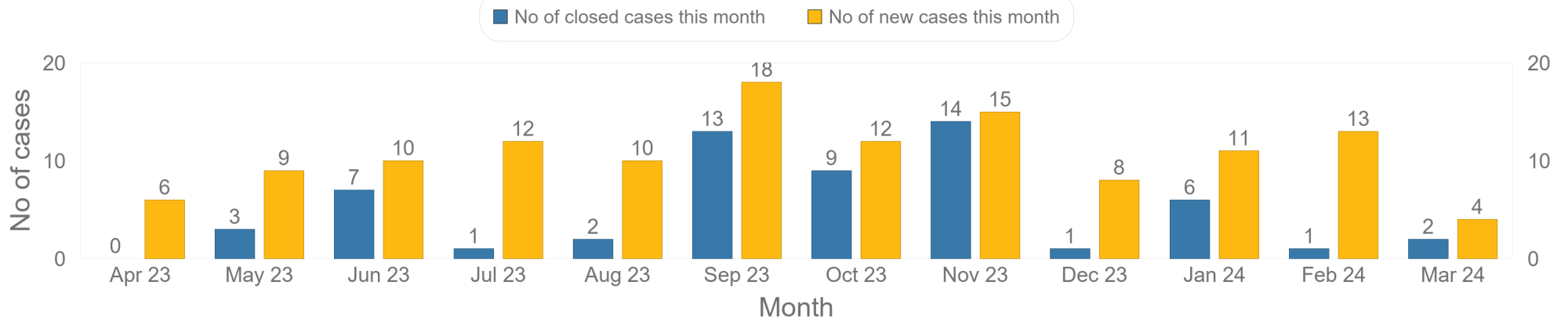
Cases raised anonymously

This Month	This Year
2	96

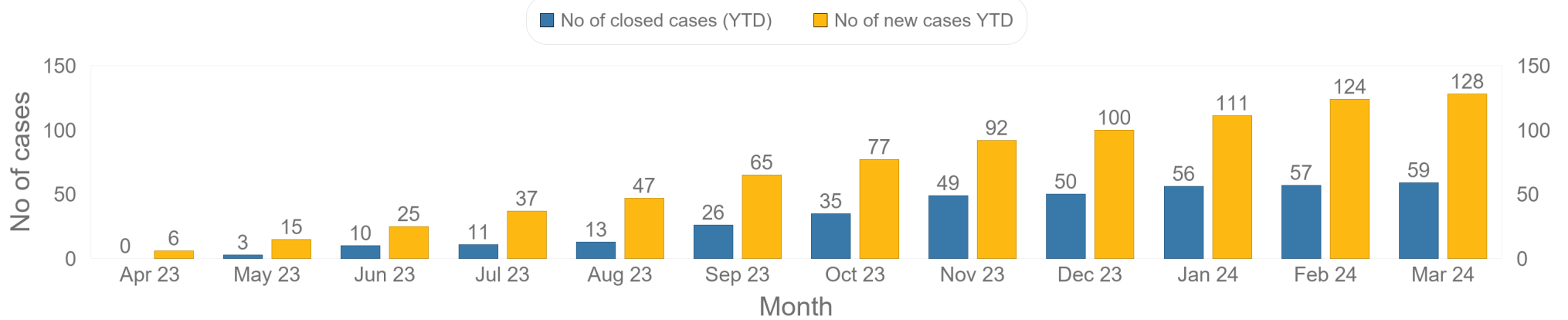
Detriment

This Month	This Year
0	1

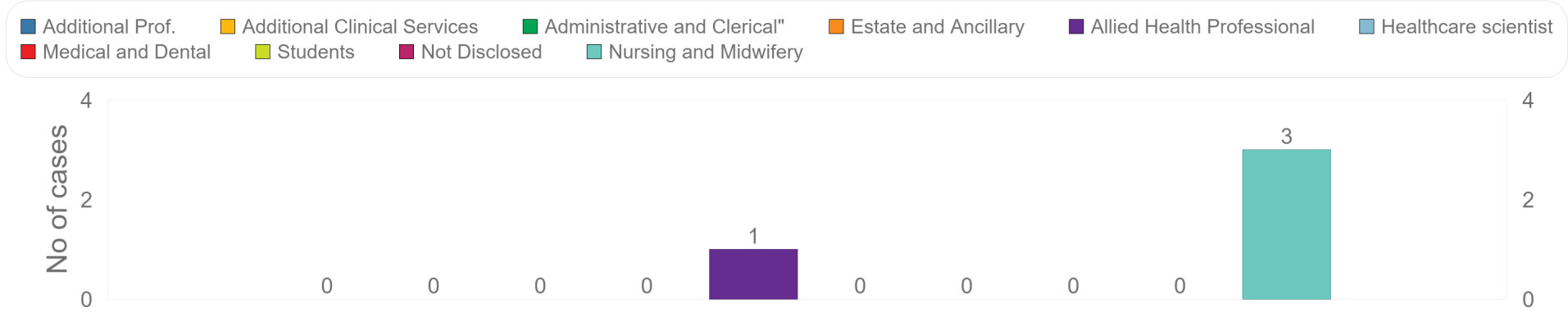
### Case Activity By Month



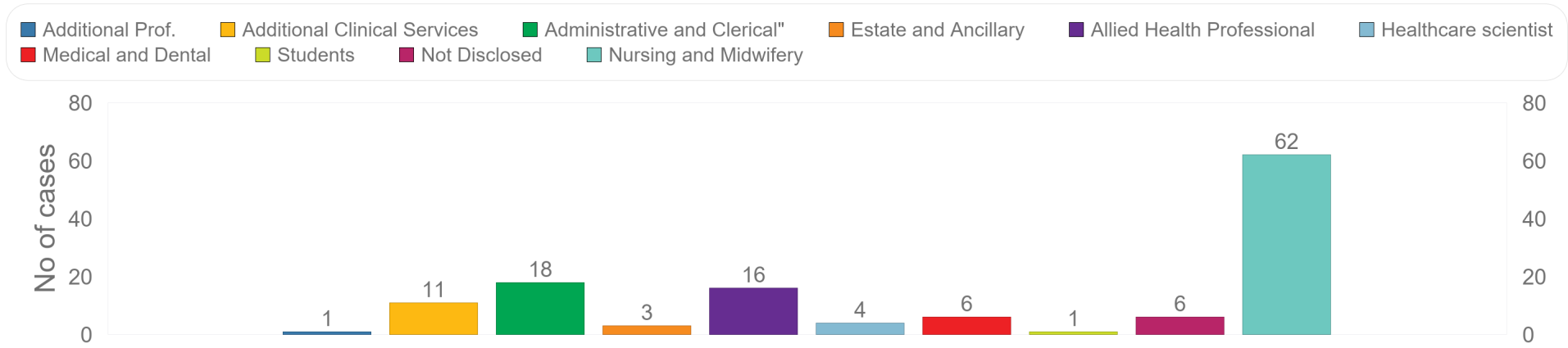
### Cases Year To Date



### Cases by Job Group This Month



### Cases by Job Group YTD



Case Status by Job Group

Case No	Start Month	Open	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
SBU-23-01	Apr		✓										✓
SBU-23-02	Apr	✓					✓						
SBU-23-03	Apr		✓				✓						
SBU-23-04	Apr		✓				✓						
SBU-23-05	Apr		✓							✓			
SBU-23-06	Apr		✓				✓						
SBU-23-07	May		✓									✓	
SBU-23-08	May		✓								✓		
SBU-23-09	May		✓								✓		
SBU-23-10	May		✓								✓		
SBU-23-11	May		✓										✓
SBU-23-12	May		✓								✓		
SBU-23-13	May		✓								✓		
SBU-23-14	May		✓								✓		
SBU-23-15	May		✓			✓							
SBU-23-16	Jun		✓						✓				

Case Status by Job Group

Case No	Start Month	Open	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
SBU-23-17	Jun		✓								✓		
SBU-23-18	Jun		✓	✓									
SBU-23-19	Jun	✓			✓								
SBU-23-20	Jun		✓								✓		
SBU-23-21	Jun		✓				✓						
SBU-23-22	Jun		✓								✓		
SBU-23-23	Jun		✓			✓							
SBU-23-24	Jun		✓				✓						
SBU-23-25	Jun		✓										✓
SBU-23-26	Jul		✓								✓		
SBU-23-27	Jul	✓			✓								
SBU-23-28	Jul		✓				✓						
SBU-23-29	Jul	✓				✓							
SBU-23-30	Jul	✓				✓							
SBU-23-31	Jul	✓				✓							
SBU-23-32	Jul	✓				✓							

