



Report Title **GUARDIAN ACTIVITY REPORT**

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

Prepared by : **NATASHA BURGON**

Report Date : **31/03/2022**

MAR 2022

Visits

	This Month	This Year
No of case related visits	24	254
No of promo / comms visits	13	104

Outcomes

	This Month
Written / Verbal Outcome	1
Ongoing	5
Chose not to pursue	0

Contact

	This Month	This Year
Email	47	606
Telephone	31	337
Face to face	24	254

Themes

	This Month	This Year
Patient Safety / Quality	0	2
Management Concerns	1	27
System and Process	1	13
Bullying and Harrassment	0	6
Discrimination / Inequality	0	2
Behaviour / Relationship	3	22
Worker Safety	0	1
Other	1	1

Themes (Other)

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

Cases

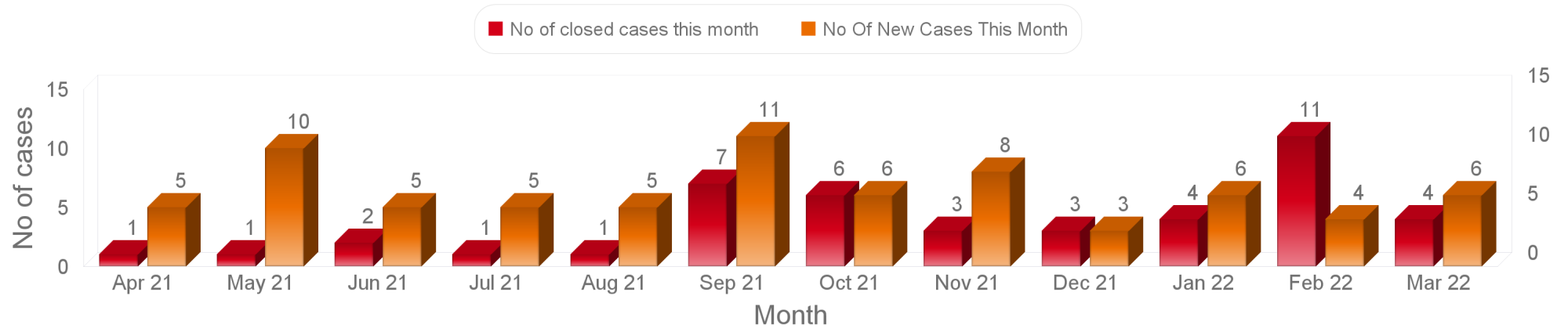
This Month	No of new cases	6
This Month	No of cases closed	4
Year to Date	Total no of cases	74
Year to Date	No of cases open	30
Year to Date	No of cases closed	44

Open cases

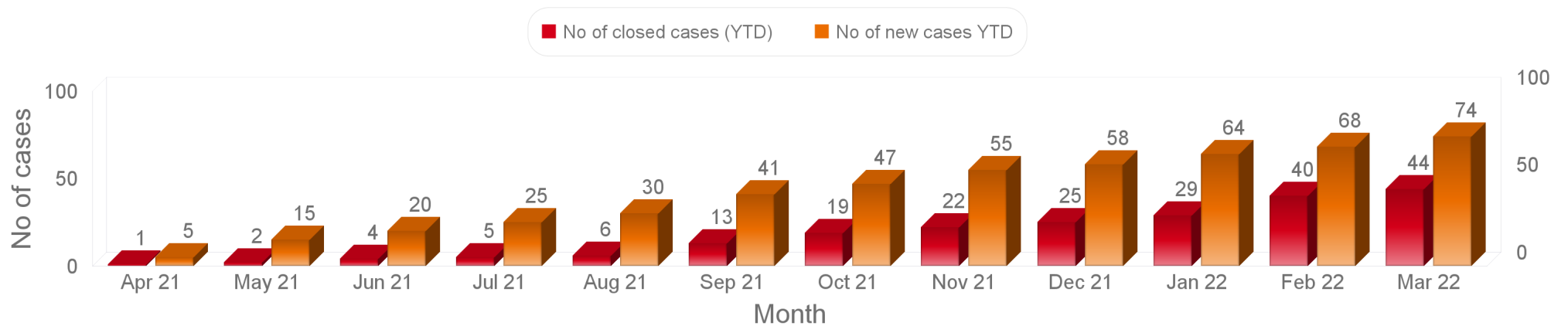
	Num
Red open cases	0
Amber open cases	20
Green open cases	10
No Risk open cases	0
Total No of open cases	30



