

Trust HQ
Rikenel
Montpellier
Gloucester
GL1 1LYDirect Tel: 01452 894266
E-mail: 2gnft.Information-Freedom@nhs.net
Website: www.2gether.nhs.uk

16 March 2018

Freedom of Information Request – Ref: FOI 300-1718

Thank you for your recent Freedom of Information request about whistleblowing. Please find the Trust's response below.

1. Has the trust been asked by NHS Improvement (NHSI) to take part in workshops about the NHS whistleblower employment support scheme? **The Trust has received email correspondence from NHSI containing newsletter about the support scheme and one agenda for an event.**

If so, please disclose correspondence between the trust and NHSI about this, and any information about the scheme, provided to the trust by NHSI. **Newsletters and agenda are attached.**

2. Has the trust been asked by NHSI to provide any managers to act as panellists for on the whistleblower employment support scheme? **No.**
3. Has the trust been asked by NHSI to provide any of the following types of support to whistleblowers on the pilot employment support scheme:
 - access to libraries **No**
 - training opportunities **No**
 - shadowing **No**
 - guaranteed interviews for participants on the scheme **No**
 - placements? **Yes**

If so please disclose a copy of the correspondence from NHSI. **The Trust cannot provide this correspondence as it contains personally identifiable data. The data is exempt under section 40 of the Freedom of Information Act and sharing it would contravene data protection principles.**

4. Has the trust agreed to provide any of the following types of support to whistleblowers on NHSI's pilot employment support scheme:
 - access to libraries **No**
 - training opportunities **No**
 - shadowing **No**
 - guaranteed interviews for participants on the scheme **No**
 - placements? **Yes**
5. Has the trust provided any of the above types of support to whistleblowers on NHSI's the pilot employment support scheme? **Yes**

If so, please indicate how many whistleblowers has the trust supported in this way. **One**

Should you have any queries in relation to our response in this letter, please do not hesitate to contact me. If you are unhappy with the response you have received in relation to your request and wish to ask us to review our response, you should write to:-

Anna Hilditch
Assistant Trust Secretary,
2gether NHS Foundation Trust
Rikenel
Montpellier
GLOUCESTER GL1 1LY
Tel: 01452 894165
E-mail: anna.hilditch@nhs.net

If you are not content with the outcome of any review, you may apply directly to the Information Commissioner's Office (ICO) for further advice/guidance. Generally, the ICO will not consider your case unless you have exhausted your enquiries with the Trust which should include considering the use of the Trust's formal complaints procedure. The ICO can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

Yours sincerely,

Lisa Evans

LISA EVANS
Information Governance Officer
2gether NHS Foundation Trust

Copyright & Reuse of Public Sector Information

The information and material that is routinely published is subject to 2gether NHS Foundation Trust's copyright unless otherwise indicated. Unless expressly indicated on the material to the contrary, it may be reproduced free of charge in any format or medium, provided it is reproduced accurately and not used in a misleading manner. Where any of the copyright items are being re-published or copied to others, you must identify the source of the material and acknowledge the copyright status. Permission to reproduce material does not extend to any material accessed through the Trust website that is the copyright of third parties. You must obtain authorisation to reproduce such material from the copyright holders concerned. For further guidance on a range of copyright issues, see the Office of Public Sector Information (OPSI) web site: www.opsi.gov.uk/advice/crown-copyright/copyright-guidance/index.htm

or write to: OPSI, 102 Petty France, London SW1H 9AJ.

Whistleblowers Support: Employers Event

AGENDA

Time	Agenda Item
9.30am	Arrival, Registration and coffee
10am	NHS England & NHS Improvement: Background and context to FTSU & progress to date
10.20am	My Story
11am	What we expect to get from the day
11.15am	Facilitated roundtable discussions part 1 – exploring the challenges and concerns
12.15pm	Feedback from tables – main themes
12.45pm	Lunch
1.45pm	Facilitated roundtable discussions part 2 – What can your organisation offer?
2.45pm	Feedback from tables – What offers were discussed?
3.15pm	Summary of the day and Next Steps
3.45pm	Close

Supporting Freedom to Speak up (Whistleblowing) in the NHS – Employment Support Scheme Newsletter – July 2017

Welcome to the first newsletter from NHS Improvement to update you on our work in implementing the Freedom to Speak Up recommendations. We are hoping to be able to provide updates on progress bi-monthly as the scheme is developed.

