



**National
Guardian**

Freedom to Speak Up

SLIDE 1

Speaking Up to Freedom to Speak Up Guardians

Annual Speaking Up Data Summary 2021/22

SLIDE 2

An image of freedom to speak up guardians | conversation is to the left of the slide.

The following text is to the right of the slide:

There are over 800 Freedom to Speak Up guardians in NHS primary, secondary care, independent and voluntary sector organisations, national bodies and elsewhere who provide a valuable additional route for workers to speak up about any issues which impact on their ability to do their job.

Freedom to Speak Up guardians submit non-identifiable information to the National Guardian's Office about the speaking up cases raised with them.

SLIDE 3

Title: **Total number of cases brought to Freedom to Speak Up Guardians**

SLIDE 4

A purple speech bubble appears in the middle of the slide with the number 20,362 in white font. Below the speech bubble is the following text.

Numbers of speaking up cases raised with Freedom to Speak Up guardians are similar to last year.(20,388 in 2020/21 20,362 in 2021/22)

Between 1 April 2021 to 31 March 2022, over twenty thousand (20,362) cases were raised with Freedom to Speak Up guardians.

SLIDE 5

A headshot of Dr Jayne Chidgey-Clark, National Guardian for the NHS appears to the left of the slide. The following quote is to the right of the slide:

Dr Jayne Chidgey-Clark, National Guardian for the NHS

“My heartfelt thanks to all those who have spoken up to a Freedom to Speak Up Guardian in the past year. You have provided over 20,000 opportunities for learning and improvement for the benefit of people who use services and colleagues.”

SLIDE 6

An animated image of a bar chart appears in the middle of the slide. The following text is below:

Quarter 3 had the largest amount of reported cases

October to December 2021 had the highest number of cases reported in a single quarter (5,705) since Freedom to Speak Up guardians were established in 2016.

This may be as a result of the awareness raising which takes place during Speak Up Month every October.

SLIDE 7

Title: Who is speaking up?

SLIDE 8

Title: Percentage of cases brought by professional level

There is a pie chart displayed to the left of the slide.

The percentage of cases brought by workers was 74.9%.

The percentage of cases brought by managers was 15.2%.

The percentage of cases brought by people who did not disclose their professional group was 7%

The percentage of cases brought by senior leaders 2.9%

Most cases were brought by workers.

SLIDE 9

Title: Professional groups

There is a donut chart displayed in the centre of the slide.

The percentage of cases brought by Registered Nurses and Midwives was 28.5%.

The percentage of cases brought by Administration, Clerical & Maintenance/Ancillary staff was 21.2%.

The percentage of cases brought by Allied Health Professionals was 13.1%.

The percentage of cases brought by Nursing Assistants or Healthcare Assistants was 10.3%.

The percentage of cases brought by staff who's professional group was 'Not Known' was 7.0%.

The percentage of cases brought by Medical and Dental staff was 6.5%.

The percentage of cases brought by Corporate Services staff was 5.1%.

The percentage of cases brought by staff in an 'Other' category was 4.1%.

The percentage of cases brought by Ambulance (operational) staff was 3.5%.

The percentage of cases brought by Social Care staff was 0.5%.

The percentage of cases brought by Commissioning staff was 0.1%.

The percentage of cases brought by Public Health staff was 0%.

Nurses and midwives account for the largest portion of speaking up cases.

SLIDE 10

Anonymous cases are

Those where the person speaking up is unwilling or feels unable to reveal their identity to anyone. This is different to when someone speaks up confidentially.

When someone speaks up confidentially they share their identity on the condition that it will not be disclosed further without their consent (unless legally required to do so).

SLIDE 11

An image of three silhouetted people appears in the middle of the screen the middle person has a question mark over its face. The following text appears below.

Anonymous cases have gone down

The percentage of cases which were raised **anonymously** has fallen to **ten percent (10.4%)**. This continues the downward trajectory from 2017, when 17.7% of cases were raised anonymously. The percentage of cases which were raised anonymously has fallen to ten percent (10.4%). This continues the downward trajectory from 2017, when 17.7% of cases were raised anonymously.

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Dr Jayne Chidgey-Clark National Guardian for the NHS

“Workers speaking up anonymously may be an indicator of fear and mistrust in the system, so it is encouraging to see that levels of anonymous reporting to Freedom to Speak Up guardians is going down.

“This suggests increasing confidence in the Freedom to Speak Up Guardian route for workers who may feel they are unable to speak up in other ways.”

SLIDE 13

Title: Patient safety

*A case may include elements patient safety/quality, bullying or harassment, and/or worker safety, as well as other matters.

SLIDE 14

A donut chart with the number 19.1% in the middle is to the left of the screen. The following text is to the right:

Nineteen per cent (19.1%) of cases raised included an element of patient safety/quality, a slight increase from 18% in 2020/21.

SLIDE 15

The following quote appears in a purple speech bubble.