Case Activity By Month

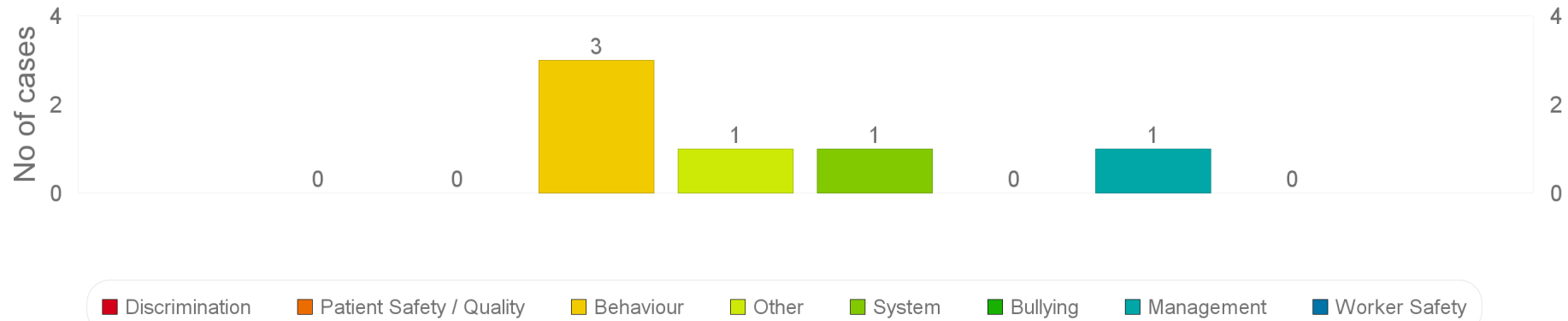


Cases Year To Date

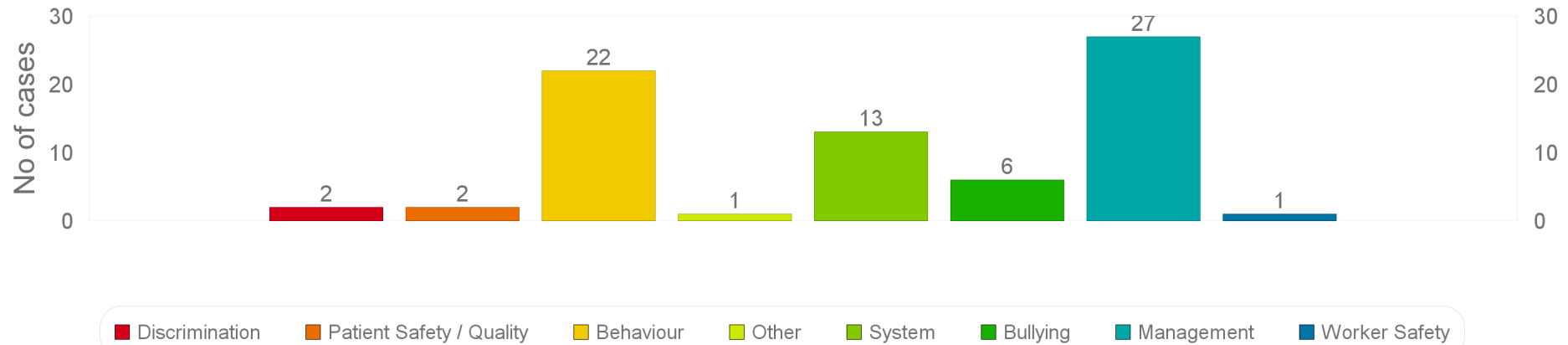




Case Themes This Month

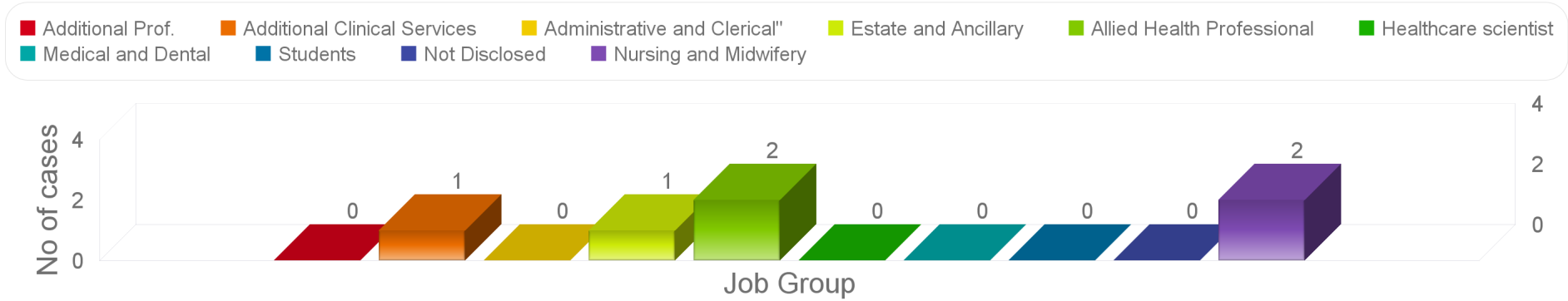


Case Themes YTD

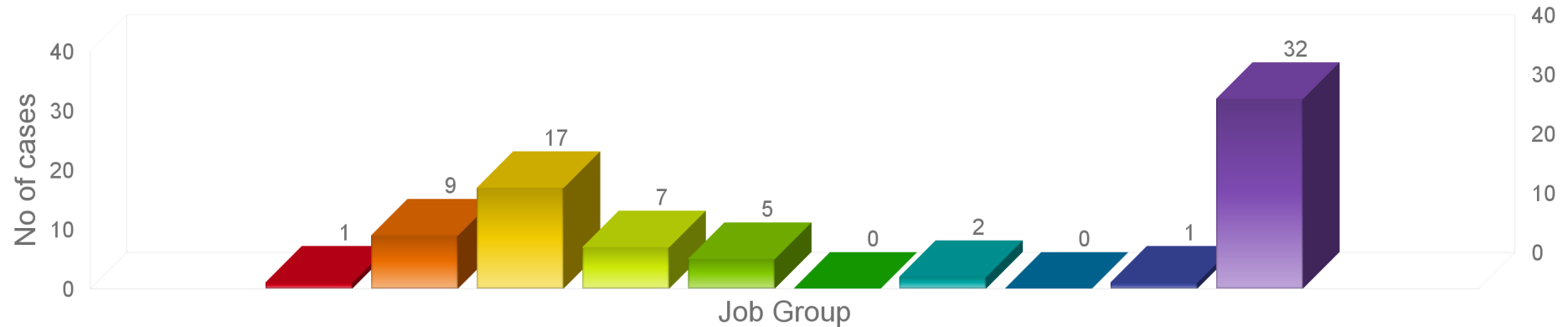




Cases by Job Group This Month



Cases by Job Group YTD



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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	Worker Safety	Other
SBU01-21	Apr	1	0		1						
SBU02-21	Apr	0	1			1					
SBU03-21	Apr	0	1		1						
SBU04-21	Apr	0	1		1						
SBU05-21	Apr	0	1		1						
SBU06-21	May	0	1		1						
SBU07-21	May	0	1		1						
SBU08-21	May	0	1		1						
SBU09-21	May	0	1		1						
SBU10-21	May	0	1		1						
SBU11-21	May	0	1				1				
SBU12-21	May	0	1		1						
SBU13-21	May	0	1		1						
SBU14-21	May	0	1			1					
SBU15-21	May	0	1		1						
SBU16-21	Jun	0	1	1							
SBU17-21	Jun	1	0		1						
SBU18-21	Jun	0	1			1					
SBU19-21	Jun	0	1						1		

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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	Worker Safety	Other
SBU20-21	Jun	0	1					1			
SBU21-21	Jul	0	1			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	0	1					1			
SBU28-21	Aug	0	1					1			
SBU29-21	Aug	0	1					1			
SBU30-21	Aug	0	1				1				
SBU31-21	Sep	0	1					1			
SBU32-21	Sep	0	1				1				
SBU33-21	Sep	0	1			1					
SBU34-21	Sep	0	1		1						
SBU35-21	Sep	1	0		1						
SBU36-21	Sep	0	1		1						
SBU37-21	Sep	1	0				1				
SBU38-21	Sep	0	1		1						

