

Freedom of Information request 382-22

Request

Manager numbers

1. In this health board, how many members of staff are classified as being in non-clinical roles? Please break this data down so as to highlight how many of those in non-clinical roles are in managerial positions. For instance, this might include board members, committee members, executives, non-executives, chief executive and directors.

Managerial complaints

2. In this health board and in this calendar year so far, how many complaints have been made against employees in a non-clinical role? Please break this data down so as to highlight how many of those in non-clinical roles are in managerial positions. For instance, this might include board members, committee members, executives, non-executives, chief executive, and directors. Please also provide the data for each of the preceding five calendar years.

3. In this health board and in this calendar year so far, of those complaints made against staff in non-clinical positions, please confirm how many complaints were resolved by early resolution as outlined in the 'Once for Scotland' Workforce Policies Programme procedure? Please break this data down so as to highlight how many of those in non-clinical roles are in managerial positions. Please also provide the data for each of the preceding five calendar years.

4. In this health board and in this calendar year so far, of those complaints made against staff in non-clinical positions, please confirm how many complaints were not successfully resolved in early resolution and resulted in a formal procedure being initiated? Please break this data down so as to highlight how many of those in non-clinical roles are in managerial positions. Please also provide the data for each of the preceding five calendar years.

5. In this health board and in this calendar year so far, of those complaints not successfully resolved in early resolution, how many formal procedures resulted in sanctions against staff in non-clinical positions? Please break this data down so as to highlight how many of those in non-clinical roles are in managerial positions. Please also provide the data for each of the preceding five calendar years.

6. In this health board and in this calendar year so far, how many non-clinical staff have a) been dismissed or had their contract terminated b) been redeployed c) been demoted d) received formal warning or e) received other sanctions (please specify). Please also provide the data for each of the preceding five calendar years.

Response

Manager numbers

1. NHS Borders has 664 members of staff (headcount) classified as being in non-clinical roles. Of these, 14 individuals are classified as being managers – health board members, executive and non-executive directors, chief executive and senior managers.

Managerial Complaints

	2017 - 2018	2018 - 2019	2019 - 2020	2020 - 2021	2021 - 2022	2022 - 2023
2a. No of complaints made against employees in a non-clinical role	<5	0	<5	<5	<5	<5
2b. How many of those in non-clinical roles are in managerial positions	0	0	0	0	0	0
3a. of those complaints made against staff in non-clinical positions, please confirm how many complaints were resolved by early resolution	<5	0	<5	<5	<5	<5
3b. how many of those in non-clinical roles are in managerial positions	0	0	0	0	0	0
4a. of those complaints made against staff in non-clinical positions, please confirm how many complaints were not successfully resolved in early resolution and resulted in a formal procedure being initiated	0	0	<5	0	0	0
4b. how many of those in non-clinical roles are in managerial positions	0	0	0	0	0	0
5a. of those complaints not successfully resolved in early resolution, how many formal procedures resulted in sanctions against staff in non-clinical positions	0	0	0	0	0	0
5b. how many of those in non-clinical roles are in managerial positions	0	0	0	0	0	0
6a. how many non-clinical staff have been dismissed or had their contract terminated	0	0	0	0	0	0
b) been redeployed	0	0	0	0	0	0
c) been demoted	0	0	0	0	0	0
d) received formal warning	0	0	0	0	0	0
e) received other sanctions	0	0	0	0	0	0

Please note we are withholding data under Section 38(2)(ii) of the Freedom of Information (Scotland) Act 2002 under Section 38(1)(b) as the number of events in some areas are very small and in accordance with the Code of Practice for Official Statistics any number that is less than five, actual numbers and potentially identifiable information is withheld to help maintain confidentiality due to potential risk of disclosure. Further information is available in the [ISD Statistical Disclosure Control Protocol](#)

If you are not satisfied with the way your request has been handled or the decision given, you may ask NHS Borders to review its actions and the decision. If you would like to request a review please apply in writing to, Freedom of Information Review, NHS Borders, Room 2EC3, Education Centre, Borders General Hospital, Melrose, TD6 9BS or foi.enquiries@borders.scot.nhs.uk.

The request for a review should include your name and address for correspondence, the request for information to which the request relates and the issue which you wish to be reviewed. Please state the reference number **382-22** on this request. Your request should be made within 40 working days from receipt of this letter.

If following this review, you remain dissatisfied with the outcome, you may appeal to the Scottish Information Commissioner and request an investigation of your complaint. Your request to the Scottish Information Commissioner should be in writing (or other permanent form), stating your name and an address for correspondence. You should provide the details of the request and your reasons for dissatisfaction with both the original response by NHS Borders and your reasons for dissatisfaction with the outcome of the internal review. Your application for an investigation by the Scottish Information Commissioner must be made within six months of your receipt of the response with which you are dissatisfied. The address for the Office of the Scottish Information Commissioner is, Office of the Scottish Information Commissioner, Kinburn Castle, Doubledykes Road, St Andrews, Fife.