Case Status by Job Group

Case No	Start Month	Open	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
SBU-23-33	Jul		✓				✓						
SBU-23-34	Jul		✓					✓					
SBU-23-35	Jul		✓								✓		
SBU-23-36	Jul		✓			✓							
SBU-23-37	Jul		✓			✓							
SBU-23-38	Aug	✓			✓								
SBU-23-39	Aug	✓				✓							
SBU-23-40	Aug	✓				✓							
SBU-23-41	Aug		✓						✓				
SBU-23-42	Aug		✓			✓							
SBU-23-43	Aug		✓								✓		
SBU-23-44	Aug		✓		✓								
SBU-23-45	Aug		✓								✓		
SBU-23-46	Aug		✓								✓		
SBU-23-47	Aug		✓								✓		
SBU-23-48	Sep	✓									✓		



Case Status by Job Group

Case No	Start Month	Open	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
SBU-23-65	Sep		✓							✓			
SBU-23-66	Oct	✓									✓		
SBU-23-67	Oct	✓									✓		
SBU-23-68	Oct	✓									✓		
SBU-23-69	Oct	✓									✓		
SBU-23-70	Oct	✓					✓						
SBU-23-71	Oct	✓									✓		
SBU-23-72	Oct	✓									✓		
SBU-23-73	Oct	✓											✓
SBU-23-74	Oct	✓					✓						
SBU-23-75	Oct		✓							✓			
SBU-23-76	Oct		✓				✓						
SBU-23-77	Oct		✓							✓			
SBU-23-78	Nov		✓				✓						
SBU-23-79	Nov		✓			✓							
SBU-23-80	Nov		✓					✓					



Case Status by Job Group

Case No	Start Month	Open	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
SBU-23-97	Dec	✓								✓			
SBU-23-98	Dec	✓			✓								
SBU-23-99	Dec	✓			✓								
SBU-23-100	Dec	✓				✓							
SBU-23-101	Jan		✓			✓							
SBU-23-102	Jan		✓					✓					
SBU-23-103	Jan	✓									✓		
SBU-23-104	Jan	✓									✓		
SBU-23-105	Jan	✓					✓						
SBU-23-106	Jan	✓									✓		
SBU-23-107	Jan		✓			✓							
SBU-23-108	Jan	✓				✓							
SBU-23-109	Jan	✓			✓								
SBU-23-110	Jan	✓									✓		
SBU-23-111	Jan		✓			✓							
SBU-23-112	Feb	✓									✓		

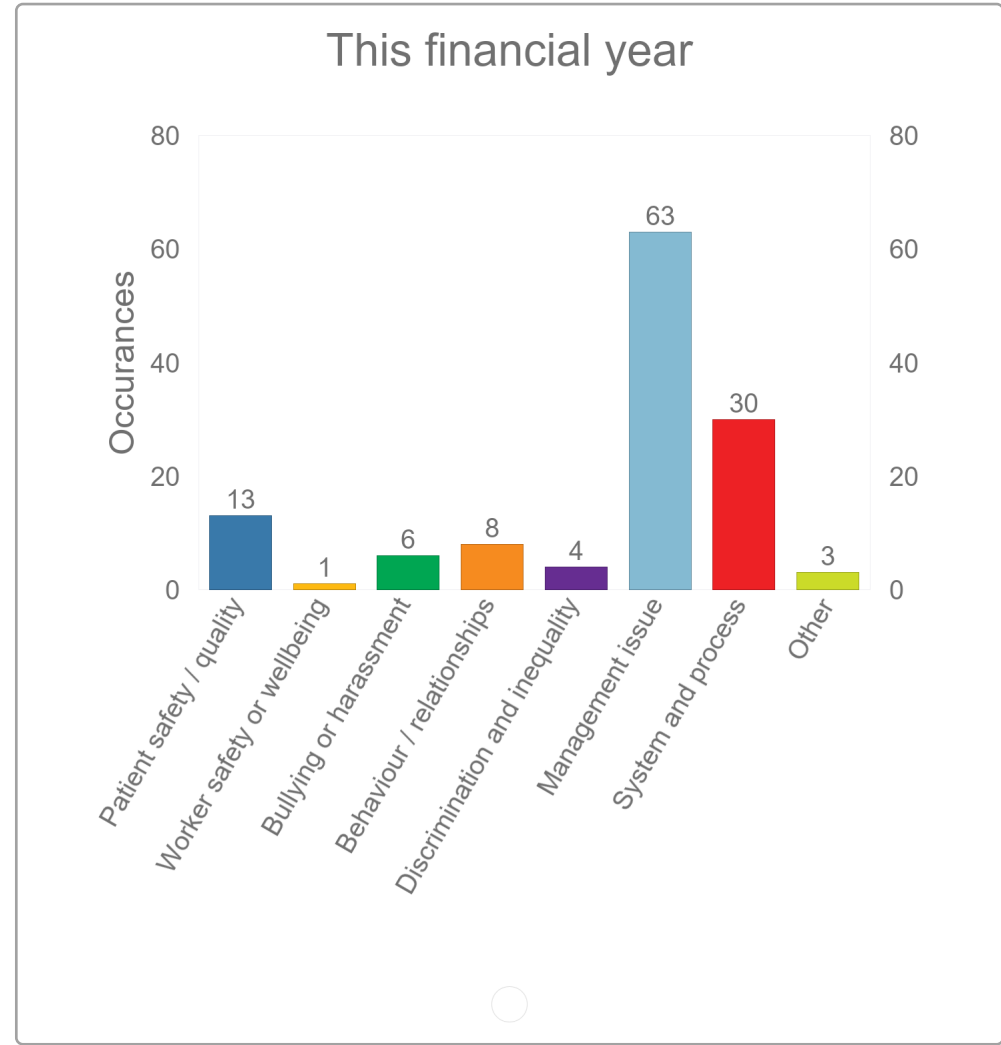
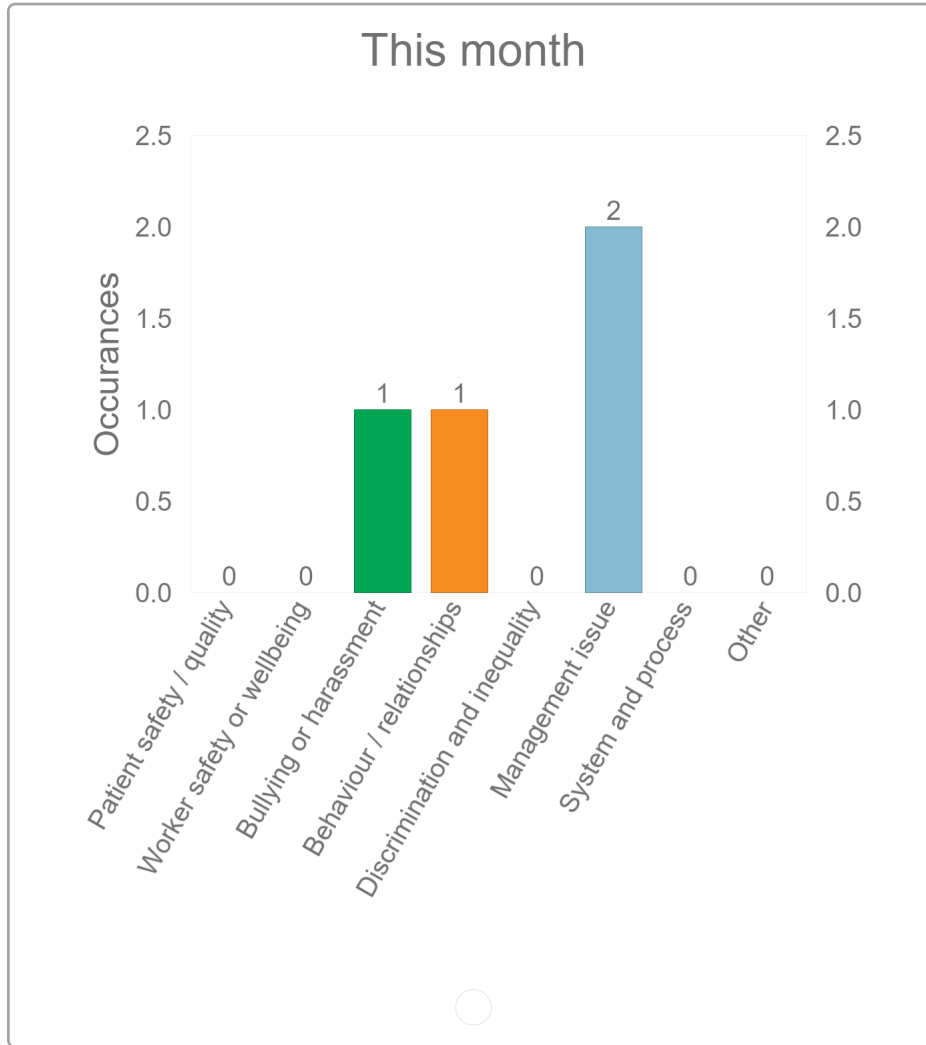
Case Status by Job Group