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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	Worker Safety	Other
SBU39-21	Sep	1	0			1					
SBU40-21	Sep	0	1			1					
SBU41-21	Sep	0	1		1						
SBU42-21	Oct	0	1						1		
SBU43-21	Oct	0	1						1		
SBU44-21	Oct	1	0						1		
SBU45-21	Oct	0	1						1		
SBU46-21	Oct	0	1			1					
SBU47-21	Oct	0	1				1				
SBU48-21	Nov	0	1		1						
SBU49-21	Nov	1	0						1		
SBU50-21	Nov	1	0						1		
SBU51-21	Nov	1	0						1		
SBU52-21	Nov	1	0						1		
SBU53-21	Nov	1	0						1		
SBU54-21	Nov	1	0						1		
SBU55-21	Nov	1	0						1		
SBU56-21	Dec	0	1				1				
SBU57-21	Dec	1	0						1		

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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	Worker Safety	Other
SBU58-21	Dec	0	1					1			
SBU59-21	Jan	1	0		1						
SBU60-21	Jan	1	0			1					
SBU61-21	Jan	0	1		1						
SBU62-21	Jan	1	0					1			
SBU63-21	Jan	1	0		1						
SBU64-21	Jan	1	0			1					
SBU65-21	Feb	1	0					1			
SBU66-21	Feb	0	1			1					
SBU67-21	Feb	0	1							1	
SBU68-21	Feb	1	0	1							
SBU69-21	Mar	1	0					1			
SBU70-21	Mar	1	0								1
SBU71-21	Mar	1	0					1			
SBU72-21	Mar	0	1		1						
SBU73-21	Mar	1	0					1			
SBU74-21	Mar	1	0			1					

MAR 2022

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	Worker Safety	Other
Totals		30	44	2	27	13	6	2	22	1	1

Comments

1. SBU01-21, SBU03-21 - Management concern relating to Communication
SBU04-21 - Management concern relating to Process
SBU05-21 - Management concern relating to behaviour
2. SBU06-21, SBU07-21, SBU08-21, SBU09-21, SBU10-21, SBU13-21, SBU14-21 & SBU15-21 are Management concerns relating to process
3. SBU17-21 Management concern which relates to process
4. SBU23-21, SBU24-21, SBU25-21 are Management concerns relating to process
5. SBU34-21, SBU35-21, SBU36-21, SBU38-21 and SBU41-21 are management concerns relating to behaviour
6. SBU48-21 Management concern relates to process
7. SBU59-21, SBU61-21, SBU62-21 are management concerns relating to process
8. SBU72-71 management concern is process related

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	0	1	1									
SBU03-21	Apr	0	1	1									
SBU04-21	Apr	0	1	1									
SBU05-21	Apr	0	1	1									
SBU06-21	May	0	1	1									
SBU07-21	May	0	1	1									
SBU08-21	May	0	1	1									
SBU09-21	May	0	1	1									
SBU10-21	May	0	1	1									
SBU11-21	May	0	1	1									
SBU12-21	May	0	1	1									
SBU13-21	May	0	1	1									
SBU14-21	May	0	1	1									
SBU15-21	May	0	1	1									
SBU16-21	Jun	0	1	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	0	1	1									
SBU19-21	Jun	0	1	1									
SBU20-21	Jun	0	1	1									
SBU21-21	Jul	0	1	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	0	1	1									
SBU28-21	Aug	0	1	1									
SBU29-21	Aug	0	1	1									
SBU30-21	Aug	0	1	1									
SBU31-21	Sep	0	1	1									
SBU32-21	Sep	0	1	1									
SBU33-21	Sep	0	1	1									
SBU34-21	Sep	0	1	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
SBU35-21	Sep	1	0	1									
SBU36-21	Sep	0	1	1									
SBU37-21	Sep	1	0	1									
SBU38-21	Sep	0	1	1									
SBU39-21	Sep	1	0	1									
SBU40-21	Sep	0	1	1									
SBU41-21	Sep	0	1	1									
SBU42-21	Oct	0	1	1									
SBU43-21	Oct	0	1	1									
SBU44-21	Oct	1	0	1									
SBU45-21	Oct	0	1	1									
SBU46-21	Oct	0	1	1									
SBU47-21	Oct	0	1	1									
SBU48-21	Nov	0	1	1									
SBU49-21	Nov	1	0	1									
SBU50-21	Nov	1	0	1									
SBU51-21	Nov	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	
SBU52-21	Nov	1	0									1		
SBU53-21	Nov	1	0									1		
SBU54-21	Nov	1	0									1		
SBU55-21	Nov	1	0									1		
SBU56-21	Dec	0	1											
SBU57-21	Dec	1	0											
SBU58-21	Dec	0	1									1		
SBU59-21	Jan	1	0	1										
SBU60-21	Jan	1	0									1		
SBU61-21	Jan	0	1	1										
SBU62-21	Jan	1	0									1		
SBU63-21	Jan	1	0									1		
SBU64-21	Jan	1	0									1		
SBU65-21	Feb	1	0	1										
SBU66-21	Feb	0	1									1		
SBU67-21	Feb	0	1									1		
SBU68-21	Feb	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
SBU69-21	Mar	1	0	1									
SBU70-21	Mar	1	0	1									
SBU71-21	Mar	1	0	1									
SBU72-21	Mar	0	1	1									
SBU73-21	Mar	1	0	1									
SBU74-21	Mar	1	0	1									
Totals		30	44	1	9	17	5	7		2	32		1



