


UHL Apprenticeship and Development Centre Bullying and Harassment Policy

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September 2018	V1 Live Version	01/09/2018	JG
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September 2020	V2 QIG review, strengthen definitions, add examples. Consultation to strengthen processes, structure and scope	01/09/2020	JG
February 2023	V2.1 Change of name	15/02/2023	JS
April 2024	V2.2 Document branding and values updated	23/04/2024	JS

1. Rationale

- 1.1. The University Hospitals of Leicester Apprenticeship and Development Centre (hereon referred to as the Centre) will not tolerate bullying or harassment in any form. The rationale underlying this policy is a commitment to protect all learners and Centre staff from Bullying and Harassment during their learning activities at the Centre to ensure a safe environment for study.
- 1.2. The learner is protected and managed by their organisations policies for the remainder of their employment both outside the classroom and for assessment activities. Learners should seek the support of their line manager if they feel bullied or harassed in the workplace.
- 1.3. Safeguarding and well-being of learners is a first priority of the Centre and this policy forms an essential part of the Safeguarding Policy Portfolio.
- 1.4. The Centre is committed to taking a proactive approach in preventing Bullying and Harassment and in responding to Bullying and Harassment when it occurs.
- 1.5. In addition to their employers values, learners are advised to follow the UHL Trust Values in Appendix 8 during learning in Centre environments.

2. Definitions of Harassment and Bullying

- 2.1. Bullying and Harassment can make a person feel uncomfortable, upset and depressed. This can have an effect on a person's work, personal life and their learning journey.
- 2.2. Harassment involves subjecting individuals to conduct which is unwanted and where the conduct has the purpose or effect of violating the victim's dignity; or creating an environment that is intimidating, hostile, degrading, humiliating or offensive to the victim, even if it is not directed at them.
 - 2.2.1. Harassment examples include:
 - Sexual Harassment
 - Physical Harassment
 - Psychological Harassment
 - Third Party Harassment
 - 2.2.2. Third Party Harassment examples include:
 - A patient, such as in a hospital
 - A business contact, such as in a meeting, a guest speaker or at a conference

- Any non-directly employed staff, such as contractors, learners or employees from other organisations.

2.3. Bullying can be either physical (e.g. violent behaviour, spitting, damaging personal possessions) or emotional (e.g. continual teasing, insulting or hurtful comments) intimidation on a regular and persistent basis or as a one off, which serves to undermine the competence, effectiveness, confidence and integrity of the person on the receiving end.

Topics of insulting or harmful comments may include:

- Gender
- Marital Status (including civil partnerships)
- Race
- Ethnic origin
- Nationality
- National origin
- Disability
- Sexual orientation ((including Lesbian, Gay, Bisexual and Gender reassignment)
- Religious belief
- Age
- Offender status
- Care responsibilities
- Association with someone in the above categories.

2.3.1. Cyber bullying is bullying that takes place over digital devices such as phones, computers, and tablets. Cyberbullying can occur through text messages, apps, social media, forums, or gaming where people can view, participate and share content. Cyberbullying involves sending, posting, or sharing negative, harmful, false, and/or mean content about someone else. It can include sharing personal or private information about an individual to cause embarrassment or humiliation. Some cyber bullying may cross the line into unlawful or criminal behaviour.

The most common places where cyber bullying can occur are:

- Social Media such as Facebook, Instagram, Snapchat, and TikTok
- Text messaging and messaging apps such as WhatsApp
- Instant messaging, direct messaging, and online chatting
- Online forums, chat rooms, and message boards such as Reddit
- Email (home or work)
- Online gaming communities

2.3.2. Most websites and apps have rules against Bullying and Harassment and can help if it's happening to you or someone you know. If you have experienced or witnessed bullying on social media whilst a learner at the Centre, it's important to:

- Report what's happened on the site or app

- Block the people bullying you
- Take screenshots of the messages and/or posts
- Tell someone within the Learning and Development Team who will record the bullying.

2.4. As well as comments online, Bullying and Harassment consists of comments made on a one to one and classroom basis. Example of classroom behaviour which could be considered as bullying and/or harassment includes chatting, whispering, inappropriate giggling or actions that make others around them feel uncomfortable.

