



Cover Sheet

Trust Board Meeting in Public: Wednesday 12 May 2021

TB2021.31

Title: Freedom to Speak Up Update

Status: For Information

History: FSTU Report presented at Board meeting in September 2020

Board Lead: Chief Assurance Officer

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Confidential: No

Key Purpose: Assurance, Performance

Executive Summary

1. The purpose of this paper is to ensure the Board is fully briefed on recent changes in the Freedom to Speak Up (FTSU) service and to receive assurance for continued maintenance of service for 2021/22.
2. On 30th April 2021, Jane Herve, Lead FTSU Guardian concluded a successful three year period in helping establish and deliver the FTSU service for the Trust.
3. This paper provides a brief overview of the plan to maintain the service and highlights the key steps identified to review it to strengthen it moving forward.
4. Following discussions, it has been proposed and agreed to implement an eight week project to work in collaboration with staff and stakeholders to conduct the review.

Recommendations

5. The Trust Board is asked to:
 - Note the arrangements to maintain an effective FTSU service during the transition period, including recruitment of an interim FTSU Lead Guardian and closer working with the existing FTSU team.
 - Endorse and support the Executive decision to implement an eight week project to review the FTSU service and to consider the options to develop the FTSU service

Freedom to Speak Up Update

1. Purpose

- 1.1. The purpose of this paper is to ensure the Board is fully briefed on the plans for the Freedom to Speak Up (FTSU) service for 2021/22.

2. Background

- 2.1. After three years of leading the Freedom to Speak Up function in the Trust, Jane Herve decided to step down from her role as Lead FTSU Guardian, from 30 April 2021. During her time as Lead Guardian, Jane worked tirelessly to promote the importance of speaking up ensuring that the Trust acts on concerns raised by staff.
- 2.2. In addition to the role of Lead Guardian, the Freedom to Speak Up Team consists of four key staff members who support the FTSU programme as roles of FTSU Local Guardian and FTSU Champions, but who work full time in clinical and non-clinical services. These key staff members are:

Local Guardian:

Dr. Taffy Makaya, Consultant, Paediatric Diabetes/Endocrine Medicine, John Radcliffe

FTSU Champions:

Lauren Campbell, Clinical Scientist, Clinical Scientist, Lab Immunology, Churchill

Denise Fraser-Urquhart, Administration Manager, Radiology, John Radcliffe

Srikesavan Sabapathy, Trauma Inpatient Physiotherapist, John Radcliffe (newly appointed)

- 2.3. Following individual discussions with the members of the Freedom to Speak Up Team, and with the Chair, Chief Executive and with Claire Flint, Non-Executive lead for FTSU, it was proposed that before commencing the formal recruitment process for a new Lead Guardian the Trust should take the opportunity to reflect on the success of the service to date and to build on this by reviewing the needs of the Trust and the resources needed to strengthen the service.

3. The Freedom to Speak Up Service Going Forward

- 3.1. Whilst considering the next steps for the development of the service, it is essential that a responsive FTSU service is maintained for staff. The Chief Assurance Officer will be working closely with the local FTSU Guardian and three FTSU Champions to maintain the service.

- 3.2. In addition, on 4 May 2021, the Executive Team approved the commencement of the recruitment of a temporary lead Guardian role to support the delivery of the service during the period of the review. This recruitment process has commenced at the time of writing of this paper.
- 3.3. Moving forward and based on the discussions with the FTSU Team and lead Board members for FTSU, it was agreed that this opportunity to reflect on the needs for this service should draw on best practice from other organisations, should involve staff and stakeholders and that a co-design approach should be adopted for the development of the service.
- 3.4. It was proposed and subsequently agreed with the Executive Team to support the implementation of an eight-week project. This will determine the options available for the service, addressing areas such as:
 - To review current best practice across the NHS including reviewing the operating models of organisations of a similar size to the Trust.
 - To review of the current National Guardian Office guidance on good practice.
 - To review of the digital solutions available to support the FTSU agenda.
 - To engage with staff and stakeholders across the Trust, including the Board, and the lead Non-Executive Director for FTSU, with the aim of co-designing the actions to take to FTSU strategy to the next level.
 - To further development of support and advice with the Workforce directorate, working in close collaboration with the Director of Culture and Leadership.
 - To review the roles and resources needed to build an effective service.
 - To identify and consolidate learning from actions undertaken by the FTSU Guardian (particularly during the COVID pandemic).
- 3.5. The Chief Assurance Officer will establish a project group to oversee the project with a dedicated project management resource providing support over the eight week period. The outcome of the review will be presented to the Trust Management Executive and to the Trust Board.
- 3.6. Information about interim arrangements has been communicated through a corporate communications email to all staff and will also be included in the Staff Briefing on 13 May. Staff are being assured that the service remains available through the other members of the FTSU team who will be working with the support of the Chief Assurance Officer to maintain it as usual. Staff are being encouraged to continue to raise any concerns using either the FTSU email (ftsuh@ouh.nhs.uk) or by contacting the Chief Assurance Officer's office.

4. Recommendations

4.1. The Trust Board is asked to:

- Note the arrangements to maintain an effective FTSU service during the transition period, including recruitment of an interim FTSU Lead Guardian and closer working with the existing FTSU team.
- Endorse and support the Executive decision to implement an eight week project to review the FTSU service and to consider the options to develop the FTSU service