

Speaking Up

Process and Timescale Guidance

Reference:	GD72 V1
Title:	Speaking Up -Process and Timescale Guidance
Date:	1 st June 2025
Version:	V2
Approved by:	Sally Brook Shanahan
Author:	Kerry Bosworth

Introduction

This reference guide is to assist SFH colleagues in the process of speaking up to raise concerns and to assist line managers or receiving managers, to respond to concerns raised with them and their responsibilities when a FTSU concern is raised.

This guidance should be read in conjunction with the [SFH Speaking Up Policy](#).

Having concerns and deciding to speak up can be emotive and feel a difficult step to take. It may be your wellbeing is already impacted by your concerns.

Health & Wellbeing support is available to support you.

Please visit the Wellbeing webpages [Colleague Wellbeing Support](#) for lots of information , email sfh-tr.wellbeing@nhs.net or call Vivup Employee Assistance on **0330 380 0658**.

How to Speak Up

Step one

- Wherever possible, we would hope that you would feel able to raise concerns locally with your line manager, professional lead or tutor (for students). This may be done verbally or in writing. Usually, line managers are best placed to hear and progress your concern as they know you and the team.
- If you are unable to raise with your line manager, for whatever reason, we encourage you to raise with another senior manager within your team/ division.
- The People Services Team are available for support if you are considering raising your concerns using one of our policies or you are already in an employee relations process and have a concern or need advice, you can contact sfh-tr.operationalhr@nhs.net or Helpline: ext.3392 who can advise.
- If you haven't had a response, resolution or feel you haven't been listened to from your line manager you may raise your concern with a higher line manager.
- If you are a member of a Trade Union, you can contact them for advice and support with a concern also.

Step two

If you feel unable to raise the matter with your line manager/ senior manager or you feel that the matter is not resolved at step one, please raise the matter with our Freedom to Speak Up Guardian (FTSUG) or talk to a Freedom to Speak up Champion.

[Details can be found on the Freedom To Speak Up Intranet Site](#)

The Freedom to Speak Up Guardian will:

- thank you for speaking up about your concern
- explore options available to you and signposting to next steps
- ensure you receive timely support to progress your concern or take ownership of the concern if you wish to take those next steps
- escalate to a Director or the Chief Executive if there are any indications that you are being subjected to detriment for speaking up.
- give you timely feedback on how your concern is being dealt with
- ensure you have access to personal support since speaking up may be stressful.

If you want to raise the matter in confidence, please say so at the outset so appropriate arrangements can be made.

Our Freedom To Speak Up Guardian is Kerry Bosworth. Email is the best way to contact: kerry.bosworth@nhs.net

Alternatively, you can get in touch via the contact form on the Freedom To Speak Up Intranet site or mobile phone 07788 224490.

Step three

If these channels have been followed and you still have concerns, or if you feel the matter is so serious that you cannot discuss it with any of the above, please raise it with:-

- The Trust's FTSU Executive Director – Sally Brook Shanahan (sally.brookshanahan@nhs.net)
- The Trust's Acting Chief Executive – David Selwyn (david.selwyn@nhs.net)
or
- The Trust's Non-Executive Lead for Freedom to Speak Up /Senior Independent Director - Barbara Brady barbara.brady1@nhs.net

If the Acting Chief Executive is already involved at step 2, then contact Barbara Brady as the Senior Independent Director.

