

National Guardian Office Portal User Guide

Contents

What is the portal?	1
Registering as a new Guardian	1
Submitting data	2
Frequently Asked Questions	4
Annex 1 – Registration Form	5
Organisation Details	5
Freedom to Speak Up Guardian Details	6
Annex 2 – Data submission form	7
Quarterly Organisation Data	7

What is the portal?

The portal is for Freedom to Speak Up (FTSU) Guardians to use and will enable them to:

- Register with the National Guardian’s Office (NGO)
- Provide and update their contact details
- Submit data on speaking up in their organisation

Who is the portal for?

The portal is for Freedom to Speak Up Guardians in all organisations. You will be able to use the portal to look at data you have submitted previously and to submit data when the portal is open for data collection.

Where is the portal?

You can find the portal [here](#) on our website. You may wish to save the web address of the portal to your favourites, to make it easier to find in the future.

Registering as a new Guardian

Please see [Annex 1](#) for information on how to fill in the registration fields.

In some circumstances, a member of the office may contact you for further information before your registration can be completed. The office will email you with details of your username and password once your registration has been verified.

If you have any difficulties filling in the registration form, please email enquiries@nationalguardianoffice.org.uk

Once you have registered online

Once you have registered, you will receive a confirmation notice with a reference number. Please note this down in case you need it. Registrations will usually be processed within **5 working days**.

Your username will be your email address and you will also be provided with a password. Please keep this somewhere safe.

If you do forget your password, there is a 'Reset password' function at the bottom of the portal's Log-In page.

Updating your details

The ability to edit and update your profile details will be made available during a future update of our portal. In the meantime if, once registered, your details change, please let us know by contacting enquiries@nationalguardianoffice.org.uk

Submitting data

Once you have successfully registered with us, you will be able to log in to the portal to submit quarterly data for your organisation when required. We will send out submission dates for each quarter in our fortnightly bulletin.

The data you submit should be in line with our [Guidance on Recording Cases and Reporting Data](#). You can also watch a [webinar](#) which talks through how to use the portal.

(You may wish to record data at a more detailed level within your organisation. For the purposes of this national data collection exercise, please use the categories included in these guidance documents.)

Please see [here](#) for the Data Collection – Professional Groups and Professional Level Guidance.

Saving data

You can save a data submission and come back to it later to edit/review/submit your data. To do this, click the 'Save' button at the top of the submission form.

When coming back to saved data, you **must** select the correct 'Data for Quarter' drop-down before clicking on 'Load Saved'. If you click 'Load Saved' before selecting a quarter, the data you previously saved will be overwritten. For example, if you have partially saved Q1 data and come back to it later, you must select 'Q1 2020/21' from the 'Data for Quarter' drop-down **before** pressing 'Load Saved'.

Please note that clicking 'Save' will save your data, but it will **not** submit it to the office. To submit data, you must scroll down to the bottom of the page and click 'Submit Data'.

Please see [Annex 2](#) for information on how to fill in the data submission fields.

Data submission - important notes

Any registered Guardian will be able to submit data for their organisation. Please note, only registered Guardians in your organisation should be submitting data.

If you have more than one Guardian in your organisation, it is your responsibility to decide which Guardian submits data, and to decide on any contingency plans should an individual be on annual leave or out of the office. Please note, we will not be able to accept more than one submission per organisation per quarter.

Important note: If data is not received from your organisation for the quarter requested, your details will be published with 'No data received'.

Please note: From Q1 2021/22, we will no longer be performing a reconciliation exercise after Q4. This means that you will only be able to submit data for your organisation once per quarter. Please make sure the information you submit is as accurate as possible at the time of submission.

If you are a Guardian at multiple organisations and you use the same email address across all roles: You will be able to use the drop-down menu to submit data for each organisation. You will have to submit data for each organisation you are a Guardian for separately.

After you have submitted your data

Once you have submitted your data, you will be taken to a window confirming that this has been received by the office. You will **not** usually receive email confirmation unless there is a reason for the office to contact you about your data.

The data will be published publicly by our office [here](#) on our website once the reporting period for the quarter has ended.

Frequently Asked Questions

Q. My username is correct, but the portal will not let me log in

A. Your username will be the email address you registered as a Guardian with. The portal is case sensitive so, for example, if you registered with all lower case letters, then you will need to use lower case letters when logging in.

The portal is also sensitive to any accidental spaces, so please make sure you do not leave spaces either in your username or password when logging in.

Q. I am trying to create a new password but the website is automatically saying it is not able to be used.

A. The portal website will continue to show that the password is not useable until you have finished creating a suitable password that matches the requirements. Once you have done this, it will go from red to green.

Q. My data is not saving/says it is unable to process submission

A. If you have had the portal page open for more than 20 minutes it will time out. To resolve this, you will need to refresh the page and log back in again to submit data. Please be aware that this will erase any information you have already submitted, so please make sure you have a note of your submissions before hitting refresh.

If this does not resolve your issue, please contact the office.

Q. Why can't I load saved data?

A. When coming back to saved data, you must select the correct 'Data for Quarter' drop-down before clicking on 'Load Saved'. If you click 'Load Saved' before selection a quarter, the data you have saved may be overwritten.

Q. Why am I getting an error saying my data does not equal the number of cases brought by professional group or level?

A. Please ensure the total number of cases equal the number of cases brought by professional group

AND separately

Ensure the total number of cases equal the number of cases brought by professional level.

This is also the case for the section on the **responses to feedback** question.

If your question has not been answered, please contact us on 0191 249 4400 between 10 am – 2 pm, Monday to Friday (exc. bank holidays). Alternatively, email enquiries@nationalguardianoffice.org.uk.

