

<b>Reporting to:</b>	<b>Trust Board - September 2016</b>
<b>Title</b>	Freedom to Speak Up Guardian Role (Values Guardian)
<b>Sponsoring Director</b>	Victoria Maher, Workforce Director
<b>Author(s)</b>	Charlotte Banks, Staff Involvement Lead
<b>Previously considered by</b>	Workforce Committee and Executive Team, July 2016
<b>Executive Summary</b>	This paper provides the Board with an overview of the need to appoint a Freedom to Speak Up Guardian. To support the cultural development of safest and kindest this role will be a Values Guardian within our organisation. The Workforce Committee have fully considered this proposal and fully support it as it is a key aspect of the Organisational Development Plan.
1. Quality and Safety	<input checked="" type="checkbox"/> Reduce harm, deliver best clinical outcomes and improve patient experience. <input checked="" type="checkbox"/> Address the existing capacity shortfall and process issues to consistently deliver national healthcare standards <input checked="" type="checkbox"/> Develop a clinical strategy that ensures the safety and short term sustainability of our clinical services pending the outcome of the Future Fit Programme <input type="checkbox"/> To undertake a review of all current services at specialty level to inform future service and business decisions <input type="checkbox"/> Develop a sustainable long term clinical services strategy for the Trust to deliver our vision of future healthcare services through our Future Fit Programme
2. People	<input type="checkbox"/> Through our People Strategy develop, support and engage with our workforce to make our organisation a great place to work
3. Innovation	<input type="checkbox"/> Support service transformation and increased productivity through technology and continuous improvement strategies
4. Community and Partnership	<input type="checkbox"/> Develop the principle of 'agency' in our community to support a prevention agenda and improve the health and well-being of the population <input checked="" type="checkbox"/> Embed a customer focussed approach and improve relationships through our stakeholder engagement strategies
5. Financial Strength: Sustainable Future	<input type="checkbox"/> Develop a transition plan that ensures financial sustainability and addresses liquidity issues pending the outcome of the Future Fit Programme
<b>Care Quality Commission (CQC) Domains</b>	<input checked="" type="checkbox"/> Safe <input checked="" type="checkbox"/> Effective <input checked="" type="checkbox"/> Caring <input checked="" type="checkbox"/> Responsive <input checked="" type="checkbox"/> Well led
<input type="checkbox"/> Receive <input type="checkbox"/> Review <input checked="" type="checkbox"/> Note <input type="checkbox"/> Approve	<b>Recommendation</b> The Board are asked to approve and support the proposal.



## Freedom to Speak Up (FTSU) Guardian

### **Purpose**

This Paper has previously been considered by the Executive Team and Workforce Committee. The paper provides an overview of the Freedom to Speak Up Guardian role and proposes the implementation of two guardians within SaTH.

### **Background and Context**

In February 2015, Sir Robert Francis published his final report; two key elements included the appointment of a local Freedom to Speak Up (FTSU) guardian in each trust and a national guardian for the NHS. FTSU guardians are responsible for supporting staff to raise concerns and facilitate their local approach. Therefore, this paper will describe the guardian role within the Shrewsbury and Telford Hospital (SaTH) and how it will be implemented. We were looking to gain board level sign off this month, given that all NHS trusts must have plans in place to appoint a local FTSU guardian by 1 October 2016.

Freedom to Speak Up means:

- Staff have the confidence to speak up
- It is safe to speak up
- Concerns are investigated
- Speaking up makes a difference
- Concerns are well received

These reflect the vision for the NHS outlined in Freedom to Speak Up and so ensure expectations for the wider NHS are applied equally in SaTH.

### **Freedom to Speak Up Guardian – Values Guardians**

As a large organisation over multiple sites, a single guardian would not be able to cover the Trust. Therefore additional support is needed with a recommendation that two guardians will be introduced to cover both sites one day a week. The purpose of the role is so staff can speak to impartially for advice and support if they feel unable to approach their manager about any concerns they may have. The post holders will be given total autonomy to make the necessary challenges, highlight areas of concern and supporting staff to speak out. Locally, these guardians will be known as 'Values Guardian'.

There is an acknowledgement that the role of a Values Guardian requires some level of resilience to fast track concerns that have been raised by staff. Therefore a development programme has been developed to support them. In accordance with the FTSU Guardian guidance, the post holder will be a band 6 (subject to job evaluation).

## **Reccomendation**

The Board is asked to support the development and the required investment, which will enable staff to raise concerns with confidence, this is a key feature of the Organizational Development Plan to support our aspiration to be the safest and kindest in the NHS.

The Workforce Committee considered this proposal and fully endorse the approach presented.

<b>Freedom to Speak Up Costs</b>					
<b>What</b>	<b>Description</b>	<b>Lead</b>	<b>Quantity</b>	<b>Unit Price</b>	<b>Cost</b>
Values Guardians	Cost represents backfill payments for on average band 6 per year. This calculation is based on 2 Guardians working 1 day per week, covering 2 days per week in total.	Charlotte Banks	2		£7,515
Bleep		Paul Corbett	2	£15.00	£30.00
Laptop	Small Dell Laptop	I.T	2	£558.00	£1,116
Development Programme	Values-based Conversations Course	Tom George	1	£0.00	£0.00
	Resilience for managers		1	£0.00	£0.00
	Coaching for line managers program			£0.00	£0.00
	Raising Concerns Training - Face to face training sessions for guardians (throughout summer 2016 – dates tbc) Launch of the E-learning modules (tbc) Guardian conference (March 2017)	Health Education England	1	£0.00	£0.00
Promotional activity	Life-size pull up guardian banners positioned around the hospital sites	Comms Team	2	£50.00	£100.00
	Pay-slip inserts		5,750+		£100.00
	Posters and leaflets cascaded to staff and included in new staff inductions and mandatory training refresher programmes		2,000+		£100.00
	Promotion of on-line reporting, a dedicated postal address and contact details of guardians. Wallet cards and lanyard attachments		2000+		£100.00
				<b>Total</b>	<b>£9,061</b>