



2 July 2015

Publication of independent review into bullying and harassment

In the 2012/13 NHS staff survey London Ambulance Service showed a slight increase in the level of responses from staff regarding the incidence of bullying and harassment at work. This prompted the new leadership team at London Ambulance Service, in autumn 2014, to commission an independent review to understand more about this issue and to develop an action plan to improve the situation.

In total, 327 out of our 5,000 employees participated in the review, under absolute assurances of confidentiality. 192 of these 327 who took part said they had experienced bullying and harassment at work.

The main findings of the report say that for some staff there is evidence of bullying taking place in the Service, and our organisational response to bullying and harassment has been poor.

We are being completely open and transparent with staff and are sharing both the findings of the report and our action plan, so everyone in the Service can be confident, that from this point forward, that bullying or harassment of any kind, at any level will not be tolerated.

The leadership team fully accepts the recommendations in the report and we are resolutely determined to tackle this behaviour and create a positive working environment and a culture free from bullying and harassment. We are taking immediate action including:

- Establishment of an independent advisory service where staff can report issues and concerns
- All staff will be strongly encouraged to raise concerns and can be confident that positive action will be quickly taken
- Training for all managers to better recognise bullying and harassment behaviours and challenge it
- Introduction of mandatory bullying and harassment training for all staff

In the longer-term we are putting in place a comprehensive programme to change and improve the culture of the organisation.

The leadership team would like to stress that we sincerely regret the findings of the report and want to be clear that from this point forward there is no place for these behaviours in the London Ambulance Service.

Dr Fiona Moore
Chief Executive