

From: [REDACTED]
Sent: 07 March 2018 16:19
To: [REDACTED]
Cc: Benjamin, Jennifer; [REDACTED] Vineall, William
Subject: Re: The 2018 National Freedom to Speak Up Conference - Tuesday 6 March

Yes that's fine.

Thanks

[REDACTED]
[REDACTED] Department of Health and Social Care
T: [REDACTED] M: [REDACTED]

From: [REDACTED]
Sent: Wednesday, 7 March 2018 16:09
To: [REDACTED]
Cc: Benjamin, Jennifer; [REDACTED] Vineall, William
Subject: RE: The 2018 National Freedom to Speak Up Conference - Tuesday 6 March

Hi all

Many thanks for all your help with SofS' speaking slot at yesterday's conference – it is much appreciated.

As a follow up to the conference, we would like to publish the entire conference slide deck on our webpages, send them out to attendees and include them in our bulletin. The bulletin goes to out to Freedom to Speak Up Guardians, Champions and Ambassadors at NHS trusts, independent providers and arms'-length bodies.

Do we have permission to share SofS' slides as part of our conference slide deck?

Kind regards

[REDACTED]

[REDACTED]
[REDACTED]
National Guardian's Office
151 Buckingham Palace Road | London | SW1W 9SZ
enquiries@nationalguardianoffice.org.uk



Follow us on [Twitter](#)

**National Guardian
Freedom to Speak Up**

From: [REDACTED]
Sent: 05 March 2018 20:11
To: [REDACTED]
Cc: Benjamin, Jennifer; [REDACTED] Vineall, William
Subject: RE: The 2018 National Freedom to Speak Up Conference - Tuesday 6 March
Importance: High

Hi,

Apologies for the late change but SofS has requested the following slides for tomorrow – grateful if you could arrange this.

Thanks
[REDACTED]

From: [REDACTED]
Sent: 05 March 2018 17:14
To: [REDACTED]
Cc: SofS Locum; [REDACTED]
Subject: RE: The 2018 National Freedom to Speak Up Conference - Tuesday 6 March

Dear [REDACTED]

Many thanks for your message. I will speak to the Private Office with regard to this, who will be in touch with the Secretary of State on the day.

All best,
[REDACTED]



Department
of Health &
Social Care

[REDACTED]
[REDACTED]
Department of Health and Social Care, 9th Floor North Wing, 39 Victoria St, Westminster,
London, SW1H 0EU
E [REDACTED] T [REDACTED]

Follow us on Twitter @DHSCgovuk

From: [REDACTED]
Sent: 05 March 2018 15:37
To: [REDACTED]
Subject: RE: The 2018 National Freedom to Speak Up Conference - Tuesday 6 March

Hi [REDACTED]

My name is [REDACTED] and I'm the [REDACTED] for the National Guardian's Office.

Will SofS tweet about his speaking engagement at our National Freedom to Speak Up Conference?

Our Twitter is @NatGuardianFTSU and the hashtag for the event is #FTSU

I'll also be tweeting from the event tomorrow so if we could get some retweets from SofS or DHSC that'll be great.

Let me know what you think.

Many thanks.

Kind regards

[Redacted]
[Redacted]
National Guardian's Office
151 Buckingham Palace Road | London | SW1W 9SZ
enquiries@nationalguardianoffice.org.uk



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**National Guardian
Freedom to Speak Up**

From: [Redacted]
Sent: 05 March 2018 14:50
To: [Redacted]
Subject: RE: The 2018 National Freedom to Speak Up Conference - Tuesday 6 March

Hey [Redacted]

Thanks for this. My phone has been playing up all week, so I think it best if you give me your number and I get in touch with you!

Vehicle details [Redacted] and it's a [Redacted]

All best,

[Redacted]



Department
of Health &
Social Care

[Redacted]
[Redacted]
Department of Health and Social Care, 9th Floor North Wing, 39 Victoria St, Westminster,
London, SW1H 0EU
E [Redacted]
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From: [REDACTED]
Sent: 05 March 2018 14:46
To: [REDACTED]
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Hi [REDACTED]

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The address of the car park is Queensland Road, N7 7AJ and I just need to let the Emirates know the registration of the vehicle.

