

# Freedom to Speak Update Summary

## 1 July 2019

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Agenda Item No: 6.4

## Trust Board Report

<b>Meeting Date:</b>	1 <sup>st</sup> July 2019
<b>Title:</b>	Freedom to Speak Trust Board Report
<b>Executive Summary:</b>	<p>This report provides a summary of the last 6 months of Freedom to Speak Up activity within RWT. The report will provide an update on</p> <ul style="list-style-type: none"> <li>○ <b>FTSU Cases recorded and monitored;</b> Attitudes and behaviours remain the main issues that staff are speaking up about. Most speaking up concerns are being signposted to the Dispute Resolution Policy, HR Process or to senior level management. These last 6 months the FTSU Guardian has escalated speaking up concerns to Medical Director and Chief Nurse.</li> <li>○ <b>FTSU Survey Data Results</b> A FTSU Survey was completed in October, 2018 during the FTSU Awareness Week. The results were compared with the survey undertaken in March 2017 and there has been an improved result in the number of staff answering positively in response to the 5 questions Sir Robert Francis identified as part of a <i>Vision for Raising Concerns in the NHS, 2015</i>. <i>The National Staff Survey results for RWT are also comparable with the local FTSU Survey</i></li> <li>○ <b>FTSU Trust Strategic Objectives Update</b> The FTSU Guardian has identified some actions that require to be progressed within the Guardian Action Plan to ensure that the Trust FTSU Strategic Objectives are being met. These include -sharing of FTSU Lessons learnt -triangulation of data from HR, Staff Side, Family &amp; Friends Survey &amp; PALs</li> </ul>
<b>Action Requested:</b>	To Note
<b>For the attention of the Board</b>	Data presented throughout the report is based on staff speaking up to the FTSU Guardian, Contact Links and referred to FTSU Guardian
<b>Assure</b>	
<b>Advise</b>	Data presented on <i>themes of concerns</i> reported to FTSU Guardian
<b>Alert</b>	n/a
<b>Author: Contact Details:</b>	Freedom to Speak Up Guardian; Neelam Mehay <a href="mailto:Neelam.mehay1@nhs.net">Neelam.mehay1@nhs.net</a>
<b>Links to Trust Strategic Objectives</b>	<p>Trust Objectives</p> <ul style="list-style-type: none"> <li>• To improve the culture of compassion, safety and quality in every department and service we offer</li> <li>• To have an effective, well integrated organisation which operates efficiently</li> <li>• To attract, retain and develop all employees and improve employee engagement year on year.</li> </ul>
<b>Resource Implications:</b>	None

<b>CQC Domains</b>	<p><b>Safe:</b> patients, staff and the public are protected from abuse and avoidable harm.</p> <p><b>Effective:</b> care, treatment and support achieves good outcomes, helping people maintain quality of life and is based on the best available evidence.</p> <p><b>Caring:</b> staff involve and treat everyone with compassion, kindness, dignity and respect.</p> <p><b>Responsive:</b> services are organised so that they meet people's needs.</p> <p><b>Well-led:</b> the leadership, management and governance of the organisation make sure it's providing high-quality care that's based around individual needs, that it encourages learning and innovation, and that it promotes an open and fair culture.</p>
<b>Equality and Diversity Assessment</b>	Freedom to Speak and all activities involved will ensure that Equality and Diversity and Inclusiveness are embedded in the workforce. Protected Characteristics of staff raising concerns will be monitored by the Freedom to Speak Up Monitoring Form
<b>Risks: BAF/ TRR</b> (describe risk and current risk score)	
<b>Public or Private:</b> (with reasons if private)	Public
<b>Other formal bodies involved:</b>	no
<b>References:</b> (eg from/to other committees)	n/a
<b>NHS Constitution:</b> (How it impacts on any decision-making)	<p>In determining this matter, the Board should have regard to the Core principles contained in the Constitution of:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Equality of treatment and access to services</li> <li><input type="checkbox"/> High standards of excellence and professionalism</li> <li><input type="checkbox"/> Service user preferences</li> <li><input type="checkbox"/> Cross community working</li> <li><input type="checkbox"/> Best Value</li> <li><input type="checkbox"/> Accountability through local influence and scrutiny</li> </ul>

## Report Details

### 1 RWT FTSU Bi-Annual Update

RWT have been working towards creating a safe speaking up culture and ensuring that speaking up is business as usual across the Trust.

The Trust now have 12 Contact Links, (Staff Volunteers) supporting the FTSU programme and the Guardian is keen to further recruit more Contact Links across the organisation.

Freedom to Speak Up workshops have been organised and are split into workshops for managers and workshops for employees, both exploring FTSU barriers, handling and managing concerns, individual values and behaviours and how this all contributes to a safe environment for speaking up. Three workshops have already been delivered and have received positive feedback.

The FTSU Guardian has also provided information of Freedom to Speak Up activity for the RTW Annual Report and RWT's Annual Equality Report.

