

MEETING	PUBLIC BOARD MEETING 21 October 2020
Agenda Item Paper Number	5 CM/10/20/05
Agenda Title	Freedom to Speak Up Guardians Six Monthly report
Executive Sponsor	Ian Trenholm - Chief Executive
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PURPOSE OF PAPER:

Actions required by the Executive Team:

- **Note** a process for which ET is responsible

IMPACT:

Information for Executive Team to be aware of:

- Impact on CQC
- Equality and Human Rights considerations

1. Summary

This report is an interim report from the Guardians first 6 months in post. CQC continues to encourage all staff to speak up and feel engaged and supported in the process.

2. Recommendation

The board is asked to note this 6-monthly report.

3. Discussion and implications

The new Guardians were appointed in April 2020 and have spent the first six months raising awareness of their role and planning how best to operationalise how three Guardians would work effectively across the whole organisation.

October is Speak up Month and we started the month with a staff conference, which saw a good attendance of over 100 staff from across the organisation. The event started with a welcome from Ian Trenholm, followed by Dr Henrietta Hughes, the National Guardian, and Sir Robert Francis. We heard from an external speaker Professor Meghan Reitz as well as the experiences of some of our own speak up Ambassadors. The event was recorded and is available on the intranet and we would encourage the Board to listen to the rich discussion. We discussed some of the barriers to people feeling able to speak up and our speakers highlighted the importance of really listening to people's views. There was also a sense from the participant feedback on the day that we need to do more to share the outcomes of what happens when someone speaks up; making sure we consider that important "So What," question.

Changing cultures takes time, and we have a lot more to do to ensure all staff feel able to speak up and then feel they were listened to. We know we still have staff who, for whatever reason, don't feel able to speak up giving their name, and we are trying hard to encourage people to feel supported to speak up without the need for anonymity.

We have a clearer picture now of areas we need to focus on and as such have a clearer work plan.

We are pleased to have been working with the Academy and we now have Speak Up training for our new Ambassadors organised for the month of November. This will ensure new Ambassadors are equipped with the skills they need to support people in a timely manner.

Our Speak up Data

In the past 6 months, we have received 15 contacts through the Freedom to Speak Up route. The number of contacts is too small to provide any meaningful analysis and interpretation at this juncture. We have seen an increase in the number of people contacting us with concerns since we joined one of Ian's "All Staff Calls." Some of the contacts we have received simply needed reassurance or signposting and we can see how things have come about due to misunderstandings of messages. We have been

actively making sure anyone who has contacted us has received feedback and support. We have had two concerns from Whistle-blowers which resulted in formal investigations. We will be able to provide more details about those in our next report to the Board.

Apart from one case, we have not noted any themes or concerns that have been highlighted as a result of the pandemic.

We are keen to see the data from the latest Pulse survey which is taking place this month to help inform our work plan.

4. Conclusion and Next Steps

We will continue to promote awareness of speaking up across our organisation, listening and changing, as a result of what we hear. We will bring further analysis on enquires as well as relevant data we obtain from the October 2020 pulse survey to our annual board report.