

Tackling Unacceptable Behaviours Unit (TUBU)

Tackling Unacceptable Behaviours Unit (TUBU) helpline

Who is it for: All HMPPS Staff

Who runs it: Trained colleagues in HMPPS's Tackling Unacceptable Behaviours Unit (TUBU)

To contact the Tackling Unacceptable Behaviours Helpline, call 0300 131 0052, Monday-Friday, 9am-5pm (excluding Bank Holidays).

The helpline is aimed at people experiencing bullying, harassment, discrimination, victimisation who perhaps don't know where to turn.

The call handlers will listen to, support and signpost you to existing professional support, services, or policies.

We will not advise you on what action to take, but help you explore your options.

All calls are confidential, but TUBU can offer to intervene and escalate your concerns to a senior leader (with your consent) if, for example, you are too afraid or upset to speak to them directly but do want to raise the issue. This will ensure that local support is provided to you and that appropriate action is taken.

Confidentiality

Callers do not have to give their name or personal details if they do not wish to do so. The helpline will not record your name (and you can choose not to disclose it) or any other personally identifying information. If we do have to pass on information, we will tell you, and it will only be in limited circumstances whereby the law has been broken, or if there is a risk of harm to you or others.

Benefits

- **Listening** - The TUBU staff helpline offers a safe place to talk about what's happening and you will be listened to without judgement.
- **Reassurance** - Call handlers listen, empathise, and are non-judgemental. They will help you explore your options and suggest sources of support if appropriate.
- **Support** - The helpline is a confidential space to talk about what's happening to you and our trained call handlers will help you identify what your options are (for example we might ask you if you think mediation could help, particularly if you don't want to make a formal report), signpost you toward specialist or professional support if that's appropriate and make sure you know about other relevant support that could help.

In some circumstances, if you want to report your concerns formally, but feel unable to take the first step, we can offer to intervene, with your consent, and start the conversation locally for you, by contacting the relevant senior leader.

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Mediation Service

Mediation - This service will seek to resolve workplace conflict. Further information, including how to access the service, can be found on the mediation pages: [Mediation \(sharepoint.com\)](https://sharepoint.com)

Who is it for: All HMPPS Staff

Who runs it: HMPPS's Tackling Unacceptable Behaviours Unit (TUBU) manage the service.

Mediators are HMPPS staff, who have been professionally trained and accredited. They are independent and impartial. They have a genuine interest in helping to resolve the situation. Mediators are not management representatives; they won't take sides or judge who is right or wrong and will never impose a solution.

HMPPS has trained workplace mediators, but if there are insufficient mediators available TUBU can access the Civil Service Mediation Service, composed of mediators from across the Civil Service.

What the service helps with: Mediation is a process available to all staff to help resolve issues or disagreements with colleagues. It is voluntary, confidential and informal.

An impartial person - called a 'mediator' - works with everyone involved to help find a way forward.

Types of cases where mediation has helped include:

- relationship difficulties
- interpersonal conflict
- communication breakdown
- differences in working style
- perceived discrimination, harassment or bullying

Confidentiality

Mediation is confidential, and the information discussed will not be disclosed to anyone outside the mediation process, including line management, without the permission of all the participants. However, mediators have a legal duty to pass on to the appropriate authorities any information disclosed regarding criminal offences or harm to the participants in question or someone else. They will discuss this with the participant(s) if this is the case.

Benefits

- encourage people to speak and listen to each other's point of view

- identify issues that need to be resolved
- encourage people to come up with practical ideas for improvement
- aim for a positive resolution with those involved, making the appropriate changes

Mediation is less formal than the grievance and investigation process. It can help people resolve issues more quickly. Mediation has the potential to help resolve issues before they escalate further.

It does not stop you taking other actions, like a grievance, at the same time or in the future.

How to access it: In the first instance, speak to your line manager (or another manager you can trust) to discuss mediation. They will speak with the other party to see if they agree to enter mediation.

Once consent has been confirmed, the manager will complete a referral form and forward this to TUBU.