### 2 Freedom to Speak Up Cases Recorded and Monitored

The Freedom to Speak Up Guardian has received the following number of cases;

Year & Quarter	Total number of cases brought to Freedom to Speak Up Guardians, Champions and Ambassadors in our trust	Cases raised anonymously	Patient safety/quality	Bullying or harassment	Suffering detriment
Q4 2018/19	11	0	5	5	4
*Q1 2019/20	5	0	0	5	0

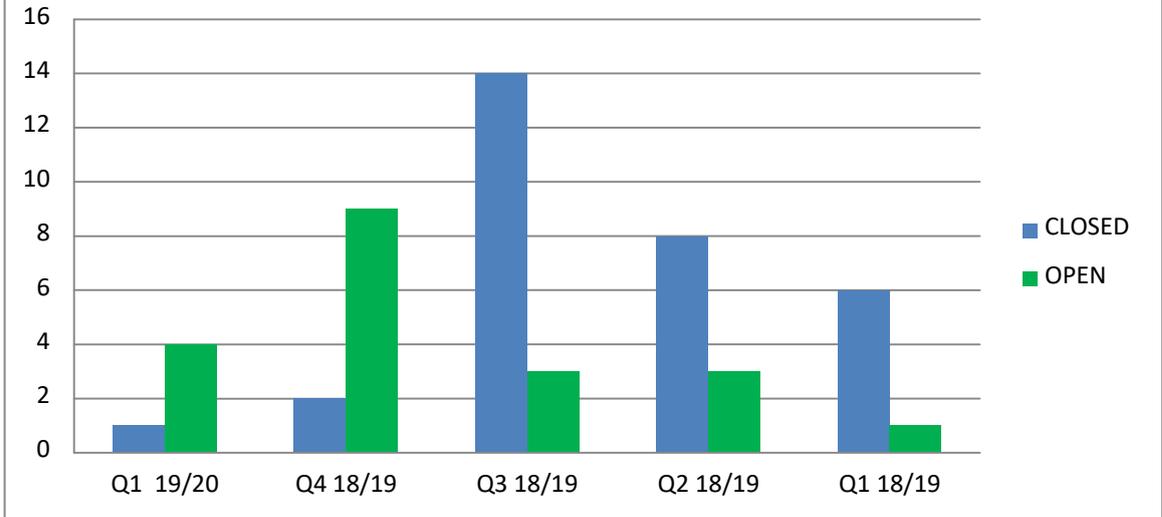
\*please note this quarter is not yet complete and only includes case reported until May, 2019)

The Guardian currently has 20 cases that open and require support and input from the FTSU Guardian. These case are being addressed through either a;

- HR Process
- Executive Director Escalation
- Organisation Development approach

Below is a chart showing the number of speaking up concerns the FTSU Guardian has open and closed by each quarter. Some FTSU Cases are on-going complex cases.

## FTSU Guardian Cases Open & Closed

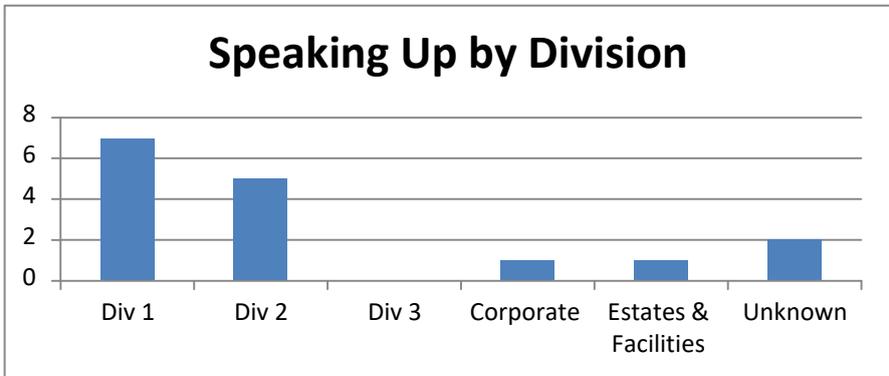


**How concerns were received**

The majority of the concerns are being reported directly to the FTSU Guardian however, some concerns are referred to the FTSU Guardian by the HR Advisory Team or Executive team. Only one case this quarter has been referred through the Contact Links route and plans are in place to re-launch the Contact Link Role & Profile and to further recruit more contact links. The FTSU Guardian has also been referring cases to the Contact Links as part of the Speaking Up support to individual staff members where appropriate. This has been successful with two cases that FTSU Guardian has asked Contact Links to support, as it has engaged staff and the Contact Link with the Speaking Up process in a positive way.

Below is a breakdown of Speaking Up concerns between January 2019 to May 2019.