Background

The *Freedom to Speak Up* report published in 2015 set out the findings of the independent review undertaken by Sir Robert Francis QC into creating an open and honest culture in the NHS. The review highlighted the harrowing experiences of NHS staff that had raised concerns and called for the need to change the culture and improve the handling of concerns.

In response to the recommendations set out in the Freedom to Speak Up report, NHS Improvement has worked in partnership with NHS England and published a single national integrated whistleblowing policy to support NHS employees to formally report incidents or raise concerns and help standardise the way NHS organisations should support staff who raise concerns.

Developing an Employment (Whistleblower's) Support Scheme for Secondary Care

The Freedom to Speak Up report also recommended that staff that have raised concerns and suffered detriment as a result, should be supported to find alternative employment within the NHS. A proposal is under development to deliver a Whistleblower's Support Scheme. The key aim of the scheme will be to support individuals who have raised concerns in the public interest about risk, malpractice or wrong doing in the NHS and have experienced employment difficulties as a result. NHS England is responsible for the delivery of the scheme for primary care with NHS Improvement leading implementation of the scheme for secondary care.

Design Group

Following a workshop we held with stakeholders in March we have established an advisory group for the scheme. The group is formed of individuals from the whistleblowing community and representatives of employers and is chaired by Tracy Boylin (NHS Improvement/ Patients First). The aim of the group is to support NHS Improvement with the structure of the scheme and accompanying documentation. The first group meeting took place on 1st June 2017 and we will provide an update on the progress of the group in the bi-monthly updates.

Employment Support Service Manager Appointment – Wendy Webster

May I take this opportunity to introduce myself. I took up my new role as full time Employment Support Services Manager on 15th June. I have over 17 years' experience working within the NHS. My roles have covered a myriad of areas and have given me excellent experience in service management, redesign and improvement, patient safety and risk management, human resources and project/programme management; I have also previously served for 9 yrs. as a Magistrate. Prior to my work with the NHS, I was a Human Resources and Health and Safety director for a large international Plc.

This experience has given me a non-biased, non-judgemental and balanced approach to life/work and I hope to be able to demonstrate this within my new role.

I am looking forward to being able to continue and build upon the excellent work already started in the development of the new support scheme and hope to gain insight and input from all

stakeholders including whistle blowers, trusts and other organisations in order to develop a fair and supportive scheme.

I am happy to receive any correspondence/queries/input from interested parties via email: Wendy.webster3@nhs.net

Whistleblowing conference

An NHSI representative attended the Turn Up the Volume 2 conference which took place on 26th May 2016 and aimed to take the conversation further, make more links, and help bring about actions which make a difference.

Forty people attended the event, from all parts of the UK and beyond. Delegates were from a variety of backgrounds including health & care staff, patient and public whistleblowers and academics.

Throughout the day emphasis was placed on being on transforming ideas into action, and moving beyond stereotypes.

Work with other NHS Organisations

As mentioned, we are working very closely with NHS England on the development of our scheme so that there is equity between those entering onto the primary care scheme they are running and the secondary care scheme we are running.

Towards the end of May we met with colleagues from the National Guardian's Office and discussed how we can work together to ensure the scheme fits in with any existing work they are progressing and how we can work more collaboratively in the future. Further meeting with the National Guardian's Office, NHS England and other organisations such as CQC and NHS Employers will be arranged to look at how we all work together in this area.

We have now set up a confidential email address for the Whistleblower's Support Scheme. This is NHSIwbss@nhs.net. This is for the scheme correspondence only and should not be used to raise any protected disclosures.

We are particularly interested in employers who wish to know more about the scheme and would like further information or to be involved in the development and implementation of the scheme.

We are currently seeking to recruit panel members who will be required to review the applications to the scheme. It is anticipated that membership of the panel will comprise of the following individuals:- a former NHS whistleblower, a NHS professional who will understand the applicant's profession and have the relevant clinical/managerial expertise, an executive/ senior manager /clinician with experience of regulations and the framework for managing performer concerns where relevant and/or an equivalent NHS manager with the relevant knowledge and expertise. Should you be interested in a role as a potential panel member please contact Wendy Webster for more information.

