



HUMBERSIDE FIRE AND RESCUE SERVICE

People and Development

Professional Standards Dignity at Work Policy (anti Bullying and Harassment Procedure)

Owner	Executive Director of People and Development
Responsible Person	Head of Human Resources
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What we must do well



How we support our communities



We value and support the people we employ



We efficiently manage the Service

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1. INTRODUCTION

The Professional Standards Dignity at Work Policy (anti Bullying and Harassment) Procedure has been developed to enable members of staff who believe they have been the subject of bullying and harassment to take action, obtain support and to ensure that all staff understand their responsibilities under the policy. It also guides managers involved with cases of bullying and harassment by defining their role and responsibility, the processes to be followed, both informal and formal, and the support that is available to staff.

All employees are expected to behave in accordance with the values and principles of the organisation and this includes treating all employees with dignity and respect.

Humberside Fire and Rescue Service (HFRS) are committed to the development of leadership behaviours.

Core Code of Ethics

HFRS has adopted the Core Code of Ethics for Fire and Rescue Services. The Service is committed to the ethical principles of the Code and strives to apply them in all we do, therefore, those principles are reflected in this Policy.

National Guidance

Any National Guidance which has been adopted by HFRS, will be reflected in this Policy.

2. EQUALITY AND INCLUSION

HFRS has a legal responsibility under the Equality Act 2010, and a commitment, to ensure it does not discriminate either directly or indirectly in any of its functions and services nor in its treatment of staff, in relation to race, sex, disability, sexual orientation, age, pregnancy and maternity, religion and belief, gender reassignment or marriage and civil partnership. It also has a duty to make reasonable adjustments for disabled applicants, employees and service users.

3. AIM AND OBJECTIVES

HFRS will not tolerate any behaviour, at any level in the organisation, which constitutes bullying, harassment, victimisation or discrimination. Any reported allegation of this nature will be investigated fully and promptly by HFRS and appropriate action will be taken which may include disciplinary proceedings against the offender which could result in disciplinary action up to and including dismissal.

All allegations concerning bullying or harassment will be taken seriously and dealt with fairly, sensitively and confidentially by HFRS and there will be no victimisation of any member of staff making or involved in a complaint.

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The Dignity at Work Policy – anti Bullying and Harassment Procedure has been developed to enable members of staff who believe they have been the subject of bullying or harassment to act and to ensure that all staff understand their responsibilities under the policy.

This policy should be read in conjunction with HFRS Grievance Procedure, Whistleblowing Policy and Disciplinary Procedures Policy.

4. ASSOCIATED DOCUMENTS

- [Equality Impact Analysis](#)
- [HFRS Grievance Procedure Policy](#)
- [Whistleblowing Policy](#)
- [Disciplinary Procedures Policy](#)
- [Corporate Communication, Social Media and Events Policy](#)
- Legal References
 - Equality Act 2010
- National Guidance Reference
 - There is no specific National Guidance relevant to this policy.
- All Different All Equal – your rights your guidance (version 4), FBU

5. SCOPE

This policy covers bullying and harassment of and by managers, employees, contractors or agency staff. This includes bullying and harassment in the workplace and in any work-related setting (business trips, work-related social events etc.).

6. ROLES AND RESPONSIBILITIES

Overall responsibility for ensuring that this policy is implemented rests with the senior leadership team of HFRS, but specific accountability is with the Director of People and Development.

HFRS take their responsibility seriously to train and develop all leaders at every level in the organisation in appropriate leadership behaviours. However, there is also an implicit responsibility on all employees to behave in a reasonable, empathetic and respectful manner. All employees are, therefore, required to behave within reasonable boundaries of dignity and respect for others.

Managers:

- Are responsible for setting appropriate workplace standards.
- Have a responsibility to ensure the working environment is free from bullying, harassment, and victimisation and that all employees are treated fairly and with respect.

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- Are responsible for challenging bullying and harassment.
- Should examine their own behaviour and be aware of circumstances where staff may feel bullied even if bullying is unintended.
- Are responsible for taking complaints of bullying and harassment seriously and dealing with them promptly and appropriately.
- Must support employees experiencing bullying and harassment and provide the opportunity to discuss matters with their trade union, Human Resources (HR) and/or any of the counselling and support services available within HFRS.
- Must ensure that the complainant is not victimised for bringing a complaint forward.