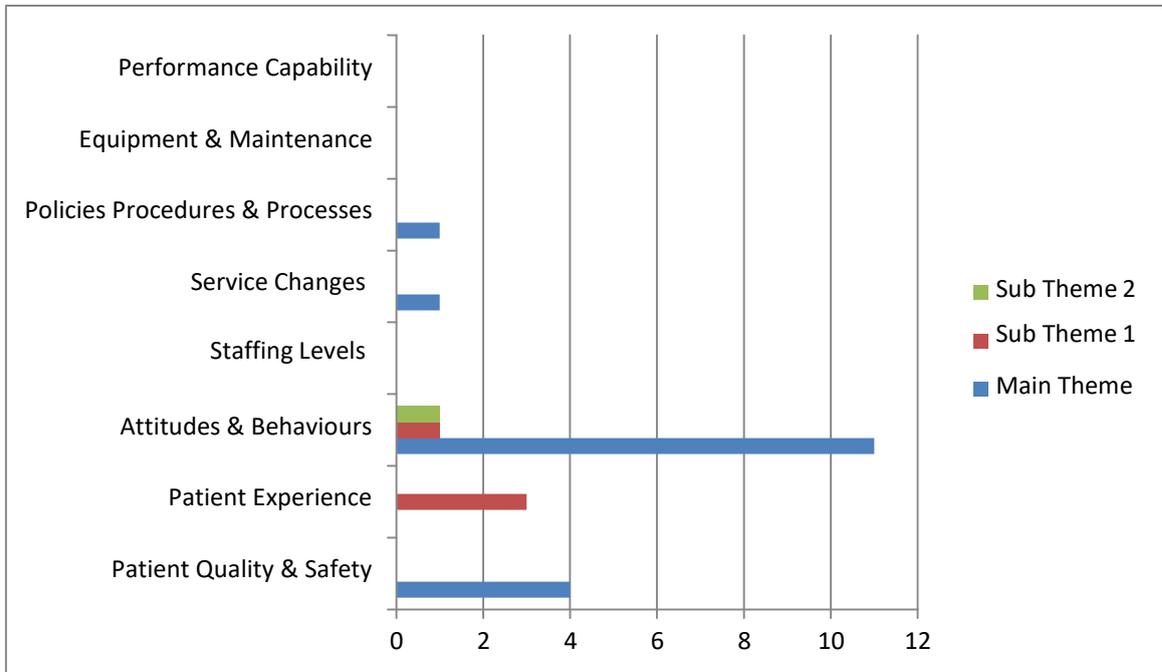
**Speaking Up by Divisions**



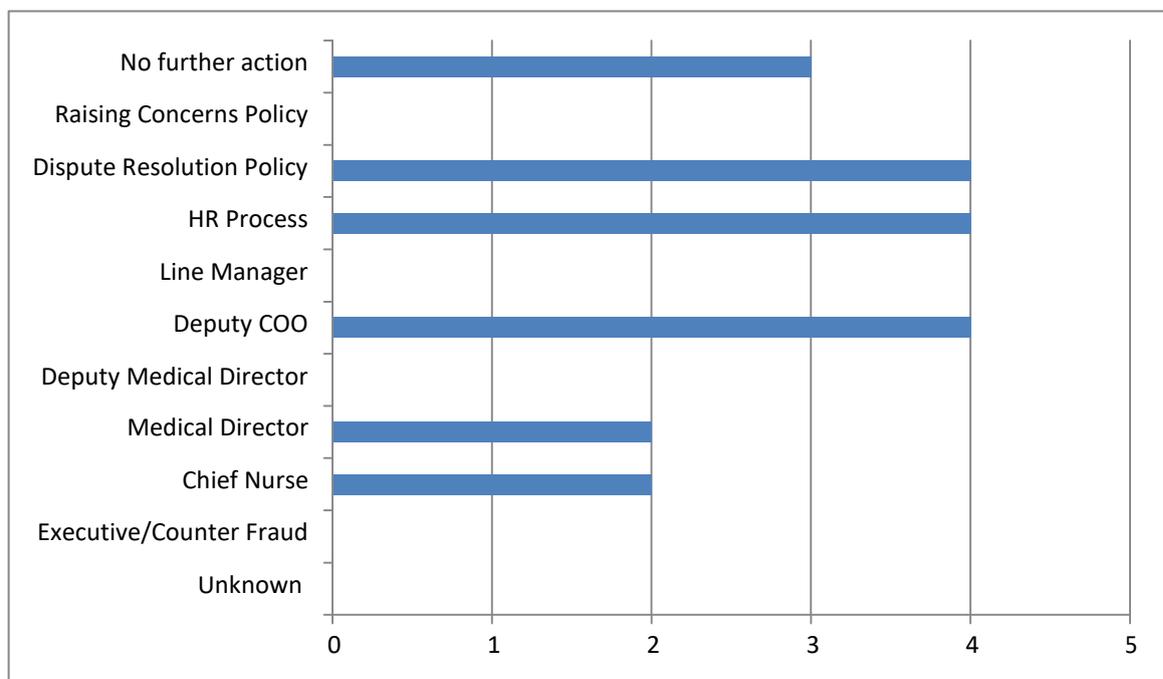
Although there have been no speaking up concerns raised this last two quarters there are cases that FTSU Guardian is supporting or involved in a HR Process that relate to Division 3.

**Themes of Speaking Up**

The FTSU Guardian records speaking up concerns under a main theme and possibly one or two other sub-themes. Attitudes and Behaviours consistently remain as the main theme for Speaking Up. This has been a common trend over the last 24 months of speaking up at RWT and is reflective of FTSU data nationally.



**Routes through which concerns have been referred onto**



Speaking Up concerns these last two quarters that have been directed to Executive and Senior Managers of the organisation have applied the principles and values of the organisation, ensuring speaking up concerns are addressed using an inclusive person-centred approach to addressing the concerns rather than immediately resorting to the application of a formal policy or procedure. This has been well received by the reporters and is in line with National Guardian Office recommendations to an organisations response to speaking up concerns.

**FTSU Challenges**

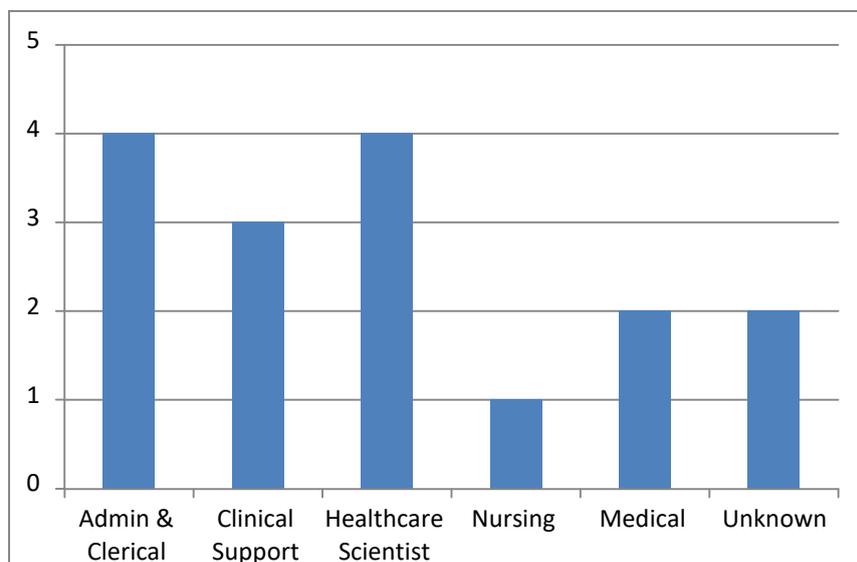
- Speaking up concerns raised in previous quarters which have been channelled through a HR Process or the Dispute Resolution Policy have been lengthy and frustrating for the individuals. The FTSU Guardian in some cases should ensure feedback to the staff speaking up and not assume that staff are being updated through management or HR feedback.
- Lack of evidence or facts is one of the barriers that exist when the organisation begins to examine the facts of staff that are speaking up, which has led to disengagement and frustration of the individuals speaking up
- The Guardian has also recognised that speaking up concerns that have been escalated to line/senior management often lack feedback element of handling concerns. Roles, responsibilities and expectations of managers handling the concerns, the FTSU Guardian and of the staff speaking up should be identified in the very early stages of the speaking up process

