

<h2 style="margin: 0;">Freedom to Speak Up, Raising Concerns & Whistleblowing Policy</h2>

Version	4.1
Designation of Policy Author(s)	Freedom To Speak Up Guardians
Policy Development Contributor(s)	Head of Workforce Senior Independent Director
Designation of Sponsor	Chief People Officer
Responsible Committee	Putting People First
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Coverage	Trust Wide

The Trust is committed to a duty of candour by ensuring that all interactions with patients, relatives, carers, the general public, commissioners, governors, staff and regulators are honest, open, transparent and appropriate and conducted in a timely manner. These interactions be they verbal, written or electronic will be conducted in line with the NPSA, 'Being Open' alert, (NPSA/2009/PSA003 available at www.nrls.npsa.nhs.uk/beingopen and other relevant regulatory standards and prevailing legislation and NHS constitution)

It is essential in communications with patients that when mistakes are made and/or patients have a poor experience that this is explained in a plain language manner making a clear apology for any harm or distress caused.

The Trust will monitor compliance with the principles of both the duty of candour and being open NPSA alert through analysis of claims, complaints and serious untoward incidents recorded within the Ulysses Risk Management System.

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1 Executive Summary

1.1 Policy Scope

- i. This policy applies to all employees of the Trust.
- ii. It also applies to those staff who may work at the Trust, but who are not directly employed by it. This includes honorary staff, agency staff, volunteers, students, staff on secondment and external contractors.

2 Introduction

- i. The Board and Chief Executive of the Trust are fully committed to encouraging a climate of openness in which all staff can freely express their concerns without any fear of reprisal. They recognise that this can contribute constructively to the development and continuous improvement of the services the Trust provides to its patients.
- ii. This policy sets down the Trust's commitment to establishing an open and positive culture where staff feel able to raise any concerns they may have about the Trust or the services it provides.
- iii. It also clarifies the rights and responsibilities of staff when raising issues of concern and equally the responsibilities of both the Trust, and individual managers in responding properly to such concerns expressed by staff.
- iv. The Trust has always sought to promote a culture where staff feel confident to raise any concerns that they might have. The recent Francis report has highlighted the critical importance of having such an open culture, to ensure that staff feel able to express their concerns, particularly those regarding patient safety and standards of patient care.
- v. The key principle of this policy is that patient interests must be paramount. The Trust has introduced this policy to enable all staff to raise their concerns at an early stage and in the right way. All concerns will be dealt with positively, quickly and reasonably.
- iv. Free expression by staff of their genuine concern is welcomed as a contribution towards enhancing patient services. However, this must be done reasonably and with proper regard to the principles of confidentiality.
- v. Staff must feel they can raise a concern when it is just a concern rather than wait for proof.
- vi. Under no circumstances will staff, who raise genuine concerns in accordance with this document, suffer any form of retribution or victimisation as a result, provided they are acting on a reasonable belief. A member of staff who victimises another member of staff who has raised a concern, or who permit such victimisation to occur, or who attempts to deter a person from raising a concern, will, following investigation, be subject to disciplinary action which may include dismissal.

3 Policy Objectives

- i. This policy aims to promote a culture of openness and dialogue between staff and management within the Trust and, therefore, contribute towards improving services for women and babies.
- ii. The objective of this policy is to support the development of a culture where staff concerns are genuinely welcomed and fully considered, and where feedback is always given.
- iii. The Trust will seek to develop that culture through training, communication and, most importantly, through our behaviour when concerns are raised.
- iv. This policy will ensure that staff are given every opportunity to freely contribute their views on all aspects of the Trust's activities and, in particular, about delivery of care and services to patients, and encourage staff to raise their concerns, working together with colleagues to find solutions.
- v. The policy is therefore designed to give staff a clear framework which outlines how they can raise their concerns in an appropriate manner.
- vi. The policy is designed to comply with the requirements of the Public Interest Disclosures Act 1998.

4 Duties / Responsibilities

4.1 Chief Executive

- i. The Chief Executive will ultimately be responsible for freedom to speak up/raising concerns/whistleblowing across the Trust.
- ii. They will also be responsible for reviewing any/all 'settlement agreements' to ensure that any confidentiality clauses are genuinely in the public interest.