Case No	Start Month	Open	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
SBU-23-113	Feb	✓									✓		
SBU-23-114	Feb	✓					✓						
SBU-23-115	Feb	✓									✓		
SBU-23-116	Feb	✓									✓		
SBU-23-117	Feb	✓									✓		
SBU-23-118	Feb	✓									✓		
SBU-23-119	Feb	✓									✓		
SBU-23-120	Feb	✓			✓								
SBU-23-121	Feb	✓											✓
SBU-23-122	Feb	✓									✓		
SBU-23-123	Feb	✓									✓		
SBU-23-124	Feb	✓									✓		
SBU-23-125	Mar	✓									✓		
SBU-23-126	Mar	✓					✓						
SBU-23-127	Mar	✓									✓		
SBU-23-128	Mar	✓									✓		

**Case Status by Job Group**

Case No	Start Month	Open	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
<b>Totals</b>		69	59	1	11	18	16	3	4	6	62	1	6

## Primary Themes



Cases by Primary Theme

Case Number	Start Month	Open	Closed	Patient Safety / Quality	Management Issue	System & Process	Bullying & Harrassment	Discrimination /Inequality	Behaviour / Relationship	Worker Safety	Other	Other Detail	Managment Issue Detail
SBU-23-01	Apr		✓			✓							
SBU-23-02	Apr	✓			✓								A Process
SBU-23-03	Apr		✓			✓							
SBU-23-04	Apr		✓			✓							
SBU-23-05	Apr		✓		✓								B Communication
SBU-23-06	Apr		✓			✓							
SBU-23-07	May		✓	✓									
SBU-23-08	May		✓					✓					
SBU-23-09	May		✓		✓								A Process
SBU-23-10	May		✓	✓									
SBU-23-11	May		✓		✓								C Behaviour
SBU-23-12	May		✓			✓							
SBU-23-13	May		✓			✓							
SBU-23-14	May		✓			✓							
SBU-23-15	May		✓			✓							
SBU-23-16	Jun		✓			✓							









Cases by Primary Theme

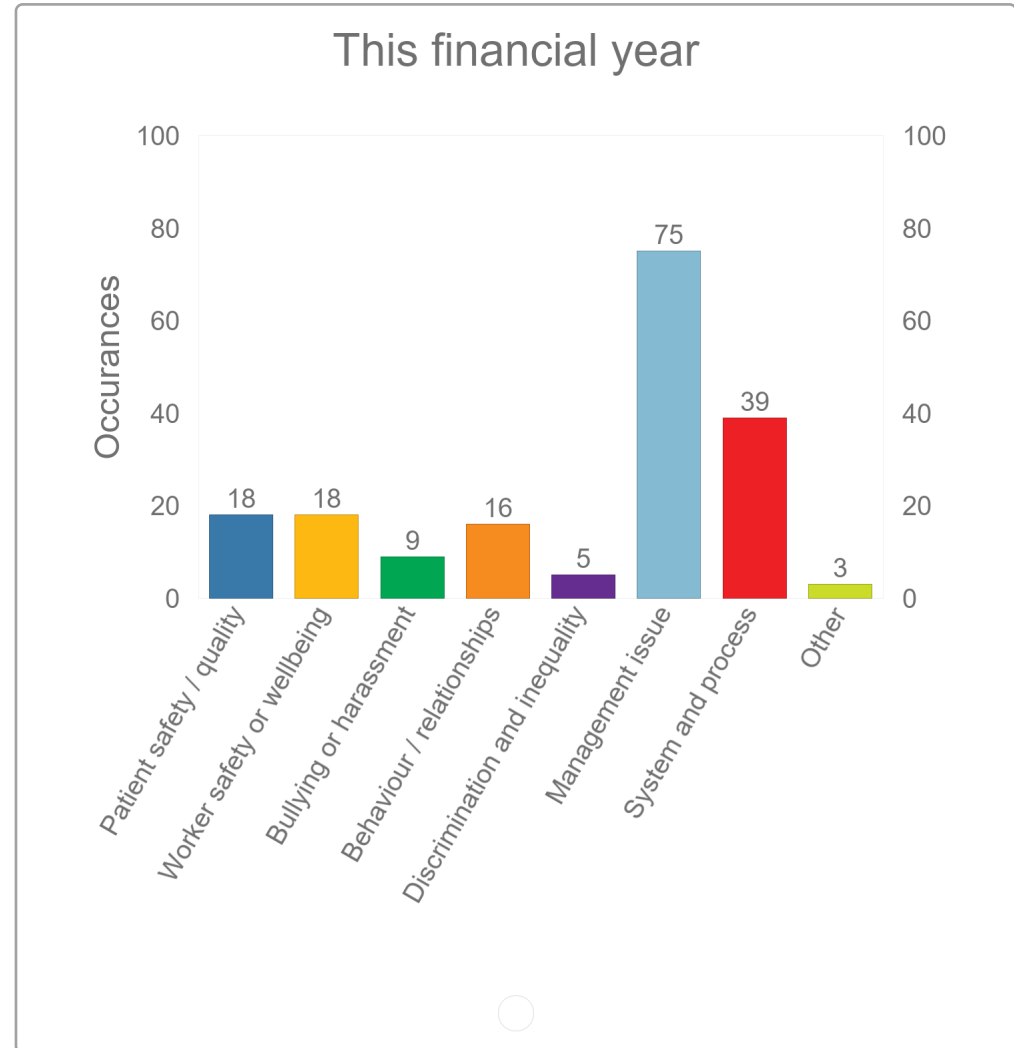
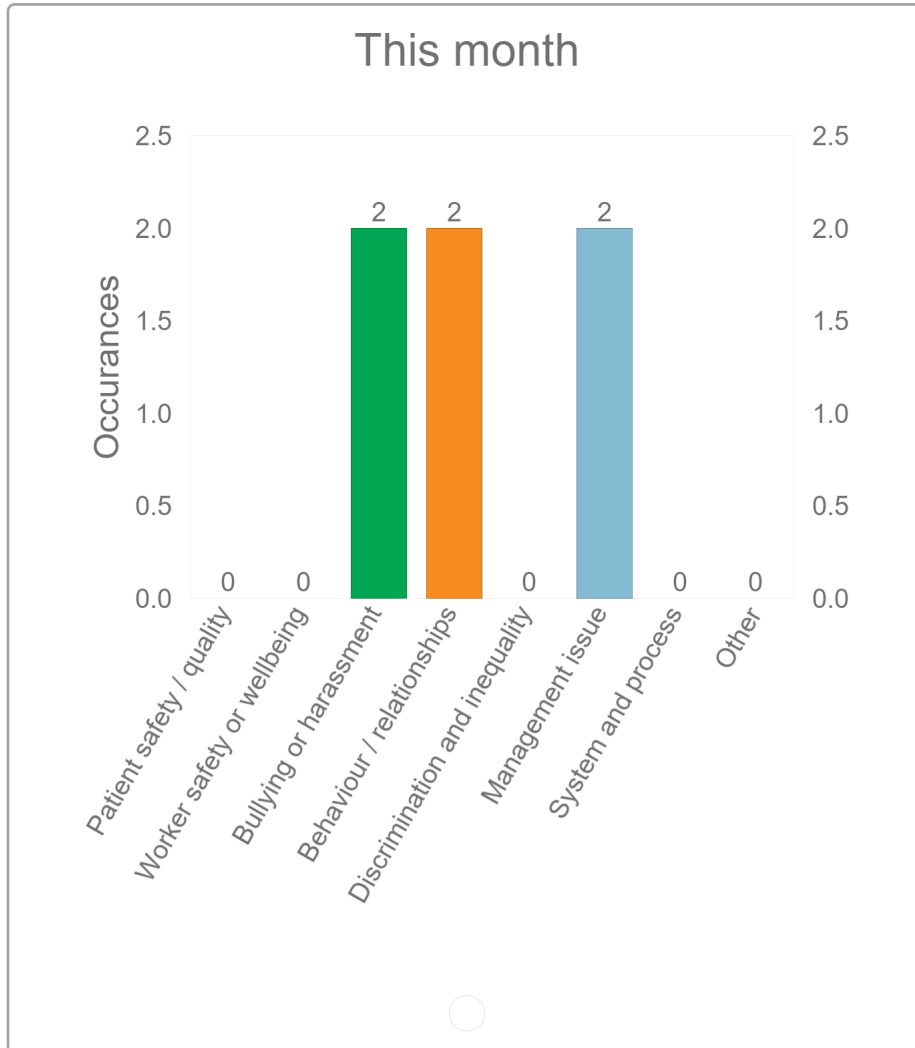
Case Number	Start Month	Open	Closed	Patient Safety / Quality	Management Issue	System & Process	Bullying & Harrassment	Discrimination /Inequality	Behaviour / Relationship	Worker Safety	Other	Other Detail	Managment Issue Detail
SBU-23-87	Nov	✓		✓									
SBU-23-88	Nov	✓		✓									
SBU-23-89	Nov	✓		✓									
SBU-23-90	Nov	✓		✓									
SBU-23-91	Nov	✓					✓						
SBU-23-92	Nov	✓			✓								A Process
SBU-23-93	Dec	✓			✓								C Behaviour
SBU-23-94	Dec		✓							✓			
SBU-23-95	Dec	✓			✓								A Process
SBU-23-96	Dec		✓						✓				
SBU-23-97	Dec	✓		✓									
SBU-23-98	Dec	✓			✓								A Process
SBU-23-99	Dec	✓			✓								A Process
SBU-23-100	Dec	✓							✓				
SBU-23-101	Jan		✓				✓						
SBU-23-102	Jan		✓			✓							
SBU-23-103	Jan	✓			✓								A Process
SBU-23-104	Jan	✓			✓								B Communication



