

## REPORT TO THE TRUST BOARD (PUBLIC)

<b>REPORT TITLE</b>	Freedom to Speak Up Update Report
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<b>EXECUTIVE SPONSOR</b>	Taff Gidi, Company Secretary
<b>DATE OF MEETING</b>	10 August 2021
<b>PRESENTED FOR</b>	Information
<b>ITEM PREVIOUSLY CONSIDERED BY</b>	N/A

**Presented For: Definitions**

Information	For information only. Not to be discussed at meeting unless members have specific questions.
Discussion	For discussion and possibly future decision. This includes items presented for assurance.
Decision	For approval and/or when any other decision is required

### PURPOSE OF THE REPORT

This report is to update the Board regarding Freedom to Speak Up pertinent local and national updates

### RISKS RELEVANT TO THE PAPER

Risk ID	Risk Description
103348	The Trust does not have adequate plans in place to recruit, retain and maintain good levels of staff engagement and staff experience, and this could impact on the delivery of safe services for our patients and on patient experience.

**RISK APPETITE RELEVANT TO THE PAPER** (insert relevant section from Risk Appetite Statement from Risk Management Policy)

DOMAIN	TRUST RISK APPETITE LEVEL	DESCRIPTION OF RISK APPETITE
Compliance/Regulatory	<b>Minimal (ALARP)</b> - (as little as reasonably possible) Preference for ultra-safe delivery options that have a low degree of inherent risk and only for limited reward potential	Want to be very sure we would win any challenge. Similar situations elsewhere have not breached compliances.

### THE BOARD IS ASKED TO:

1. note the update provided in the reports.

**STRATEGIC GOALS THIS REPORT SUPPORTS** *(Check all that apply)*

Delivering outstanding care and experience	<input checked="" type="checkbox"/>
Recruiting developing and retaining our workforce	<input checked="" type="checkbox"/>
Improving and developing our services and infrastructure	<input checked="" type="checkbox"/>
Working together with local health and social care providers	<input checked="" type="checkbox"/>
Delivering financial sustainability	<input checked="" type="checkbox"/>

**OTHER IMPLICATIONS OF THE PAPER**

<b>Legal/ Regulatory Relevance:</b>	NHS Improvement License : FT4: Foundation Trust Governance
<b>NHS Constitution Delivery</b>	Staff: Raising Concerns
<b>Freedom of Information Release</b>	This report should not be released under the Freedom of Information Act 2000 without further consideration under section 36

**Equality and Diversity Implications** *(Check all that apply)*

Age	Gender	Ethnicity	Disability	Pregnancy/ Maternity	Marriage/ Civil Partnership	Religion/ Belief	Sexual Orientation	Gender Reassignment
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<i>Additional comments</i>								

## 1. INTRODUCTION

This update serves as a summary of National and Local updates pertinent to Freedom to Speak Up.

## 2. REPORTING TO BOARD

A new reporting structure for the Board to receive assurance regarding Freedom to Speak Up (FTSU) has been agreed. As the Board meet in public six times per year it has been agreed with the Chief Executive Officer and the Chairman that FTSU Guardian reports will be presented as follows.

Public Board Meeting Date	Report Description
April	Annual Report covering Q3 and Q4 data as well as thematic analysis of the year end reporting position.
August	Update on Implementation of the FTSU Strategy as well as a general update on key issues.
December	Interim report covering Q1 and Q2 data

## 2. NATIONAL GUARDIAN OFFICE UPDATES

### 2.1 National Guardian

Dr Henrietta Hughes has announced that she will be standing down as the National Guardian in September after five years in the role. She is leaving to become the Chair of The Institute of Integrated Systemic Therapy – Childhood First.

The Care Quality Commission in association with NHS England/Improvement will lead an open competitive recruitment process.

