

ORGANISATION C Herts Community NHS Trust

This is an extract from an email conversation and contains the answers to additional questions and was received on 8th December 2023

Email sent to HCT with responses to our questions:

Here is a list of those questions with queries.

Question 2. Freedom to Speak Up Policy. Do all staff have access to information on how to speak up? There does not seem to be a response to this specific question.

Response: Yes – all staff have access to the intranet which includes details of how to raise concerns and contact details for FTSU ambassadors and Guardian plus Executive Lead and Non-Executive Lead.

Question 3. Freedom to Speak Up Policy. Are all relevant departments, such as Human Resources, and Freedom to Speak Up Guardians aware of the national Speaking Up Support Scheme and actively refer individuals to the scheme? There does not seem to be a response to this specific question.

Response: Yes – aware – but to date not aware they have referred any individuals.

Question 4. Freedom to Speak Up Policy. Are approaches or mechanisms put in place to support those members of staff who may have cultural barriers to speaking up or who are in lower paid roles and may be less confident to do so, and also those who work unsociable hours and may not always be aware of or have access to the policy or processes supporting speaking up. Methods for communicating with staff to build healthy and supporting cultures where everyone feels safe to speak up should also be put in place. There does not seem to be a response to this specific question.

Response: All staff can access the intranet 24 hours per day for information – training has been rolled out as mandatory for all staff to ensure aware of processes and available support. FTSU Ambassadors recruited through HCT's staff network groups as well as usual trust communication channels to improve diversity across the geography, professional roles and protected characteristics across the trust. FTSU Guardian also attends staff networks and corporate induction.