HFRS will support managers who legitimately discharge their management responsibilities properly and reasonably without this constituting bullying and harassment where a reasonable and proportionate approach is taken within the organisation's policies and procedures. Examples of good management are:

- Setting achievable standards of work and time limits.
- Holding staff accountable for carrying out their duties and responsibilities.
- Ensuring team performance meets organisational requirements.
- Positively supporting the performance of individual workers.
- Addressing matters of performance, attendance and conduct through the appropriate HFRS procedures objectively.
- Applying HFRS procedures in a just and fair manner.

Employees:

- Are expected to treat each other with dignity and respect.
- Have a responsibility not to bully or harass other employees nor must employees aid or collude with others to bully, harass or victimise.
- Have a responsibility to report bullying and harassment through appropriate channels.
- Have a responsibility to challenge appropriately and/or raise concerns as early as possible, sharing the responsibility for reaching a solution.

All members of staff are responsible for supporting this policy to ensure that all staff can work in an environment that is free from bullying and harassment.

Human Resources Department

Will provide advice and assistance to all stakeholders. A central record of all grievances will be kept in HR where trends will be monitored, and action planned to address such trends.

Trade Unions

The trade unions are responsible for working in partnership with HFRS to tackle bullying and harassment at work.

Right to be Accompanied

An employee may be represented or supported at any formal meeting under this policy by a recognised trade union, staff association or current HFRS employee who is not involved in the proceedings. It is the responsibility of the employee to make their own arrangements for their representation. In exceptional circumstances and with the agreement of all parties, trade unions and staff association representatives may attend informal meetings as appropriate.

There may be occasions when HFRS has a responsibility to act in respect of bullying and harassment even if these issues have not been raised by individual employees. For instance, because of the severity or circumstances of the alleged conduct, it may be necessary to take other action such as initiating disciplinary proceedings.

7. DEFINITIONS OF BULLYING, HARASSMENT AND DISCRIMINATION

Harassment

The Equality Act 2010 uses a single definition of harassment to cover protected characteristics:

Harassment is “unwanted conduct related to a relevant protected characteristic, which has the purpose or effect of violating an individual’s dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that individual”.

The relevant protected characteristics are:

- Age
- Disability
- Gender Reassignment
- Marriage or civil partnership (in employment only)
- Pregnancy and maternity
- Race
- Religion and belief
- Sex
- Sexual orientation

Employees can raise concerns regarding behaviour that they find offensive even if it is not directed at them. In addition, the employee need not possess the relevant protected characteristic themselves; they can be harassed because of their association with a person who has a protected characteristic or because they are wrongly perceived to have a protected characteristic or are treated as if they do have one.

Direct and Indirect Discrimination

In equality legislation, there is an important distinction between direct and indirect discrimination. It is unlawful to discriminate against people who have 'protected characteristics' (as listed above) - treating someone less favourably because of certain attributes. This is known as direct discrimination.

Indirect discrimination occurs when an organisation's practices, policies or procedures apply to everyone, but have the effect of disadvantaging people who share certain protected characteristics.

Bullying

Bullying is characterised as offensive, intimidating, malicious or insulting behaviour, an abuse or misuse of power through means that undermine, humiliate, denigrate or injure the recipient.

Examples of inappropriate behaviour:

Any behaviour that meets the definitions within this policy may constitute bullying or harassing behaviour in HFRS, the following is a non-inclusive list of examples:

- Spreading malicious rumours or insulting someone by word or behaviour.
- Ridiculing or demeaning someone - picking on them or setting them up to fail.
- Exclusion, isolation or victimisation.
- Unfair treatment.
- Overbearing supervision or other misuse of power or position.
- Unwelcome sexual advances - touching, standing too close, display of offensive materials, asking for sexual favours, making decisions based on sexual advances being accepted or rejected.
- Making threats or comments about job security without foundation.
- Deliberately undermining a competent worker by overloading and constant criticism.
- Preventing individuals progressing by intentionally blocking promotion or training opportunities.
- Covert recording of conversations.
- Face-to-face, over the telephone, by email, text messages and online, e.g. social media platforms.

Bullying or harassing actions can range from unintentional misunderstandings and lack of awareness through to deliberate and malicious acts.

