



# Freedom To Speak Up Statement 2018



The leading Social Enterprise providing high quality integrated urgent care



SOCIAL ENTERPRISE GOLD MARK  
ACCREDITED FOR BUSINESS EXCELLENCE

## Freedom to Speak Up Statement 2018

### 1. Introduction

Integrated Care 24 is proud to deliver services on behalf of the NHS; we recognise the important role we play in delivering the highest quality patient care to the communities within our contracted areas.

We are located in communities in Surrey, Sussex, Kent, Essex and Norfolk and we employ around 1,500 clinical and non-clinical colleagues to deliver patient focussed services.

### 2. Our Policy

We believe that our people having the ability to speak up about their concerns is a vital part of everyday life at IC24. We are committed as an Executive team and Board to listen and resolve issues. We encourage colleagues to come forward as part of our open and honest culture so we can look into the concern and determine what, if any, changes need to be made as a result.

### 3. Our proactive approach

To demonstrate our commitment to encouraging colleagues to speak up we have a range of channels by which colleagues can informally – or if required – formally raise concerns with us:

- Chief Executive Open Door Programme
- Values in Practice Employee Forum
- Online Incident Reporting
- Focus Groups
- Employee Survey
- Executive calls with locality teams
- Non-Exec Director locality engagement
- Quality Team Mock CQC Visits

In addition, we intend to establish and redefine the following roles following a review of our existing policy. We will be working with our Values in Practice forum to establish the following roles. During this transition, our FTSU NED will continue to be our FTSU Guardian:

Chair	CEO and Chair are responsible for ensuring annual report contains information about FTSU and that the organisation is engaged with the regional Guardian Network and National Guardians Office. CEO and Chair are key sources of advice and support for their FTSU guardian and meet with them regularly.
CEO	Responsible for appointing the FTSU Guardian. Accountable for ensuring arrangements meet the needs of the workers. CEO and Chair are responsible for ensuring annual report contains information about FTSU and that the organisation is engaged with the regional Guardian Network and National Guardians Office. CEO and Chair are key sources of advice and support for their FTSU guardian and meet with them regularly.
FTSU Exec	Aware of latest guidance from the National Guardians Office. Overseeing the creation of the vision and strategy for FTSU.

	<p>Ensuring the FTSU Guardian role has been implemented and fair recruitment followed.</p> <p>Ensuring that the FTSU Guardian has time and resources.</p> <p>Ensuring the quality assurance of FTSU.</p> <p>Conduct an annual review of the strategy, policy and process.</p> <p>Operationalising the learning from speaking up issues.</p> <p>Ensuring allegations are dealt with promptly and fairly.</p>
FTSU NED	<p>Aware of latest guidance from the National Guardians Office.</p> <p>Hold CEO, Exec FTSU lead and Board to account.</p> <p>Challenge the Board to create a culture that is responsive to feedback and focussed on learning and continual improvement.</p> <p>Role Model high standards of conduct.</p> <p>Act as an alternative source of advice and support to the FTSY Guardian.</p> <p>Oversee speaking up concerns regarding board members.</p>
FTSU Guardian	<p>Operate independently, impartially and objectively, whilst working in partnership with individuals and groups throughout their organisation, including their senior leadership team.</p> <p>Seek guidance and support from and, where appropriate, escalate matters to, bodies outside their organisation.</p> <p>Support, and contribute to, the national Freedom to Speak Up Guardian network, comply.</p> <p>With National Guardian Office guidance, and support each other by providing peer-to-peer support and sharing learning.</p> <p>Should be supported with the resources they need, including ring-fenced time, to ensure that they meet the needs of workers in their organisation. Their views on the impact of activities and decisions on Freedom to Speak Up should be actively sought.</p>

**4. Training**

To accompany our policy, we also have an online module for Freedom to Speak up which is assigned to all employees. This video training package helps colleagues to understand about their Freedom to Speak up and includes the most current version of the policy.

**5. Aim**

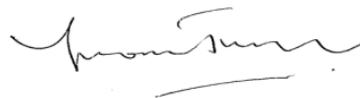
The aim of this statement is to demonstrate our commitment to our colleagues having the ability to raise concerns and that we will deal with those concerns promptly and thoroughly.

**6. Board of Directors’ Approval**

The Board of Directors has considered and approved this statement demonstrating our commitment at the highest level of the organisation.



Judy Oliver  
Chair



Yvonne Taylor  
Chief Executive Officer