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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	0	1	1	0	0
SBU03-21	Apr	0	1	1	0	0
SBU04-21	Apr	0	1	1	0	0
SBU05-21	Apr	0	1	1	0	0
SBU06-21	May	0	1	0	0	1
SBU07-21	May	0	1	1	0	0
SBU08-21	May	0	1	1	0	0
SBU09-21	May	0	1	1	0	0
SBU10-21	May	0	1	1	0	0
SBU11-21	May	0	1	0	0	1
SBU12-21	May	0	1	1	0	0
SBU13-21	May	0	1	1	0	0
SBU14-21	May	0	1	1	0	0
SBU15-21	May	0	1	1	0	0
SBU16-21	Jun	0	1	0	0	1
SBU17-21	Jun	1	0	0	1	0
SBU18-21	Jun	0	1	1	0	0
SBU19-21	Jun	0	1	1	0	0



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Case status by outcome

Case Number	Start Month	Open	Closed	Written/ Verbal Outcome	Ongoing	Chose not to pursue
SBU20-21	Jun	0	1	1	0	0
SBU21-21	Jul	0	1	1	0	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	0	1	1	0	0
SBU28-21	Aug	0	1	1	0	0
SBU29-21	Aug	0	1	1	0	0
SBU30-21	Aug	0	1	1	0	0
SBU31-21	Sep	0	1	1	0	0
SBU32-21	Sep	0	1	1	0	0
SBU33-21	Sep	0	1	1	0	0
SBU34-21	Sep	0	1	1	0	0
SBU35-21	Sep	1	0	0	1	0
SBU36-21	Sep	0	1	0	0	1
SBU37-21	Sep	1	0	0	1	0
SBU38-21	Sep	0	1	0	0	1



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Case status by outcome

Case Number	Start Month	Open	Closed	Written/ Verbal Outcome	Ongoing	Chose not to pursue
SBU39-21	Sep	1	0	0	1	0
SBU40-21	Sep	0	1	0	0	1
SBU41-21	Sep	0	1	0	0	1
SBU42-21	Oct	0	1	1	0	0
SBU43-21	Oct	0	1	1	0	0
SBU44-21	Oct	1	0	0	1	0
SBU45-21	Oct	0	1	1	0	0
SBU46-21	Oct	0	1	1	0	0
SBU47-21	Oct	0	1	1	0	0
SBU48-21	Nov	0	1	1	0	0
SBU49-21	Nov	1	0	0	1	0
SBU50-21	Nov	1	0	0	1	0
SBU51-21	Nov	1	0	0	1	0
SBU52-21	Nov	1	0	0	1	0
SBU53-21	Nov	1	0	0	1	0
SBU54-21	Nov	1	0	0	1	0
SBU55-21	Nov	1	0	0	1	0
SBU56-21	Dec	0	1	0	0	1
SBU57-21	Dec	1	0	0	1	0