**Feeling safe to speak up**

It has been encouraging to see that no concerns have been reported anonymously to the Freedom to Speak Up Guardian or staff who have reported concerns into the HR Department. As the previous 6 months saw an increase in the number of staff speaking up in confidence/anonymously to the FTSU Guardian.

**Who is speaking up at RWT**

The below chart shows the number of staff by their staffing group that have spoken up between January 2019 and May 2019



### FTSU Survey Results March 2017 & October 2018

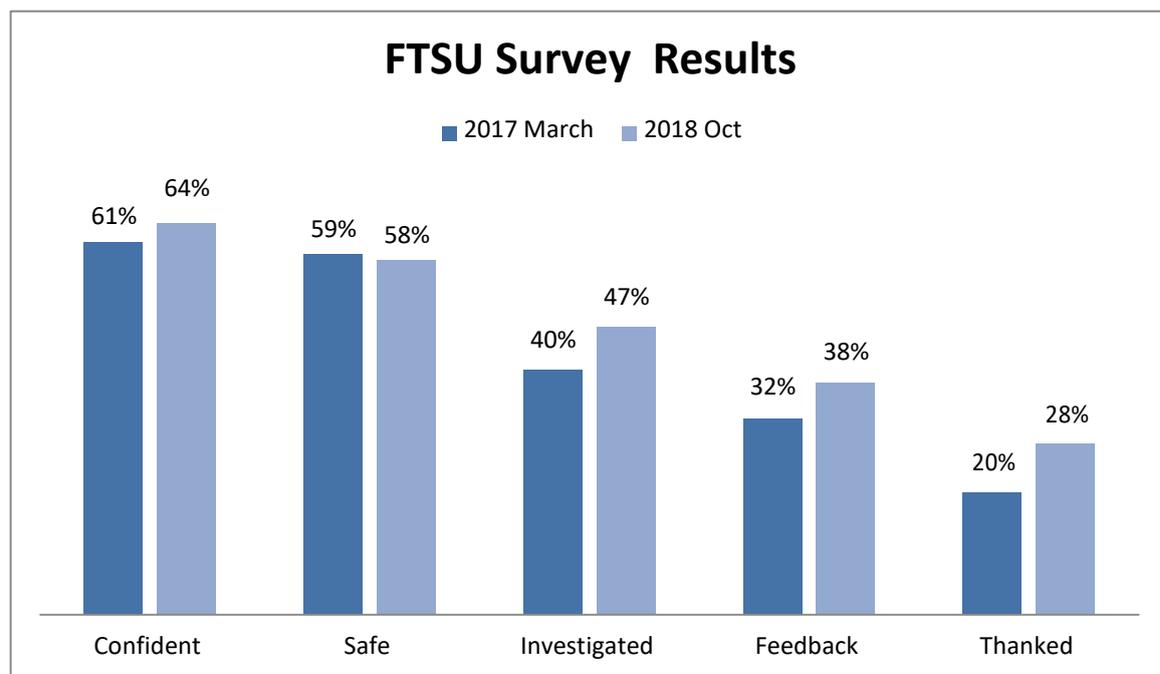
The October, 2018 Speak Up Campaign generated a wealth of data and feedback. There has been approx. 1,200 responses to the FTSU Survey which was based on the Sir Robert Francis Speak Up Review compared with 400 responses from the March 2017 Survey.

This data has enabled us to compare results with the previous year and is useful to measure the impact Freedom to Speak is having within the organisation. It has also been reassuring to see an increased number of the respondents to the Survey as a measure of staff engagement.

The questions asked were;

1. I feel confident to speak up and raise a concern
2. I feel safe to raise a concern
3. I know that concerns are investigated
4. I will be given feedback if I raise a concern
5. I will be thanked for speaking up

Below is the number of staff that replied 'Yes' to the questions above;



The results here show an increased trend in the questions asked in ensuring the organisation supports the five basic steps in a speaking up process as identified by Sir Robert Francis within the 2015 Speak Up Review:

1. Identifying that something might be wrong
2. Raising a concern
3. Examining the facts
4. Outcomes & Feedback
5. Reflecting & Moving Forward

There is room to improve on these results and a requirement for more organisational developmental work to be carried out to encourage a safe speaking up environment. The Workshops delivered by the FTSU Guardian have begun to explore this in more detail and the barriers present, for individuals within the speaking up process.

The National Staff Survey 2018 has also highlighted a similar trend with an improved result in staff feeling *secure to raise concerns of unsafe clinical practice; confident concerns will be addressed and acted upon by the organisation* with **above average scores** of staff reporting on *Quality of Care, Safety Culture & Staff Engagement*

### 3 FTSU Trust Objectives Update

The Trust Board agreed to a Freedom to Speak Up Vision and identified 5 Strategic Objectives December 2018 to ensure we deliver on Freedom to Speak Up throughout the organisation. The Vision is currently being re-designed as it is currently similar in design to the RWT Trust Wide Vision and Values.