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[REDACTED]

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Subject: RE: The 2018 National Freedom to Speak Up Conference - Tuesday 6 March

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Thanks [REDACTED] and [REDACTED]

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All best,

[REDACTED]



Department
of Health &
Social Care

[REDACTED]

[REDACTED]

Department of Health and Social Care, 9th Floor North Wing, 39 Victoria St, Westminster,
London, SW1H 0EU

E [REDACTED] [REDACTED]

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Cc: [REDACTED]
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Hi [REDACTED]

[REDACTED] at the CQC will be waiting to meet SofS tomorrow – [REDACTED] will be giving you a ring shortly cc'd into this email

As to the entrance – please see highlighted text below.

Regards
[REDACTED]



**Department
of Health &
Social Care**

[REDACTED]
Quality, Patient Safety and Investigations Team
2E11 Quarry House, Leeds, LS2 7UE

Tel: [REDACTED]
[REDACTED]

From: freedomtospeakupconference=livegroup.co.uk@mg.livegroup.co.uk
[mailto:freedomtospeakupconference=livegroup.co.uk@mg.livegroup.co.uk] **On Behalf Of** National Guardian's Office
Sent: 05 March 2018 12:27
To: [REDACTED]
Subject: The 2018 National Freedom to Speak Up Conference - Tuesday 6 March

National Guardian Freedom to Speak Up

Dear [REDACTED]

Thank you for registering for the National Freedom to Speak Up Conference at the Emirates Stadium on Tuesday 6 March. We are looking forward to welcoming you.

Our stellar line-up of speakers includes Dr Henrietta Hughes, the National Guardian for the NHS, as well as:

Simon Stevens (Chief Executive, NHS England)
Sir David Behan (Chief Executive, the Care Quality Commission)
Martin Bromiley (Chair, Human Factors Group)
Michael West (Head of Thought Leadership, the King's Fund)

Ahead of your visit, please find below some useful information:

Travel

Getting to Emirates Stadium is best done via London's comprehensive public transport system and following the pedestrian signs on street.

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Guests are advised to expect security checks and should allow time for both this and registration, not to mention grabbing a cup of coffee and finding your seat. It would also be hugely beneficial to delegates to arrive in plenty of time to network with others.

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We look forward to seeing you there.

Kind regards,

National Guardian's Office

This email was scanned by the Symantec anti-virus service

From: [REDACTED]
Date: 6 March 2018 at 13:11:26 GMT
To: [REDACTED]
Subject: SofS tweet by National Guardian's Office on Twitter



National Guardian's Office (@NatGuardianFTSU)

06/03/2018, 12:26

.@Jeremy_Hunt, Secretary of State for Health and Social Care at @DHSCgovuk praises the important work of Freedom to Speak Up Guardians and the “cultural change that is happening on the ground in every #NHS trust” #FTSU pic.twitter.com/C3SSF9yYeL

Hi [REDACTED]

Thanks for talking on the phone just now - it's good to hear from you!

I was wondering if Jeremy would like to tweet about our National Freedom to Speak Up Conference or if we could get a retweet from Jeremy and DHSC?

Many thanks - your help with this will be greatly appreciated!

Kind regards,
[REDACTED]

From: [REDACTED]
Sent: 06 March 2018 10:18
To: [REDACTED]
Cc: Benjamin, Jennifer; [REDACTED] /ineall, William
Subject: Re: The 2018 National Freedom to Speak Up Conference - Tuesday 6 March

H [REDACTED]
NGO has the slides
Regards
[REDACTED]

From: [REDACTED]
Sent: Tuesday, March 06, 2018 09:00 AM GMT Standard Time
To: [REDACTED]
Cc: Benjamin, Jennifer; [REDACTED] /ineall, William
Subject: RE: The 2018 National Freedom to Speak Up Conference - Tuesday 6 March

Morning all,

Can I confirm this has been picked up?

Thanks
[REDACTED]

From: [REDACTED]
Sent: 05 March 2018 20:11
To: [REDACTED]
Cc: Benjamin, Jennifer; [REDACTED] /ineall, William
Subject: RE: The 2018 National Freedom to Speak Up Conference - Tuesday 6 March
Importance: High

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Sent: 05 March 2018 17:14
To: [REDACTED]
Cc: SofS Locum; [REDACTED]
Subject: RE: The 2018 National Freedom to Speak Up Conference - Tuesday 6 March

Dear [REDACTED]

Many thanks for your message. I will speak to the Private Office with regard to this, who will be in touch with the Secretary of State on the day.

