

## Board of Directors Meeting in Public

<b>Subject:</b>	Freedom To Speak Up		<b>Date:</b> 3 <sup>rd</sup> August 2023		
<b>Prepared By:</b>	Kerry Bosworth – Freedom To Speak Up Guardian				
<b>Approved By:</b>	Sally Brook Shanahan, Director of Corporate Affairs				
<b>Presented By:</b>	Kerry Bosworth – Freedom To Speak Up Guardian				
<b>Purpose</b>					
The purpose of this paper is to provide an update to the SFH Board on the Freedom to Speak Up Agenda within the Trust and provide assurance about the Speaking Up service.				<b>Approval</b>	
				<b>Assurance</b>	<b>x</b>
				<b>Update</b>	<b>x</b>
				<b>Consider</b>	
<b>Strategic Objectives</b>					
Provide outstanding care in the best place at the right time	Improve health and well-being within our communities	Empower and support our people to be the best they can be	To continuously learn and improve	Sustainable use of resources and estate	Work collaboratively with partners in the community
<b>x</b>		<b>x</b>	<b>x</b>		
<b>Principal Risk</b>					
PR1	Significant deterioration in standards of safety and care				<b>x</b>
PR2	Demand that overwhelms capacity				
PR3	Critical shortage of workforce capacity and capability				
PR4	Failure to achieve the Trust's financial strategy				
PR5	Inability to initiate and implement evidence-based Improvement and innovation				
PR6	Working more closely with local health and care partners does not fully deliver the required benefits				
PR7	Major disruptive incident				
PR8	Failure to deliver sustainable reductions in the Trust's impact on climate change				
<b>Committees/groups where this item has been presented before</b>					
<b>Acronyms</b>					
Abbreviations used-					
SFH – Sherwood Forest Hospitals					
EDI – Equality, Diversity & Inclusion					
FTSUG - Freedom To Speak Up Guardian					
FTSU - Freedom To Speak Up					
NGO - National Guardians Office					
OD - Organisational Development					
OH - Occupational Health					
NSS - National Staff Survey					
NHSE - NHS England					
JSPF – Joint Staff Partnership Forum					
AHP – Allied Healthcare Professional					
SID – Senior Independent Director					
MDT – Multidisciplinary Team					
<b>Executive Summary</b>					
This report provides a review of speaking up cases for Q4 2022/23 and Q1 2023/24 and assurance in relation to the FTSU provision at SFH. It includes the themes and concerns raised in line with the NGO defined categories. Learning and improvement actions taken from concerns are reported and highlighted					

with a case study. National updates are also included, together with performance against the NSS, in the raising concerns domains.

During Q4 2022/23 and Q1 2023/24 there were 60 concerns raised with the FTSU Guardian. People profiles are included.

FTSU is represented across all the Divisions. Nursing/ Midwifery and Admin/Clerical colleagues have raised the most concerns.

Worker Safety & Wellbeing and Inappropriate Behaviours and Attitudes are the categories to which most concerns align. Examples include poor behaviours in teams from leaders and/or colleagues, Trust Care Values not being upheld, staff feeling unsupported and uncared for in processes and when raising concerns and when attempting to reach a resolution locally.

Patient Safety and Quality concerns involve patients cared for in areas that lack experience / skills to best care for the patient, impact on patient experience and wellbeing of staff caring in these circumstances and challenges in maintaining quality of care in MDTs.

EDI concerns surrounding colleagues with disabilities have increased.

Actions taken include:

Concerns regarding disabilities have been supported by the People Team and the EDI Lead, for training and education purposes.

FTSU will feature within the new Leadership Development Framework – supporting lessons learnt from FTSU cases, in a programme directed towards new and existing leaders to improve line manager response and support for concerns.

Cases of Bullying & Harassment have executive oversight and the FTSUG continues to meet regularly with the CEO and Director of People.

Proactive involvement of FTSUG alongside teams and leaders actively engaging in listening and improvement work – some Divisions have asked for listening support.

The SFH Speak Up policy has been ratified by JSPF this month and has incorporated the National Freedom To Speak Up Policy (NHSE), which all providers are required to adopt by January 2024.

The NGO has created a FTSU Sub Score to replace the FTSU Index which calculates a score for each organisation against the national average for the 4 speak up questions in the NSS. The national average for 2022 NSS is 6.4 (out of 10); SFH's score is 6.9 . For Acute/Acute Community Trusts category this puts SFH in the top 5 nationally and joint first locally.

A case study is highlighted, to demonstrate the approach to the resolution of concerns, providing an alternative escalation approach to support individuals with speaking up and enacting improvements.