Step four

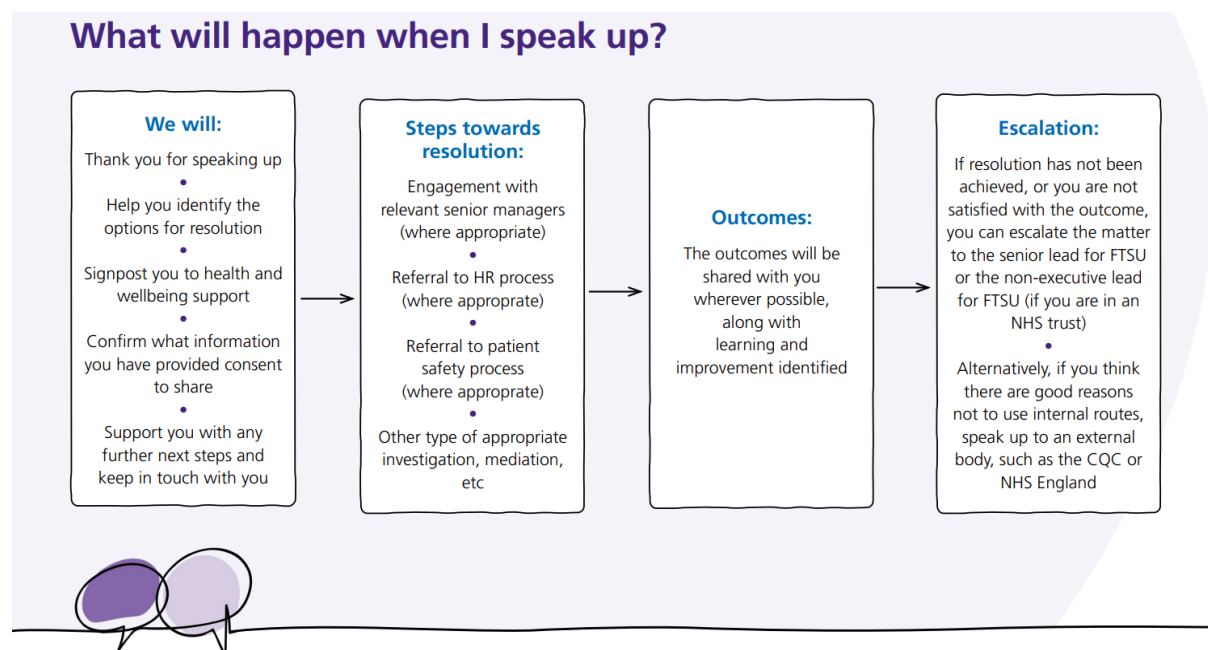
You can also speak up formally with external bodies as outlined in Appendix 1 of the [SFH Speaking Up Policy](#).

The Freedom To Speak Up (FTSU) Process

FTSU Guardians support workers to speak up when they feel they are unable to do so in the routes outlined in step one. Freedom To Speak Up is an additional route for speaking up.

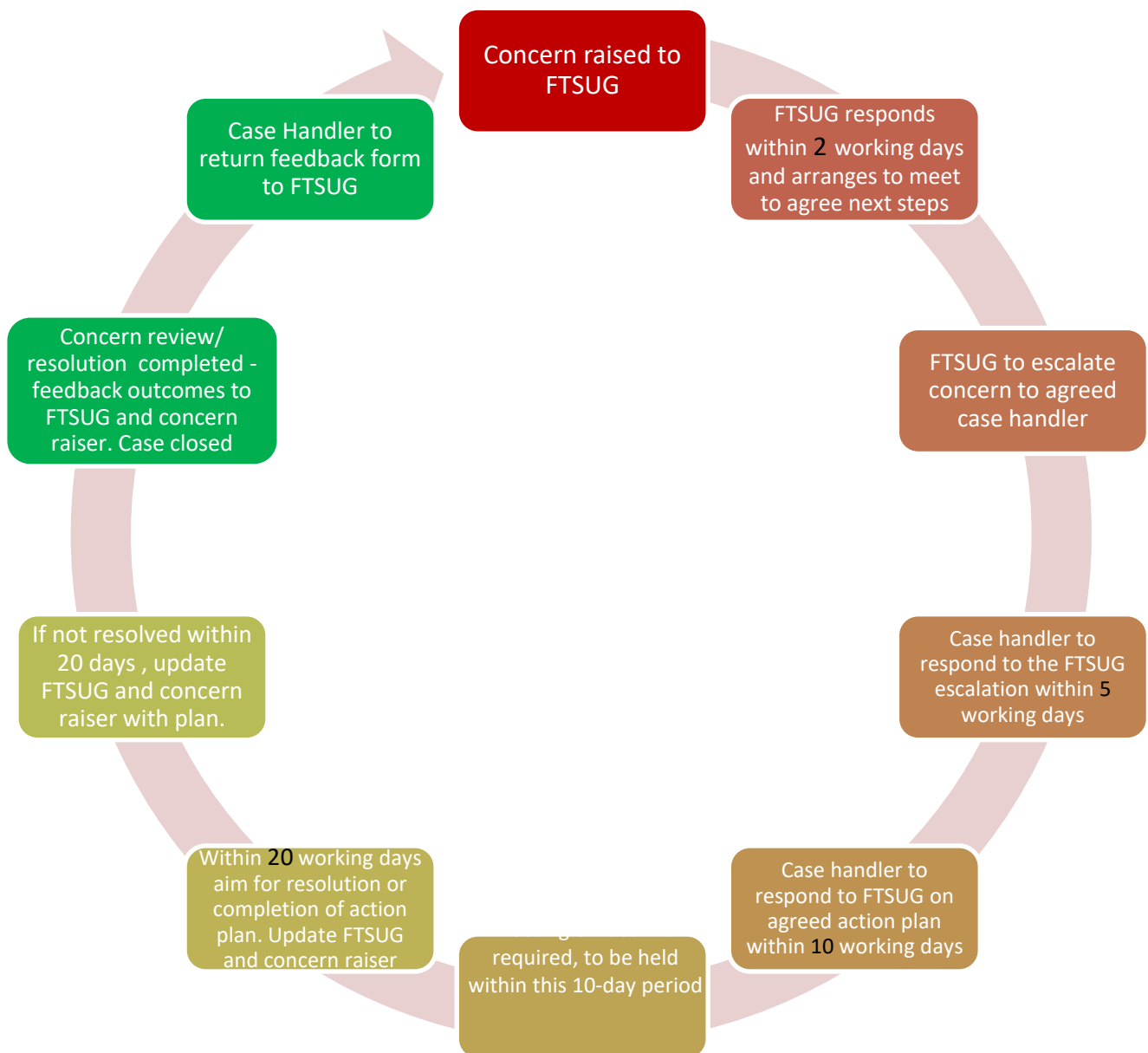
FTSU is still an informal route of speaking up. If you decide to take your concern through a formal process e.g. grievance, then the FTSU process ceases.