Supporting Freedom to Speak up (Whistleblowing) in the NHS – Whistleblowers Support Scheme Newsletter – November 2017

Whistleblowers' Support Scheme for Secondary Care –progress so far

Panel training completed and panel assessments underway

We have concluded all the panel member training sessions for the time being. We will deliver more as required in the New Year when the full scheme has been developed. Thank you to all those who have completed the training.

Following the launch of the pilot scheme in September we have now organised our panels to assess the applications. Applicants who are successful will start on the scheme in early December.

Contracts awarded for support service provider and evaluation of pilot scheme

We are pleased to advise that we have awarded the contract for provision of the support services to Working Transitions who are also currently working with NHS England.

Working Transitions will be able to offer a range of support services including:-

A dedicated coach for each participant

Redeployment support e.g. access to personal telephone redeployment coach; workshops and seminars

Outplacement support e.g. support to plan and map out of future career path

Practical and psychological support e.g. psychometric testing; independent financial advice and personal career management

Coaching support and training

We have also awarded the contract for evaluating the pilot scheme's processes and outcomes to John Moore's University who will obtain feedback from applicants on the scheme throughout. They will also endeavour to obtain feedback and comments/suggestions from whistleblowers who have not accessed the scheme at this moment in time. This information will be fed into the proposal for any future scheme. The feedback mechanism will start as soon as the panel meetings are concluded and successful applicants have been offered a place on the scheme. Both applicants and panel members will be contacted directly by the John Moore's

University team. If anyone else would like to offer any feedback/comments either via the John Moore's team or directly to NHS Improvement please contact me for email addresses/phone numbers.

Positive feedback from employers workshops

We have held three very positive workshops with employers from across the country. Over 100 representatives, mainly HR Directors, CEO's and other senior managers attended and we have obtained some very good ideas of how they felt their trust could help to support the scheme and initial commitments for various levels of involvement and offers of opportunities for applicants on the scheme.

These ideas and pledges of commitment will be collated in the next couple of weeks to give us a suite of options and opportunities for trusts to get involved with. Guidance for each option will be given so that organisations know what to expect and what is required.

Thank you to all those who attended the sessions, I hope they proved informative and interesting.

We are considering delivering a few more updated sessions in the New Year in conjunction with NHS England – details will be circulated as and when available.

Handling individual issues

Whilst it is not our role to become directly involved in resolving individual issues, we will however seek to find common solutions where issues are raised by a number of whistleblowers.

One concern raised on a number of occasions by whistleblowers is that references are creating a barrier to getting a job. If you think this has happened to you, please can you advise me of your experience so that we can better understand this issue and so determine what needs to be done

New email address

Unfortunately, we appear to have experienced some problems with the confidential email address due to filtering of some emails that were re-directed into spam accounts.

We have now set up a new email **NHSI.wbss@improvement.nhs.uk** on a platform directly managed by NHS Improvement on which we are able to manage the filtering ourselves. If you have sent an email to the old address but have not received acknowledgement of receipt or response please re-send using the new address.

Web Page

We add to our web page on a regular basis. Here you find details of upcoming events and any new information we have circulated.

Please visit the page by clicking the link below.

<http://improvement.nhs.uk/resources/freedom-to-speak-up-whistleblowers-support-scheme>

The next newsletter will be circulated in January but in the meantime if you wish to discuss the scheme or require any information about the pilot phase please contact me directly or via the new confidential email address

Confidential email address **NHSI.wbss@improvement.nhs.uk**

Wendy Webster

Wendy Webster | Employment Support Scheme Manager

E wendy.webster3@nhs.net

Wellington House, 133-155 Waterloo Road , London SE1 8UG

NHS Improvement

Supporting Freedom to Speak up (Whistleblowing) in the NHS – Employment Support Scheme Newsletter – September 2017

This is the second newsletter from NHS Improvement to update you on our work in implementing the Freedom to Speak Up recommendations.

The development of the Whistleblowers' Support Scheme for Secondary Care

Good progress is being made on the development of the pilot scheme to support Whistleblowers. The key aim of the scheme will be to support individuals who have raised concerns in the public interest about risk, malpractice or wrong doing in the NHS and have experienced employment difficulties as a result.