4.2 The Director of Workforce & Marketing

- i. The Director of Workforce & Marketing is responsible for ensuring that the appropriate policy and procedure is in place and being implemented appropriately throughout the Trust. They will also ensure that it is reviewed and monitored regularly.
- ii. Where formal investigations are required, they will appoint the appropriate managers to conduct the investigation and ensure that it carried out in a timely manner. They will also ensure that feedback is given to those who have raised the concern.
- iii. They will also be the executive lead for promoting the culture of openness that underpins this policy (as defined in section three above).

- iv. They will lead an on-going series of 'listening' events to ensure that staff have access to executive directors and therefore the opportunity to raise any concerns they might have at a senior level.
- v. They will take responsibility for the communication strategy to underpin this policy, including the celebration of raising concerns.
- vi. They will ensure that annual Quality Accounts will be published including quantitative and qualitative information regarding concerns raised.

4.3 Freedom to Speak Up Guardians

- i. This role has been developed to raise the profile of freedom to speak up/raising concerns/whistleblowing throughout the Trust, to act as a key point of advice and support for staff, and to promote the development of a culture whereby all staff feel safe to raise concerns. They will also take a lead for process and policy development and monitoring, providing regular reports to the Trust Board and an annual review with regards to freedom to speak up/raising concerns/whistleblowing.

4.4 Senior Independent Director

- i. The Senior Independent Director will have an external oversight of the freedom to speak up/raising concerns/whistleblowing process and will raise any concerns with the Trust Board.

4.5 All Managers

- i. All managers will be responsible for encouraging a climate of openness in which all staff can freely express their concerns.
- ii. They must be aware of and understand the principles of this policy and ensure that their staff are also aware of the policy, and how to access it.
- iii. They will deal appropriately with any concerns that are raised with them. In accordance with this policy, they should either conduct the appropriate meetings and investigations, or escalate them where necessary. This will include giving feedback to those who have raised the concern and keeping the appropriate written records. If they feel a formal investigation is required, they must raise this with the Director of Workforce & Marketing.

4.6 Human Resources Department

- i. The Human Resources Department will be responsible for ensuring that managers are provided with appropriate advice and guidance with regards to this policy and procedure, including training and coaching as required.
- ii. They will also provide support to designated persons and managers in individual cases as necessary, as well as advising those raising concerns.
- iii. They must alert the Director of Workforce & Marketing of any concern that they become aware of that meets the definition of whistleblowing.

- iv. The Human Resources Department will ensure that this policy and procedure complies with legislative requirements and good employment practice.

4.7 All Staff

- i. All staff have a duty to inform management of any matter they consider may be detrimental to the interests of patients or the organisation. Suggestions for remedying unsatisfactory situations are actively encouraged.
- ii. They should ensure that they are aware of this policy and how to access it.
- iii. If raising a concern, they should do so in accordance with the procedure outlined in this policy.
- iv. They must co-operate fully with any investigation, providing information and supporting documentation as appropriate.

4.8 Staff Side Representatives

- i. Staff Side Representatives should be available to advise and support their members in accordance with this policy and procedure.

5 Main Body of Policy

5.1 SPEAK UP – WE WILL LISTEN

- i. We welcome speaking up and we will listen. By speaking up at work you will be playing a vital role in helping us to keep improving our services for all patients and the working environment for our staff.
- ii. This policy is for all our workers. The NHS People Promise commits to ensuring that “we each have a voice that counts, that we all feel safe and confident to speak up, and take the time to really listen to understand the hopes and fears that lie behind the words”.
- iii. We want to hear about any concerns you have, whichever part of the organisation you work in. We know some groups in our workforce feel they are seldom heard or are reluctant to speak up. You could be an agency worker, bank worker, locum or student. We also know that workers with disabilities, or from a minority ethnic background or the LGBTQ+ community do not always feel able to speak up.
- iv. ***This policy is for all workers and we want to hear all our workers’ concerns.***
- v. We ask all our workers to complete the online training on speaking up. The online module on listening up is specifically for managers to complete and the module on following up is for senior leaders to complete.
- vi. You can find out more about what Freedom to Speak Up (FTSU) is in these videos.