Bullying and harassment left unchecked or badly handled, may result in poor morale and employee relations; loss of respect for managers and supervisors; poor performance; lost productivity; absence; resignations and reputational damage. It is

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in everyone's interest to promote a safe, healthy and fair environment in which people can work.

Bullying is not about the management of conduct, change or performance although it is recognised by HFRS that members of staff may find it difficult to cope with these circumstances. Other aspects of management e.g. the allocation of work, holding staff accountable or the refusal of specific requests such as time off or changes in hours do not in themselves constitute bullying.

The difference lies in the way that staff and managers carry out their duties and there is a difference between firm but fair management practice and a manager who uses a management style that is perceived as bullying by staff. The table below sets out a framework to make clear the distinctions between the management styles and provides a guide as to whether a member of staff's concerns may relate to bullying. These behaviours apply to staff at all levels.

Firm but fair	Bullying or harassing
Consistent and fair.	Aggressive, inconsistent, and unfair.
Determined to achieve the best results but reasonable and flexible.	Unreasonable and inflexible.
Knows their own mind and is clear about their ideas, but willing to consult with colleagues and staff before drawing up proposals.	Believes that they are always right, has fixed opinions, believes they know best and are not prepared to value other people's opinions.
Insists on high standards of service and behaviours in the team. Holds staff accountable for quality and output.	Insists upon high standards of service and behaviour but blames others if things go wrong.
Will discuss in private any perceived deterioration before forming views or taking action and does not apportion blame on others when things go wrong.	Loses temper, regularly degrades people in front of others, and threatens official warning without listening to any explanation.
Asks for people's views and listens to the team.	Tells people what is happening, does not listen.

Deciding on a course of action

In some cases where employees feel they may have been or are being bullied or harassed it may be possible to rectify matters informally. Employees have a responsibility to raise concerns at as an early as point as possible and, therefore, share the responsibility for reaching a solution. Often people are not aware that their behaviour is unwelcome, and an informal facilitated discussion can lead to greater understanding and an agreement that the behaviour will cease. An employee may choose to approach the person themselves to discuss the behaviour. However, if an employee feels unable to do this themselves, informal resolution of matters can sometimes be best achieved through timely dialogue with a manager, HR representative, or a member of a trade union or staff association.

8. SUMMARY OF OPTIONS FOR RESOLVING ISSUES AND COMPLAINTS OF BULLYING AND HARASSMENT

The options are not listed in a specific order as there is no one set pathway for addressing issues such as these. It is for the member of staff to decide the best course of action for them to take.

- Speak or write to the alleged harasser about the bullying or harassing behaviour.
- Speak to the line manager or to a more senior manager.
- Speak to a member of HR, who can advise on the process that should be followed.
- Speak to a trade union/staff representative.
- Speak to Occupational Health & Wellbeing (OH)/counselling service.
- Consider using mediation or facilitated conversation through a trained mediator or a trained facilitator (this would commence stage 1 of the procedure).
- Make a complaint (verbally or written) asking for an investigation to the line manager or to a more senior manager or to the Director of People and Development.
- Should any individual have a complaint that is so serious and sustained over a long period time, that they feel they cannot raise it through this process due to widespread cultural issues, consideration may be given to use of the Whistleblowing procedure.

Facilitated Conversations

It is the role of the line manager or a more senior manager to facilitate resolution to apparent concerns between staff as they affect working relations and/or performance.

This may be at a point before or at the informal stage of the Dignity at Work policy, and is designed to:

- Address workplace concerns raised by the manager or another member of staff with the relevant member(s) of staff.
- Understand the situation from the perspective of those involved.
- Explore the impact of the concerns on the individuals involved and the service
- Create realistic solutions.

The facilitating manager will meet individually with each of the members of staff involved before bringing them together and will then lead the joint meeting, giving time for each member of staff to explain their concerns and discuss ways of

resolving the problem.

The role of the manager as facilitator is to promote both a shared resolution to the concerns of the staff, and in so doing ensure that the staff understand the standards of behaviour and performance expected of them. The manager should set out their expectations in writing, following the meeting.

Managers must seek advice and guidance on conducting facilitated conversations from the HR Department. The context and outcome of this conversation must be noted by the manager and recorded centrally in HR by the HR Service Partner.