### 2.2 Freedom to Speak Up Index

The Freedom to Speak Up Index Report 2021 was published in May. The index is an indicator of the Speaking Up culture in an organisation and is calculated as the mean average of responses to the following four questions from the 2020 NHS Staff Survey:

- % of staff "agreeing" or "strongly agreeing" that their organisation treats staff who are involved in an error, near miss or incident fairly (question 16a)
- % of staff "agreeing" or "strongly agreeing" that their organisation encourages them to report errors, near misses or incidents (question 16b)

- % of staff "agreeing" or "strongly agreeing" that if they were concerned about unsafe clinical practice, they would know how to report it (question 17a)
- % of staff "agreeing" or "strongly agreeing" that they would feel secure raising concerns about unsafe clinical practice (question 17b)

The Trust has declined from 81% in 2019 and 79% in 2020 to 77.4% this year. Comparatively, the national picture has shown a 0.5% improvement from last year. The highest performing trust for this year's index was Cambridgeshire Community Services NHS Trust at 87.6.

Work is underway to understand the results and to implement any necessary improvements.

### **2.3 Strategic Framework (Attached as an appendix)**

The National Guardian's office has published its strategic framework with the intention of building on improvements that FTSU has already made and ensuring that FTSU works consistently well. One of the aims of the strategy is to gain greater assurance about the speaking up culture.

### **2.4 Champion and Ambassador networks**

The Guardian's office has published guidance on developing a champion or ambassador networks within organisations. This guidance sets out principles for the development and support of FTSU champions. It provides clarity for the role and states that the role of the champions is to raise awareness, signpost and support individual staff who wish to speak up but that it is not to handle individual cases where staff have come forward. This is the role of the Guardian who has received training to be able to do so.

This guidance has been discussed with the network of champions in the organisation. We were already broadly working to the guidance as the champions are not expected to handle cases themselves but instead escalate to the Guardian.

### **2.5 National Integrated Policy**

NHSE/I are due to publish an updated integrated policy shortly. The local policy will be updated to reflect this.

### **2.6 New website**

The National Guardian's office has a redesigned website which is more user-friendly and accessible. This contains guidance, resources and information as well as case studies. There is also a new interactive map to enable workers to find their Freedom to Speak Up Guardian.

## **3. NHS IMPROVEMENT**

The Board has been briefed on the FTSU Review undertaken by the NHS Improvement FTSU Team as part of the Integrated Performance report. The main output from that was a suggested template for the Guardian to report to Board. This is now being considered for adoption into Trust reporting process.

## **4. LOCAL UPDATES**

### **4.1 Freedom to Speak Up Cases**

Cases continue to rise following a quieter period during the second surge of the pandemic. This is in line with reports from other FTSU guardian's in the region.

### **4.2 Vision and Strategy**

Now that the vision and strategy has been agreed and finalised progress against the metrics will be reported on in future yearly updates to the Board.

### **4.3 Policy**

The Trust policy regarding Freedom to Speak Up needs updating in line with the new National policy which is yet to be published by NHSE/I. The current policy has been updated with a short review date added to enable the relevant changes to be added. National policy is expected to be published in the next few weeks.

## **5. COLLABORATIVE WORKING**

Collaborative working continues. The Guardian attends all the staff networks as well as sitting on the Safeguarding and Patient Safety committees.

The Guardian is also currently undertaking work with the Chief Medical Officer to understand if there is a perceived blame culture in the organisation with regards to serious incidents as well as working with one of the college tutors to help understand the experiences of trainee doctors

The Guardian also attends regular meetings with the local network of Guardians which includes the FTSU Guardian from Cambridgeshire and Peterborough Foundation Trust, Cambridgeshire Community Services, Cambridge University Hospital and Royal Papworth. This allows for sharing best practice and information and provides peer support for the FTSU Guardian.

## **6. LEARNING & CONTINUOUS IMPROVEMENT**

The FTSU Guardian will be presenting a thematic report to the Hospital management committee with a focus on learning from cases. The goal is to ensure that the leadership team are learning together on lessons that cut across divisional or corporate boundaries.