**Cases by Primary Theme**

Case Number	Start Month	Open	Closed	Patient Safety / Quality	Management Issue	System & Process	Bullying & Harrassment	Discrimination /Inequality	Behaviour / Relationship	Worker Safety	Other	Other Detail	Managment Issue Detail
SBU-23-123	Feb	✓			✓								A Process
SBU-23-124	Feb	✓			✓								A Process
SBU-23-125	Mar	✓					✓						
SBU-23-126	Mar	✓							✓				
SBU-23-127	Mar	✓			✓								A Process
SBU-23-128	Mar	✓			✓								A Process
<b>Totals</b>		69	59	13	63	30	6	4	8	1	3		

## Multi-theme Occurences



Cases by Multi-Theme

✓ = Primary theme

Case Number	Start Month	Open	Closed	Patient safety / quality	Worker safety or wellbeing	Bullying or harrassment	Behaviour / relationship	Discrimination & inequality	Management Issue	System & Process	Other	Other Detail	Managment Issue Detail
SBU-23-01	Apr		✓						✓	✓			
SBU-23-02	Apr	✓					✓		✓				A Process
SBU-23-03	Apr		✓							✓			
SBU-23-04	Apr		✓							✓			
SBU-23-05	Apr		✓						✓				B Communication
SBU-23-06	Apr		✓							✓			
SBU-23-07	May		✓	✓					✓				
SBU-23-08	May		✓					✓	✓				
SBU-23-09	May		✓						✓				A Process
SBU-23-10	May		✓	✓					✓	✓			
SBU-23-11	May		✓						✓				C Behaviour
SBU-23-12	May		✓						✓	✓			
SBU-23-13	May		✓							✓			
SBU-23-14	May		✓							✓			
SBU-23-15	May		✓							✓			
SBU-23-16	Jun		✓							✓			

Cases by Multi-Theme

✓ = Primary theme

Case Number	Start Month	Open	Closed	Patient safety / quality	Worker safety or wellbeing	Bullying or harrasment	Behaviour / relationship	Discrimination & inequality	Management Issue	System & Process	Other	Other Detail	Managment Issue Detail
SBU-23-17	Jun		✓								✓	Request for information on signposting regarding mental health support	
SBU-23-18	Jun		✓						✓				C Behaviour
SBU-23-19	Jun	✓							✓				C Behaviour
SBU-23-20	Jun		✓						✓				A Process
SBU-23-21	Jun		✓						✓				A Process
SBU-23-22	Jun		✓	✓									
SBU-23-23	Jun		✓	✓						✓			
SBU-23-24	Jun		✓						✓				A Process
SBU-23-25	Jun		✓						✓				A Process
SBU-23-26	Jul		✓						✓				B Communication
SBU-23-27	Jul	✓							✓				B Communication
SBU-23-28	Jul		✓						✓				C Behaviour
SBU-23-29	Jul	✓							✓				C Behaviour
SBU-23-30	Jul	✓							✓				C Behaviour
SBU-23-31	Jul	✓							✓				C Behaviour

Cases by Multi-Theme

✓ = Primary theme

Case Number	Start Month	Open	Closed	Patient safety / quality	Worker safety or wellbeing	Bullying or harrasment	Behaviour / relationship	Discrimination & inequality	Management Issue	System & Process	Other	Other Detail	Managment Issue Detail
SBU-23-32	Jul	✓							✓				C Behaviour
SBU-23-33	Jul		✓				✓						
SBU-23-34	Jul		✓						✓				C Behaviour
SBU-23-35	Jul		✓							✓			
SBU-23-36	Jul		✓							✓			
SBU-23-37	Jul		✓						✓				C Behaviour
SBU-23-38	Aug	✓								✓			
SBU-23-39	Aug	✓				✓	✓		✓				C Behaviour
SBU-23-40	Aug	✓							✓				C Behaviour
SBU-23-41	Aug		✓					✓		✓			
SBU-23-42	Aug		✓					✓					
SBU-23-43	Aug		✓				✓						
SBU-23-44	Aug		✓							✓			
SBU-23-45	Aug		✓							✓			
SBU-23-46	Aug		✓			✓							
SBU-23-47	Aug		✓							✓			
SBU-23-48	Sep	✓							✓				A Process
SBU-23-49	Sep	✓							✓				C Behaviour

Cases by Multi-Theme

✓ = Primary theme

Case Number	Start Month	Open	Closed	Patient safety / quality	Worker safety or wellbeing	Bullying or harrasment	Behaviour / relationship	Discrimination & inequality	Management Issue	System & Process	Other	Other Detail	Managment Issue Detail
SBU-23-50	Sep	✓							✓				C Behaviour
SBU-23-51	Sep	✓									✓	Not Disclosed	
SBU-23-52	Sep	✓					✓						
SBU-23-53	Sep	✓		✓					✓				C Behaviour
SBU-23-54	Sep	✓		✓					✓				C Behaviour
SBU-23-55	Sep	✓		✓					✓				C Behaviour
SBU-23-56	Sep	✓							✓				C Behaviour
SBU-23-57	Sep	✓							✓	✓			C Behaviour
SBU-23-58	Sep		✓							✓			
SBU-23-59	Sep		✓					✓					
SBU-23-60	Sep		✓							✓			
SBU-23-61	Sep		✓							✓			
SBU-23-62	Sep		✓							✓			
SBU-23-63	Sep		✓						✓				A Process
SBU-23-64	Sep		✓						✓				B Communication
SBU-23-65	Sep		✓							✓			
SBU-23-66	Oct	✓		✓					✓				A Process
SBU-23-67	Oct	✓							✓	✓			A Process

Cases by Multi-Theme

✓ = Primary theme

Case Number	Start Month	Open	Closed	Patient safety / quality	Worker safety or wellbeing	Bullying or harassment	Behaviour / relationship	Discrimination & inequality	Management Issue	System & Process	Other	Other Detail	Managment Issue Detail
SBU-23-68	Oct	✓							✓	✓			A Process
SBU-23-69	Oct	✓			✓				✓	✓			A Process
SBU-23-70	Oct	✓				✓							
SBU-23-71	Oct	✓			✓				✓	✓			A Process
SBU-23-72	Oct	✓					✓		✓	✓			C Behaviour
SBU-23-73	Oct	✓							✓				A Process
SBU-23-74	Oct	✓		✓						✓			
SBU-23-75	Oct		✓							✓			
SBU-23-76	Oct		✓							✓			
SBU-23-77	Oct		✓							✓			
SBU-23-78	Nov		✓							✓			
SBU-23-79	Nov		✓							✓			
SBU-23-80	Nov		✓						✓				C Behaviour
SBU-23-81	Nov		✓							✓			
SBU-23-82	Nov	✓					✓						
SBU-23-83	Nov		✓			✓							
SBU-23-84	Nov	✓		✓	✓				✓				
SBU-23-85	Nov	✓		✓	✓				✓				

