**Q12 Do you feel it is acceptable for a member of staff to be under full pay and suspension for ten months and wanting to be back at work, they’re doing what they can to be back and it’s taking so long?**

No. There are a number of reasons in cases where some of it is beyond our control and I think we have to acknowledge that. There are also some bits which are absolutely within our control as well and I think for me, and the rest of the Exec team, we must work harder to get there, not make it so long and we have to get the systems and processes to be able to do it. This is where, when people have experienced a lengthy delay, I am truly sorry for that because that is not our intention. We have to have the freedom to speak out and the ability to raise concerns, but when we have to raise those concerns in a timely manner and that timely manner becomes really important to be able to do those as well.