

Reference:	FOI.5598.21
Subject:	Whistleblowers
Date of Request:	17 March 2021

Requested:

1. How many reports did you receive from whistleblowers in 2019 and in 2020?
2. How many people do you have in your organisation that are trained/permitted to take reports from whistleblowers?
3. What training have the people in question number 2 received in whistleblowing?
4. What cost, if any, was there for this training?
5. Which organisation delivered each course?
6. What is the name of the person that arranged this training and what is their email address?
7. What methods do you have for whistleblowers to contact a person that is authorised to take their report and what are the specific details of these, i.e., email addresses, telephone numbers etc.?
8. What are the email addresses for the people authorised to receive whistleblower reports?
9. How many whistleblowers have left the organisation within 12 months of making a report?
10. How many whistleblowers have made an allegation of 'detriment' against your organisation?

Response:

1. Hywel Dda University Health Board (UHB) is unable to break down the information requested by year, as there is a potential risk of identifying individuals if this was disclosed. The UHB is therefore withholding this detail under Section 40(2) of the Freedom of Information Act 2000 (FoIA). This information is protected by the Data Protection Act 2018/General Data Protection Regulations 2016 (GDPR), as its disclosure would constitute unfair and unlawful processing and would be contrary to the principles and articles 6 and 9 of the GDPR. This exemption is absolute and therefore there is no requirement to apply the public interest test.

In reaching this decision, the Data Protection Act 2018/General Data Protection Regulations 2016 defines personal data as data which relates to a living individual who can be identified solely from that data or from that data and other information, which is in the possession of the data controller.

Therefore, the UHB provides, within the table below, the number of reports received from whistleblowers and concerns raised through the UHB's 'Speak up Safely' process, during the period 1 January 2019 to 31 December 2020.

Period	Number of reports
1/1/2019 to 31/12/2020	9

2. The UHB confirms that no training has been offered in regard to the taking of whistleblowing reports and all staff are encouraged to report any concerns to their line manager in the first instance.

The UHB adheres to the All Wales NHS staff to Raise Concerns Procedure. A copy is available on the UHB's website and can be accessed via the following link:

[Policies and written control documents - Hywel Dda University Health Board \(nhs.wales\)](#)

However, the UHB can confirm that it is developing the 'Speak up Safely' model, which provides assurances to the Board regarding the number of concerns raised by staff through the All Wales NHS staff to Raise Concerns Procedure. The Model currently has five (5) ambassadors:

- Louise O'Connor
- William Oliver
- Susan Jarvis
- Anna Bird
- Cathie Steele

3. The UHB confirms that some of the ambassadors have undertaken 'Whistleblowing with Public Concerns at Work' training. Additionally, all managers undertake Managers Passport training, which features the handling of concerns in conjunction with other employment policies, which are available via the link provided at question 2.
4. The UHB confirms that the cost for the 'Whistleblowing with Public Concerns at Work' training was £474.00.
5. The UHB confirms that the charity 'Protect- Speak up, stop harm' provided the course.
6. The UHB confirms that Louise O'Connor, Assistant Director – Patient Experience & Legal Services organised the course. Her email address has been provided in the response to questions 7 and 8.
7. & 8. The UHB confirms that the procedure on raising a concern is detailed within the All Wales NHS staff to Raise Concerns Procedure. The link has been provided in the response to question 2.

Furthermore, staff can access a Hub phone number which is available on the UHB's intranet webpages. In addition, staff can contact each of the 'Speak up Safely' ambassadors by email:

- Louise O'Connor Louise.O'Connor@wales.nhs.uk
- William Oliver William.Oliver2@wales.nhs.uk
- Susan Jarvis Susan.Jarvis4@wales.nhs.uk
- Anna Bird Anna.Bird@wales.nhs.uk
- Cathie Steele Cathie.E.Steele@wales.nhs.uk

8. The UHB confirms that no whistleblowers have terminated their employment with the UHB, within twelve months of making a report, during the calendar years 2019 and 2020.

9. & 10. Section 40 exemption is being applied. Please see the response to question 1 for the full exemption explanation.