All best,
[REDACTED]



Department
of Health &
Social Care

[Redacted]
[Redacted]
Department of Health and Social Care, 9th Floor North Wing, 39 Victoria St, Westminster,
London, SW1H 0EU
E: [Redacted] T: [Redacted]

Follow us on Twitter @DHSCgovuk

From: [Redacted]
Sent: 05 March 2018 15:37
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Subject: RE: The 2018 National Freedom to Speak Up Conference - Tuesday 6 March

Hi [Redacted]

My name is [Redacted] and I'm [Redacted] for the National Guardian's Office.

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Let me know what you think.

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National Guardian's Office
151 Buckingham Palace Road | London | SW1W 9SZ
enquiries@nationalguardianoffice.org.uk



Follow us on [Twitter](#)

**National Guardian
Freedom to Speak Up**

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Sent: 05 March 2018 14:50

To: [REDACTED]

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Hey [REDACTED]

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Vehicle details [REDACTED] and it's a [REDACTED]

All best,

[REDACTED]



Department
of Health &
Social Care

[REDACTED]

[REDACTED]

Department of Health and Social Care, 9th Floor North Wing, 39 Victoria St, Westminster,
London, SW1H 0EU

E [REDACTED] [REDACTED]

Follow us on Twitter @DHSCgovuk

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[REDACTED]

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Department
of Health &
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[REDACTED]

[REDACTED]

Department of Health and Social Care, 9th Floor North Wing, 39 Victoria St, Westminster,
London, SW1H 0EU

E [REDACTED] T [REDACTED]

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Regards

[REDACTED]



Department
of Health &
Social Care

[REDACTED]
Quality, Patient Safety and Investigations Team
2E11 Quarry House, Leeds, LS2 7UE

Tel: [REDACTED]
[REDACTED]

From: freedomtospeakupconference=livegroup.co.uk@mq.livegroup.co.uk
[\[mailto:freedomtospeakupconference=livegroup.co.uk@mq.livegroup.co.uk\]](mailto:freedomtospeakupconference=livegroup.co.uk@mq.livegroup.co.uk) **On Behalf OF** National Guardian's Office
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In case of problems, please call your IT support helpdesk.

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Incoming and outgoing e-mail messages are routinely monitored for compliance with the Department of Health's policy on the use of electronic communications. For more information on the Department of Health's e-mail policy click here <http://www.dh.gov.uk/terms>

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From: Benjamin, Jennifer
Sent: 06 March 2018 09:28
To: Vineall, William; [REDACTED]
Cc: [REDACTED]
Subject: RE: The 2018 National Freedom to Speak Up Conference - Tuesday 6 March

William

I am trying to following up now.

Jennifer



Jennifer Benjamin
Deputy Director – Quality, CQC & Investigations
Fifth Floor, North, 39 Victoria Street, London SW1H 0EU
[REDACTED] Email: [REDACTED]

From: Vineall, William
Sent: 06 March 2018 09:27
To: [REDACTED]
Cc: Benjamin, Jennifer; [REDACTED]
Subject: Re: The 2018 National Freedom to Speak Up Conference - Tuesday 6 March

Jennife [REDACTED]

Sent from my BlackBerry 10 smartphone.

From: [REDACTED]
Sent: Tuesday, 6 March 2018 09:00
To: [REDACTED]
Cc: Benjamin, Jennifer; [REDACTED] Vineall, William
Subject: RE: The 2018 National Freedom to Speak Up Conference - Tuesday 6 March

Morning all,

Can I confirm this has been picked up?

Thanks
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Department
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Social Care

[REDACTED]
[REDACTED]
Department of Health and Social Care, 9th Floor North Wing, 39 Victoria St, Westminster,
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E [REDACTED] T [REDACTED]
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National Guardian
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Department
of Health &
Social Care

[Redacted]
[Redacted]

Department of Health and Social Care, 9th Floor North Wing, 39 Victoria St, Westminster,
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[Redacted]

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Department of Health and Social Care, 9th Floor North Wing, 39 Victoria St, Westminster,
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E [Redacted] [Redacted]

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Quality, Patient Safety and Investigations Team
2E11 Quarry House, Leeds, LS2 7UE

Tel: [REDACTED]
[REDACTED]

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[\[mailto:freedomtospeakupconference=livegroup.co.uk@mq.livegroup.co.uk\]](mailto:freedomtospeakupconference=livegroup.co.uk@mq.livegroup.co.uk) **On Behalf Of** National Guardian's Office
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Sent: 06 March 2018 08:10
To: [REDACTED]
Subject: FW: The 2018 National Freedom to Speak Up Conference - Tuesday 6 March
Attachments: FTSU slides 05.03.18.pptx

Importance: High

Please see SofS slides for the FTSU session this morning.

