

## Speaking up Safely Process

### If a staff member has a concern, who should they speak with?

**Safeguarding:** if the concern is related to the abuse of children or adults with vulnerabilities the staff member must follow the Wales Safeguarding Procedures:

[www.safeguarding.wales/en](http://www.safeguarding.wales/en)

**Fraud:** If the concern is related to fraud, the staff member must contact the local fraud team.

**Line Manager:** Staff should be able to raise concerns with their line manager in routine discussions on service delivery and patient care, (e.g., problem-solving, service review, performance improvement, quality assessment, training, and development) as these are the most effective mechanism for early warning of concerns, wrongdoing, malpractice or risks. Line managers are accordingly best placed to act on, deal with and resolve such concerns at an early stage.

- The Manager will assess the nature of concern.
- Acknowledge receipt of concern within seven days
- Follow up on concern within 14 days
- Communicate outcome to staff member within 28 days.

The staff member can expect feedback on the outcome. The manager may not be able to resolve all the issues, but it is important that they understand what the manager has done, what they can't do, and if it has been escalated for the issues they are unable to deal with.

The person who has spoken up should be asked how they would prefer to be communicated with and how they would like to receive the outcome. Ideally, this would be in-person however the individual may wish to receive the outcome in a different way.

**Other options:** In some circumstances, speaking with the line manager may not be appropriate and there are other methods to use to raise a concern.

### Informal intervention (NHS Wales, Respect and Resolution Policy)

**Raise with relevant individual in the organisation (e.g., independent member, non-executive lead/ speaking up safely lead):** The Independent Member / Non-Executive Director Champion for Speaking Up Safely is a senior, independent lead role specific to organisations with boards. They should be accessible to staff to provide support and guidance on how to and where to go to for advice and representation in Speaking Up Safely issues (with a clear delineation of roles). Independent members will not advocate, advise or represent employees in speaking up safely concerns. They should also hold the Board and the Executive Team to account in the delivery of a Speaking Up Safely culture and ensure investigations are conducted with rigour and can help to escalate issues when needed.



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**Trade Union Rep:** Trade Union reps play a vital role in helping staff Speak Up Safely. They will advocate, advise, support and represent staff members where needed. Staff members should contact local representative for advice and guidance on speaking up.

**Human Resources:** Human resources will be able to guide an individual in how to raise a concern and guide managers on how to deal with concerns raised. If approached by a member of staff their role and their intended actions, which may include speaking directly with the manager, should be made clear to the individual.

If all avenues have been explored, the staff member can use the NHS Wales Procedure for staff to Raise Concerns and can If an individual needs further advice on Protected Disclosures or Whistleblowing they can contact the charity Protect on 02031172520 or by email at [whistle@protect-advice.org.uk](mailto:whistle@protect-advice.org.uk)