3. Procedures in Response to a Bullying or Harassment Concern or Incident

- 3.1. The Centre will do all it can to ensure that learners and Centre staff do not suffer any Bullying or Harassment during their time within the Centre. Appendix 1 shows the process for raising concerns regarding bullying and/or harassment by learners on study days.
- 3.2. Appendix 2 shows the log to be retained by the Centre Education Manager to record incidents. This will be monitored on an ad hoc basis and annually as a minimum to see if any changes are needed to Centre inductions or handbooks.
- 3.3. If a learner feels that they or any other individual are being bullied or harassed, they should speak to a member of Centre staff. Centre staff will then agree with them the course of action and plan any agreed investigations.
- 3.4. It should be noted that the accused learner's line manager may need to be informed of the allegation to support the management of their employee both on the apprenticeship programme and within the course of their employment. Guidance for managers can be found through the relevant employer policies.

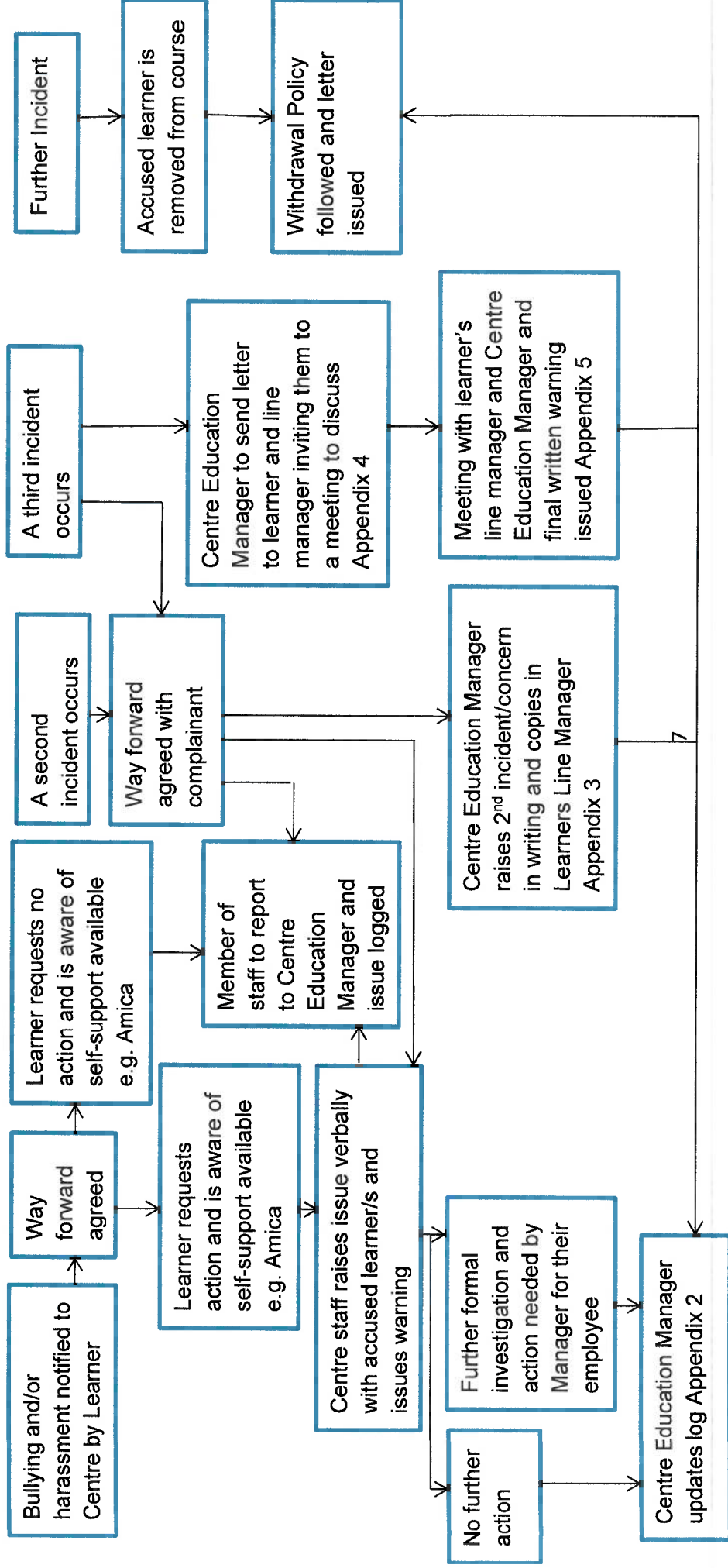
4. Outcomes of Bullying and Harassment Incidents

- 4.1. Should the accused learner be found to have intentionally or unintentionally bullied or harassed another learner or member of Centre staff, a verbal warning will be issued to the accused learner on the first instance.
- 4.2. If there is a second incident, a written warning will be issued by the Centre and the accused learner's line manager written to.
- 4.3. Upon a third incident of bullying and/or harassment, the accused learner and their line manager will be invited to a meeting and a final written warning will be issued by the Centre.

