

## Speaking up Safely Process

### Line Manager Process

- Listen to the concern that is being raised. If the concern is related to the abuse of children or adults with vulnerabilities, the Safeguarding Wales Processes should be followed.
- Once the concern has been raised, consider how the person want it dealt with. If you need to involve anybody else in the process, do so at this point. Or deal with it yourself if possible.
- Once it has been raised, it is important you communicate regularly with the individual to inform them of the outcome or action you have taken as a result of the concern being raised. You should also consider how you will share any learning about the concern more widely.
- If the issue is not within your ability to be managed, this should be clearly communicated with the individual.
- Once the outcome of the concern has been discussed with the individual, they should be informed of the other ways available to them to raise the concern if they are not satisfied with the outcome, as per the Line Managers Process.
- If the concern raised results in a conversation with an individual about performance/conduct or other procedures such as disciplinaries, the outcome of these won't routinely be disclosed to the person who raised the concern. However, as much information as possible should be disclosed to the individual who raised the concern.

#### Other ways to raise concerns:

- 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.

- 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)