National Guardian's Office Portal User Guide

Contents

What is the portal?

The portal is for Freedom to Speak Up Freedom to Speak Up 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
- Log training dates and upload Guardian training certificates

Who is the portal for?
The portal is for Freedom to Speak Up Guardians only.

Where is the portal?
You can find the portal **here** on our website. Please save the web address of the portal to your favourites, to make it easier to find in the future.
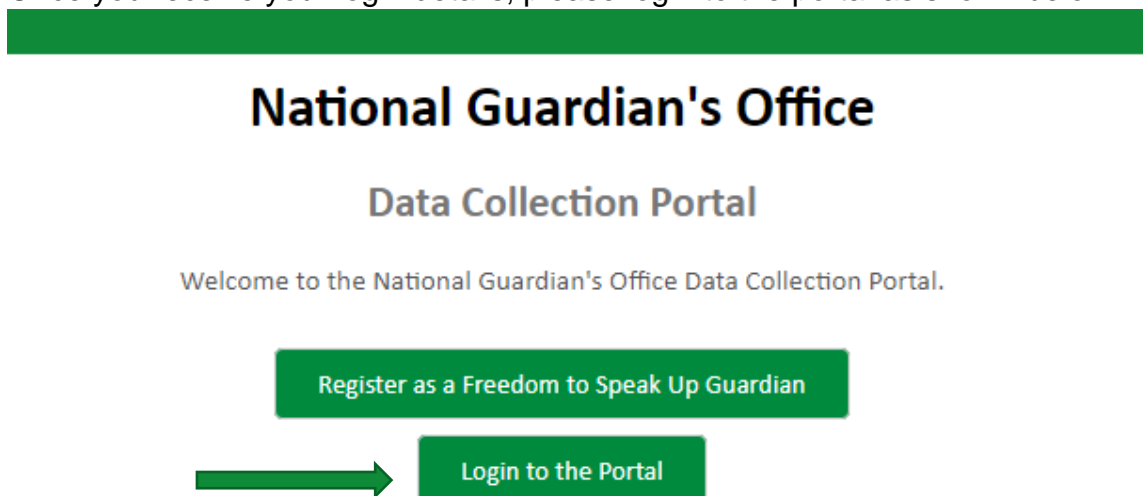
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Registering as a new Guardian

Once you have completed Freedom to Speak Up Guardian Foundation Training, please register on the portal [here](#)

National Guardian's Office

Data Collection Portal

Welcome to the National Guardian's Office Data Collection Portal.

➡️ **Register as a Freedom to Speak Up Guardian**

Login to the Portal

Please see **Annex 1** for information on how to fill in the registration fields.

Once you have registered, the office will verify your registration and send you log in details with your username and password.

Once you receive your login details, please login to the portal as shown below.

National Guardian's Office

Data Collection Portal

Welcome to the National Guardian's Office Data Collection Portal.

Register as a Freedom to Speak Up Guardian

➡️ **Login to the Portal**

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Once you have logged into the portal, you are able to do several things including.

1. Submit quarterly speaking up data
2. Access your Guardian profile to update your training record, upload your Foundation /Refresher training certificates and update your contact details.
3. View /edit data submissions
4. Change password

Update your training record with your date of training completion

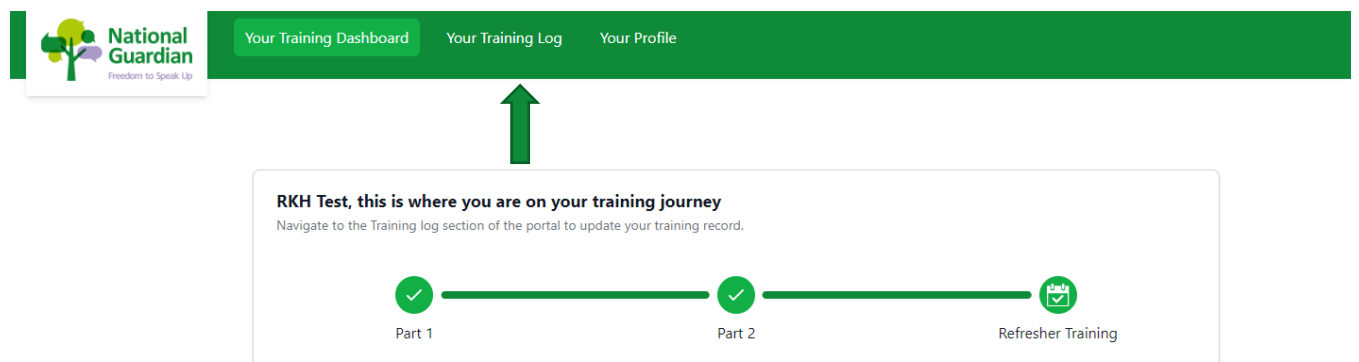Please click on the purple Guardian profile button.

