

<b>Meeting title:</b>	Trust Board – Public	<b>Public Trust Board paper M</b>			
<b>Date of the meeting:</b>	12 October 2023				
<b>Title:</b>	Freedom to Speak Up report				
<b>Report presented by:</b>	Becky Cassidy, Director of Corporate and Legal Affairs				
<b>Report written by:</b>	Becky Cassidy, Director of Corporate and Legal Affairs				
<b>Action – this paper is for:</b>	Decision/Approval		Assurance	x	Update
<b>Where this report has been discussed previously</b>	People and Culture Committee – 28 September				

### **Purpose of the Report**

This is a Freedom to Speak up report to the Trust Board for the period April – August 2023. This includes all the data from Q1 and incorporating July and August from Q2 data. The reason for this reporting period is to close off internal reporting as the Trust hands over the service to our new external provider, The Guardian Service.

### **Recommendation**

The Board is asked to:

- Receive the report noting the concerns which have been raised during the period
- Note that reporting going forwards will be written and presented by The Guardian Service

### **Summary**

It is important to start this report by acknowledging that the report has been written by the Director of Corporate and Legal Affairs and not by the usual route from the Guardians. The level of detail which can be provided is limited in terms of the context of the concerns raised over this period. This report will provide a data picture of the concerns and themes which have been raised over the period.

During the reporting period 84 concerns were raised to the freedom to speak up service via the specified channels. We received a total of 31 concerns in relation to worker safety/wellbeing which was the highest received overall. During July and August only 9 concerns were raised which is a decrease compared to previous months. This deterioration in the number of concerns raised is likely reflective of our position over the last 8 weeks to transition our internal service to The Guardian Service. Interim arrangements were in place to continue to listen and respond to concerns which were raised in the absence of a permanent guardian. I would like to take this opportunity to thank Becky Ballinger for her support during this period to enact the role of guardian.

On 1 September 2023, The Guardian Service contract commenced with UHL and they have been dealing with our concerns since 11 September. Throughout September and early October, the Guardian Service have been completing their comprehensive induction to ensure they get to know all areas of the organisation to enable them to support our colleagues and managers appropriately.

Since the last formal report to the Board, there have been 2 significant national headlines which I want to cover from a speaking up perspective. The first is the devastating news of the Lucy Letby case and the conclusion of the trial. The Trust has responded directly through communications from Richard (CEO) and having a focused conversation on Friday Focus with Andrew Furlong (Medical

Director) and myself, covering our reporting arrangements for mortality, and our speaking up arrangements. The second is in relation to national reports of sexual assault within surgery and the Trust issued direct communication from the Medical Director and the Chief People Officer. Our communication has been acknowledged by colleagues and we have seen some issues being raised which we strongly encourage. It is important that we continue to embed a culture where our colleagues feel psychologically safe to raise their concerns and without detriment. We believe this to be timely in supporting the rationale for UHL to pursue an external provider for speaking up so we can further demonstrate stronger independence and holding to account in terms of our response. There is of course, a lot more to do to strengthen our culture at UHL, speaking up is only one part of this.

October is Freedom to Speak Up month and we are working with our new Guardians, Sheela and Rachel, to raise awareness across our 3 hospital sites and communities bases across the County. We have confirmed Sheela and Rachel will support the leadership event in October and will join Richard Mitchell on Friday Focus in October to discuss all things speaking up.