5.2 THIS POLICY

- i. This policy adopts the National Freedom to Speak Up Policy in full, to help normalise speaking up for the benefit of patients and workers. Its aim is to ensure all matters

raised are captured and considered appropriately. We have also kept everything from previous versions of the policy that provides additional information or support.

5.3 WHAT CAN I SPEAK UP ABOUT?

- i. You can speak up about anything that gets in the way of patient care or affects your working life. That could be something which doesn't feel right to you: for example, a way of working or a process that isn't being followed; you feel you are being discriminated against; or you feel the behaviours of others is affecting your wellbeing, or that of your colleagues or patients.
- ii. Speaking up is about all of these things.
- iii. Speaking up, therefore, captures a range of issues, some of which may be appropriate for other existing processes. That's fine. As an organisation, we will listen and work with you to identify the most appropriate way of responding to the issue you raise.
- iv. You can speak up about instances of wrongdoing that have happened, are happening, or are likely to happen, as well as attempts to conceal them. Our starting point will always be to presume you have spoken up in good faith.
- v. If you are a healthcare professional you may have a professional duty to report a concern. If in doubt, please speak up. Do not wait for proof: we will not oblige you to provide evidence. We would like you to raise the matter while it is still a concern. It does not matter if you turn out to be mistaken as long you are genuinely concerned.
- vi. Whilst it is difficult to define an exhaustive list of other things you can speak up about, this policy should be used in relation to untoward occurrences, such as:
 - concern about standards of care
 - abuse or ill-treatment of patients
 - safeguarding children and vulnerable adults
 - issues relating to services provided to the Trust by other organisations
 - deliberate misuse of controlled drugs
 - suspected thefts
 - fraud and bribery
 - breaches of rules on gifts and hospitality
 - financial malpractice
 - danger to health and safety or the environment
- vii. Depending on the nature of your concern, you may wish to also look at other sources of advice. Here are some examples:

Nature of the Issue	Policy
Your personal position at work, or how you are personally being treated.	Resolution Policy

Unwanted behaviours from colleagues, incivility, bullying, harassment or victimisation. You or someone else is being treated differently due to ethnicity, gender, age, disability, sexual orientation, religious belief, marital status, or pregnancy.	Resolution Policy
Concern about a person being at risk of abuse, harm, ill treatment, discrimination, or violation of dignity.	Safeguarding Adults Policy or Safeguarding Children Policy
Financial misconduct, fraud, bribery or corruption.	Anti-Fraud, Bribery and Corruption Policy
Someone at risk of becoming involved in terrorist activity.	Safeguarding Adults Policy or Safeguarding Children Policy
Members of the public who wish to raise concerns about standards of patient care.	Management of Concerns and Complaints

5.4 WE WANT YOU TO FEEL SAFE TO SPEAK UP

- i. Your speaking up to us is a gift because it helps us identify opportunities for improvement that we might not otherwise know about.
- ii. We will not tolerate anyone being prevented or deterred from speaking up or being mistreated because they have spoken up. This includes any threat or recommendation of retaliation towards anyone speaking up.
- iii. Any member of staff who victimises another member of staff who has raised a concern, or who permits such victimisation to occur will, following investigation, be subject to disciplinary action which may include dismissal. Similarly, any member of staff who attempts to deter a person from raising a concern or who obstructs the application of this policy will also be subject to disciplinary action which may include dismissal.

5.5 WHO CAN SPEAK UP?

- i. Anyone who works in NHS healthcare, including pharmacy, optometry and dentistry. This encompasses:
 - All healthcare professionals and non-clinical workers.
 - Directors, managers and governors
 - Contractors and external bodies working with us
 - Volunteers, students, trainees, junior doctors and secondees
 - Locum, bank and agency workers, former workers and job applicants
 - Staff on leave or not currently working due to (e.g.) sickness / career break / suspension