Cases by Multi-Theme

✓ = Primary theme

Case Number	Start Month	Open	Closed	Patient safety / quality	Worker safety or wellbeing	Bullying or harrassment	Behaviour / relationship	Discrimination & inequality	Management Issue	System & Process	Other	Other Detail	Managment Issue Detail
SBU-23-86	Nov	✓		✓	✓				✓				
SBU-23-87	Nov	✓		✓	✓				✓				
SBU-23-88	Nov	✓		✓	✓				✓				
SBU-23-89	Nov	✓		✓	✓				✓				
SBU-23-90	Nov	✓		✓	✓				✓				
SBU-23-91	Nov	✓				✓							
SBU-23-92	Nov	✓					✓		✓				A Process
SBU-23-93	Dec	✓					✓		✓				C Behaviour
SBU-23-94	Dec		✓		✓								
SBU-23-95	Dec	✓							✓				A Process
SBU-23-96	Dec		✓				✓						
SBU-23-97	Dec	✓		✓	✓								
SBU-23-98	Dec	✓							✓				A Process
SBU-23-99	Dec	✓			✓				✓				A Process
SBU-23-100	Dec	✓					✓						
SBU-23-101	Jan		✓			✓							
SBU-23-102	Jan		✓				✓			✓			
SBU-23-103	Jan	✓							✓				A Process

Cases by Multi-Theme

✓ = Primary theme

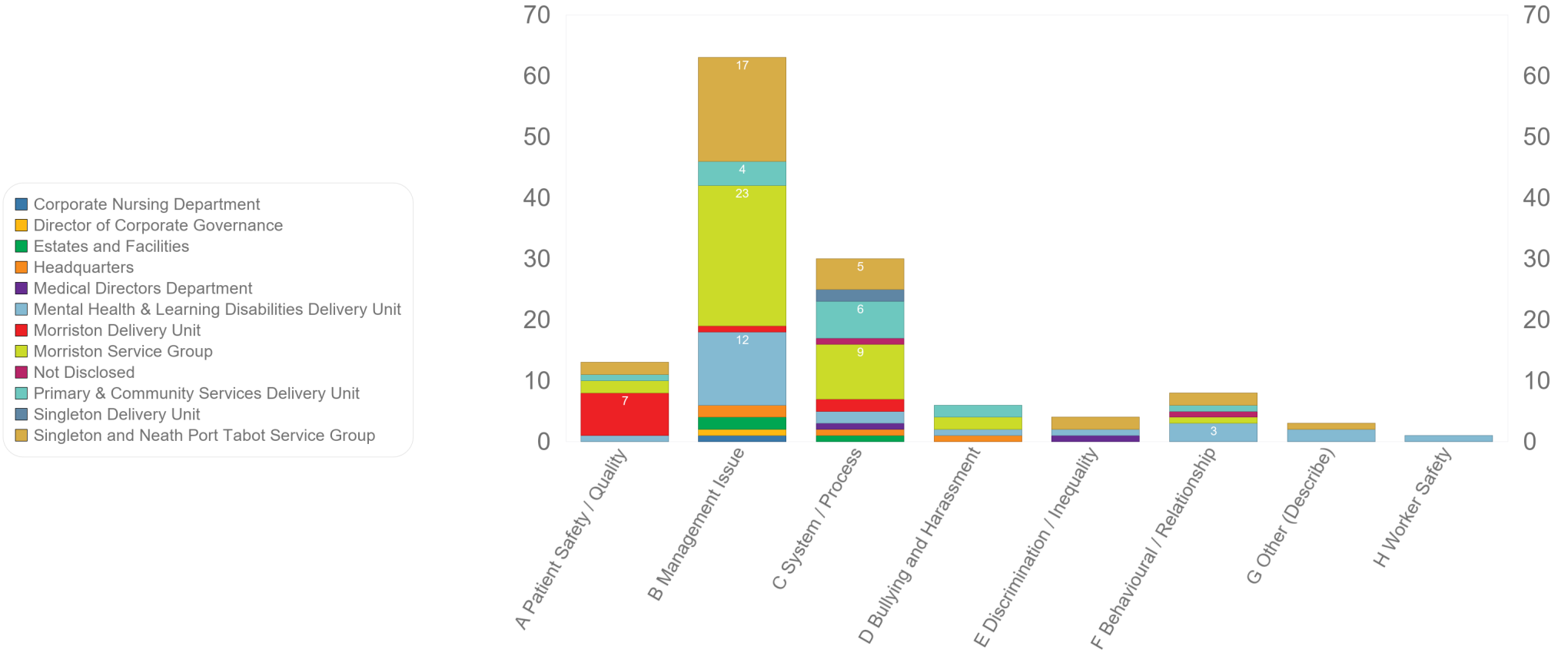
Case Number	Start Month	Open	Closed	Patient safety / quality	Worker safety or wellbeing	Bullying or harassment	Behaviour / relationship	Discrimination & inequality	Management Issue	System & Process	Other	Other Detail	Management Issue Detail
SBU-23-104	Jan	✓		✓					✓				B Communication
SBU-23-105	Jan	✓						✓					
SBU-23-106	Jan	✓							✓				A Process
SBU-23-107	Jan		✓						✓				A Process
SBU-23-108	Jan	✓							✓				A Process
SBU-23-109	Jan	✓								✓			
SBU-23-110	Jan	✓							✓				A Process
SBU-23-111	Jan		✓								✓	Work/life balance	
SBU-23-112	Feb	✓							✓				A Process
SBU-23-113	Feb	✓							✓				A Process
SBU-23-114	Feb	✓				✓	✓		✓				A Process
SBU-23-115	Feb	✓								✓			
SBU-23-116	Feb	✓							✓				A Process
SBU-23-117	Feb	✓			✓				✓				A Process
SBU-23-118	Feb	✓			✓				✓				A Process
SBU-23-119	Feb	✓			✓				✓				A Process
SBU-23-120	Feb	✓			✓				✓				A Process

Cases by Multi-Theme

✓ = Primary theme

Case Number	Start Month	Open	Closed	Patient safety / quality	Worker safety or wellbeing	Bullying or harrasment	Behaviour / relationship	Discrimination & inequality	Management Issue	System & Process	Other	Other Detail	Managment Issue Detail
SBU-23-121	Feb	✓					✓						
SBU-23-122	Feb	✓			✓				✓				A Process
SBU-23-123	Feb	✓							✓				A Process
SBU-23-124	Feb	✓			✓				✓				A Process
SBU-23-125	Mar	✓				✓	✓						
SBU-23-126	Mar	✓				✓	✓						
SBU-23-127	Mar	✓							✓				A Process
SBU-23-128	Mar	✓							✓				A Process
<b>Totals</b>		69	59	18	18	9	16	5	75	39	3		

## Directorates by Primary Theme YTD



**Summary - Directorates by Theme**

**A Patient Safety / Quality**

<b>Directorate</b>	<b>This Month</b>	<b>Year to Date</b>
Mental Health & Learning Disabilities Delivery Unit	0	1
Morrison Delivery Unit	0	7
Morrison Service Group	0	2
Primary & Community Services Delivery Unit	0	1
Singleton and Neath Port Talbot Service Group	0	2

**B Management Issue**

<b>Directorate</b>	<b>This Month</b>	<b>Year to Date</b>
Corporate Nursing Department	0	1
Director of Corporate Governance	0	1
Estates and Facilities	0	2
Headquarters	0	2
Mental Health & Learning Disabilities Delivery Unit	0	12
Morrison Delivery Unit	0	1
Morrison Service Group	2	23
Primary & Community Services Delivery Unit	0	4
Singleton and Neath Port Talbot Service Group	0	17

**C System / Process**

<b>Directorate</b>	<b>This Month</b>	<b>Year to Date</b>
Estates and Facilities	0	1
Headquarters	0	1
Medical Directors Department	0	1
Mental Health & Learning Disabilities Delivery Unit	0	2
Morrison Delivery Unit	0	2

**Summary - Directorates by Theme**

Morriston Service Group	0	9
Not Disclosed	0	1
Primary & Community Services Delivery Unit	0	6
Singleton and Neath Port Talbot Service Group	0	5
Singleton Delivery Unit	0	2

**D Bullying and Harassment**

<b>Directorate</b>	<b>This Month</b>	<b>Year to Date</b>
Headquarters	0	1
Mental Health & Learning Disabilities Delivery Unit	0	1
Morriston Service Group	1	2
Primary & Community Services Delivery Unit	0	2

**E Discrimination / Inequality**

<b>Directorate</b>	<b>This Month</b>	<b>Year to Date</b>
Medical Directors Department	0	1
Mental Health & Learning Disabilities Delivery Unit	0	1
Singleton and Neath Port Talbot Service Group	0	2

**F Behavioural / Relationship**

<b>Directorate</b>	<b>This Month</b>	<b>Year to Date</b>
Mental Health & Learning Disabilities Delivery Unit	0	3
Morriston Service Group	0	1
Not Disclosed	0	1
Primary & Community Services Delivery Unit	0	1
Singleton and Neath Port Talbot Service Group	1	2

**Summary - Directorates by Theme**

**G Other (Describe)**

<b>Directorate</b>	<b>This Month</b>	<b>Year to Date</b>
Mental Health & Learning Disabilities Delivery Unit	0	2
Singleton and Neath Port Talbot Service Group	0	1