Mediation

Mediation is a voluntary process for resolving interpersonal differences at either an informal or formal stage of the bullying and harassment procedure.

The process of mediation is designed to help the members of staff involved to share their experiences, identify the impact of the situation on them, and consider how they need to change and what they need from others to resolve the situation.

Mediation should only be considered when the affected staff are openly committed to resolving their differences. It can help rebuild relations that have been damaged through other HRFS procedures but should not be used in place of formal procedures, where the health and safety of staff is at ongoing risk, or in place of clear management instruction on expected behaviours/levels of performance.

Mediation may be requested by the line manager for the affected staff and is conducted by a trained mediator. Staff will be encouraged to establish a written agreement with the mediator, which will remain confidential, unless all those party to the agreement are prepared to share it.

9. PROCEDURE FOR MANAGING BULLYING AND HARRASSMENT COMPLAINTS

As soon as possible after an employee considers that an incident of bullying or harassment has occurred, they should seek to resolve it either through the informal (stage 1) or formal (stage 2) procedures outlined below.

In some cases, an employee may only perceive that they have been a victim of bullying or harassment because of a course or pattern of conduct over a period of time. If this is the case the employee should seek to resolve their concerns as soon as they perceive they may have been bullied or harassed.

Employees are encouraged, wherever possible, to resolve complaints in an informal manner. This approach should not be used to discourage an employee from using the formal procedure or when an instance of harassment could be of such a serious nature that the complaint would warrant formal action.

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Informal complaint and resolution are not appropriate if the employee has fears for their health or safety or if informal resolution has previously been attempted and failed to produce a change in the alleged bully or harasser's conduct.

STAGE 1 - INFORMAL PROCEDURE

At stage 1 (informal stage), there are several different options open to a member of staff who feels they have been harassed or bullied by another member of staff including a colleague, subordinate, supervisor or manager. It is for the member of staff to decide the best course of action for them to take.

If possible, an employee who feels bullied or harassed should in the first instance tell the person responsible that their behaviour is unwelcome, that it is causing them distress and to ask them to stop as the alleged bully/harasser may be unaware of the effect of their actions. The employee may wish to ask a colleague to be present when they speak to the person concerned. Alternatively, they may find it easier to write to them.

The employee has the option of speaking to a member of HR, who can advise on the process that should be followed, speaking to a trade union or staff representative; or speaking to OH (where appropriate use of the free confidential counselling service may be provided) participating in a facilitated conversation or using another of HFRS services.

If the member of staff concerned decides that they wish to pursue the matter further, they should speak to their manager. If their manager is the alleged harasser or if they do not wish to raise the issue with their manager, then they should speak to a more senior manager or to a member of HR. At this stage the manager will try to resolve the situation informally using several different options - these could include the manager speaking to the alleged harasser directly about the complaint or arranging a meeting where both parties come together and the manager, another manager or a member of HR or facilitates the discussion. The manager will need to find out what has happened by establishing the facts and should also keep a written record. Where the complaint is against a member of staff from another department or against a more senior person than the employee's manager, the manager must contact HR.

STAGE 2 - FORMAL PROCEDURE

Where the informal procedure is exhausted or the matter is considered too serious or the member of staff does not wish to deal with the matter informally, a stage 2 (formal) written complaint should be made by the member of staff to their manager who will contact HR. Where this is inappropriate, the member of staff should make the complaint to a more senior manager or to the Director of People and Development who will commission an investigation.

In circumstances where a member of staff wants to make a formal complaint without having initially tried to resolve the situation informally, if appropriate, the manager to whom they make their formal complaint may suggest supporting them to try to resolve the matter informally at this stage. If they do not wish to resolve their

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complaint informally, the complaint will be formally investigated. It is for the member of staff to decide if they are willing to take this course of action.

The formal complaint should include the following information:

- Clear, specific allegations against the named person(s).
- Where possible, dates, times and witnesses to any incidents.
- Relevant documentary evidence.
- Details of any informal action taken to address the issue.