5.6 WHO CAN I SPEAK UP TO?

5.6.1 Speaking up internally

- i. Most speaking up happens through conversations with supervisors and line managers where challenges are raised and resolved quickly. We strive for a culture where that is normal, everyday practice and encourage you to explore this option – it may well be the easiest and simplest way of resolving matters.
- ii. However, you have other options in terms of who you can speak up to, depending on what feels most appropriate to you and depending on the size of the organisation you work in.
 - Senior manager or director with responsibility for the subject matter you are speaking up about.
 - The patient safety team or clinical governance team (where concerns relate to patient safety or wider quality).
 - Local counter fraud team (where concerns relate to fraud. Our local counter fraud specialist is Virginia Martin at MIAA - 0151 285 4552 - virginia.martin@miaa.nhs.uk)
 - Our HR team.
 - Our safeguarding team.
 - Trade Union representatives. Please contact your local workplace rep, or your trade union's main enquiries line.
 - Our Freedom to Speak Up Guardians (Kevin Robinson & Dr Srinivasarao Babarao), who can support you to speak up if you feel unable to do so by other routes. They will ensure that people who speak up are thanked for doing so, that the issues they raise are responded to, and that the person speaking up receives feedback on the actions taken. You can find out more about the guardian role here: FTSUG@lwh.nhs.uk
 - Our senior lead responsible for Freedom to Speak Up. This role provides senior support for our FTSU Guardian and are responsible for reviewing the effectiveness of our FTSU arrangements.
 - Our non-executive director responsible for Freedom to Speak Up (this role provides more independent support for the guardian, provides a fresh pair of eyes to ensure that investigations are conducted with rigour, and helps escalate issues where needed).
 - Our Chief Executive.
 - Our Chair.

5.6.2 Speaking up externally

- i. If you do not want to speak up to someone within your organisation, you can speak up externally to:

- [Care Quality Commission \(CQC\)](#) for quality and safety concerns about the services it regulates – you can find out more about how the CQC handles concerns here.
- [NHS England](#) for concerns about:
 - GP surgeries
 - dental practices
 - optometrists
 - pharmacies
 - how NHS trusts and foundation trusts are being run (this includes ambulance trusts and community and mental health trusts)
 - NHS procurement and patient choice
 - the national tariff.

NHS England may decide to investigate your concern themselves, ask your employer or another appropriate organisation to investigate (usually with their oversight) and / or use the information you provide to inform their oversight of the relevant organisation. The precise action they take will depend on the nature of your concern and how it relates to their various roles.

Please note that neither the Care Quality Commission nor NHS England can get involved in individual employment matters, such as a concern from an individual about feeling bullied.

- [NHS Counter Fraud Agency](#) for concerns about fraud and corruption, using their online reporting form or calling their freephone line 0800 028 4060.
 - The National Guardians Office (for concerns about freedom to speak up arrangements / culture / where issues raised by workers have not been handled in accordance with good practice) enquiries@nationalguardianoffice.org.uk / 0191 249 4400.
- ii. If you would like to speak up about the conduct of a member of staff, you can do this by contacting the relevant professional body such as the [General Medical Council](#), [Nursing and Midwifery Council](#), [Health & Care Professions Council](#), [General Dental Council](#), [General Optical Council](#) or [General Pharmaceutical Council](#).
 - iii. Appendix B contains information about making a ‘protected disclosure’.

5.7 HOW SHOULD I SPEAK UP?

- i. You can speak up to any of the people or organisations listed above in person, by phone or in writing (including email).
- ii. Confidentiality
- iii. The most important aspect of your speaking up is the information you can provide, not your identity.
- iv. You have a choice about how you speak up:

- Openly: you are happy that the person you speak up to knows your identity and that they can share this with anyone else involved in responding.
 - Confidentially: you are happy to reveal your identity to the person you choose to speak up to on the condition that they will not share this without your consent (unless required by law e.g. criminal offence / immediate risk of harm).
 - Anonymously: you do not want to reveal your identity to anyone. This can make it difficult for others to ask you for further information about the matter and may make it more complicated to act to resolve the issue. It also means that you might not be able to access any extra support you need and receive any feedback on the outcome.
- v. In all circumstances, please be ready to explain as fully as you can the information and circumstances that prompted you to speak up.
- vi. Guidance for pre-registration learners who wish to raise a concern is included in appendix D.