**H Worker Safety**

<b>Directorate</b>	<b>This Month</b>	<b>Year to Date</b>
Mental Health & Learning Disabilities Delivery Unit	0	1
<b>Total</b>	<b>4</b>	<b>128</b>

### Cases by Directorate - Summary

Directorate	This Month	Year to Date
Corporate Nursing Department		1
Director of Corporate Governance		1
Estates and Facilities		3
Headquarters		4
Medical Directors Department		2
Mental Health & Learning Disabilities Delivery Unit		23
Morrison Delivery Unit		10
Morrison Service Group	3	37
Not Disclosed		2
Primary & Community Services Delivery Unit		14
Singleton and Neath Port Talbot Service Group	1	29
Singleton Delivery Unit		2
	<b>Totals</b>	<b>4</b>
		<b>128</b>

**Why use the Guardian service? ( Year to date )**

<b>Reason</b>	<b>Number</b>	<b>Percentage</b>
A Impartial support	19	14.84%
B Fear of reprisal	6	4.69%
C Believe they will not be listened to	49	38.28%
D Have raised concern before but have not been listened to	48	37.50%
E Other	6	4.69%
	<hr/>	
	128	100.00%

<b>Confidentiality</b>	<b>Number</b>	<b>Percentage</b>
1 Keep confidential	108	84.38%
2 Permission to escalate with name	9	7.03%
3 Permission to escalate anonymously	8	6.25%
4 Permission to escalate without name	3	2.34%
	<hr/>	
	128	100.00%

### Case Escalations, Actions & Outcomes

Case Number	Case Date	Open	Closed	Escalated to	Escalation Date	Org Response time	Action taken	Outcome After Action Taken
SBU-23-01	Apr		✓				Options considered and spoke to HR/Line Management	Matter resolved and correct payment made.
SBU-23-02	Apr	✓						
SBU-23-03	Apr		✓	Deputy HR BP	21-Apr-2023	Same day	Following conversations the concern was raised with Deputy HR BP	The member of staff was contacted by their line manager and support put in place, and improved communication.
SBU-23-04	Apr		✓				The member of staff was concerned over how a colleague was treated, wanted independent support.	They did not wish to escalate or proceed further, but felt much better after contact with GSL.
SBU-23-05	Apr		✓				Concern escalated to the Deputy Director of Medicine	The member of staff is addressing the issue with Swansea University who in turn will liaise with the health board.
SBU-23-06	Apr		✓	HR BP	20-Apr-2023	Same day	The concerns of the member of staff were brought to the attention of the HR BP.	The HR BP is in the process of increasing staffing and will add the concern to the evidence they are collating.
SBU-23-07	May		✓				Discussed options.	Spoke with Tutor and matter resolved.
SBU-23-08	May		✓				Individual just wanted to offload/vent.	Listening seemed to work!
SBU-23-09	May		✓				Support through formal process	Reinstated to post

### Case Escalations, Actions & Outcomes

Case Number	Case Date	Open	Closed	Escalated to	Escalation Date	Org Response time	Action taken	Outcome After Action Taken
SBU-23-10	May		✓				Meet to consider options.	Matter resolved.
SBU-23-11	May		✓				Following conversation the member of staff was meeting with their line manager.	No further support required as line manager is now dealing with the situation and addressing the matters raised.
SBU-23-12	May		✓				Concern discussed but no request to escalate.	Member of staff decided to address issue formally.
SBU-23-13	May		✓				Member of staff did not want issue escalated.	Member of staff having discussed circumstances with GSL did not wish to take matter further
SBU-23-14	May		✓				Matter discussed with member of staff, who was concerned over staffing.	Member of staff did not wish to escalate. They had become aware that matron and senior leaders had been made aware of the staff concerns.
SBU-23-15	May		✓				Member of staff frustrated by lack of staff and demand it placed on staff	Member of staff had become aware that the head of HR had been made aware of the situation and therefore did not want to escalate the matter themselves.
SBU-23-16	Jun		✓				Supported concern regarding issues in AMU at Morrision	Improvements made to sitting options.
SBU-23-17	Jun		✓				Information requested and provided.	Concern dealing with matter themselves.
SBU-23-18	Jun		✓				Individual raised concern with Management.	Issues sorted following secondment to other party
SBU-23-19	Jun	✓						

### Case Escalations, Actions & Outcomes

Case Number	Case Date	Open	Closed	Escalated to	Escalation Date	Org Response time	Action taken	Outcome After Action Taken
SBU-23-20	Jun		✓				Meet to consider options available to help resolve matter.	Engage with Workforce.
SBU-23-21	Jun		✓				Raised issue with HR about process.	Change of action by Line Management.
SBU-23-22	Jun		✓	Director of Workforce	09-Jun-2023	Same day	Matter raised with the director of workforce on the same day.	Director of workforce raised matter with others at executive level for staffing to be reviewed.
SBU-23-23	Jun		✓	Head of workforce	09-Jun-2023	Same day	Escalated to Head of workforce for review and action.	The situation was reviewed by senior leaders as part of ongoing improvement plan.
SBU-23-24	Jun		✓				Member of staff did not want to be escalated.	No further contact from member of staff
SBU-23-25	Jun		✓	Head of Catering	13-Sep-2023	Same day	Concern was escalated to the head of department.	The matter has been addressed by the dept head, and the member of staff updated and given support and assurances.
SBU-23-26	Jul		✓				Raised issue with HR about process.	Change of action by Line Management.
SBU-23-27	Jul	✓						
SBU-23-28	Jul		✓				Individual empowered to make decisions and have discussed with Line Management.	Developed team working and better contact/engagement with Line Management.
SBU-23-29	Jul	✓		Interim Matron (Singleton)	31-Jul-2023	2 weeks		
SBU-23-30	Jul	✓						

### Case Escalations, Actions & Outcomes

Case Number	Case Date	Open	Closed	Escalated to	Escalation Date	Org Response time	Action taken	Outcome After Action Taken
SBU-23-31	Jul	✓						
SBU-23-32	Jul	✓						
SBU-23-33	Jul		✓				No escalation or other action required.	No further contact from member of staff
SBU-23-34	Jul		✓				Member of staff and did not require the matter escalated.	Member of staff now in contact with union with intention of dealing with matter formally.
SBU-23-35	Jul		✓	Matron	31-Jul-2023	Same day	Escalated to Matron and discussed with the HR BP for the area.	Support has been put in place around the member of staff and changes made to processes and supervision model.
SBU-23-36	Jul		✓				Member of staff did not want to escalate the matter.	The member of staff has decided that they will seek advice from their union and consider a formal resolution
SBU-23-37	Jul		✓				No escalation requested. member of staff aware that HR and senior managers are aware of the situation.	No further action required.
SBU-23-38	Aug	✓		HR Officer	31-Aug-2023	Same day		
SBU-23-39	Aug	✓						
SBU-23-40	Aug	✓						
SBU-23-41	Aug		✓	HR Business Partner	29-Aug-2023	1 day	Explored options and who to contact to resolve.	Answer provided after discussing with Line Management.

### Case Escalations, Actions & Outcomes

Case Number	Case Date	Open	Closed	Escalated to	Escalation Date	Org Response time	Action taken	Outcome After Action Taken
SBU-23-42	Aug		✓				Considered options including Trade Union involvement.	Decided to pursue solution themselves.
SBU-23-43	Aug		✓				After initial contact and discussion did not engage again.	Not known.
SBU-23-44	Aug		✓				Spoke to Line Management and returned to work.	Able to return to work with slight adjustments.
SBU-23-45	Aug		✓	Matron	17-Aug-2023	Same day	Concern escalated to Matron	The member of staff about whom the concern was raised has been spoken to. They have no issue and not experienced negative consequences.
SBU-23-46	Aug		✓	Head of OD	31-Aug-2023	Same day	The matter has been escalated to the head of OD and the HR BP. Member of staff is satisfied with support of immediate l/managers but not senior leaders	Ongoing review of the situation of the ward to be made aware of staff concerns, and support to be put in place
SBU-23-47	Aug		✓				Member of staff did not want situation escalated.	Member of staff sign posted to available support and will also seek union advice
SBU-23-48	Sep		✓					
SBU-23-49	Sep		✓					
SBU-23-50	Sep		✓					
SBU-23-51	Sep		✓					
SBU-23-52	Sep		✓					

### Case Escalations, Actions & Outcomes

Case Number	Case Date	Open	Closed	Escalated to	Escalation Date	Org Response time	Action taken	Outcome After Action Taken
SBU-23-53	Sep	✓						
SBU-23-54	Sep	✓						
SBU-23-55	Sep	✓						
SBU-23-56	Sep	✓						
SBU-23-57	Sep	✓						
SBU-23-58	Sep		✓	HR BP	20-Sep-2023	Same day	Concern escalated to HR BP	HR BP will raise concern at management meeting for review of the process
SBU-23-59	Sep		✓	Medical Director	13-Sep-2023	1 day	Escalated to the Director of Medicine	Director of medicine addressing the concern with the member of staff
SBU-23-60	Sep		✓	HR BP	20-Sep-2023	Same day	Escalated anonymously to HR BP.	HR BP to take concern to management meeting, however the concern is inline with ongoing concerns.
SBU-23-61	Sep		✓	HR BP	20-Sep-2023	Same day	Escalated anonymously to HR BP.	HR BP taking the concern to management meeting for the area.
SBU-23-62	Sep		✓				Member of staff did not wish to escalate. Options discussed.	Member of staff sought advice from RCN as matter was now formal.
SBU-23-63	Sep		✓				Member of staff did not want to escalate the concern through GSL	Following conversation the member of staff escalated the concern themselves.