Regards

[REDACTED]



Department
of Health &
Social Care

[REDACTED]
Quality, Patient Safety and Investigations Team
2E11 Quarry House, Leeds, LS2 7UE

Tel: [REDACTED]
[REDACTED]

From: [REDACTED]
Sent: 05 March 2018 20:11
To: [REDACTED]
Cc: Benjamin, Jennifer; [REDACTED] Vineall, William
Subject: RE: The 2018 National Freedom to Speak Up Conference - Tuesday 6 March
Importance: High

Hi,

Apologies for the late change but SofS has requested the following slides for tomorrow – grateful if you could arrange this.

Thanks

[REDACTED]

From: [REDACTED]
Sent: 05 March 2018 17:14
To: [REDACTED]
Cc: SofS Locum; [REDACTED]
Subject: RE: The 2018 National Freedom to Speak Up Conference - Tuesday 6 March

Dear [REDACTED]

Many thanks for your message. I will speak to the Private Office with regard to this, who will be in touch with the Secretary of State on the day.

All best,

[REDACTED]



Department
of Health &
Social Care

[Redacted]

[Redacted]

Department of Health and Social Care, 9th Floor North Wing, 39 Victoria St, Westminster,
London, SW1H 0EU

[Redacted] T [Redacted]

Follow us on Twitter @DHSCgovuk

From: [Redacted]

Sent: 05 March 2018 15:37

To: [Redacted]

Subject: RE: The 2018 National Freedom to Speak Up Conference - Tuesday 6 March

Hi [Redacted]

My name is [Redacted] and I'm [Redacted] for the National Guardian's Office.

Will SofS tweet about his speaking engagement at our National Freedom to Speak Up Conference?

Our Twitter is @NatGuardianFTSU and the hashtag for the event is #FTSU

I'll also be tweeting from the event tomorrow so if we could get some retweets from SofS or DHSC that'll be great.

Let me know what you think.

Many thanks.

Kind regards

[Redacted]
[Redacted]
National Guardian's Office
151 Buckingham Palace Road | London | SW1W 9SZ
enquiries@nationalguardianoffice.org.uk



Follow us on [Twitter](#)

**National Guardian
Freedom to Speak Up**

From: [REDACTED]
Sent: 05 March 2018 14:50
To: [REDACTED]
Subject: RE: The 2018 National Freedom to Speak Up Conference - Tuesday 6 March

Hey [REDACTED]

Thanks for this. My phone has been playing up all week, so I think it best if you give me your number and I get in touch with you!

Vehicle details: [REDACTED] and it's a [REDACTED]

All best,
[REDACTED]



Department
of Health &
Social Care

[REDACTED]
[REDACTED]
Department of Health and Social Care, 9th Floor North Wing, 39 Victoria St, Westminster,
London, SW1H 0EU
E [REDACTED] T [REDACTED]

Follow us on Twitter @DHSCgovuk

From: [REDACTED]
Sent: 05 March 2018 14:46
To: [REDACTED]
Subject: RE: The 2018 National Freedom to Speak Up Conference - Tuesday 6 March

Hi [REDACTED]

Sorry, can't seem to get through on your line at the moment.

The address of the car park is Queensland Road, N7 7AJ and I just need to let the Emirates know the registration of the vehicle.

Do you want to try phoning me, or shall I try later?

Kind regards
[REDACTED]
[REDACTED]

**National Guardian
Freedom to Speak Up**



Follow us on [Twitter](#)

From: [REDACTED]
Sent: 05 March 2018 13:41
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: The 2018 National Freedom to Speak Up Conference - Tuesday 6 March

Apologies, with [REDACTED] email this time.

From: [REDACTED]
Sent: 05 March 2018 13:40
To: [REDACTED]
Subject: RE: The 2018 National Freedom to Speak Up Conference - Tuesday 6 March

Thanks [REDACTED] and [REDACTED]

Just copying in the driver [REDACTED] for reference [REDACTED] feel free to chat on the number below!