5.8 ADVICE AND SUPPORT

- i. You can find out about the local support available to you at [either link to organisation intranet or reference other locations where this information can be found]. Your local staff networks [include link to local networks] can be a valuable source of support.
- ii. You can access a range of health and wellbeing support via NHS England:
- [Support available for our NHS people.](#)
 - [Looking after you: confidential coaching and support for the primary care workforce.](#)
 - NHS England has a [Speak Up Support Scheme](#) that you can apply to for support.
- iii. You can also contact the following organisations:
- [Speak Up Direct](#) provides free, independent, confidential advice on the speaking up process.
 - The charity [Protect](#) provides confidential and legal advice on speaking up.
 - The [Trades Union Congress](#) provides information on how to join a trade union.
 - [The Law Society](#) may be able to point you to other sources of advice and support.
 - [The Advisory, Conciliation and Arbitration Service](#) gives advice and assistance, including on early conciliation regarding employment disputes.

5.9 WHAT WILL WE DO?

- i. The matter you are speaking up about may be best considered under a specific existing policy / process; for example, our process for dealing with bullying and harassment. If so, we will discuss that with you. If you speak up about something that does not fall into an HR or patient safety incident process, this policy ensures that the matter is still addressed.

- ii. What you can expect to happen after speaking up is shown in Appendix B.

5.9.1 Resolution and Investigation

- i. We support our managers / supervisors to listen to the issue you raise and take action to resolve it wherever possible. In most cases, it's important that this opportunity is fully explored, which may be with facilitated conversations and / or mediation.
- ii. Where an investigation is needed, this will be objective, in line with the policy that is most relevant to your concern and conducted by someone who is suitably independent (this might be someone outside your organisation or from a different part of the organisation) and trained in investigations. It will reach a conclusion within a reasonable timescale (which we will notify you of), and a report will be produced that identifies any issues to prevent problems recurring.
- iii. Any employment issues that have implications for you / your capability or conduct identified during the investigation will be considered separately.

5.9.2 Communicating with you

- i. We will treat you with respect at all times and will thank you for speaking up. We will discuss the issues with you to ensure we understand exactly what you are worried about. If we decide to investigate, we will tell you how long we expect the investigation to take and agree with you how to keep you up to date with its progress. Wherever possible, we will share the full investigation report with you (while respecting the confidentiality of others and recognising that some matters may be strictly confidential; as such it may be that we cannot even share the outcome with you).

5.9.3 How we learn from your speaking up

- i. We want speaking up to improve the services we provide for patients and the environment our staff work in. Where it identifies improvements that can be made, we will ensure necessary changes are made, and are working effectively. Lessons will be shared with teams across the organisation, or more widely, as appropriate.

5.9.4 Review

- i. We will seek feedback from workers about their experience of speaking up. We will review the effectiveness of this policy and our local process annually, with the outcome published and changes made as appropriate.

5.9.5 Senior leaders' oversight

- i. Our most senior leaders receive a report at least annually providing a thematic overview of speaking up by our staff to our FTSU Guardian(s).

6 Key Reference

- i. The Public Interest Disclosure Act, 1998
- ii. Employment Act, 2008
- iii. The Fraud Act, 2006

- iv. The Bribery Act, 2010
- v. Speak Up For a Healthy NHS, Social Partnership Forum, 2010
- vi. The Speaking Up Charter, NHS Employers, 2012
- vii. NHS Constitution, 2012
- viii. HSC 1999/198: The Public Disclosure Act 1998, Whistleblowing in the NHS
- ix. The Mid Staffordshire NHS Foundation Trust Public Inquiry Report, 2013
- x. Whistleblowing: Quick Guide to Raising Concerns with CQC, CQC, 2013
- xi. How To Complain, Monitor, 2011
- xii. Speak Out Safely Campaign, Nursing Times 2013
- xiii. Freedom to Speak Up, Sir Robert Francis review report, 2015
- xiv. NHS Protect Circular C/I/11/2015-16

7 Documents

- i. Grievance Policy, LWFT
- ii. Dignity at Work Policy, LWFT
- iii. Disciplinary Policy, LWFT
- iv. Declaration of Interests Policy
- v. Corporate Governance Manual
- vi. Incident Reporting & Reviewing SOP, LWFT
- vii. Anti-Fraud & Bribery Policy
- viii. Duty of Candour Policy
- ix. Supporting Staff Following a Work Related Traumatic Event or Serious Incident Policy, LWFT

8 Training

- i. New starters (including junior doctors on rotation) will be made aware of this policy and how to access it during the Trust Induction Programme.
- ii. Managers will receive training on how to deal with concerns that are raised with them.