You will then see your training dashboard as below. Please click on your training log.

Part 1 = e-learning Foundation Training
Part 2= Reflective conversation with an NGO trained Freedom to Speak Up Guardian Mentor (see website for details).
Refresher Training= annual e-learning refresher training

In the training log, please enter the date (entering your completion date is mandatory) that you completed Foundation Training and upload your certificate (certificate upload optional)

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Your Progress Report
View your progress below:

Foundation training – online learning In Progress

Due: 2022-08-06 08:12

Thank you for starting Freedom to speak Up Guardian Foundation Training. Please record the date you completed the e-learning module below. To complete Foundation training, you will need to have a conversation with a Freedom to Speak Up Guardian Mentor within 3 months of this date. Please choose a mentor from the list available the password protected area for guardians only on the NGO website. Details on how to access this area will be sent to you following registering on the directory.

Completion date*

dd/mm/yyyy

Please enter the date of completion

Attachment*

Choose file No file chosen

Confirm this training

Once the reflective mentor conversation has taken place, please enter the name of your mentor and the date of the conversation.

Your Progress Report
View your progress below:

Foundation training – online learning Complete

Completed: 2023-03-10

Due: 2023-03-13 14:55

Thank you for completing your eLearning Freedom to speak Up Guardian Foundation Training.

Foundation training – Mentor Conversation In Progress

Due: 2023-06-11 14:55

Please enter the date of your reflective conversation and the name of Freedom to Speak Up Guardian Mentor here:

Completion date*

dd/mm/yyyy

Please enter the date of completion

Mentor*

Please enter the name of the mentor

Confirm this training

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Once you have completed annual refresher training, please log date of completion, and upload your certificate (certificate upload optional).

Annual Refresher Training 2023 In Progress

Due: 2023-11-11 07:48

Refresher training should be completed 12 months following completion of Part 1 eLearning and completed annually thereafter.
Please upload your Part 1 e-learning certificate here

Completion date*

dd/mm/yyyy

Please enter the date of completion

Attachment*

Choose file No file chosen

Confirm this training

Updating your details

To update your details, please click on your profile, then edit your profile as below.

Your Guardian Profile

Please find your guardian profile details below

Edit your profile

Personal details

Name	RKH Test
Email address	rkh@example.com
Date of appointment	--
Gender	Not Set
Pronouns	Not Set
Ethnicity	Not Stated
Religion	Not Set
Sexuality	Not Set
Age range	Not Set
Disability or long standing illnesses	no
Are special adjustments required	no

Guardian profile

Active/Stepdown?	Active
Appointed through fair and open competition	Not Set
Appointed	--
Do you have another role	Not Set
NHS worker band	Not Set
non-NHS worker band	Not Set
non-NHS worker salary range	Not Set
Time for Freedom to Speak Up Guardian role	Not Set
Has time for Freedom to Speak Up Guardian role changed in the last 12 months	Not Set
Who do you report to	Not Set
Name of CEO (or equivalent)	--
Email of CEO (or equivalent)	--
Name of Chair (or equivalent)	--
Email of Chair (or equivalent)	--

Edit your profile and then click the 'update your details button', as below.

Edit Your Guardian Profile

Please find your guardian profile details below

Personal details

First name *
RKH

Last name *
Test

Email address *
rkh@example.com

Pronouns *
Not Set

Gender *
Not Set

Age range *
Not Set

Date of appointment *
dd/mm/yyyy

Ethnicity *
Not Stated

Religion *
Not Set

Sexuality *
Not Set

Long standing illnesses *
◉ No
◯ Yes

Required special adjustments *
◉ No
◯ Yes

Guardian profile

Active/Stepdown? *
Active

Appointed through fair and open competition *
Not Set

Another role *
Not Set

Nhs worker band *
Not Set

Non nhs worker band *
Not Set

Non nhs worker salary range *
Not Set

Time for Freedom to Speak Up Guardian role *
Not Set

Has time for Freedom to Speak Up Guardian role changed in the last 12 months *
Not Set

Who do you report to *
Not Set

Name of CEO (or equivalent) *

Email of CEO (or equivalent) *

Name of Chair (or equivalent) *

Email of Chair (or equivalent) *

Update your details

If you wish to step down from the Guardian role, please inform enquiries by emailing enquiries@nationalguardianoffice.org.uk and change 'active' to 'step down' on the guardian profile, as below.