An investigating manager will be appointed to conduct the investigation. The complaint should be acknowledged in writing within **5 working** days of receipt being received. Consideration will be given to those carrying out the investigations to ensure they reflect the nature of the case, are impartial* and are at an appropriate level within the organisation. If a full investigation has already been carried out at the informal stage of the procedure, it will be the decision of the commissioning manager (along with HR advice) as to whether further investigations are appropriate.

**This means that wherever possible, the investigating manager will not have close working links with the work areas where the members of staff involved are employed. It is essential that the manager investigating the case is not then involved in any related disciplinary case other than providing evidence to the hearing.*

HFRS recognises the need to investigate and resolve cases of bullying and harassment in a timely manner, to minimise potential stress to all those involved. However, such cases are often very complicated and need to be dealt with sensitively and thoroughly to ensure that full consideration is given to each situation. The timescales given below are, therefore, a guide only and may need to be extended for reasons which may include arranging dates for meeting with all parties involved, reviewing whether there is any substance to the claim, gathering evidence/ statements etc.

The investigation meetings will be arranged by the investigating manager, supported by a HR Service Partner and will normally begin to be conducted within **10 working days** of the complaint being received by the manager. All parties and witnesses who are interviewed should be afforded and should maintain strict confidentiality, although anonymity will not always be possible.

The investigating officer will normally meet both parties and any relevant witnesses individually. Both parties should be permitted to submit written statements, to be represented or accompanied during the investigation meetings by a trade union representative or a work colleague. Where appropriate, witnesses may also be asked to make a written statement.

In the event of a serious allegation of bullying or harassment it may be necessary to separate the two parties at the workplace or suspend the person against whom the allegation has been made until a full investigation has been carried out. In exceptional circumstances consideration may also be given to whether the

complainant should be suspended. Suspension will be on full pay and does not constitute disciplinary action.

Once the investigations have been completed, the investigating manager will submit a written report to the commissioning manager making recommendations on what actions should be taken which may include:

- Taking no action, where the allegation has not been substantiated.
- Making a finding of a case to answer in which the commissioning manager may convene a Disciplinary Hearing, where there is evidence of misconduct.
- Taking informal action such as exploring mediation, recommending suitable training etc.

The commissioning manager will confirm the outcome of the investigation normally within **five working days** of receipt of the investigation report or as soon as is practicably possible.

Where a disciplinary hearing is decided to be convened, it will be held in accordance with the HFRS Disciplinary Procedure Policy.

Where there have been serious or repeated incidences of bullying or harassment or a breach of the Dignity at Work Policy – Harassment and Bullying Procedure is serious, formal disciplinary action up to and including dismissal may be taken.

Where a member of staff is being performance managed under HFRS Performance and Capability Procedure and they raise a complaint of harassment or bullying by the manager conducting the performance reviews, HR will work with the manager and the member of staff to determine the most suitable means for resolving both issues.

Wherever possible, this policy should be used to deal with all allegations of bullying and harassment. However, where the individual feels that their circumstances are exceptional and they have sound justification for doing so, they may raise a complaint under the Whistleblowing Policy procedure.

Any malicious or vexatious complaint, which after investigation is proved to be unfounded will be treated seriously and appropriate action taken which may include disciplinary action against the complainant.

10. DISSATISFACTION WITH THE OUTCOME

Where a member of staff is not satisfied with the actions confirmed to be taken as a result of a bullying and harassment investigation, they can appeal in writing to the Director of People and Development within **5 working days** of receipt of the outcome letter.

The Dignity at Work Appeal process will mirror the stage 3 (appeal) of the Grievance Procedure. i.e., it will be conducted in the same way as detailed below. The

employee's letter of appeal must state their grounds of appeal. The decision at Stage 3 will be final – there will be no other right of appeal.

Stage 3 – Appeal

In deciding who should be the appeal manager, the Service will consider which manager has the appropriate authority to make the decision. This could be another manager with the same seniority or a more senior manager. On occasion, the appeal may need to be heard by a member of the Strategic Leadership Team (SLT) and each grievance will therefore be individually considered.

In the appeal letter, the employee is expected to summarise:

- Why they are not happy with the Stage 2 outcome.
- Their suggested remedies for resolving the complaint.
- The appeal manager will acknowledge receipt of the appeal in writing within **five working days** from receipt of the appeal letter.
- The appeal hearing is to be held within a further **five working days** from receipt of the appeal letter wherever possible.