- iii. The Senior Independent Director, Chief Executive, Medical Director and Freedom to Speak Up Guardian will also receive specific training in dealing with freedom to speak up/raising concerns/whistleblowing concerns.

9 Policy Administration

9.1 Consultation, Communication and Implementation

Consultation Required	Authorised By	Date Authorised	Comments
Impact Assessment			
GDPR			
Have the relevant details of the 2010 Bribery Act been considered in the drafting of this policy to minimise as far as reasonably practicable the potential for bribery?	Yes ✓		No
External Stakeholders			
Trust Staff Consultation via Intranet	Start date: Apr 22		End Date: Apr 22

Describe the Implementation Plan for the Policy (and guideline if impacts upon policy) (Considerations include; launch event, awareness sessions, communication / training via CBU's and other management structures, etc)	By Whom will this be Delivered?
This revised policy will be made available to all staff through the Trust's intranet pages.	
There will be awareness raising for all staff via Weekly Digest, including how to access the revised policy and highlighting the major changes.	Human Resources Department
Also specific awareness raising for managers via e-mail, to highlight their key responsibilities.	

Version History

Date	Version	Author Name and Designation	Summary of Main Changes
Feb 2023	4.1	HR Manager	Addition of new appendix (D) giving guidance for pre-registration learners when raising a concern. Also correction of some contact details.
Nov 2022	4.0	FTSUG	Policy has been re-written to fully comply with new national standards.
Apr 2020	3.11	HR Manager	Name change.
Jun 2020	3.10	HR Manager	Updating of formatting & contacts, and removal of specific individual names from the body of policy.

June 2020	3.9	Policy Officer	Extension of review date.
Feb 2020	3.8	Policy Officer	Extension of review date.
Nov 2019	3.7	Policy Officer	Extension of review date.
Mar 2019	3.6	Policy Officer	New automated template.
Sep 2017	3.5	HR Advisor	Minor Amendments to Anti-Fraud Specialist Titles.
Feb 2016	3.4	HR Advisor	Amendments include: <ul style="list-style-type: none"> • details of new Freedom to Speak Up Guardian • redefined formal process with new 'route map' • details of NHS Protect becoming a 'prescribed person' under PIDA • reference to Trust's Supporting Staff Following a Work Related Traumatic Event or Serious Incident Policy • updated contacts
Sept 2015	3.3	HR Advisor	Amendments made in light of the Freedom to Speak Up report including: <ul style="list-style-type: none"> • acknowledgement of the new Freedom To Speak Up Guardian role • requirement for all staff to be trained re) raising concerns • clarification of process for formal investigations • responsibilities section expanded to include Medical Director and Director of Nursing and expanded responsibilities for Director of Workforce & Marketing • acknowledgement of new role for nominated manager in each service area to receive concerns
Sept 2014	3.2	HR Advisor	Minor amendments to wording as suggested by LCFS including: <ul style="list-style-type: none"> • changing references to 'good faith' to 'reasonable belief' • additional references to NHS Fraud & Corruption Reporting Line • Fraud Act & Bribery Act added to references • Anti-Fraud and Bribery Policy added to key documents
Feb 2014	3.1	HR Advisor	Reformatted to new template plus added in reference to the Nursing Times SOS Campaign & updated contact details for Local Counter Fraud Specialist.
March 2013	3.0	HR Advisor	Process for raising concerns clarified and stages reduced to three. Clarification of support available including contact details. Updated wording and formatting.

May 2010	2.0	Asst Dir of Human Resources	Full review of policy.
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9.2 Monitoring Compliance with the Policy

Describe Key Performance Indicators (KPIs)	Target	How will the KPI be Monitored?	Which Committee will Monitor this KPI?	Frequency of Review	Lead
Number of incidences where concerns have been raised in breach of the policy	0	Audit of figures by the Human Resources Dept.	Putting People First Committee	Annually	HR Business Partners

9.3 Performance Management of the Policy

Who is Responsible for Producing Action Plans if KPIs are Not Met?	Which Committee Will Monitor These Action Plans?	Frequency of Review (To be agreed by Committee)
HR Business Partners	Putting People First Committee	Annual

