

# **Process Guidance & Expected Timelines**

#### Freedom to Speak Up

#### What is speaking up?

It is speaking up about anything that gets in the way of doing a great job. FTSU Guardians support workers to speak up when they feel that they are unable to do so in other ways. Freedom to Speak Up (FTSU) is an additional route for speaking up.

#### Where to bring your concerns.

Please take a look at the 'Signposting - Where to bring your concern or complaint in ELFT' document.

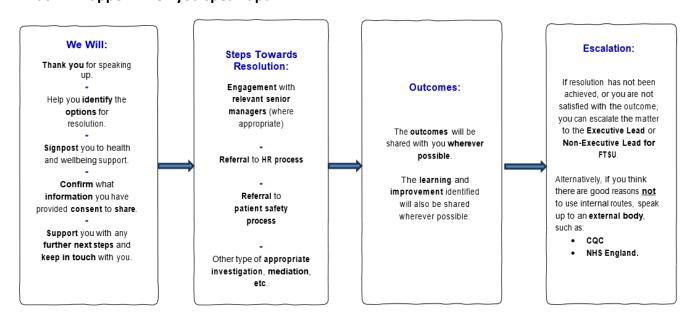
If you ever have any concerns at work, we encourage you to discuss these with your line manager in the first instance. If this is not always possible, for whatever reason, you can also speak to:

- Their line manager
- Supervisor
- Service Lead
- Clinical Lead
- Directorate Lead

- Professional Lead
- Raise an incident via InPhase.
- Speak to the People & Culture Team
- Speak to your Union/Union Rep

However, if you do not feel you can speak up to those listed above, or you already raised your concerns but have not received feedback or seen an improvement, then refer to the Freedom to Speak Up (FTSU) Guardian for support.

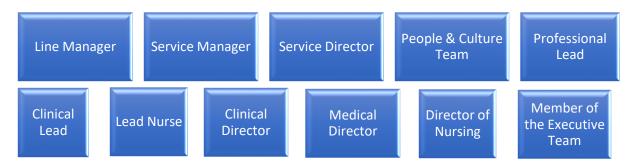
#### What will happen when you speak up?



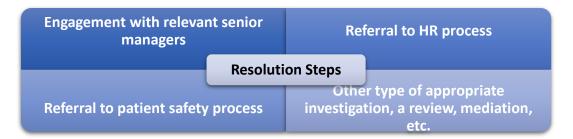


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#### Depending on the nature of the FTSU concern, the FTSU Guardian can escalate it to:



#### Depending on the nature of the FTSU concern, the resolution steps can be:



#### When the Freedom to Speak Up Guardian (FTSUG) escalates your concern for resolution:

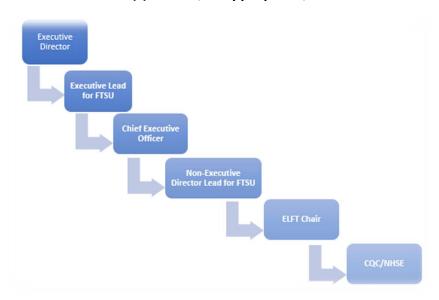
- Receiver to acknowledge receipt of the FTSU concern within 2 working days.
- Arrange to meet with FTSUG if needed.
- Share brief description of steps that will be taken towards resolution.
- Give estimate of next update (ideally within 5 working days).
- Update accordingly after this time point, until resolution/outcomes are reached.
- Feedback and learning to be shared with those that raised the concern(s) according to the "Feedback Responsibility" process below.
- Share feedback and learning being taken forward with the FTSUG.

# Speaking up at the state of the

# Freedom to Speak Up

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If the FTSUG does not receive feedback and outcomes from those it was escalated to, the FTSUG will escalate the concern(s) further, as appropriate, such as:



#### **Timeline Examples:**

#### **Formal Processes - Timeline examples of ELFT Processes** Grievance More complex cases **Investigation:** involving investigation under other procedures, Aim to complete Disciplinary PALS: other agencies or where promptly, though some Dignity at Work: the witnesses are not **Investigation:** cases may have Straightforward cases available, the investigation will take longer. 60 working days exceptional 60 days 25 days circumstances, and Time scales will therefore thus, the timescale will be negotiated by the be reviewed on a case investigating officer with by case basis. the complainant.



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#### Freedom to Speak Up: Feedback Responsibility

Concern(s) raised with *FTSUG*.

Feedback will be via FTSUG. If a formal process takes place

The Commissioning Manager (CM) or Directorate/Service Lead will feedback to FTSU Guardian on the investigation process progress.

When investigation is complete, the Directorate Lead/Service Lead will inform the FTSUG of relevant outcomes (without breaking confidentiality) and the learning being taken forward.

FTSUG will feedback the outcomes and learning to those who raised concern(s).

Concern(s) raised with FTSUG and other colleagues.

Feedback will be via Diractorate Lead/Service Lead or Commissioning Manager.

route taken,
FTSUG to be
informed of
outcomes and
learning being
taken
forward.

If informal

Directorate/ Service Lead will feed back to those who raised concern(s). If a formal process takes place, the Commissioning Manager (CM) or Directorate/Se rvice Lead will feedbackto the FTSU Guardian on the investigation process progress.

When investigation is complete, the Directorate Lead/Service Lead will inform the FTSUG of relevant outcomes (without breaking confidentiality) and the learning being taken forward.

The Directorate Lead or CM will feedback the outcomes and learning to those who raised concern(s).



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Concern(s)
raised with
FTSUG &
Executive
Team
Member(s).

Feedback will be via Exec Lead or member of their team. If informal resolution route taken, feedback delivered by Exec Lead or member of their team to those who raised concern(s) on the outcomes and learning.

FTSUG to be informed of outcomes and learning being taken forward.

If a formal process takes place, the Commissioning Manager (CM) or Exec Lead will feedback on the investigation outcomes and learning (without breaching confidentiality) to those who raised concern(s).

The CM or Exec
Lead will also
inform the FTSUG
of relevant
outcomes
(without
breaching
confidentiality)
and the learning
being taken
forward.



# **Process Guidance & Expected Timelines**

When the FTSU concern raised has reached its conclusion, the form below to be completed by those responsible for sharing the feedback.

This form ensures the 'learning from' is noted and embedded moving forward.

#### **ELFT Freedom to Speak Up**

#### Resolution, Outcomes & Learning from FTSU Concerns.

This template supports staff with outlining their response to FTSU concerns raised, where they outline the resolution steps taken, the outcomes and the learning that is being noted, shared, and embedded within the team/service/directorate or Trust wide, as appropriate.

FTSU Reference Number:		
Directorate:		
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.		