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Case status by outcome

Case Number	Start Month	Open	Closed	Written/ Verbal Outcome	Ongoing	Chose not to pursue
SBU58-21	Dec	0	1	1	0	0
SBU59-21	Jan	1	0	0	1	0
SBU60-21	Jan	1	0	0	1	0
SBU61-21	Jan	0	1	1	0	0
SBU62-21	Jan	1	0	0	1	0
SBU63-21	Jan	1	0	0	1	0
SBU64-21	Jan	1	0	0	1	0
SBU65-21	Feb	1	0	0	1	0
SBU66-21	Feb	0	1	1	0	0
SBU67-21	Feb	0	1	1	0	0
SBU68-21	Feb	1	0	0	1	0
SBU69-21	Mar	1	0	0	1	0
SBU70-21	Mar	1	0	0	1	0
SBU71-21	Mar	1	0	0	1	0
SBU72-21	Mar	0	1	1	0	0
SBU73-21	Mar	1	0	0	1	0
SBU74-21	Mar	1	0	0	1	0
Totals		30	44	35	30	9

Why use the Guardian service? (Year To Date)

Reason	Number	Percentage
A Fear of damage of career	3	4.05%
B Fear of losing job	5	6.76%
C Fear of reprisal	4	5.41%
D Believe they will not be listened to	18	24.32%
E Believe the organisation will not take action	13	17.57%
F Have raised concern but have not been listened to / nothing done	31	41.89%
Total	74	100.00%

Confidentiality	Number	Percentage
1 Keep it confidential within Guardian Service remit	55	74.32%
2 Permission to escalate with names	5	6.76%
3 Permission to escalate anonymously	14	18.92%
Total	74	100.00%



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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	0	1					The contact has decided to resign from the HB.
SBU03-21	Apr	0	1					Contact resolved issue by discussion.
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	0	1				Escalated to Divisional Head	Department reviewed and change ongoing
SBU06-21	May	0	1					Required no further action or support
SBU07-21	May	0	1	Head of Department	17-May-2021	Same Day	Escalated to Divisional Head	Department reviewed and change ongoing
SBU08-21	May	0	1	Head of Department	17-May-2021	Same Day	Escalated to Divisional Head	Department reviewed and change ongoing



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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	0	1	Head of HR 19.7.21	19-Jul-2021	Same Day	HR manager is reviewing case and meeting with member of staff	Concern is now being dealt with formally, no GSL involvemnt
SBU10-21	May	0	1	HR Business Partner	18-May-2021	Same Day		Matter now resolved. SBU conductinng review into how such cases are managed
SBU11-21	May	0	1					Concern in relation to colleague is being progressed formarly through union representative.
SBU12-21	May	0	1	Head of Department	17-May-2021	Same Day	Escalated to Divisional Head	Department reviewed and change ongoing
SBU13-21	May	0	1					Contact resolved matter themselves by discussing with Management.
SBU14-21	May	0	1				Details provided of how to contact pensions	Contact spoke to pensions for information
SBU15-21	May	0	1					Contact empowered to raise staffing levels which were resolved in Unit.
SBU16-21	Jun	0	1				None	Staff member chose not to engage further wit GSL
SBU17-21	Jun	1	0					

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Cases By Outcome

Case Number	Start Month	Open Status	Closed Status	Escalated to	Escalation Date	Org Response time	Action Taken	Outcome after action taken
SBU18-21	Jun	0	1	Asst Director of Health and Safety	16-Jun-2021	same day	Site visit conducted	Ongoing efforts to upgrade security
SBU19-21	Jun	0	1					Contact returned to work having developed strategies as well as raising issues.
SBU20-21	Jun	0	1					Concern empowered to raise issues and new rota agreed.
SBU21-21	Jul	0	1					The contact empowered to resolve issues themselves
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	0	1					Formal process to which contact was witness concluded.



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Cases By Outcome

Case Number	Start Month	Open Status	Closed Status	Escalated to	Escalation Date	Org Response time	Action Taken	Outcome after action taken
SBU28-21	Aug	0	1					Provided information on support and subsequently confirmed action taken
SBU29-21	Aug	0	1					Contact unhappy with service provided as they felt left to sort themselves.
SBU30-21	Aug	0	1					The contact empowered to resolve issues themselves.
SBU31-21	Sep	0	1					Emotional Support offered but declined as in formal process.
SBU32-21	Sep	0	1					The contact empowered to resolve issues themselves
SBU33-21	Sep	0	1					Formal process concluded.
SBU34-21	Sep	0	1					The matter is now formal so now only involved for welfare support
SBU35-21	Sep	1	0					
SBU36-21	Sep	0	1	Head of Learning and OD	29-Sep-2021	Same Day	Issued raised and now being internally reviewed.	Chose not to pursue