Main report detail

<b>Mechanism &amp; themes</b>	<b>Apr 2023</b>	<b>May 2023</b>	<b>June 2023</b>	<b>July 2023</b>	<b>August 2023</b>	<b>Total</b>
<b>Freedom to Speak Up</b>						
Signposting Only	0	1	2	1	0	<b>4</b>
Bullying and harassment	1	1	0	0	0	<b>2</b>
Inappropriate attitudes/behaviours	4	5	2	1	2	<b>14</b>
Patient Safety/Quality	1	6	2	1	0	<b>11</b>
Process	4	2	3	0	1	<b>10</b>
Worker safety/wellbeing	13	13	3	0	0	<b>29</b>
<b>Staff (3636 Staff Concerns)</b>						
Patient Safety/Quality	0	1	0	0	0	<b>1</b>
Worker safety/wellbeing	0	0	1	0	0	<b>1</b>
Professional Conduct	0	0	0	1	0	<b>1</b>
<b>Junior Doctor Gripe Tool</b>						
Delay in transfer	0	1	0	0	0	<b>1</b>
Equipment and ward environment	0	1	2	0	2	<b>5</b>
Lack of staffing resources	0	1	0	0	0	<b>1</b>
Inappropriate attitudes/behaviours	1	0	0	0	0	<b>1</b>
Quality and safety of care	1	0	0	0	0	<b>1</b>
Team work and communication	0	1	2	0	0	<b>3</b>
<b>Total</b>	<b>25</b>	<b>33</b>	<b>17</b>	<b>4</b>	<b>5</b>	

Emanating themes via 3636, F2SU & Your Voice	Apr 2023	May 2023	June 2023	July 2023	Aug 2023	Total
<b>CMG 1 - CHUGGS</b>						
Bullying and harassment	1					1
Inappropriate attitudes/behaviours	1					1
Patient Safety/Quality		1				1
Worker safety/wellbeing		1				1
<b>CMG 2 - RRCV</b>						
Bullying and harassment		1				1
Inappropriate attitudes/behaviours	1	1				2
Patient Safety/Quality		1		1		2
Process	1		1			2
Worker safety/wellbeing	3	3	1			7
<b>CMG 3 – ESM</b>						
Signposting Only		1	1	1		3
Inappropriate attitudes/behaviours		1	1	1	1	4
Patient Safety/Quality		2				2
Process	1				1	2
Worker Safety/wellbeing	3	2				5
<b>CMG 4 - ITAPS</b>						
Inappropriate attitudes/behaviours			1			1
Worker safety/wellbeing	1					1
<b>CMG 5 - MSK</b>						
EDI Equity in Recruitment Process				1		1
Inappropriate attitudes/behaviours		2				2
Patient safety/quality		2				2
Process		1	1			2
Worker safety/wellbeing	2					2
<b>CMG 6 - CSI</b>						
Inappropriate attitudes/behaviours	2					2
Process	2		1			3
Worker safety/wellbeing	1		3			4
<b>CMG – 6 The Alliance</b>						
Patient safety/quality		1				1
Worker safety/wellbeing	1	1				2
<b>CMG 7 - W&amp;C</b>						
Inappropriate attitudes/behaviours			1			1
Signposting only			1			1
Patient safety/quality			2			2
Worker safety/wellbeing	1	1	1			3
<b>Communications</b>						
Worker safety/wellbeing		1				1
<b>Corporate Medical</b>						
Process			1			1
<b>Corporate Nursing</b>						
Inappropriate attitudes/behaviours					1	1

Worker safety/wellbeing	1					1
<b>Estates &amp; Facilities</b>						
Worker safety/wellbeing	1		1			2
<b>IM&amp;T</b>						
Patient safety/quality	1					1

Detriment Reported	Apr 2023	May 2023	June 2023	Jul 2023	Aug 2023
No	25	33	17	4	5

Escalation Level	Apr 2023	May 2023	June 2023	Jul 2023	Aug 2023
Anonymous	1	1	3	4	1
Confidential	9	10	6	1	1
Open	15	22	8	1	0
<b>Total</b>	<b>25</b>	<b>23</b>	<b>17</b>	<b>6</b>	<b>2</b>

Concern initially raised with Line Manager	Total
<b>Yes</b>	<b>48</b>
<b>No</b>	<b>22</b>
Unapproachable LM	7
Not empowered	3
Not considered	113
<b>Not known</b>	<b>31</b>