10 Appendices

10.1 Appendix A – Useful Contact Details

Internal Contacts:

Freedom to Speak Up Guardian – Kevin Robinson / Srinivasarao Babarao	07976583588 or F2SUG@lwh.nhs.uk
Senior Lead responsible for Freedom to Speak Up – Michelle Turner (Chief People Officer)	ext. 4010
Non Exec Director responsible for Freedom to Speak Up - Zia Chaudhry	zia.chaudhry@lwh.nhs.uk
Chief Executive – Kathy Thomson	ext. 4038
Medical Director – Dr Lynn Greenhalgh	ext. 4003
Human Resources Department	ext. 4389
Staff Side Representatives	ext. 4137
Occupational Health Department	0151 529 3803
Staff Counselling Service	01925 664010

External Organisations:

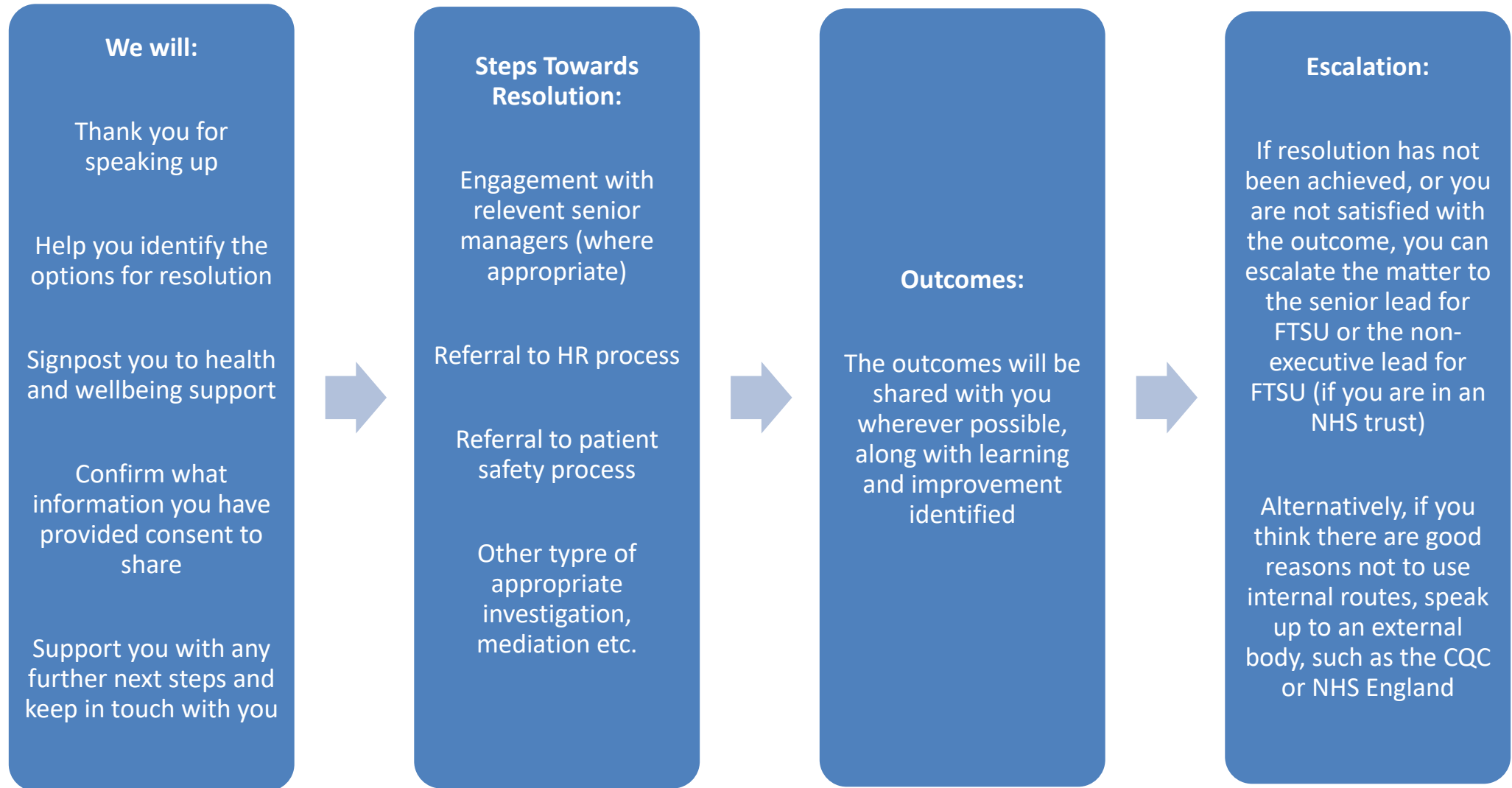
Independent Advice		
Speak Up Helpline	08000 724 725	https://speakup.direct/contact-us/
Protect (Public Concern at Work)	020 3117 2520	https://protect-advice.org.uk/
Counter Fraud		
NHS Counter Fraud Authority	0800 028 4060	https://cfa.nhs.uk/
Trust Internal Auditors - Counter Fraud Specialist	0151 285 4552	http://www.miaa.nhs.uk
Statutory Bodies		
NHS England	0300 311 22 33	https://www.england.nhs.uk/
Care Quality Commission	03000 616161	http://www.cqc.org.uk/
Health Education England (NW)	0151 479 2700	https://www.hee.nhs.uk/
Parliamentary & Health Service Ombudsman	0345 015 4033	www.ombudsman.org.uk
Health and Safety Executive	0300 003 1747	http://www.hse.gov.uk/
Regulatory Bodies		
Nursing and Midwifery Council	020 3307 6802	http://www.nmc-uk.org/
General Medical Council	0161 923 6602	http://www.gmc-uk.org/index.asp
Health and Care Professions Council	800 328 4218	http://www.hpc-uk.org/
General Pharmaceutical Council	020 3713 8000	http://www.pharmacyregulation.org/