All best,
[REDACTED]



Department
of Health &
Social Care

[REDACTED]
[REDACTED]
Department of Health and Social Care, 9th Floor North Wing, 39 Victoria St, Westminster,
London, SW1H 0EU
E [REDACTED] T [REDACTED]

Follow us on Twitter @DHSCgovuk

From: [REDACTED]
Sent: 05 March 2018 13:35
To: [REDACTED]
Subject: RE: The 2018 National Freedom to Speak Up Conference - Tuesday 6 March

Thanks [REDACTED]

What's the best number to get you on [REDACTED]

Kind regards
[REDACTED]
[REDACTED]

**National Guardian
Freedom to Speak Up**



Follow us on [Twitter](#)

From: [REDACTED]
Sent: 05 March 2018 13:34
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: The 2018 National Freedom to Speak Up Conference - Tuesday 6 March

Hi [REDACTED]

[REDACTED] at the CQC will be waiting to meet SofS tomorrow - [REDACTED] will be giving you a ring shortly cc'd into this email

As to the entrance – please see highlighted text below.

Regards

[REDACTED]



Department
of Health &
Social Care

[REDACTED]
Quality, Patient Safety and Investigations Team
2E11 Quarry House, Leeds, LS2 7UE

Tel: [REDACTED]
[REDACTED]

From: freedomtospeakupconference=livegroup.co.uk@mg.livegroup.co.uk
[mailto:freedomtospeakupconference=livegroup.co.uk@mg.livegroup.co.uk] **On Behalf Of** National Guardian's Office
Sent: 05 March 2018 12:27
To: [REDACTED]
Subject: The 2018 National Freedom to Speak Up Conference - Tuesday 6 March

National Guardian Freedom to Speak Up

Dear [REDACTED]

Thank you for registering for the National Freedom to Speak Up Conference at the Emirates Stadium on Tuesday 6 March. We are looking forward to welcoming you.

Our stellar line-up of speakers includes Dr Henrietta Hughes, the National Guardian for the NHS, as well as:

Simon Stevens (Chief Executive, NHS England)
Sir David Behan (Chief Executive, the Care Quality Commission)
Martin Bromiley (Chair, Human Factors Group)
Michael West (Head of Thought Leadership, the King's Fund)

Ahead of your visit, please find below some useful information:

Travel

Getting to Emirates Stadium is best done via London's comprehensive public transport system and following the pedestrian signs on street.

We would recommend taking the tube to Arsenal or Holloway Road, but there are alternative stations nearby too – [click here](#) for full details. Importantly, you should allow up to 15 minutes from disembarking the tube to arriving

at the stadium entrance.

If you are coming from Arsenal tube station, turn right and follow the road round into Drayton Park. Walk the length of Drayton Park, past the ticket office and club shop, until you get to the 'Arsenal' sign spelt out in huge individual letters – you can't miss it! At the 'Arsenal' sign, turn right and go over the bridge to the stadium and the entrance is off to your left.

If you are coming from Holloway Road tube station, turn right on Holloway Road and cross at the crossing, and walk down Hornsey Road. The stadium should be in front of you. At the 'Arsenal' sign, go over the roundabout and you will see two ramps. Take the right ramp, go up the stairs and follow the stadium to the right where you will see Dial Square.

The entrance for the conference is Dial Square, South Side, between M and N turnstiles. The conference is taking place in the Dial Square Suite.

Guests are advised to expect security checks and should allow time for both this and registration, not to mention grabbing a cup of coffee and finding your seat. It would also be hugely beneficial to delegates to arrive in plenty of time to network with others.

Agenda

Registration commences at 9am, and the conference will begin at 10am, finishing at 4pm. The full agenda can be viewed [here](#). Please note that you will need to have an internet enabled device such as a laptop, smart phone or tablet in order to post questions and comments throughout the day. We will also be conducting live interactive voting at the conference as part of our debate, so in order to participate fully, do please bring something with you to allow you to get online.

We look forward to seeing you there.

