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| To: | Trust Board |
| From: | Jayne Warner |
| Date: | 23 February 2018 |

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| Title: | Freedom To Speak Up Quarterly Report | | | | | | |
| Author/Responsible Director: Jayne Warner – Freedom To Speak Up Guardian | | | | | | | |
| Purpose of the Report: The report provides an update on Freedom To Speak Up activities and quarterly data collection submitted to the office of the national guardian. | | | | | | | |
| The Report is provided to the Board for: | | | | | | | |
| <table border="1"> <tr> <td>Decision</td> <td><input type="checkbox"/></td> </tr> </table> | | Decision | <input type="checkbox"/> | <table border="1"> <tr> <td>Discussion</td> <td><input type="checkbox"/></td> </tr> </table> | | Discussion | <input type="checkbox"/> |
| Decision | <input type="checkbox"/> | | | | | | |
| Discussion | <input type="checkbox"/> | | | | | | |
| <table border="1"> <tr> <td>Assurance</td> <td><input checked="" type="checkbox"/></td> </tr> </table> | | Assurance | <input checked="" type="checkbox"/> | <table border="1"> <tr> <td>Information</td> <td><input checked="" type="checkbox"/></td> </tr> </table> | | Information | <input checked="" type="checkbox"/> |
| Assurance | <input checked="" type="checkbox"/> | | | | | | |
| Information | <input checked="" type="checkbox"/> | | | | | | |
| Summary/Key Points: | | | | | | | |
| <p>The Trust has a responsibility to listen to staff, to be open and responsive to concerns that are raised.</p> <p>The report provides an update on the following</p> <ul style="list-style-type: none"> • Concerns raised with FTSU Guardian • Whistleblowing Notifications • National Updates • Actions taken • Analysis of themes | | | | | | | |
| Recommendations: | | | | | | | |
| The Board are asked to note the latest freedom to speak up data and consider any further actions required to support staff in speaking up. | | | | | | | |
| Strategic Risk Register: | | Performance KPIs year to date | | | | | |
| Resource Implications (e.g. Financial, HR) | | | | | | | |
| Assurance Implications: | | | | | | | |
| Patient and Public Involvement (PPI) Implications. | | | | | | | |
| Equality Impact | | | | | | | |
| Information exempt from Disclosure | | | | | | | |
| None | | | | | | | |
| Requirement for further review? | | | | | | | |

Freedom to Speak Up Guardian

National Guardian's Office

FTSU Case Reviews

The National Guardian's Office are piloting a case review process. The process has been applied and reports published in relation to two Trusts during the pilot. The reports highlight a number of recommendations in respect of their findings. The Trust has conducted a self assessment against the 46 recommendations across the two reports and identified best practice actions in response. The FTSU Guardian presented the findings to the Executive Team in February. The Executive Team reiterated their support for encouraging staff to speak up and responding to their concerns and asked for a more detailed plan with milestones to be presented to the Executive Team in March.

Data Collection

The National Guardian's Office are now collecting and publishing quarterly data on FTSU. The most recent data collection took place in January, requesting data from quarter 1 October 2017 to 31 December 2017. The data reported for the Trust was as follows.

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|--|--|
| Reporting Period | October 2017 – December 2017 |
| Number of issues raised | 7 |
| Number of issues raised anonymously | 0 |
| Number of issues raised with element of Patient Safety | 4 |
| Number of issues raised with elements of Bullying/ harassment | 5 |
| Did reporter describe having suffered detriment from speaking up | 2 |
| Staff Groups referrals came from | 2 Nursing 1 Healthcare Assistants 1 Midwives 1 AHP 2 Admin |
| Feedback Obtained | 0 |

The Trust is working to improve the information which it provides to Board around the level of speaking up in the organisation and the themes. To support this future reports will also provide Board with data from other routes through which staff have been able to speak up.

Whistleblowing Notifications

During the 3rd quarter of 2017/18 (October –December 2018)

There have been 0 notifications of whistleblowing to Human Resources

There have been 4 new reports to Local Counterfraud Service.

Analysis

| Period | Cases raised with FTSU Guardian | CQC whistleblowing Notifications | Whistleblowing Notifications to HR | Cases reported to LCFS (Known to be referred by staff) |
|------------|---------------------------------|----------------------------------|------------------------------------|--|
| Q1 2017/18 | 6 | | | 2 |
| Q2 2017/18 | 4 | | | 6 |
| Q3 2017/18 | 7 | | 0 | 4 |

Freedom to Speak Up Guardian

The following themes that have been raised during the quarter by staff contacting the Freedom to Speak Up Guardian

- Behaviours and bullying
- Working conditions
- Patient safety

A question related to speaking up has been added to the Trust exit questionnaire. These will be collated quarterly by the FTSU Guardian and included in future reports to identify any further themes and used to support monitoring the Trust's success in encouraging staff to raise concerns.

Posters identifying the FTSU Guardian and encouraging staff to speak up were hand delivered by the Guardian to all ward areas.

A message is being printed on all staff payslips in March encouraging staff to speak up.