Thank you for submitting your data and for helping to make speaking up business as usual.

Annex 1 – Registration Form

Organisation Details

Field	Mandatory (Y/N)	Notes
Organisation Name	Y	Full name of organisation you are a FTSU Guardian for
Type: <ul style="list-style-type: none"> • Arm's Length Body/Regulator • CCG • General Dental Practice • General Optical Practice • General Pharmaceutical Practice • General Practice • Independent Provider of Healthcare Services • NHS Trust/Foundation Trust • Non-Healthcare Sector • Other 	Y	Type of organisation that you are a FTSU Guardian for. Organisations such as hospices or private providers of healthcare should choose the 'Independent Provider of Healthcare Services' option.
Premises	N	Complete if your organisation's address requires it
Street	N	Complete if your organisation's address requires it
District	N	Complete if your organisation's address requires it
Town	N	Complete if your organisation's address requires it
Region: <ul style="list-style-type: none"> • East of England • London • Midlands • North East and Yorkshire • North West • South East • South West • Not sure 	Y	Please pick the region that best suits your organisation/your role as FTSU Guardian.
Postcode	N	The full post code of your organisation's address

Freedom to Speak Up Guardian Details

Field	Mandatory (Y/N)	Notes
Title	Y	Your preferred title
First Name	Y	Your first name
Last Name	Y	Your last name
Main phone number (for your Freedom to Speak Up role)	N	This is the main number that individuals speaking up in your organisation use to contact you.
Alternative phone number (your other work number)	N	This is an alternative number that can be used by our office if needed and is not given out publicly.
Main email address (for your Freedom to Speak Up role)	Y	This is the main email address that individuals speaking up in your organisation use to contact you. Please ensure the email address you submit is accurate. This will be your username once your account is created.
Do you consent to your information being placed on our public directory? The publicly available information will be your name, your organisation, and your main email address and phone number.	Y	If you consent to this, your details will be placed on our public directory of Freedom to Speak Up Guardians.
Do you consent to the National Guardian's Office giving your information (name, organisation, main email address and phone number) to individuals that contact the National Guardian's Office?	Y	If you consent to this, your details may be given out if an individual contacts our office wanting information on your Guardian arrangements.
Have you received training in your role?	Y	A Guardian needs to have attended training before registering on our directory.
If so, what date did you attend training?	N	If you do not know the exact date you attended training, please select the 1 st of whatever month and year you attended in.
Who was the training delivered by? <ul style="list-style-type: none"> • A National Guardian Office Freedom to Speak Up trainer • A Freedom to Speak Up Guardian regional NGO trained trainer • Don't know • Other • The National Guardian's Office 	Y	Please indicate who you were trained by.
If 'Other' to previous question	N	If you answered 'Other' to the previous question, please input details here.
Total numbers of individuals in your local network	N	Please indicate the number of individuals performing a FTSU role in your organisation, including Champions, Ambassadors, etc. (if known)

Annex 2 – Data submission form

Quarterly Organisation Data

Field	Mandatory (Y/N)	Notes
Data for quarter	Y	Please select which quarter you are submitting data for. You will have to submit each quarter separately.
Organisation	Y	Please select your organisation from the list. If you are a Guardian at more than one trust, please see the section called: Data submission - important notes .
Size of organisation: <ul style="list-style-type: none"> • Small (up to 5,000 workers) • Medium (between 5,000 and 10,000 workers) • Large (more than 10,000 workers) 	N	This should relate to the number of workers in your organisation.
Region: <ul style="list-style-type: none"> • East of England • London • Midlands • North East and Yorkshire • North West • South East • South West 	Y	Please choose the region that corresponds with the one chosen when you registered as a Guardian.
Name of person submitting the data	Y	This should be the name of the Guardian submitting the data.
Person submitting the data: Email address	Y	Please confirm the email address of the Guardian submitting the data.
Name of person authorising the data	Y	This should be the name of the individual that is authorising the data that the Guardian submits. Please see the section called Data submission - important notes for more information.
Job title of person authorising the data	Y	This should be the job title of the individual that is authorising the data that the Guardian submits. Please see the section called Data submission - important notes for more information.

Person authorising the data: Email address:	Y	This should be the email address of the individual that is authorising the data that the Guardian submits. Please see the section called Data submission - important notes for more information.
Number of cases brought to FTSUGs/Champions per quarter	N	Please see Guidance on Recording Cases and Reporting Data This should match the total of the numbers of cases brought by professional group (see below).
Number of cases raised anonymously	N	Please see Guidance on Recording Cases and Reporting Data .
Number of cases with an element of patient safety/quality	N	Please see Guidance on Recording Cases and Reporting Data .
Number of cases with an element of bullying or harassment	N	Please see Guidance on Recording Cases and Reporting Data .
Number of cases where people indicate that they are suffering detriment as a result of speaking up	N	Please see Guidance on Recording Cases and Reporting Data .
Number of cases brought by professional group (broken down by worker type)	N	Please see Guidance on Recording Cases and Reporting Data . These numbers should add up to the total of the number of cases brought to FTSUGs/Champions per quarter.
Total number of responses	N	Please see Guidance on Recording Cases and Reporting Data . This should be the total of the responses to the question ' Given your experience, would you speak up again? '
Responses to the feedback question, 'Given your experience, would you speak up again?' (broken down into 'Yes', 'No' 'Maybe' and 'I don't know' responses)	N	Please see Guidance on Recording Cases and Reporting Data . These numbers should add up to the total number of cases that have received feedback.
Common themes from feedback	N	Please see Guidance on Recording Cases and Reporting Data .
Summary of learning points	N	Please see Guidance on Recording Cases and Reporting Data .