10.2 Appendix B: Making A Protected Disclosure

Making A Protected Disclosure

A protected disclosure is defined in the Public Interest Disclosure Act 1998. This legislation allows certain categories of worker to lodge a claim for compensation with an employment tribunal if they suffer as a result of speaking up. The legislation is complex and to qualify for protection under it, very specific criteria must be met in relation to who is speaking up, about what and to whom. To help you consider whether you might meet these criteria, please seek independent advice from the Protect or a legal representative.

10.4 Appendix C: Process Flowchart – What Will Happen When I Speak Up ?



10.5 Appendix D - Guidance for pre-registration learners when raising a concern:



11 Initial Equality Impact Assessment Screening Tool

Name of policy: Freedom to Speak Up, Raising Concerns & Whistleblowing Policy		Details of policy: This policy sets down the Trust's commitment to establishing an open and positive culture where staff feel able to raise any concerns they may have about the Trust or the services it provides. It also clarifies the rights and responsibilities of staff when raising issues of concern and equally the responsibilities of both the Trust, and individual managers in responding properly to such concerns expressed by staff.	
Does the policy affect (please tick):			
		Patients ✗	
		Staff ✓	
		Both ✗	
Does the proposal, service or document affect one group more or less favourable than another on the basis of:		Yes/No	Justification/evidence and data source
Age		Yes	This policy is applicable to all staff regardless of whether or not they possess any protected characteristics. It provides a mechanism for those who have protected characteristics to seek guidance and support if they wish to raise any issues.
Disability: including learning disability, physical, sensory or mental impairment.		Yes	
Gender reassignment		Yes	
Marriage or civil partnership		Yes	
Pregnancy or maternity		Yes	
Race		Yes	
Religion or belief		Yes	
Sex		Yes	
Sexual orientation		Yes	
Human Rights – are there any issues which might affect a person's human rights?			Justification/evidence and data source
Right to life		No	This policy clearly states the Trust's commitment to establishing an open and positive culture where staff feel able to raise any concerns they may have about the Trust or the services it provides. It advises staff on how to raise any concerns appropriately, and it also includes both internal and external bodies to contact for advice and support.
Right to freedom from degrading or humiliating treatment		Yes	
Right to privacy or family life		Yes	
Any other of the human rights?		No	
EIA carried out by: Simon Davies – HR Manager		Date 30/11/22	Contact details: ext. 4389 or simon.davies@lwh.nhs.uk
Quality assured by: -			