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Cases By Outcome

Case Number	Start Month	Open Status	Closed Status	Escalated to	Escalation Date	Org Response time	Action Taken	Outcome after action taken
SBU37-21	Sep	1	0				Issued raised and now being internally reviewed.	
SBU38-21	Sep	0	1	Head of Learning and OD	29-Sep-2021	Same Day	Issued raised and now being internally reviewed.	Chose not to pursue
SBU39-21	Sep	1	0	Director of Therapies	30-Sep-2021	Same Day	Further meeting arranged with more appropriate manager	
SBU40-21	Sep	0	1	Director of Therapies	30-Sep-2021	Same Day	Further meeting arranged with more appropriate manager	Staff member has now left post and no longer wishes to pursue
SBU41-21	Sep	0	1	Head of Learning and OD	30-Sep-2021	Same Day	Issued raised and now being internally reviewed.	Chose not to pursue
SBU42-21	Oct	0	1					Issue raised and now resolved to concerns satisfaction
SBU43-21	Oct	0	1					Concern sorted by individual
SBU44-21	Oct	1	0					
SBU45-21	Oct	0	1					The contact interacted with security to make them aware and the colleague also spoke with security.



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Cases By Outcome

Case Number	Start Month	Open Status	Closed Status	Escalated to	Escalation Date	Org Response time	Action Taken	Outcome after action taken
SBU46-21	Oct	0	1	To Bethan in Wellbeing on 23.10.21	23-Oct-2021	24 hours	Arrangements made for Teams engagement if contact wants.	Contact decided they would could handle the situation themselves without SBUHB support.
SBU47-21	Oct	0	1	Head Of Audiology Department	28-Oct-2021	Same Day	Meeting arranged with staff member	Now being progressed formally with union involved.
SBU48-21	Nov	0	1					Contact made decision that as they were in a formal process the Service could not assist.
SBU49-21	Nov	1	0					
SBU50-21	Nov	1	0					
SBU51-21	Nov	1	0					
SBU52-21	Nov	1	0					
SBU53-21	Nov	1	0					
SBU54-21	Nov	1	0					
SBU55-21	Nov	1	0					
SBU56-21	Dec	0	1					J is progressing matter formally with union
SBU57-21	Dec	1	0					
SBU58-21	Dec	0	1					Matter resolved through discussion.



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Cases By Outcome

Case Number	Start Month	Open Status	Closed Status	Escalated to	Escalation Date	Org Response time	Action Taken	Outcome after action taken
SBU59-21	Jan	1	0					
SBU60-21	Jan	1	0	Nurse Director	02-Feb-2022			
SBU61-21	Jan	0	1					Contact successful in another appointment with HB
SBU62-21	Jan	1	0					
SBU63-21	Jan	1	0					
SBU64-21	Jan	1	0					
SBU65-21	Feb	1	0					
SBU66-21	Feb	0	1	Executive PA	15-Feb-2022	Same Day	Escalated	Issue reviewed to prevent reoccurrence.
SBU67-21	Feb	0	1	Asst Director of Health & Safety	02-Mar-2022	same day	Situation to be reviewed	Situation rectified
SBU68-21	Feb	1	0					
SBU69-21	Mar	1	0					
SBU70-21	Mar	1	0					
SBU71-21	Mar	1	0					
SBU72-21	Mar	0	1					Individual moved to another post in SBUHB
SBU73-21	Mar	1	0					



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Cases By Outcome

Case Number	Start Month	Open Status	Closed Status	Escalated to	Escalation Date	Org Response time	Action Taken	Outcome after action taken
SBU74-21	Mar	1	0	Deputy Head of HR	09-Mar-2022	same day	Situation to be reviewed after meeting	HR addressing issues raised

Totals		30	44
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Case by Directorate	This month	Year to Date
Corporate Area/HQ		5
Corporate Nursing Department		1
Director of Corporate Governance	1	3
Director of Strategy		
Estates & Facilities		4
Finance		
Informatics		5
Medical Directors Department		
Mental Health & Learning Disabilities Delivery Unit		5
Morrison Delivery Unit	2	25
Neath Port Talbot Delivery Unit		7

Case by Directorate	This month	Year to Date
Not Disclosed	1	1
Primary & Community Services Delivery Unit	1	8
Singleton Delivery Unit	1	10
Workforce & OD		
Totals	6	74

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Cases by Professional level	This month	Year to Date
Worker	6	68
Not Disclosed		1
Manager		5
Senior Leader		
Totals	6	74