The Vision and Objectives the RWT Trust Board have agreed to are as follows;

#### Vision-

As an NHS Trust we are committed to promoting a culture of openness and transparency, enabling speaking up to become business as usual. We will form a safe environment, empowering employees to speak up with confidence knowing their concerns will be well received and acted upon.

In doing so this will enable RWT to ensure that patient safety, staff experience and continuous improvement remain at the heart of delivering Freedom to Speak Up throughout the organisation.

#### Objectives

The FTSU strategic objectives are listed below and FTSU Guardian has provided a list of actions that have already taken place to support the objectives.

FTSU Objective	What RWT have delivered to support the objective
Raise the profile and develop a culture where speaking up becomes normal practice to address concerns	<ul style="list-style-type: none"> <li>• Managers &amp; Employees Workshops</li> <li>• CEO introduction of FTSU at the Trust Induction</li> <li>• FTSU Market Place Induction</li> <li>• Nurse Induction</li> <li>• FTSU Guardian presentation to -University of Wolverhampton Nursing Degree Programme</li> <li>• Junior Doctor Forum presentations</li> <li>• FTSU dedicated web pages</li> <li>• FTSU week long campaign March 2017</li> <li>• FTSU week long campaign October 2018</li> <li>• Posters/screen savers</li> </ul>
Develop mechanisms to empower and encourage staff to speak up safely	<ul style="list-style-type: none"> <li>• Role of the FTSU Guardian</li> <li>• Contact Link Support Service</li> <li>• Datix –online platform for Speaking Up</li> <li>• Mangers Workshop and Managers Guide document</li> </ul>

	<ul style="list-style-type: none"> <li>• FTSU Guardian working with Education Supervisor-Helen Steed to ensure best way forward for Junior Doctors to speak up</li> <li>• FTSU Survey</li> </ul>
Ensure that the Trust provides a safe environment for employees and others to raise concerns and speak up	<ul style="list-style-type: none"> <li>• Mangers Workshops: 'Creating a Safe Environment for Speaking Up'</li> <li>• Accessible FTSU Guardian –evening/offsite meetings</li> <li>• Datix for speaking up –option to be anonymous</li> <li>• Changes to the Raising Concerns Speaking Up Policy</li> <li>• Executive &amp; Leadership support towards FTSU</li> <li>• Completion of the FTSU Board Self Review &amp; Improvement Action Plan</li> </ul>
Ensure that concerns are effectively investigated and the Trust acts on its findings	<ul style="list-style-type: none"> <li>• FTSU Guardian working closely with HR Advisory Team –sharing of information on speaking up cases that are in a HR Process</li> <li>• FTSU Guardian route to escalate concerns to Directors and Senior Managers</li> <li>• FTSU case addressed by Exec &amp; Senior Management using an inclusive person-centred approach to addressing the concerns rather than immediately resorting to the application of a formal policy or procedure.</li> </ul>
Ensure shared learning amongst local/regional/national Networks	<ul style="list-style-type: none"> <li>• FTSU Guardian has begun plans to share examples of FTSU Cases at local level with Communications Team</li> <li>• FTSU Case learning shared through FTSU Workshops both for Managers &amp; Employees</li> <li>• FTSU Guardian stepped down as regional lead, but still active engaged member of the regional FTSU networks</li> <li>• FTSU Guardian actively engaged with National Guardian Office and regularly reviews the Case Reviews completed</li> </ul>
<p>These objectives are supported by the FTSU Improvement Action Plan and The FTSU Guardian's Action Plan (see appendix 1)</p> <p>Below are actions from the FTSU Guardian Action Plan that need to be progressed this financial year</p> <ul style="list-style-type: none"> <li>○ Raising Concerns Policy – to be re- named to Freedom to Speak Up Policy and policy terminology to be in line with National Guardian Office terminology.</li> <li>○ Wider promotion of FTSU Policy and Role of FTSU Guardian</li> <li>○ Triangulation of Data – HR Advisory/Workforce/ FTSU/PALS to identify hot spots trend and themes</li> <li>○ Analysis of Data Employee Friends and Family Test/National Staff Survey/FTSU data</li> <li>○ Primary Care- expansion of FTSU within Primary Care settings</li> </ul>	

<b>3</b>	<b>FTSU Next Steps</b>
	<p>The Freedom to Speak Up Guardian will be working towards the actions identified through the objectives action plan (appendix 1) and will ensure the Trust is working towards to progress the Trust Board Self Review Improvement Action Plan. The Guardian over the next 6 months will</p> <ul style="list-style-type: none"><li>- Plan activities and events for <i>October Speak Up Month 2019</i></li><li>- Further develop communications for wider sharing across the Trust of lessons learnt from FTSU cases and staff experiences of FTSU</li><li>- Continue to recruit Contact Links and Re-Launch the Contact Links</li><li>- Focus engagement of Primary Care sites and staff</li><li>- Continue to deliver the FTSU Workshops for Manager's and Staff</li></ul>

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Key Objectives for Freedom to Speak Up		Key Role of the Freedom to Speak Up Guardian	
1.	To raise the profile of speaking up within the Trust	1.	Empowering and encouraging staff to speak up safely and in confidence
2.	To support and help develop a culture where speaking up becomes normal practice to address concerns	2.	Acting as The Trust Independent lead on supporting a culture of openness and transparency
3.	To develop mechanisms to empower and encourage staff to speak up safely	3.	Providing confidential advice and support to concerns staff may have about patient safety
4.	To ensure that the Trust provides a safe environment for employees and others to raise concerns and speak up	4.	Will act impartially to ensure that the Trust provides a safe environment for staff to speak up
5.	To ensure that concerns are effectively investigated and the Trust acts on its findings	5.	Work closely with the network of Speak Up Contact Links
6.	To ensure shared learning amongst local/regional/national Networks	6.	Developing and producing regular reports to monitor the outcomes and impact of Freedom to Speak Up
		7.	Reporting formally to the RWT Board
For the purpose of this action plan an objective(s) will be linked to each action		For the purpose of this action plan a key role(s) will be attached to each action	