- 4.4. Any further incidents will result in immediate removal from the course. Learners should be aware that this could impact on their employment. Centre staffs hold the right to escalate warnings when necessary, dependant on seriousness of incident.
- 4.5. Should the accused learner wish to appeal the decisions of the Centre, the Centre Appeals Policy should be followed.
- 4.6. Should the accused learner wish to challenge the approach being taken by the Centre for the learning element of their apprenticeship, the Centres Equality and Diversity Policy should be followed.
- 4.7. It should be noted that this process is for the learning programme and not the contract of employment. The line manager may choose to follow their employer's policies to manage the behaviour of their team as appropriate. The learner is able to have staff side representation as per their employer policies during this process. Should the learner wish to appeal their employer policy actions they will need to follow their employers appeal policy.

Appendix 1

Process for Raising Concerns Regarding Bullying and/or Harassment by Learners on Study Days



Appendix 3

UHL Apprenticeship and Development Centre
 Knighton Street Offices
 Leicester Royal Infirmary
 LE1 5WW

Tel: 0116 258 6112

[Insert Date]

[Insert Line Manager's name]
 [Insert Line Managers area of work]

Dear [Insert name]

Re: Instance of bullying and/ harassment

I am writing to inform you of a second incident of bullying and/or harassment has occurred with a member of your team whilst on a study day at the centre. The first incident resulted in a verbal warning.

This is in breach of the UHL Apprenticeship and Development Centre Bullying and Harassment Policy. Please can you discuss the below with your employee and reinforce the behaviour required whilst on their training programme.

Date	Issue	Action taken	Action required by Manager

At this point [insert name] is welcome to re-join their learning at the next session, however should their behaviour not meet the required level going forward, a second letter will be sent which will constitute of a meeting to issue a final written warning. Failure to comply may result in expulsion from the course.

Yours sincerely
 Centre Education Manager
 [add name and title]

Appendix 4

UHL Apprenticeship and Development Centre
 Knighton Street Offices
 Leicester Royal Infirmary
 LE1 5WW

Tel: 0116 258 6112

[Insert Date]

[Insert Line Manager's name]
 [Insert Line Managers area of work]

Dear [Insert name]

Re: Management of unacceptable behaviour (bullying and harassment)

I am writing to inform you of a number of incidents of inappropriate behaviour with a member of your team whilst on the [add course].

The below table shows the breaches of [insert breach e.g. dress code] previously raised

Date	Breach	Action taken

The following breach has occurred

Date	Breach	Action taken

Due to this being a 3rd breach, a meeting on [insert date] at [insert location] has been arranged for yourself and [add name] to meet with the Centre and discuss a way forward. It is important to note that one outcome from the meeting could result in the termination of the programme of study. Please reply by [add date] to confirm attendance and advise if any special requirements are needed to support the meeting.

Yours sincerely

[add name]
 Centre Education Manager
 PP Line Manager

Appendix 5

UHL Apprenticeship and Development Centre
Knighton Street Offices
Leicester Royal Infirmary
LE1 5WW

Tel: 0116 258 6112

[Insert Date]

[Insert Line Manager's name]
[Insert Line Managers area of work]

Dear [Insert name]

Re: Outcome of meeting to discuss the management of unacceptable behaviour

I am writing to formally notify you of the outcome of the meeting held on [add date] having formally discussed this with you / discussed this in your absence [select option and delete the other].

[add name] is welcome to remain on the course but any further breaches will result in immediate termination from the course.

Or (Delete as appropriate)

[add name] will be removed from the course as a result of continued breaches of the Bullying and Harassment Policy.

If you wish to appeal against this decision this can be done so using the Centres Appeal Policy.

Yours Sincerely

[add name]
Centre Education Manager
PP Line Manager

Appendix 6 Centre Staff Investigation Support Process

Step 1	Advise Centre Education Manager that a concern has been raised
Step 2	Investigate the concern as thoroughly as possible, taking statements and notes throughout, collecting any necessary evidence. the Practitioner will provide a written document of the incident
Step 3	Meet with the complainant/victim to offer support that is available to them from their employer to the Centre and set regular meetings to check in
Step 4	Meet with the person under investigation and ask relevant questions to understand what has happened, offer support necessary
Step 5	Collect all necessary documents including statements and interview paperwork and send this pack to the Centre Education Manager to decide further action
Step 6	Discuss next steps with Centre Education Manager
Step 7	Centre formal/Informal action to be planned as agreed with the Centre Education Manager e.g. written warning/disciplinary action/final written warning/dismissal

