

FTSU Action Plan – Following on from Board Self-Assessment in June 2023				Date initiated	15/06/2023
				Date of update	
Accountability		Responsibility			
Lead	Oversight/governance structure	Lead	Work-stream/operational group		
Karen Dawber - Chief Nurse	Workforce Academy Executive team meeting	Sue Franklin – FTSU Guardian & Associate Chief Nurse	FTSU Operational Meeting		

Aim	Objective		Expected Outcome	Assurance Mechanism	Review date
	Ref				
For the Board to be assured that they are proactively overseeing the role of FTSU at BTHFT and a commitment that speaking up must come from the Board in order to develop a speaking up culture across the organisation.	1	All staff feel safe and can confidently share their voice and speak up and are supported to do this.	Improved scoring in the staff satisfaction survey in regard to the questions relating to FTSU	Trust Board & Workforce Academy	
	2	Regular update to the Board that include outcomes and examples so that lessons are learned and care improves as a result	Examples of learning included in regular Board updates	Trust Board & Workforce Academy	

Communications plan				
What?	Who?	By whom?	How?	How frequently?
Action plan support	Deputy FTSU Guardian	LeeAnne Elliott	Via FTSU Operational Group	6 weekly
Action Plan Oversight	Chief Nurse	Karen Dawber	Workforce Academy	
Action Plan Management	FTSU Guardian - Associate Chief Nurse Quality Improvement	Sue Franklin	Via FTSU Operational Group	6 weekly

Change team members			
Name	Job title	Contact details	Initial
Sue Franklin	FTSU Guardian, Associate Chief Nurse		SF
LeeAnne Elliott	Consultant radiologist		LE
Karen Dawber	Chief Nurse		KD
Karen Walker	Non-Exec Director		KW
Cat Shutt	Head of Organisational development		CS

Status:	
O	Open
O	Open and compromised
C	Closed
OD	Overdue

Objective		1	Principle 1 – Valuing speaking up - For a speaking up culture to develop across the organisation, a commitment to speaking up must come from the top					
No	Action	Lead	Date Assigned	Scheduled completion	Status	Actual Completion	Comments	Evidence
1.1	The Executive lead should be accountable for the; <ul style="list-style-type: none"> fair and inclusive recruitment of the FTSU team capacity of the Guardian and ring fenced time – checks and balances to show that this is sufficient and effective for all aspects 	KD	3/10/23		O		.	

Objective		1	Principle 1 – Valuing speaking up - For a speaking up culture to develop across the organisation, a commitment to speaking up must come from the top					
No	Action	Lead	Date Assigned	Scheduled completion	Status	Actual Completion	Comments	Evidence
	of the guardian job description							
1.2	The NE director responsible for FTSU should be able to; <ul style="list-style-type: none"> Ensure that there is sufficient Board support for speaking up and wider cultural transformation Challenge the most senior people in the organisation to reflect on whether they could do more to create a healthy, effective speaking up culture 	KW	3/10/23		O			

Objective		2	Role-model speaking up and set a healthy Freedom to speak up culture					
No	Action	Lead	Date Assigned	Scheduled completion	Status	Actual Completion	Comments	Evidence
2.1	The person responsible for Organisation development can evidence that they have a crucial role in promoting a speaking up culture and behaviours – especially in ensuring that this permeates throughout the organisation, e.g. building widespread cultural change	CS	03/10/23		O			
2.2	The Exec lead can evidence that the leaders in this organisation role model behaviour that leads to a healthy speaking-up culture.	KD	03/10/23		O			
2.3	The Exec lead for FTSU is assured that all staff are completing the FTSU eLearning modules, Speak up,	KD	03/10/23		O			

Objective		2	Role-model speaking up and set a healthy Freedom to speak up culture						
No	Action		Lead	Date Assigned	Scheduled completion	Status	Actual Completion	Comments	Evidence
	listen up and follow up								
Objective		3	Make sure workers know how to speak up and feel safe and encouraged to do so						
No	Action		Lead	Date Assigned	Scheduled completion	Status	Actual Completion	Comments	Evidence
3.1	That staff know how to access the FTSU policy on the intranet and are aware of how they can raise concerns		KD	3/10/23		O			
3.2	The FTSU team need to regularly communicate and promote FTSU throughout the Trust		SF/LE	03/10/23		O			
3.3	Plan the communication strategy for FTSU alongside the Comms team to ensure that we are reaching the whole workforce		SF/LE	03/10/23		O			

Objective		4	When someone speaks up, thank them, listen and follow up					
No	Action	Lead	Date Assigned	Scheduled completion	Status	Actual Completion	Comments	Evidence
4.1	Ensure that there is support for managers and leaders to handle speaking-up concerns by training on listening and providing emotional and psychological support.	KD/CS	03/10/23		O			
4.2	Create support material for managers to help them create healthy, business as usual, speaking up cultures.	SF/CS / LE	03/10/23		O			

Objective		5	Use speaking up as an opportunity to learn and improve						
No	Action	Lead	Date Assigned	Scheduled completion	Status	Actual Completion	Comments	Evidence	
5.1	The FTSU Guardian and Exec lead must identify patterns, trends and potential areas of concern. By using other data and information to show 'hotspots' and to identify what aspects of patient safety and quality, worker wellbeing and culture need attention.	KD/SF	03/10/23		O				
Objective		6	Support guardians to fulfil their role in a way that meets workers' needs and NGO's requirements						
No	Action	Lead	Date Assigned	Scheduled completion	Status	Actual Completion	Comments	Evidence	
6.1	The Exec lead must ensure that the FTSU Guardian and team have enough time in their role to fulfil all aspects of the role that meets the NGO standards.	KD	03/10/23		O				
6.2	The Exec led will work with other senior leaders to ensure speak up cases are progressed in a timely manner	KD	03/10/23		O				

Objective		7	Identify and tackle barriers to speaking up						
No	Action	Lead	Date Assigned	Scheduled completion	Status	Actual Completion	Comments	Evidence	
7.1	The Guardian and FTSU team must have strong connections with the staff networks to be able to make a difference to staff speaking up.	SF	03/10/23		O				
7.2	The NE lead for FTSU should have sight of any grievances that involve allegations of detriment through speaking up	KW	03/10/23		O				

Objective		8	Continually improve our speaking up culture					
No	Action	Lead	Date Assigned	Scheduled completion	Status	Actual Completion	Comments	Evidence
8.1	The FTSU improvement strategy should set out clearly how speaking up fits in with the organisation's overall strategy and how it supports the delivery of related strategies.	KD/SF	03/10/23		O			
8.2	We have a plan in place to measure whether there is an improvement in how safe and confident people feel to speak up.	KD	03/10/23		O			