Colour Key	
Actions required to progress	Red
Actions under development	Amber
Actions on-going/complete	Green

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Objective Key Role	Actions	Current position	Progress	Lead	Time-scale	End Date		
<b>FTSU Action: 1</b>								
<p><b>Objective 3:</b> <i>To develop mechanisms to empower and encourage staff to speak up safely</i></p> <p><b>Objective 5:</b> <i>To ensure that concerns are effectively investigated and the Trust acts on its findings</i></p> <p><b>Key Role:1</b> <i>Empowering and encouraging staff to speak up safely and in confidence</i></p>	<p><b>RWT Raising Concerns Policy</b></p>	<p>Revise current policy against national template <b>Freedom to Speak Up raising concerns (whistle blowing) policy for the NHS April 2016</b></p>	<p>RWT Raising Concern Policy had been revised prior to commencing role- FTSU Guardian made minor changes to include contact details and is reflective of national template</p>	<p><b>1.1</b> Raising Concerns policy to be made available on Webpage</p>	<p>FTSU G Medical Ills</p>	<p>Dec 16- Jan 17</p>	<p>Jan17</p>	
			<p>RWT Raising Concerns Policy will now have final submission to the Trust Management Committee in January and Trust Board in January</p>	<p><b>1.2</b> FTSU Guardian to produce and revise the process chart and make more reader friendly (using medical illustrations team)</p>	<p>FTSU G Sunita Sohi (IT)</p>	<p>Jan 17- March 17</p>		
				<p><b>1.3</b> FTSU Guardian to work closely with HR process on policy awareness and roll out within RWT</p>	<p>FTSU G HR Advisory</p>	<p>Jan- March 17</p>		
				<p><b>1.4</b> FTSU Guardian to make changes and review policy as necessary. New terminology needs to ensure policy is in-line with FTSU National Guardian Office</p>	<p>FTSU G</p>	<p>On- going</p>	<p>Sept 2019</p>	

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FTSU Action: 2								
<p><b>Objective 2:</b> <i>To support and help develop a culture where speaking up becomes normal practice to address concerns</i></p> <p><b>Key Role 2:</b> <i>Acting as The Trust Independent lead on supporting a culture of openness and transparency</i></p>	<p><b>Data Analysis</b></p> <p>Review informational available nationally and locally to get an overview of current staff experiences view on RWT culture of openness and transparency</p>	<p><b>National Staff Survey Results</b></p>	<p>To compare year on year and monitor trends</p>	<p><b>2.1</b> Review the result of RWT national staff survey as results may show increase with FTSU additional reporting mechanisms enabling wider options for staff to raise concerns</p>	<p>FTSU G</p>	<p>On-going</p>	<p>June 19 TB</p>	
		<p><b>RWT FTSU Staff Survey</b> 'taking the pulse now and compare in 12months'</p>	<p>Utilising Sir Robert Francis 5 Key Questions from 'A Vision for Raising Concerns in the NHS' (2015) Q1 I feel confident to speak up Q2 I feel safe to speak up in future Q3 Concerns are investigated Q4 Speaking Up makes a difference Q5 Concerns are Well received</p>	<p><b>2.2</b> Using <i>Sir Robert Francis 5 key questions from A Vision for raising concerns</i> compare survey results from March 2017 and Oct 2018</p> <p>Ensure feedback to organisation -Staff -Trust Board</p> <p>Possibility to devise a FTSU news letter</p>	<p>FTSU G Sunita Sohi</p> <p>Med Ills Communication</p>	<p>On-going</p>	<p>June 19 TB</p>	
		<p><b>RWT Dispute Policy</b></p>	<p>Data collected with HR Advisory on disputes within RWT</p> <p>FTSU Guardian to explore themes and trends that result from the Dispute Policy</p>	<p><b>2.3</b> Collate information working with HR Advisory &amp; Workforce information regards -key themes -departments/divisions -what indicators can be used as measures/types Stress/change managements/Bullying &amp; Harassment</p>	<p>FTSU G HR Advisory</p>	<p>On going</p>	<p>June 19 TB</p>	
		<p><b>Staff Retention</b> <b>Staff Sickness</b></p>	<p>HR Workforce are currently collecting up to date</p>	<p><b>2.5</b> To work closely with HR Workforce Team exploring staff retention rates /sickness rates in relation to Departments/banding and other</p>	<p>FTSU G HR Workforce</p>	<p>On-going</p>	<p>Seek advice</p>	