### Case Escalations, Actions & Outcomes

Case Number	Case Date	Open	Closed	Escalated to	Escalation Date	Org Response time	Action taken	Outcome After Action Taken
SBU-23-64	Sep	✓		Matron	18-Sep-2023	Same day	Escalated to Matron and HR BP	HR BP to monitor the support and communication given to the staff member
SBU-23-65	Sep	✓					Matter discuss with member of staff who did not want to escalate the matter.	Member of staff has already raised concern with line manager, however as they are not taking matter forward they will seek professional advice
SBU-23-66	Oct	✓						
SBU-23-67	Oct	✓						
SBU-23-68	Oct	✓						
SBU-23-69	Oct	✓		Interim Head of Nursing (Midwifery)	31-Oct-2023	2 days		
SBU-23-70	Oct	✓						
SBU-23-71	Oct	✓						
SBU-23-72	Oct	✓						
SBU-23-73	Oct	✓						
SBU-23-74	Oct	✓						
SBU-23-75	Oct		✓				Following extended discussion the member of staff was considering if they wished to escalate.	member of staff did not wish to escalate and instead sought support from official representation
SBU-23-76	Oct	✓		HR BP	25-Oct-2023	Same day	Escalated to HR BP for calcification	Member of staff resolved issue with manager having had information from HR via GSL

### Case Escalations, Actions & Outcomes

Case Number	Case Date	Open	Closed	Escalated to	Escalation Date	Org Response time	Action taken	Outcome After Action Taken
SBU-23-77	Oct		✓				Call taken from anonymous member of staff	No escalation required. Options discussed.
SBU-23-78	Nov		✓				No action required.	Member of staff had meeting in the days following, and they had union support for that
SBU-23-79	Nov		✓				Staff member discussed their concerns and considered options.	Staff member raised issue with staff member who gave support and reassurance around the change.
SBU-23-80	Nov		✓				They did not wish to escalate as they were concerned about being anonymous.	Having discussed options the member of staff wished to seek union support and deal with matter formally.
SBU-23-81	Nov		✓	Interim head of Nursing	17-Nov-2023	Same day	Situation discussed, and then escalated on behalf of staff member.	GSL established that the request for the laptop was an admin error. Staff member updated and reassured.
SBU-23-82	Nov	✓						
SBU-23-83	Nov		✓				Considered options but colleague away for 18 months so no action needed.	Individual happy but may return in future.
SBU-23-84	Nov	✓						
SBU-23-85	Nov	✓						
SBU-23-86	Nov	✓						
SBU-23-87	Nov	✓						

**Case Escalations, Actions & Outcomes**

Case Number	Case Date	Open	Closed	Escalated to	Escalation Date	Org Response time	Action taken	Outcome After Action Taken
SBU-23-88	Nov	✓						
SBU-23-89	Nov	✓						
SBU-23-90	Nov	✓						
SBU-23-91	Nov	✓						
SBU-23-92	Nov	✓						
SBU-23-93	Dec	✓						
SBU-23-94	Dec		✓					Considered options and acted to resolve some of those pressures.
SBU-23-95	Dec	✓						
SBU-23-96	Dec		✓				Concern raised with Mgt.	Matter resolved.
SBU-23-97	Dec	✓						
SBU-23-98	Dec	✓						
SBU-23-99	Dec	✓						
SBU-23-100	Dec	✓						
SBU-23-101	Jan		✓					Request for Guardian to visit and brief other staff on support available.
SBU-23-102	Jan		✓					Chose not to pursue
SBU-23-103	Jan	✓						
SBU-23-104	Jan	✓						
SBU-23-105	Jan	✓						

**Case Escalations, Actions & Outcomes**

Case Number	Case Date	Open	Closed	Escalated to	Escalation Date	Org Response time	Action taken	Outcome After Action Taken
SBU-23-106	Jan	✓						
SBU-23-107	Jan		✓				Explored options with individual.	Explored options with individual who spoke to Line Management and resolved.
SBU-23-108	Jan	✓						
SBU-23-109	Jan	✓						
SBU-23-110	Jan	✓						
SBU-23-111	Jan		✓				Information provided and sign posted to other agencies.	Individual able to access support required.
SBU-23-112	Feb	✓						
SBU-23-113	Feb	✓						
SBU-23-114	Feb	✓						
SBU-23-115	Feb	✓						
SBU-23-116	Feb	✓						
SBU-23-117	Feb	✓						
SBU-23-118	Feb	✓						
SBU-23-119	Feb	✓						
SBU-23-120	Feb	✓						
SBU-23-121	Feb	✓						
SBU-23-122	Feb	✓						
SBU-23-123	Feb	✓						

**Case Escalations, Actions & Outcomes**

Case Number	Case Date	Open	Closed	Escalated to	Escalation Date	Org Response time	Action taken	Outcome After Action Taken
SBU-23-124	Feb	✓						
SBU-23-125	Mar	✓		Christina Rowlands	18-Mar-2024	3 weeks due to leave		
SBU-23-126	Mar	✓						
SBU-23-127	Mar	✓						
SBU-23-128	Mar	✓						
Totals		69	59					

Cases by Professional level	This Month	Year to Date
Worker		88
Manager	4	35
Senior Leader		
Not Disclosed		5
<b>Totals</b>	<b>4</b>	<b>128</b>

Open cases brought forward from 31/03/2023 - **50 cases**

Open cases

Red	0
Amber	14
Green	2
White	0
	<hr/> 16

Closed cases

Outcomes	This Month	YTD
Written / verbal outcome	2	30
Chose not to pursue	0	1
No further contact	3	3
	<hr/> 5	<hr/> 34

Confidentiality

1 Keep it confidential	41
2 Permission to escalate with name	3
3 Permission to escalate anonymously	6
4 Permission to escalate without name	0
	<hr/> 50

**Cases from Previous Financial Year(s)**

Case Number	Date Opened	Open	Closed	Date Closed	Outcome
SB63	18/01/2020	✓			
SB65	28/01/2020	✓			
SB79	14/02/2020		✓	22/03/2024	1. Written / verbal outcome
SBU29	15/09/2020	✓			
SBU52	11/02/2021		✓	31/10/2023	1. Written / verbal outcome
SBU57	29/03/2021		✓	28/04/2023	1. Written / verbal outcome
SBU61	29/03/2021	✓			
SBU23-21	13/07/2021		✓	05/01/2024	1. Written / verbal outcome
SBU24-21	13/07/2021	✓			
SBU26-21	05/08/2021	✓			
SBU17-21	16/08/2021	✓			
SBU57-21	10/12/2021		✓	30/06/2023	1. Written / verbal outcome
SBU-74-22	08/03/2022		✓	13-10-2023	1. Written / verbal outcome
SBU-73-22	23/03/2022		✓	02/06/2023	1. Written / verbal outcome
SBU-22-02	22/04/2022		✓	04/03/2024	1. Written / verbal outcome
SBU-22-15	06/07/2022		✓	13/09/2023	1. Written / verbal outcome
SBU-22-13	27/07/2022		✓	31-08-2023	1. Written / verbal outcome
SBU-22-14	27/07/2022	✓			
SBU-22-18	11/08/2022		✓	11/04/2023	1. Written / verbal outcome
SBU-22-19	23/08/2022		✓	17/04/2023	1. Written / verbal outcome