Appeal Hearing Process

- **Two working days** prior to the appeal hearing, both parties will exchange all the information which will be referred to during the appeal.
- The hearing will be held at a reasonable place and time, and the employee has a duty to attend.
- The employee has the right to be accompanied by a work colleague or be represented by a recognised trade union representative during this hearing.
- A representative from HR will attend the hearing to provide advice, guidance and take the notes of the meeting.
- At the hearing, the manager who heard the complaint at Stage 2, will present their reason for the initial decision to the appeal manager and the employee will then be asked to present their reasons for dissatisfaction with the decision.
- The appeal manager will adjourn the hearing to decide. The decision will be communicated in writing and given to the employee within **five working days** of the hearing.
- This is the final stage of the complaint procedure and there is no further right of appeal.

In serious cases such as allegations of bullying, harassment, racism or other unlawful discrimination which suggests major problems for example, with culture or management style, will (where the matter remains unresolved) require a further hearing to be conducted by a member of SLT: the appropriate level which both

appreciates the wider importance and significance of the issue and has the authority to deal with it.

11. FOLLOW UP AND ON-GOING RESOLUTION

Following a bullying and harassment claim either party may be worried about working with the other again. HFRS will ensure that ongoing support is available for all parties involved if required and consideration given to exploring ways of resolving any remaining difficulties in working relationships.

12. ALLEGATION FOLLOWING A COMPLAINT UNDER THE COMPLAINTS POLICY

If the bullying or harassment claim has been the result of a complaint allegation, initially raised under the Complaints Policy, and the Complaint's Officer has determined that this Policy is the most appropriate avenue for the complaint to be progressed, then the HR team shall keep the Feedback Officer updated on the investigation and its outcome (see Appendix C).

13. TRAINING

HFRS will provide training for all staff and specifically for key employees and managers with roles in the policy including line managers, HR Advisers, and Investigating Officers.

14. MONITORING AND EVALUATION

HFRS will monitor all cases brought under the Dignity at Work Policy on an annual basis including:

- Numbers of formal cases brought under the Dignity at Work Policy
- Categories of complaint, including types of bullying, harassment, protected characteristic(s)
- Outcome of cases

15. FURTHER GUIDANCE

[All Different All Equal – your rights your guidance \(version 4\), FBU](#)

**If you require any further guidance in relation to this policy,
please contact Human Resources**

APPENDIX A: WHO CAN PROVIDE SUPPORT OR ADVICE TO EMPLOYEES

We are committed to maintaining a safe and supportive work environment for everyone. Below are internal and external routes staff can use to speak up, raise a concern and get support.

Most speaking up happens through conversations with supervisors and line managers where challenges are raised and resolved quickly. We strive for a culture where that is normal, everyday practice and encourage you to explore this option it may well be the easiest and simplest way of resolving matters. However, you have other options: Station Managers, Group Managers, TLT and SLT member with responsibility for the subject matter you are speaking up about.

Via your line manager

Your line manager is a key point of contact for reporting concerns and seeking support. They are here to listen, provide guidance, and ensure that your concerns are addressed appropriately. Whether you have questions about workplace policies, encounter issues with colleagues, or require assistance with personal matters affecting your work, your line manager is there to support you.

If, for any reason, you feel uncomfortable discussing your concerns with your line manager, we have established multiple channels for reporting concerns anonymously or confidentially.

Through our Policies and our Professional Standards Policies

Various routes are included in our Policies and our Professional Standards Policies listed below:

- Anti-Fraud and Corruption
- Complaints
- Dignity at Work (anti Bullying and Harassment)
- Disciplinary
- Exits From the Service
- Equality and Inclusion
- Grievance
- Menopause
- Mediation
- Personal Relationships at Work Policy
- Safety Event Reporting Recording and Investigation Arrangements
- Whistleblowing

Independent Speak Up (powered by Crimestoppers)

This service aims to provide a safe space for staff to speak up when something isn't right in the workplace:

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- Discrimination, victimisation and harassment (on gender, sexual orientation, disability)
- Misogyny and violence against women and girls
- Health and safety breaches
- Fraud and corruption
- Poor or unsafe working practices

The service is available online or via phone [here](#).