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				staff protected characteristics				
		<b>Individual Raised Concerns</b>	Some wards are highlighted to FTSU Guardian as Wards of concerns	<b>2.6</b> FTSU Guardian to explore reasons/key issues why these wards highlighted Possible to attend their team meetings-utilising contact links	FTSU G	On going	Sep 2019	
		<b>PALS Feedback</b>	Utilising Patient Feedback	<b>2.7</b> Explore with PALS Team areas departments patients raised most Concerns/complaints about	FTSU G PALS		Sep 2019	
		<b>Family &amp; Friends For Employees</b>	Explore Family and Friends employee test	<b>2.8</b> Explore/liaise with HR Deputy Director outcomes of these results, draw trends and themes that may be useful to share with FTSU	FTSU G Deputy Dir. HR		Sep 2019	
<b>FTSU Action: 3</b>								
<b>Objective 1:</b> <i>To raise the profile of speaking up within the Trust</i>	<b>Communications &amp; Illustrations</b>	<b>Redesign of RWT intranet –webpage include FTSU ICON on trust home page</b>	Currently information on trust intranet home page has been removed. It is important that reference to <b>speaking up</b> is clear on the Trust Home Page  There are 3 different pages available if searched regards to whistle blowing/raising concerns/speaking up contact links  The raising concern page does have relevant information and links to the contact links but difficult to	<b>3.1</b> Home Page to have an icon for FTSU which will be a link to Freedom to Speak Up Webpage information to include -FTSU at RWT -Contact Links -How to raise concerns -Updated Raising Concerns Policy -Procedures/easy to follow process charts -upcoming information (Road shows) -updated list of staff side  FTSU Guardian working with IT S.S- information of all current web pages have been sent and design/layout/text for new webpages have been sent to S.S FTSU Guardian to follow up	FTSU G  Sunita Sohi (IT)	Nov16- Feb 17	Completed  March 2017	
<b>Key Role 1:</b> <i>Empowering and encouraging staff to speak up safely and in confidence</i>								

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			find Staff Side also have a page with some information to whistle blowing					
		<b>FTSU Poster Campaign Design and Branding</b>  (please see PowerPoint presentation in ref to this section)	National Office has developed a National Branding for FTSU. It is important for RWT to own the FTSU branding hence why a new logo to reflect FTSU and RWT be combined	<b>3.2 Design of RWT/FTSU Logo</b> FTSU Guardian working currently working with Medical Ill to develop this	FTSU G Mark Smith (Medical Ills)	Jan/Feb 17	<b>Completed</b>	
	<b>3.3 Posters/Pull Up Stands</b> -targeted to staff -rest rooms -toilets -offices -kitchens Using national materials and our own designs by medical illustrations. Posters to be developed with some that have attached post it 'tear off contact details for FTSU' as well as at 2 pulls up stands  This action will incur a small cost of printing details to be discussed with Linda Holland			FTSU G Mark Smith (Medical Ills)	Feb 17	<b>Completed</b>		
	<b>3.4 Series of screen savers</b> The Screen Savers will run in conjunction with on-going communication campaign for FTSU  Staff members who do not have access to IT- these poster designs will be printed for staff/rest rooms and offices –  Small printing cost will be attached to this action			FTSUG Mark Smith (Medical Ills)  Communication Sally		<b>Completed</b>		

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		<b>Communications Campaign/Plan</b>	Approaches of campaign will need to be tailored as per site -more tailored/interpersonal approach for e.g. at Cannock/West Park Sites -Vertical Integration Programme/sites	<b>3.5</b> Once all material/processes are in place; working closely with Trust Communication Lead to roll out Freedom to Speak Up communications plan across all different sites with a timed and focused campaign to include -series of 'road show's' using the contact links/unions -posters -screen savers -pull ups	FTSU G Communi cation	On- going	<b>Oct 18</b>	
		<b>Trust Induction Programme</b>	It's vital that the messages of Freedom to Speak Up are included within the RWT Induction Programme	<b>3.6</b> FTSU Guardian/Contact Links to attend the Market Place Induction. CEO to ensure FTSU in Trust Induction.	FTSUG & CLINKS  CEO		<b>Compl ete</b>	
<b>FTSU Action: 4</b>								
<b>Objective 3:</b> <i>To develop mechanisms to empower and encourage staff to speak up safely</i>	<b>Raising The Concerns</b>	<b>Revised Raising Concerns Policy</b>	The RWT Raising Concerns Policy is in the final stages	<b>4.1</b> Publicise the policy and revise current process charts (refer to action 1.1/2/3)	FTSU G		<b>March 17</b>	
<b>Objective 5:</b>								

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<p><i>To ensure that concerns are effectively investigated and the Trust acts on its findings</i></p> <p><b>Key Role 3:</b> <i>Providing confidential advice and support to concerns staff may have about patient safety</i></p>		<p><b>DATIX</b></p>	<p>Datix to be updated to include anonymous reporting of whistle blow/raise concern as per identified through internal audit. <i>The Power of Being Understood: Whistleblowing Report RWT 2016</i></p>	<p><b>4.2</b> FTSU G is planning this with Governance Team to take this forward and</p> <p>Several questions including a <b>Concerns Rating Chart</b> will be added onto Datix</p> <p>If a concern/whistle blow is raised on Datix the concern will also be flagged into the FTSU Email Inbox to be recorded onto the FTSU Monitoring Form as well as the management trio for department concern raised</p> <p>Devised a Concerns Rating chart that contact links will refer to and utilise as how to proceed with concerns that are raised</p>	<p>FTSU G Suki Khunkuna (Governance)</p>	<p>Nov- Dec17</p>	<p><b>Dec 2017</b></p>
		<p><b>FTSU Contact Details</b></p>	<p>It is important for the FTSU G to be easily accessible and staff are clear ways that concerns can be raised within the organisation in a safe environment</p>	<p><b>4.3</b> Creation of FTSU Email Inbox that will be monitored by FTSU G and enable staff to email their concerns directly and to allow for Datix to flag concerns with FTSU G as well. Where concerns are not anonymous support via contact links can arranged and confidential advice/feedback can be provided to individual</p> <p>Mobile number available for staff to text/contact These details have also been included in the revised raising concerns policy</p>	<p>FTSU G IT</p>		<p><b>Nov 16 Completed</b></p>
	<p><b>Recording &amp; Monitoring</b></p>	<p><b>Monitoring &amp; Recording Forms</b></p>	<p>National Guardian Office provided Regional Training Day for all New FTSU G discussed in depth what may be needed to monitor FTSU concerns. However</p>	<p><b>4.4</b> Monitoring Form for Recording Concerns for Contact Links and FTSU Guardian have also been devised using Raising Concerns A concerns rating chart has also been devised to help Staff/FTSU G/Mangers categorise a rating for</p>	<p>FTSU G</p>		<p><b>Dec 16 Completed</b></p>

