Belfast Health and Social Care Trust
caring supporting improving together

FOI/38240

23 October 2026

Evidence and Assurance of People and Culture Process Improvements

I request recorded corporate information under the Freedom of Information Act 2000 concerning Belfast Health and Social Care Trust's evidence and assurance of People and Culture process improvements during and after the Level 5 Support and Intervention period, with a narrow focus on Conflict, Bullying and Harassment (CBH), grievance and appeal handling.

This is deliberately a limited source-side request. It seeks existing corporate records only. It does not seek personal data, the contents of individual staff cases, legal advice, the identities of employees or complainants, or any new statistical analysis.

I therefore request the following existing corporate records concerning the implementation, evidencing, assurance and sustainment of People and Culture improvements relating to CBH, grievance and appeal handling, for the period 1 June 2025 to 31 August 2026:

1. **The existing action-plan mapping, implementation tracker or recommendation schedule showing which Support and Intervention / McBride-Hill People and Culture actions concerned CBH, grievance or appeal handling.**

   Under Section 1(1)(a) of the Freedom of Information Act 2000, Belfast Trust can confirm that it does not hold the information requested.

2. **Any post-implementation, effectiveness or sustainment review undertaken after the reduction to Level 4 on 21 April 2026 which assessed whether improvements to CBH, grievance or appeal handling had been implemented and were operating effectively. Where such a review already considered timeliness / backlog, independence or separation of roles, investigation quality, appeal arrangements, reasonable adjustments, equality-related allegations, retaliation / victimisation or speaking-up cross-referral, please include those parts. I do not ask the Trust to create a review if none exists.**

   Under Section 1(1)(a) of the Freedom of Information Act 2000, Belfast Trust can confirm that it does not hold the information requested.

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3. **Any existing RAG rating, closure evidence, assurance checklist, audit result or sign-off record used to establish that an action concerning CBH, grievance or appeal handling was implemented, complete, embedded, sustained or equivalent.**

   Under Section 1(1)(a) of the Freedom of Information Act 2000, Belfast Trust can confirm that it does not hold the information requested.

4. **An index of the formal monthly BHSCT update reports supplied into the Support and Intervention accountability / oversight arrangements during that period, identifying date and title, together with the sections or extracts which address People and Culture improvement in CBH, grievance or appeal handling. An index plus relevant extracts is sufficient; I do not seek the underlying datasets through this request**.

   Under Section 1(1)(a) of the Freedom of Information Act 2000, Belfast Trust can confirm that it does not hold the information requested.

5. **Any record materially connected with the decision to reduce BHSCT from Level 5 to Level 4 on 21 April 2026 which identifies whether CBH, grievance or appeal process improvements formed part of the People and Culture evidential basis for de-escalation and, if so, the relevant recorded evidence / sign-off. If they did not form part of that basis, please provide or state the recorded position rather than creating a new analysis.**

   Under Section 1(1)(a) of the Freedom of Information Act 2000, Belfast Trust can confirm that it does not hold the information requested.

6. **An index of any recorded request, challenge, evidence requirement or follow-up from the Department of Health, PHA, SPPG or the Departmental / PHA Accountability and Assurance Group concerning the sufficiency, validation or sustainment of BHSCT evidence for those People and Culture improvements. Date, originating function, subject and BHSCT response / status are sufficient at this stage.**

   Under Section 1(1)(a) of the Freedom of Information Act 2000, Belfast Trust can confirm that it does not hold the information requested.