Service users can remain anonymous or can choose to provide their name and contact details which will then be shared for confidential use by the Fire Service

Our internal bullying and harassment hotline

Bullying will not be tolerated within Humberside Fire and Rescue Service. Our Dignity at Work policy clearly defines bullying and how to report it.

The Service's 'Zero Tolerance' campaign has a very simple strapline - **SUPPORT - CHALLENGE - REPORT** - and we encourage our employees to do just that.

Contact HR

You can contact your HR team, in complete confidence, on: 01482 567572.

This number will take you through to one of our HR advisers who will listen to what has caused you to feel the way you do.

You don't need to provide names and you will receive completely confidential advice as to how to manage any issues you raise.

HMICFRS Independent reporting line

The independent reporting line (IRL) form is a tool for fire and rescue service staff to confidentially pass information to HMICFRS, which as an independent body is responsible for inspecting fire and rescue services on their efficiency, effectiveness and how well they look after their people.

The reporting line can be accessed [here](#).

Employee Assistance Programme

As part of an ongoing commitment to employee wellbeing, Humberside Fire and Rescue Service Occupational Health Team are very pleased to offer all employees confidential support, with free access to emotional and practical support through CiC's Confidential Care Service.

The service is provided by CiC, an external organisation, who are entirely independent, so support and advice are completely confidential. You can call the Confidential Care line as often and for as long as you need to discuss any issues you would like support with.

The Confidential Care service is available 24 hours a day, 7 days a week, 365 days a year and is accessed by calling the freephone number: 0800 085 1376.

Internal Freedom to Speak Up Routes

The Freedom to Speak Up model was developed in health and has six key elements; we have used the model as the basis for the HFRS process. How we implement 'Valuing' and 'Modelling' Speaking Up within HFRS will be developed from the 'ground up' by listening to staff about how line managers and the organisation can value and model Speaking Up.

Our 'Freedom to Speak Up Guardian' can support you to speak up if you feel unable to do so. The Guardian will ensure that people who speak up are thanked for doing so, that the issues they raise are responded to, and that the person speaking up receives feedback on the actions taken. You can find out more about the guardian role [here](#).

Additional information relating to Freedom to Speak Up Routes can be found [here](#).

You may also wish to speak to:

- A colleague
- A trade union representative
- The Humberside Fire Authority Counselling Service
- Protect – UK Charity

You may wish to discuss the concern with a colleague or trade union representative first and may find it easier to raise the matter if there are other colleagues who share the same concerns. A trade union representative or work colleague may accompany a member of staff at any meetings or interviews in connection with the concerns raised.

Further guidance is set out under the [Whistleblowing Policy](#).