**Cases from Previous Financial Year(s)**

Case Number	Date Opened	Open	Closed	Date Closed	Outcome
SBU-22-24	26/09/2022		✓	04/04/2023	1. Written / verbal outcome
SBU-22-27	06/10/2022	✓			
SBU-22-28	06/10/2022		✓	07/08/2023	1. Written / verbal outcome
SBU-22-41	01/11/2022		✓	16/10/2023	1. Written / verbal outcome
SBU-22-42	01/11/2022		✓	24/10/2023	1. Written / verbal outcome
SBU-22-43	07/11/2022	✓			
SBU-22-48	21/11/2022	✓			
SBU-22-49	28/11/2022		✓	23/01/2024	1. Written / verbal outcome
SBU-22-54	12/12/2022		✓	04-04-2023	1. Written / verbal outcome
SBU-22-56	22/12/2022	✓			
SBU-22-59	06/01/2023	✓			
SBU-22-58	16/01/2023	✓			
SBU-22-60	16/01/2023		✓	29/08/2023	1. Written / verbal outcome
SBU-22-62	20/01/2023		✓	29/11/2023	3. No further contact
SBU-22-65	03/02/2023		✓	16-06-2023	1. Written / verbal outcome
SBU-22-66	06/02/2023		✓	30-08-2023	1. Written / verbal outcome
SBU-22-67	07/02/2023		✓	30-11-2023	2. Chose not to pursue
SBU-22-78	16/02/2023		✓	19/06/2023	1. Written / verbal outcome
SBU-22-74	27/02/2023		✓	04-04-2023	1. Written / verbal outcome
SBU-22-75	27/02/2023		✓	06-07-2023	1. Written / verbal outcome

**Cases from Previous Financial Year(s)**

Case Number	Date Opened	Open	Closed	Date Closed	Outcome
SBU-22-79	01/03/2023	✓			
SBU-22-80	01/03/2023		✓	02/10/2023	1. Written / verbal outcome
SBU-22-81	06/03/2023		✓	11/04/2023	3. No further contact
SBU-22-82	06/03/2023	✓			
SBU-22-83	13/03/2023		✓	22/05/2023	1. Written / verbal outcome
SBU-22-86	17/03/2023		✓	03-04-2023	1. Written / verbal outcome
SBU-22-87	17/03/2023		✓	05-04-2023	1. Written / verbal outcome
SBU-22-84	22/03/2023		✓	30/10/2023	1. Written / verbal outcome
SBU-22-85	24/03/2023		✓	11/10/2023	1. Written / verbal outcome
SBU-22-88	31/03/2023		✓	19-10-2023	3. No further contact

**Totals**

Open Cases	16	Written / Verbal	30	No further contact	3
Closed Cases	34	Chose not to pursue	1		

**Case Escalations, Actions & Outcomes**

Case Number	Case Date	Open	Closed	Escalated to	Escalation Date	Org Response time	Action taken	Outcome After Action Taken
SB63	18/01/2020	✓						
SB65	28/01/2020	✓						
SB79	14/02/2020		✓	Executive Director of Nursing & Patient Experience	22-May-2020	3 days	Supported concern through disciplinary, secondment to other organisation and NMC enquiries.	Really delighted that all complaints have been resolved without any further action.
SBU29	15/09/2020	✓						
SBU52	11/02/2021		✓				Discussed options over long period	Member of staff considering retirement.
SBU57	29/03/2021		✓				Provide support while Children's Continuing Care review taking place.	Secured a new position at Cwm Taf Health Board.
SBU61	29/03/2021	✓						
SBU23-21	13/07/2021		✓				Support individual through period of sick leave and redeployment process.	New post that meets health issues and very happy.
SBU24-21	13/07/2021	✓						
SBU17-21	16/08/2021	✓						
SBU26-21	05/08/2021	✓		Director of Nursing	31-Aug-2021	1 day		

### Case Escalations, Actions & Outcomes

Case Number	Case Date	Open	Closed	Escalated to	Escalation Date	Org Response time	Action taken	Outcome After Action Taken
SBU57-21	10/12/2021		✓				Support while trying to get redeployment through health issues.	Individual with TU help has been redeployed to a new role more in keeping with their physical health
SBU-73-22	23/03/2022		✓				Individual supported to voice concerns.	A reallocation of duties in the area was brought about.
SBU-74-22	08/03/2022		✓	Deputy Head of HR	09-Mar-2022	same day	Matter was escalated to Head of HR.	Matter became a formal matter and member of staff supported by union. GSM remained involved for support
SBU-22-02	22/04/2022		✓				Supported individual through various formal processes	Individual left the Health Board.
SBU-22-13	27/07/2022		✓				Staff member being supported in relation to a concern	Concern is ongoing as a formal matter
SBU-22-14	27/07/2022	✓						
SBU-22-15	06/07/2022		✓	Stephanie Hornblower	02-Aug-2022	7 days	Supported concern to explore options	The concern left the Health Board
SBU-22-18	11/08/2022		✓	Ruth George	22-Aug-2022	3 days	Escalated with HR regarding retirement.	Retirement took place on best financial terms.
SBU-22-19	23/08/2022		✓				Emotional support while going through mental health issues.	Returned to work and resuming studies.

### Case Escalations, Actions & Outcomes

Case Number	Case Date	Open	Closed	Escalated to	Escalation Date	Org Response time	Action taken	Outcome After Action Taken
SBU-22-24	26/09/2022		✓				Support while temporary position found after period of sickness.	Back at work in temporary position.
SBU-22-27	06/10/2022	✓						
SBU-22-28	06/10/2022		✓				Consulted Trade Union and considered options.	Moved on a secondment to another area of the Health Board
SBU-22-41	01/11/2022		✓				Able to raise concerns with Line Management.	Moved to a seconded post.
SBU-22-42	01/11/2022		✓				Options reviewed with member of staff.	After trying to resolve made decision to leave.
SBU-22-43	07/11/2022	✓						
SBU-22-48	21/11/2022	✓						
SBU-22-49	28/11/2022		✓				Individual discussed with Line Management and HR>	Colleague moved to another Department after disciplinary action.
SBU-22-54	12/12/2022		✓					Member of staff did not wish to take matters further
SBU-22-56	22/12/2022	✓						
SBU-22-58	16/01/2023	✓						
SBU-22-59	06/01/2023	✓						

**Case Escalations, Actions & Outcomes**

Case Number	Case Date	Open	Closed	Escalated to	Escalation Date	Org Response time	Action taken	Outcome After Action Taken
SBU-22-60	16/01/2023		✓				Looked at options for improving work environment/actions.	Spoke to Line Management to clarify role and work schedule.
SBU-22-62	20/01/2023		✓				Support to allow options to be considered.	Not known as contact stopped.
SBU-22-65	03/02/2023		✓	HR Retention Manager	15-Feb-2023	Same day	Matter has been escalated to the department head and staff involved in a number of meetings.	Matter is now being pursued formally with the support of unions.
SBU-22-66	06/02/2023		✓	Deputy Medical Director	08-Feb-2023	Same day	Matter was escalated and staff member worked with Dep Medical director.	Member of staff decided to leave the health board. They held exit interview before leaving.
SBU-22-67	07/02/2023		✓					Member of staff no longer engaging with GSL
SBU-22-74	27/02/2023		✓				.	member of staff did not want any action taken
SBU-22-75	27/02/2023		✓				Did not want matter escalated. Member of staff felt able to manage situation themselves after conversations.	Concern managed by member of staff with further GSL involvement.
SBU-22-78	16/02/2023		✓				Listen to individuals concerns and discussed with Interim Matron anonymously.	Individual was happy that concerns had been heard by Management.

### Case Escalations, Actions & Outcomes

Case Number	Case Date	Open	Closed	Escalated to	Escalation Date	Org Response time	Action taken	Outcome After Action Taken
SBU-22-79	01/03/2023	✓						
SBU-22-80	01/03/2023		✓				Explored options to resolve management issues.	Issues sorted by direct action.
SBU-22-81	06/03/2023		✓				No further contact after initial engagement despite making contact on a number of occasions.	Unknown
SBU-22-82	06/03/2023	✓						
SBU-22-83	13/03/2023		✓				Request to reduce hours discussed with Line Management	Phased work programme agreed to implement.
SBU-22-84	22/03/2023		✓				Explored options with staff member.	Staff member resolved by direct action with Management.
SBU-22-85	24/03/2023		✓				Explored options with member of staff.	Resolved by direct action with Line Management.
SBU-22-86	17/03/2023		✓	Director of Workforce	31-Mar-2023	Same day	Issue raised by anonymous member of staff escalated to Director of Workforce	Director of workforce to discuss the staffing issue with senior managers for the department as part of ongoing improvement plan.

**Case Escalations, Actions & Outcomes**

Case Number	Case Date	Open	Closed	Escalated to	Escalation Date	Org Response time	Action taken	Outcome After Action Taken
SBU-22-87	17/03/2023		✓	Director of Workforce	31-Mar-2023	Same day	Escalated to director of workforce on behalf of anonymous member of staff	Director of workforce to discuss the staffing issue with senior managers for the department as part of ongoing improvement plan.
SBU-22-88	31/03/2023		✓				Member of staff id not want concern escalated	No further contact from member of staff / no further action required.
Totals		16	34					