

NHS ENGLAND FOI DISCLOSURE 19 JULY 2022

Ref: FOI-2205-1762519) NHSE:0426711

Dear REDACTED

Thank you for your Freedom of Information (FOI) request dated 21 May 2022. Please accept our apologies for the delay in responding to your request. Please note NHS Improvement became part of NHS England in July 2022.

Your exact request was:

“Services provided to NHS England and NHS Improvement by Susan Newton Consulting Limited, (Companies House No 08472517), in the last five years

Please advise:

1. What work NHS Improvement and NHS England has commissioned from the company Susan Newton Consulting Limited, a company that reportedly specialises in sensitive HR and whistleblowing investigations, in the last five years
2. Please advise how many investigations this company has undertaken for NHS England and or NHS Improvement in the last five years
3. Please advise how many of these investigations related to whistleblowing disclosures by the staff of NHS England and or NHS Improvement
4. Please advise of the total amount paid to this company by NHS England and NHS Improvement in the last five years
5. Please give a summary of the recommendations arising from the investigations undertaken for NHS England and NHS Improvement by Susan Newton Consulting Limited in the last five years
6. Please give a summary of the follow up action taken by NHS Improvement and NHS England in the last five years in response to these recommendations”

NHS England holds information in relation to your request.

NHS England has provided table below in relation to questions 1 to 3.

Work Commissioned from SNC Ltd	Year	Investigation	Whistleblowing
Whistleblowing	2021	Yes	Yes
Connected Investigations: <ul style="list-style-type: none">• Disciplinary 1• Grievance1• Disciplinary 2• Cultural review	2019 - 2021	Yes	No
		Yes	No
		Yes	No

<ul style="list-style-type: none"> • Grievance 2 • 			
<p>Connected Investigations</p> <ul style="list-style-type: none"> • Grievance 1 • Grievance 2 	2021-2022	Yes Yes	No No
Review of grievance	2020	No	No
Grievance and Whistleblowing	2022	Yes	Yes
Grievance	2021	Yes	No
Panel Training		No	No
Grievance		Yes	
Trust oversight arrangements report	2018	No	No
Paper on discipline and grievance policy	2018	No	No
Grievance	2021	Yes	No
Grievance	2017	Yes	No

In relation to question 4, the total fees amounted to: £140,595.70

In relation to question 5 and 6, the summary of recommendations are as follows:

- HR issues: recommendations were made to improve the handling of employee relations cases, including training of investigators and case managers.

Changes were made to the way HR cases were managed and a flowchart was created for staff raising concerns, complaints and issues, this means that all staff are aware of how we handle employee relations issues.

- Conflicts of interest: recommendations were made to improve the management of declaring and mitigating conflicts of interest, including how work is allocated to investigators.

Teams now complete a declaration of Interest form annually and are in addition required to highlight situations which may present themselves where a conflict is identified. The team leaders have a record of all the conflicts within their team to ensure cases are allocated correctly. Improvements will be made to the Standards of Business Conduct Policy as Healthcare Safety Investigation Branch (HSIB) moves towards independence as the policy does not provide the level of detail the teams require.

- Organisational culture: recommendations were made to review culture, leadership and governance of the organisation.

The King's Fund was commissioned to complete a review, the recommendations from which are being implemented.

We hope this information is helpful. However, if you are dissatisfied, you have the right to ask for an internal review. This should be requested in writing within two months of the date of this letter. Your correspondence should be labelled "Internal Review" and should outline your concerns and/or the area(s) you would like the review to consider. Internal Review requests should be sent to:

NHS England
PO Box 16738
REDDITCH
B97 9PT

Email: england.contactus@nhs.net

Please quote the reference number FOI-2205-1762519 in any future communications.

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If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner's Office (ICO) can be contacted at the following weblink:

<https://ico.org.uk/global/contact-us/>

Please note there is no charge for making an appeal.

Please be aware that in line with the Information Commissioner's directive on the disclosure of information under the FOI Act, your request will be anonymised and published on our website as part of our disclosure log.

Please do not reply to this email. This message has been sent from a central mailbox. To communicate with NHS England regarding Freedom of Information (FOI) requests, enquiries or complaints we ask these are sent directly to NHS England's customer contact centre. This is to ensure all communications are progressed correctly. Their postal address, telephone number and email details are as follows: PO Box 16738, Redditch, B97 9PT; 0300 3 11 22 33, england.contactus@nhs.net.

Yours sincerely,

Freedom of Information
Communications Team
Transformation Directorate

NHS England
PO Box 16738
REDDITCH
B97 9PT

Tel: 0300 311 22 33
Email: england.contactus@nhs.net

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