

FREEDOM TO SPEAK UP POLICY

Change History:

Version Number	Reason for Change	CRN	Effective Date
01	New Issue	n/a	24/10/2025
02	Update contact email address, remove mobile number. Change BUPA EAP to ARAG EAP.	945	28/05/2026

Prepared By	Date	Approved by	Date
A Lowe	22/10/2025	TCS Board	23/10/2025

1. **Purpose**

At Tomorrow Cardiovascular Services, we are committed to creating an open and honest culture in which everyone feels safe and supported to Speak Up. It is important to raise any concerns to ensure the safety of our patients and colleagues and drive improvements within the service. The purpose of this policy is to ensure staff feel listened to, protected and supported when raising concerns, know how to raise these concerns and know how they will receive appropriate feedback. This policy is for all staff working within Tomorrow Cardiovascular, everyone's feedback is important.

2. **What is Speaking Up?**

Speaking up, means raising concerns about anything that prevents you from providing safe and high quality care for our patients, or anything that affects the wellbeing of yourself or your colleagues. Concerns may involve patient safety, staff behaviour, inadequate training or working conditions, bullying or harassment. Speaking Up may involve anything that you think is preventing the company from delivering a high quality and safe service. This could be an issue that has the potential to cause harm or has already caused harm.

No concern is too small as Speaking Up help us to improve the way we work and prevent these issues from getting bigger. We encourage staff to Speak Up as soon as an issue arises. You will not be discriminated against for Speaking Up.

Any member of staff working within any role at Tomorrow Cardiovascular can Speak Up. This includes if you are on annual leave, sick leave or parental leave.

Please ensure that you have completed your Freedom to Speak Up mandatory training (<https://www.e-lfh.org.uk/programmes/freedom-to-speak-up/>)

3. **How can you Speak Up?**

Openly: You can speak up openly, providing your name to both the FTSU Guardian and to Senior Management. With your consent, this may be shared with other individuals who are involved in the case.

Confidentially: You can speak up confidentially, providing your name to both the FTSU Guardian and to Senior Management but this will not be shared outside of those individuals.

Anonymously: You can speak up anonymously; you do not need to provide your name to either the FTSU Guardian or Senior Management.

4. **What are the ways to Speak Up?**

There are a variety of ways in which you can speak up without involving the FTSU Guardian. You can speak with :

- Line Manager : Concerns can be raised in one-to-one meetings and may be easily resolved with your Line Manager. These will then be managed locally if possible or raised with Operations Team if further support is required.
- Senior Manager: If the issue is sensitive and you do not wish to discuss it with your Line Manager, you can discuss with any other Manager within the company. This may be the Manager of another site which you work at, Training Manager, Operations Director etc.
- Colleague: If you feel comfortable to confide in a colleague, they can Speak Up on your behalf either to a Manager or the FTSU Guardian.
- Management Board

Alternatively, you can Speak Up through the Freedom to Speak Up pathway and can do this by,

- Contacting Amy Lowe (Freedom to Speak up Guardian) by email F2SU@tomorrowcardiovascular.com
- Using the online FTSU form which is anonymous unless you provide your name (<https://forms.gle/93DmRykU4F7VW4uq6>).

The role of the Freedom to Speak Up Guardian is to ensure that all staff have access to the Freedom to Speak Up pathway. They are to remain impartial and signpost staff to the correct pathway for their concern. The guardian must ensure that concerns are handled sensitively and confidentially, if required. The guardian is also responsible for releasing feedback on cases.

5. Freedom to Speak Up Pathway

Concern raised to Freedom to Speak Up Guardian

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Concern acknowledged by Guardian. Arrange time and date to discuss details of concern, consent, signposting and possible resolution. Recommend ARAG Counselling EAP, if appropriate.

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Following discussion of the concern. Guardian raises concern with Operations Director and Managing Director and discloses details of case. If concern cannot be raised with the Operations Director/Managing Director, an appropriate member of the Management Board will be notified. A full investigation will be performed by the appropriate Senior Management team. The number of cases received per month are fed back by the FTSU Guardian in the Governance meetings, however details of the cases are not disclosed.

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FTSU Guardian receives feedback on the outcome and any learnings of the investigation from Senior Management. Feedback is also provided to the member of staff who raised the concern.

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If resolution cannot be found, the concern may need to be escalated externally.

6. Logging Concerns

Concerns will be logged by the Freedom to Speak Up Guardian in a confidential OneDrive folder.

The number of cases will also be uploaded to the Freedom to Speak Up Guardian website.