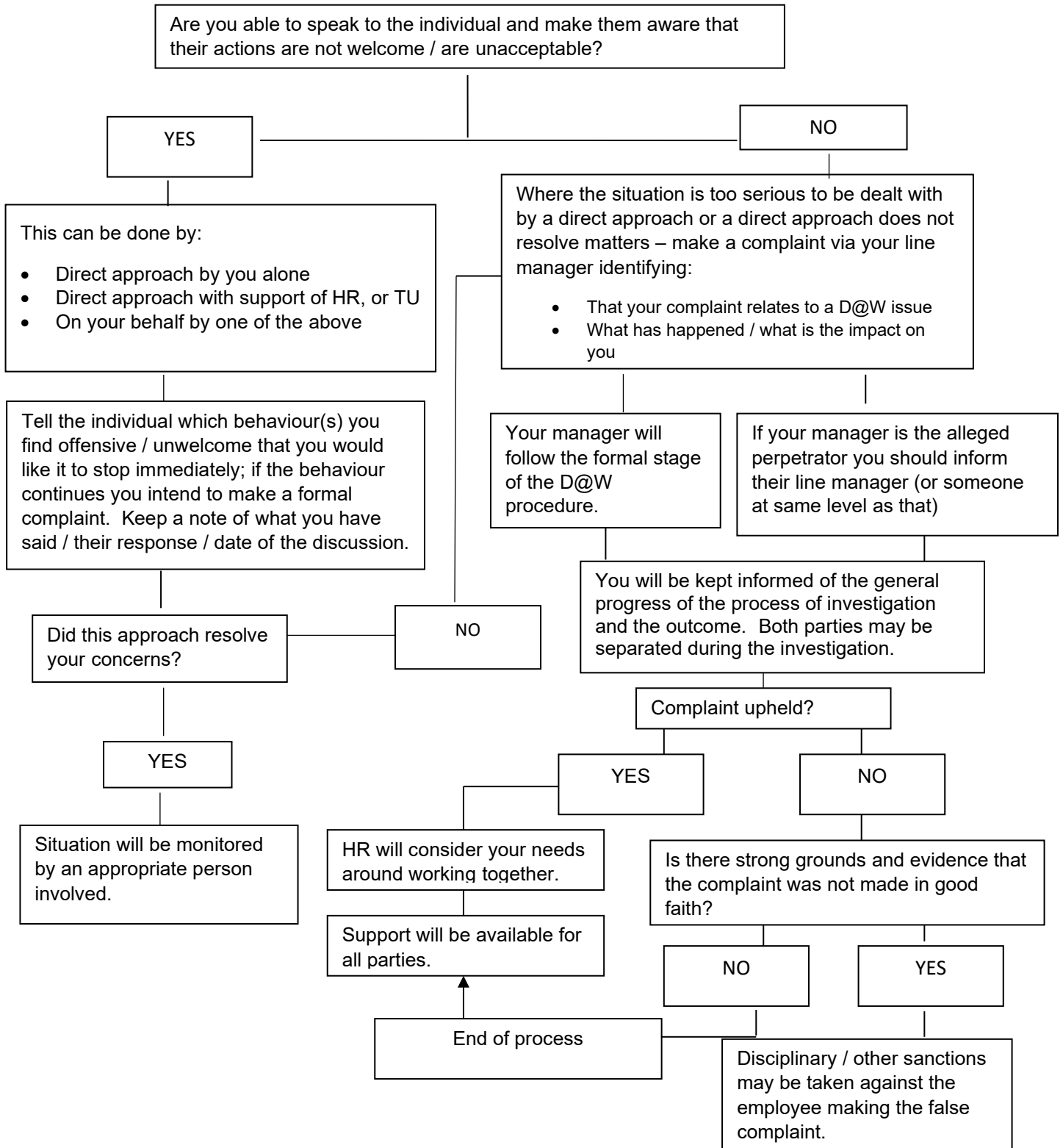
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APPENDIX B: SUPPORT CONTACTS

Department	Contact Details	Support Available
HFRS Occupational Health	OccHealthAdmin@humbersidefire.gov.uk	Internal support for all staff, strictly confidential
Human Resources Department	rgilmour@humbersidefire.gov.uk astott@humbersidefire.gov.uk HR@humbersidefire.gov.uk	Policy advice for all staff
HFRS trained mediators	Please contact the Human Resources department for contact details.	The (voluntary) use of an independent third party to assist in the resolution of workplace disputes to reach a mutually agreeable outcome
ACAS	08457 47 47 47 www.acas.org.uk	For information and advice on employment rights/bullying at work
HSE	www.hse.gov.uk/stress/furtheradvice/informationonbullying.htm	Information and advice on stress in the workplace caused by bullying and harassment
TUC online	Trades Union Congress, Congress House, Great Russell Street, London WC1B 3LS, 020 7636 4030; www.tuc.org.uk	Support, advice for anyone being bullied at work
Bully Online	www.bullyonline.org	Information, advice, resources relating to Bullying at Work
Workplace Bullying	www.bullying.co.uk	A non-profit site working to provide a legal resource to those working against bullying or harassment of any kind in the workplace
Unison	0800857857 (direct) 01482 318670 (Hull Office) info@unisonhull.org.uk	Unison members support
FBU	Gavin.marshall@fbu.org.uk	FBU members support
Unison There for You (member support)	02071215620 thereforyou@unison.co.uk 01482 318670 local unison Welfare line.	Unison members support
Blue Light Champions (via Control)	01482 567425	

APPENDIX C: FLOWCHART: MAKING A COMPLAINT - WHAT SHOULD I DO IF I THINK I AM BEING BULLIED OR HARASSED?

You should keep a record of any occasions or incidents that occur noting the dates, times, circumstances and names of any witnesses and **raise these at the earliest opportunity.**



APPENDIX C: COMPLAINTS PROCESS FLOWCHART

Complaints Process