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			National Guardian Office do not have a template to offer	the concern raised and where in Management Structure should the concern be escalated				
				<b>4.5</b> RWT Contact Links will need to be made aware of action 4.4 and provided with support for completion of FTSU Monitoring Form	FTSU G Contact Links	On-going	<b>On going</b>	
<b>FTSU Action: 5</b>								
<p><b>Objective 6:</b> <i>To ensure shared learning amongst local/regional/national Networks</i></p> <p><b>Key Role 5:</b> <i>Work closely with the network of Speak Up Contact Links</i></p>	<b>The Contact Links</b>	<b>Contact Link Forum</b>	RWT have an established network of Contact Links working across the organisation on various sites	<b>5.1</b> FTSU G to establish relationship with the contact links and coordinate bi-monthly meeting with contact links. Purpose of the meeting will be to -create a support network for the contact links -new updates -sharing and learning outcomes of cases that we have been involved with -reflecting on handling on concerns/cases -identify training and development needs for CL -involvement in regional ftsu activities where identified	FTSU G Contact Links		<b>On Going</b>	
		<b>Contact Links Recording &amp; Monitoring</b>	Established that some contact links are recording concerns on shared drive/note books/some storing the concerns at home. Confidentiality and safe storage needs to be addressed	<b>5.2</b> FTSU G working closely with IT have developed a private folder for FTSU and Contact Links All Contact Links have an individual folder where <b>all</b> electronic documents referring to concern raised will be stored. This is now live	FTSU G IT		<b>Completed</b>	
				<b>5.3</b> Confidentiality Pledge to be devised for all Contact Links to sign up to; FTSU G liaising with Raz Bassi	FTSU G Raz Bassi	Dec 16- Jan 17	<b>Completed</b>	
				<b>5.4</b> FTSU G has developed a coding system for contact links to record and monitor the concerns onto the FTSU Monitoring Form. FTSU G to inform	FTSU G		<b>on-going</b>	

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				CL at next planned meeting				
		<b>Vertical Integration Contact Links</b>	VI is underway, FTSU G has been to two practices to introduce FTSU	<b>5.5</b> FTSU G to explore with Practices and identify a Contact Link(s)	FTSU G		<b>Need to progress</b>	
<b>FTSU Action: 6</b>								
<b>Objective 2:</b> <i>To support and help develop a culture where speaking up becomes normal practice to address concerns</i>  <b>Key Role 2:</b> <i>Acting as The Trust Independent lead on supporting a culture of openness and transparency</i>	<b>Training and Awareness</b>	<b>Awareness Raising of FTSU</b>	<p>Identified that before roll out the FTSU Comm Campaign a briefing with Mangers within RWT needs to take place</p> <p>Ideally concerns should in first place be raised with their line management. FTSU G to explore some of barriers to concerns raised and managers receipt of concerns</p>	<b>6.1</b> FTSU G to update following forums about FTSU and creating a safe environment for speaking up -senior managers briefing -divisional manger team meeting -matron meeting -nursing forums -consultants forum	FTSU G		<b>On-going</b>	
		<b>Training for Mangers</b>	FTSU G to explore what current training is available to help mangers deal and respond to concerns and create a safe environment to speak up	<b>6.2</b> FTSU G to work closely with Louise Nickel & Daniela Locke Organisation Development Lead to develop a training package for Mangers to deal with concerns and create an environment to speak up within their teams/wards/departments	FTSU G Louise Nickel Daniela Locke	April 2019 onwards	<b>On-going</b>	

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		<b>Training for staff</b>		<b>6.3</b> Develop training for staff identifying barriers in the speaking up process, roles of FTSU Guardian and support available		April 2019 onwards	<b>On-going</b>	
<b>FTSU Action: 7</b>								
<b>Objective 6:</b> <i>To ensure shared learning amongst local/regional/national Networks</i>  <b>Key Role: 6</b> <i>Developing and producing regular reports to monitor the outcomes and impact of Freedom to Speak Up</i>  <b>Key Role: 7</b> <i>Reporting formally to the RWT Board</i>	<b>RWT Trust Board</b>			<b>7.1</b> FTSU G to provide updated reports to Trust Board on a regular basis on actions/outcomes and developments for FTSU at RWT	FTSU G		<b>On going</b>	
	<b>Local Forums</b>	<b>Contact Link Forum</b>  <b>Staff Side Forum</b>		<b>7.2</b> <b>FTSU</b> to share/reflect on concerns that have come through via Contact Links and FTSU contact details. Share learning outcomes  FTSU G to share good practice and link into staff side as and when necessary for e.g. 'Road-shows'  Possibility to devise FTSU Newsletter	FTSU G Communication		<b>On going</b>	
	<b>Regional Forums</b>	<b>West midlands Network for FTSU Guardians</b>	Network was established from National Conference Oct 16	<b>7.3</b> FTSU G attended regional network meeting			<b>On going</b>	
	<b>National Annual Conference</b>			<b>7.4</b> FTSU G to attend next national conference	FTSU G		<b>On going</b>	
	<b>Local Authority</b>			<b>7.5</b> FTSU G to explore with local authority, their approach to raising concerns within a large organisation and discover local authorities process and procedures	FTSU G		<b>On going</b>	