The process for FTSU route is outlined below.



Managers who receive FTSU concerns from the Guardian , will investigate and review the concerns within the guidance timescales overleaf and keep you informed.

Process and Timescale for FTSU concerns – Guidance for Managers



If at any stage in the above steps or timescale, a concern goes through to an Employee Relations formal process (e.g. Grievance), the case handler will inform the FTSUG and FTSU will cease involvement at that point.

The FTSUG and concern raiser will agree on who the case handler will be. This will be based on exploration of the concern and barriers and also where the FTSUG feels most appropriate, to get the most experienced support for the concern raiser and to ensure psychological safety for the concern raiser.

Outstanding Care, Compassionate People, Healthier Communities

The case handler is responsible for the management and communication of the concern raised to the concern raiser and the FTSUG. The above guidance supports managers in progressing informal concerns in line with the SFH Speaking Up Policy.

The FTSUG must be kept informed of any delays in the above timelines, to assure confidence in the process for the concern raiser.

If informal resolution is not achieved then discussion with the concern raiser regarding formal process options should be explored. If this is not an option then a support plan for the individual should be made.

Managers can access support and advice from their Divisional People Leads when handling a concern.

The Resolution, Outcomes & Learning from FTSU Concerns Form must be completed by the case handler, as this enables the organisation to demonstrate learning and improvements and is a vital component in the FTSU process. The FTSUG is required to share learning from cases anonymously to the executive team and help wider organisational learning that benefits everyone.

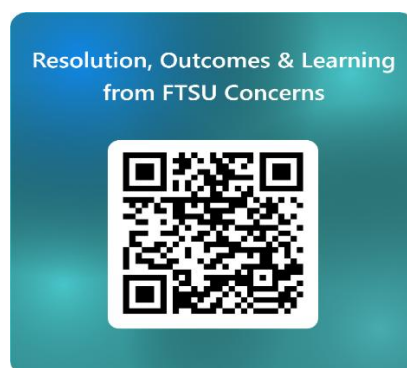
Raising concerns will impact on the concern raiser's wellbeing and this can go beyond the initial time the concern is raised. Case handlers should ensure concern raisers are signposted to wellbeing support.

Detriment can arise from speaking up, which can also be many months after speaking up. Therefore, it is strongly advised that case handlers implement a check in /check back touch point with the concern raiser, post resolution of the concern at around 1 month, 3 months and 6 monthly intervals.

Resolution, Outcomes & Learning from FTSU Concerns Form

This feedback form supports managers in communicating their response to FTSU concerns raised. Resolution steps, outcomes and learning can be noted and shared. Identities must be protected so please do not use personal information – names etc

Please use the MS Forms link to complete the form
<https://forms.office.com/e/Bdxe94q1tt> or QR code



Alternatively, the form below can be copied and pasted into an email to the FTSUG.

FTSU Receiving Manager name:	
Division:	
Brief details of concern(s) raised:	
Resolution steps taken:	
LEARNING & IMPROVEMENT	What has the FTSU concern taught us ?
	What is the ' learning from ' being taken forward?
	How/where have we shared this learning ? (With other colleagues, team, and services?)
HEALING	What have we done to support those affected by this concern?
Outstanding challenges or areas for learning or improvement that need further support from Senior Trust Team	