Freedom to Speak Up Guardian

“Clear theme of staffing concerns (as a result of sickness and absence/vacancies) which give rise to worries around patient safety and also staff safety from a psychological perspective. This was across the organisation and across all professions.”

*Freedom to Speak Up guardians provide brief details of the main themes of cases brought to them to the NGO

SLIDE 16

Title: Worker safety

*A case may include elements patient safety/quality, bullying or harassment, and/or worker safety, as well as other matters.

SLIDE 17

A photograph of workers in full PPE appears to the right of the screen. The following text appears to the left.

In response to concerns being raised during the pandemic, we introduced a new reporting category of worker safety in 2021/22.

SLIDE 18

A donut chart with the number 13.7% in the middle is to the right of the screen. The following text is to the left:

Over the year, 13.7% of cases had an element of worker safety.

SLIDE 19

Covid 19 virus symbol appears to the left of the screen, the following text is to the right.

Worker safety was a strong theme in Freedom to Speak Up guardians' reflections on the data they provide, with the impact of reduced staffing levels included in patient safety concerns, increased workloads and staff wellbeing.

This theme was particularly linked to the COVID-19 pandemic, which had led to increased sickness, from COVID-19 itself and from stress/burnout.

SLIDE 20

The following quote appears in a dark green speech bubble.

Freedom to Speak Up Guardian

“There is low resilience due to working through the pandemic, staff are more vulnerable to problems pre pandemic would not have affected them.” Freedom to Speak Up Guardian

*Freedom to Speak Up guardians provide brief details of the main themes of cases brought to them to the NGO

SLIDE 21

Title: Bullying or harassment

*A case may include elements patient safety/quality, bullying or harassment, and/or worker safety, as well as other matters.

SLIDE 22

A donut chart with the number 32.3% in the middle is to the right of the screen. The following text is to the left:

32.3% of cases had an element of bullying and harassment, up from 30.1% in 2020/21.

SLIDE 23

The following quote is in two green speech bubbles

Freedom to Speak Up Guardian

"Some poor behaviours resulted from tiredness and staff still recovering post-COVID. Some staff are still processing what they have seen and witnessed, which will go on for years. Some haven't even started that process yet. Some are experiencing first anniversaries of personal losses through COVID, adding to emotions.

"This is combined with trying to meet increasing demands, winter pressures address the backlog, and now increasing COVID levels. As a result, incoming demands

continue to grow whilst staff, the organisation and services are still trying to recover and reset."

*Freedom to Speak Up guardians provide brief details of the main themes of cases brought to them to the NGO

SLIDE 24

An image of arms of multiple races interlocking is to the right of the screen. The following text is to the left.

There were mentions of racism. In some cases, these were historic issues that are being raised now workers have an avenue to do so.

SLIDE 25

The following quote is in a green speech bubble.

Freedom to Speak Up Guardian

"We have introduced and stop, challenge and Change tool for reporting racism in the trust. This has increased the numbers of people that are coming forward reporting racism"

*Freedom to Speak Up guardians provide brief details of the main themes of cases brought to them to the NGO

SLIDE 26

Title: Detriment

Disadvantageous and/or demeaning treatment as a result of speaking up

May include being ostracised, given unfavourable shifts, being overlooked for promotion or moved from a team.

*A case may include elements patient safety/quality, bullying or harassment, and/or worker safety, as well as other matters.

SLIDE 27

Detriment for speaking up was indicated in 4.3% of cases.

There is a bar chart to the left of the screen.

The percentage of cases which included detriment in 2017/18 was 5.1

The percentage of cases which included detriment in 2020/21 was 3.1

The percentage of cases which included detriment in 2021/22 was 4.3

Although this is down from 5.1% in 2017/18, this has risen since last year (3.1% in 2020/21).

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Dr Jayne Chidgey-Clark, National Guardian for the NHS

“I am greatly concerned by the increase in reported detriment for speaking up. When someone speaks up, it should be considered a gift – a gift of information which could prevent harm, or lead to improvement.

“I expect leaders to role model this behaviour in their organisations, and send a clear message that treating people badly for speaking up will not be tolerated.”

SLIDE 29

Title: Feedback

Would you speak up again?

*The NGO asks all Freedom to Speak Up guardians to ask those who speak up to them the following questions: • Given your experience, would you speak up again? • Please explain your response

SLIDE 30

A donut chart with the number 86.7% in the middle is to the right of the screen. The following text is to the left:

Feedback from workers on their experience was provided in 5,112 cases in 2021/22.

86.7% of those who gave feedback said they would speak up again.

* Feedback does not correlate to the quarter it was received - cases where feedback has been received might have been raised in a previous year.

SLIDE 31

This national overview provides only part of the picture. Leaders will also need to look at data at the organisational level as a means of starting to understand their organisational culture and the barriers to speaking up that some workers may encounter.

SLIDE 32

National Guardian's Office Logo

Find your Freedom to Speak Up Guardian

www.nationalguardianoffice.org.uk