Appendix 7

Additional support

The following links are helpful to understand bullying behaviours and can signpost you to additional support

Cyber-Bullying

<https://www.stopbullying.gov/cyberbullying/what-is-it>

<https://www.childline.org.uk/info-advice/bullying-abuse-safety/types-bullying/bullying-social-media/>

<https://www.bullying.co.uk/cyberbullying/what-to-do-if-you-re-being-bullied-on-a-social-network/>

Bullying and Harassment

<https://www.nationalbullyinghelpline.co.uk/>

<https://youngminds.org.uk/find-help/feelings-and-symptoms/bullying/>

<https://www.childline.org.uk/info-advice/bullying-abuse-safety/types-bullying/>

Online Grooming support

<https://www.childline.org.uk/info-advice/bullying-abuse-safety/online-mobile-safety/online-grooming/#40>

Mental Health Remploy support

This service, delivered by Remploy, funded by the Department for Work and Pensions, is available to any apprentice experiencing mental health difficulties at work, at no cost to you. It complements any existing occupational health service you have, and is delivered by trained professionals with expertise in mental health in the workplace.

If you would like support, please email apprentices@remploy.co.uk.

If you wish to contact us by phone, please call us 0300 456 8114 between the hours of 09:00 – 17:00

<https://www.remploy.co.uk/employers/mental-health-and-wellbeing/access-work-mental-health-support-service-apprentices>

Employer Support

UHL Support

- **AMICA Staff Counselling and Psychological Support Services**

This service is available to offer support for your mental wellbeing and appointments currently being held over the telephone.

Call: 0116 254 4388

or visit: <http://www.amica-counselling.uk/>

- **Wellbeing @ Work** - Funded by the staff lottery and Leicester Hospital's charities, Wellbeing @ Work offers discounted and free activities and therapies to all UHL staff to help you achieve a healthier lifestyle.
- **Freedom to speak up Guardian** - Our dedicated guardian, Jo Dawson, is here to create an environment where 'Speaking Up' is business as usual for all staff across the Trust
. <http://insite.xuhl-tr.nhs.uk/homepage/working-life/freedom-to-speak-up-guardian>
- **Anti-Bullying, Harassment & Victimisation Adviser Service** - our advisers are here to listen to your concerns about the behaviour you may be experiencing from colleagues and they will provide confidential, independent advice and support contact
antibullying.adviser@uhl-tr.nhs.uk.
- **Chaplaincy Listening Ear Services**
Members of the Chaplaincy are available to staff and UHL volunteers to provide a confidential listening ear. They provide informal pastoral support rather than formal "counselling". To contact us please phone or email:
 - 01509 564218
 - chaplaincy@uhl-tr.nhs.uk

LPT Support

- **Chaplaincy**, The Spiritual, Pastoral and Religious Care Team provide support to patients, visitors, staff of all faiths and beliefs, and those with no religious affiliation.
Call 0116 229 4055 9 (Spiritual, Pastoral and Religious Care Team administrator)
or email chaplaincy@leicspart.nhs.uk.
- **Staffnet** (use password to log in)
A broad range of information available on these pages that you can read and print off for colleagues that includes physical health, mental health, mental health toolkit for managers, sleep and fatigue, healthy eating, plus many other topics
- **Health and Well-being Lead**
The Health and well-being Lead is Gemma Ablewhite

Call: 07766925196

Or e-mail: Gemma.Ablewhite@leicspart.nhs.uk

- **Learning and Development**

Centralised point for everything linked to apprentices

email DevelopmentUnit.LearningSkillsand@leicspart.nhs.uk

LOROS Support

- **AMICA Staff Counselling and Psychological Support Services**

This service is available to offer support for your mental wellbeing and appointments currently being held over the telephone.

Call: 0116 254 4388

or visit: <http://www.amica-counselling.uk/>

- **Health and Well-being Pages**

A broad range of information available on these pages that you can read and print off for colleagues that includes physical health, mental health, mental health toolkit for managers, sleep and fatigue, healthy eating, plus many other topics

Go to: <https://www.loros.co.uk/staff/health-and-wellbeing/>

- **Mental Health First Aid**

Call: 07392312491 (Jo Elliot)

Or visit: <https://www.loros.co.uk/staff/health-and-wellbeing/>

- **Chaplaincy**

Call: 0116 231841 (Chaplaincy office) or 0116 231842 (Jo Pickering – Chaplaincy Administrator)

Appendix 8
UHL Values



We are compassionate



We are proud



We are inclusive



We are one team