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Edit Your Guardian Profile

Please find your guardian profile details below

Personal details

First name*
RKH

Last name*
Test

Email address*
rkh@example.com

Pronouns*
Not Set

Gender*
Not Set

Age range*
Not Set

Date of appointment*
dd/mm/yyyy

Ethnicity*
Not Stated

Religion*
Not Set

Sexuality*
Not Set

Long standing illnesses*
● No
○ Yes

Required special adjustments*
● No
○ Yes

Guardian profile

Active/Stepdown?*
Active

Appointed through fair and open competition*
Not Set

Another role*
Not Set

Nhs worker band*
Not Set

Non nhs worker band*
Not Set

Non nhs worker salary range*
Not Set

Time for Freedom to Speak Up Guardian role*
Not Set

Has time for Freedom to Speak Up Guardian role changed in the last 12 months*
Not Set

Who do you report to*
Not Set

Name of CEO (or equivalent)*

Email of CEO (or equivalent)*

Name of Chair (or equivalent)*

Email of Chair (or equivalent)*

Update your details

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. Submission dates can be found on our website here. We will also send out reminders for each quarter in our fortnightly bulletin.

The data you submit should be in line with our Guidance on Recording Cases and Reporting Data (February 2022).

You may also want to record additional information to understand cases better, monitor the use of your service, and identify trends and themes and potential barriers to speaking up. However, for the purposes of the national data collection exercise, please use the categories set out in the Guidance on Recording Cases and Reporting Data (February 2022).

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 2022/23' 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'.

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.

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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.

Data Submission 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/worker group?

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

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.

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Annex 1 – Registration Form

Organisation Details

Field	Mandatory (Y/N)	Notes
Organisation Name	Y	Please enter the full legal name of the organisation which you are a Freedom to Speak Up Guardian for
Type: • Arm's Length Body/Regulator • Care Home • Clinical Commissioning Group • Commissioning Support Unit • Defence Medical Service • Diagnostic and Imaging Service • GP Federation • General Dental Practice • General Optical Practice • General Pharmaceutical Practice • General Practice • Hospice • Independent Hospital • Independent Provider of Healthcare Services • Integrated Care Board • Integrated Care System • Local Dental Committee • NHS Trust/Foundation Trust • Non-Healthcare Sector • Nursing Home • Other • Primary Care • Primary Care Network • Private Ambulance • Professional Regulator • System Regulator • Urgent Care Centre	Y	Type of organisation that you are a Freedom to Speak Up Guardian for.
Premises	Y	
Street	Y	
District	Y	

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	Y	
Town	Y	
Region: • 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 Freedom to Speak Up Guardian.
Postcode	Y	The full postcode of your organisation's address

Freedom to Speak Up Guardian Details

Field	Mandatory (Y/N)	Notes
Title	N	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.
Have you received training in your role?	Y	A Guardian needs to have completed training before registering on our directory.
What date did you complete your Foundation training eLearning?	Y	
Were you appointed as a Freedom to Speak Up Guardian through fair and open competition?	Y	Yes or No
If no- how?	N	
How long have you been in post?	Y	Please select timeframe in the role
Do you have another role?	Y	Yes or No
What other role do you perform?	Y	Please select from available categories

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Other	**N**	
What grade or band are you? (non NHS worker)	**Y**	Please select grade from categories
Other	**N**	
How much time is ring-fenced for you to carry out your FTSU role?	**Y**	Please select from available options
Has the amount of ring-fenced time available to you changed over the last 12 months?	**Y**	Yes or No
Who do you report to?	**Y**	Please enter Line Manager title
Other	**N**	
Name of the person you report to	**Y**	Please enter Line Manager name
Email address of the person you report to	**Y**	

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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		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: • 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: • East of England • London • Midlands • North East and Yorkshire • North West • South East • South West • National/multi-regional	Y	Please select the region that corresponds with the one chosen when you registered as a Guardian.
Number of cases brought to FTSUGs per quarter *This figure should match the total of the numbers of cases brought by professional group (see below).*	Y	Please see the Guidance on Recording Cases and Reporting Data (February 2022)
Number of cases raised anonymously	N	
Number of cases with an element of patient safety/quality		
Number of cases with an element of bullying or harassment		

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Number of cases with an element of worker safety or wellbeing		
Number of cases with an element of other inappropriate attitudes or behaviours		
Number of cases where disadvantageous and/or demeaning treatment as a result of speaking up is indicated (detriment)		
Number of cases brought by professional/worker group *These numbers should add up to the total of the number of cases brought to FTSUGs per quarter.*		
Total number of responses This should be the total of the responses to the question '**Given your experience, would you speak up again?'**)	**Y**	
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**) *These numbers should add up to the* ***total number of cases that have received feedback (i.e**. the figure in the row above: Total number of responses).*	**N**	
Main themes from the feedback you have received		
Summary of learning points		