Pilot scheme launched

The Design Group (formed of individuals from the whistleblowing community and representatives of employers) have now finalised all documentation and application processes and a formal launch of the pilot scheme took place on 22nd September. The event was attended by members of the whistleblowing community and included presentations from members of the Design Group, Working Transitions – the independent company who will provide the support to individual whistleblowers throughout the pilot phase, and John Moores University, who will evaluate the processes and support during the pilot phase.

Expressions of interest process begun

An Expression of Interest form for those interested in accessing the pilot phase is available on the NHSI whistleblowers' support scheme webpage and has been circulated as far as possible to the whistleblowing community. From the information provided on this form, we will be able to establish approximate numbers of whistleblowers interested in the pilot and final phase of the scheme.

Expressions of interest should be submitted to NHSI no later than 4th October 2017. 20 applicants will be selected from a broad range of circumstances and backgrounds to enable learning from differing experiences and invited to submit a full application. The panels will then be convened to assess these 20 applications for suitability to access the pilot scheme. The panels, following selection criteria, will then recommend up to 10 applicants to be contacted by Working Transitions and benefit from the support they can offer. Results from the pilot phase will provide us with information for the development of the future full scheme.

Panel meetings will be established to consider the applications at the end of October and throughout November with the intention of getting successful applicants on the scheme late November and December

Training for panel members underway

Panel members training sessions are taking place across the country with more dates now being added to the schedule to accommodate everyone who has expressed an interest in becoming part of the process. We have so far delivered training to over 20 panel members during three sessions

with a further 28 people who have reserved a place on the training session 27th October. Further sessions will be organised at the beginning of November have received excellent feedback from each session. Please email me on NHSI.wbss@nhs.net should you or your colleagues wish to join one of the sessions.

Employer workshops about to start

We have also organised Employers Workshops around the country to discuss the scheme with both NHS and external organisations and encourage employers to get involved. This is an opportunity to consider what support employers might need and options for support that employers could offer to anyone on the scheme ie work placements, shadowing or training opportunities, work trials etc.

Dates for these sessions are included in the table below. Please be aware that we are anticipating that numerous trusts may wish to attend these workshops as we have already received a great deal of interest and offers of support. In the event that the sessions become oversubscribed, we will place your interest on a reserve list and arrange additional workshops to enable attendance.

Date	Event	Venue
19 th October (am)	Employers workshop	Skipton House, London
20 th October (am)	Employers workshop	Taunton
23 rd October (am)	Employers workshop	Quarry House, Leeds
27 th October (pm)	Panel members training session	Skipton House, London

More information is available on the booking link.

You will be able to book on the workshop that fits with your location and date preferences, and all details are below.

These workshops will take place in **London, North (Leeds) & South (Taunton)** on the following dates.

London	19 th October	Skipton House, London	<u>BOOK HERE</u>
Taunton	20 th October	Taunton Regional office, Taunton	<u>BOOK HERE</u>

Leeds	23 rd October	Quarry House, Leeds	<u>BOOK HERE</u>
-------	--------------------------	------------------------	---

We are also working closely with Care Quality Commission and the National Guardians Office to explore how trusts' involvement and input into the scheme can be recognised as a positive influence on the changing culture of the NHS and we will keep you apprised of any developments in this area.

The events will be delivered jointing with NHS England. We are using a combined booking management system Should you find difficulty in booking onto one of the dates above please email england.wss@nhs.net to be placed on a reserve list and be informed of a second date.
Webpage launched

We have now included a web page dedicated to the whistleblowers support scheme within the NHS Improvement web site. We will be updating this page with scheme documents, events and updates on a regular basis.

Please visit the page by clicking the link below.

<http://improvement.nhs.uk/resources/freedom-to-speak-up-whistleblowers-support-scheme>

Contact details

Please contact me directly if you wish to discuss the scheme, want to join any of the sessions/workshops or would like more information on the scheme.

Confidential email address for the Whistleblower's Support Scheme is NHSI.wbss@nhs.net.

Wendy Webster

Wendy Webster | Employment Support Scheme Manager

E wendy.webster3@nhs.net
Wellington House, 133-155 Waterloo Road , London SE1 8UG

NHS Improvement