Kind regards,

National Guardian's Office

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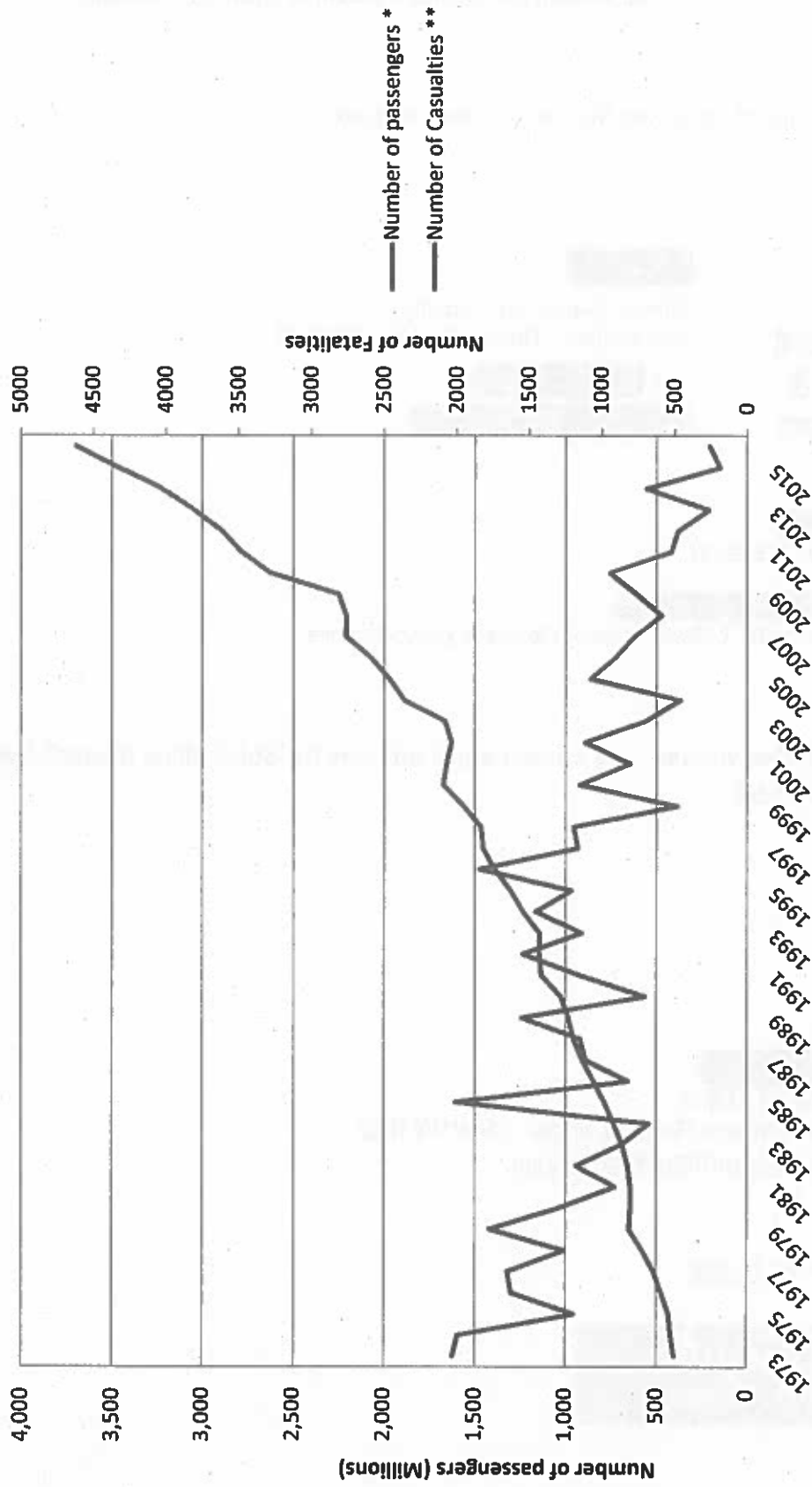
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Rt Hon Jeremy Hunt MP
Secretary of State for Health and
Social Care

Number of Airline Fatalities per Year vs. Number of Passengers per Year



*source: https://data.worldbank.org/indicator/IS.AIR.PSGR?end=2016&locations=1W&name_desc=false&start=1970&view=chart
 ** source: <https://aviation-safety.net/statistics/period/stats.php?cat=A1>

From: [REDACTED]
Sent: 27 February 2018 15:55
To: [REDACTED]
Subject: RE: Briefing for National Freedom to Speak Up Conference

Hi [REDACTED]
We believe so – we just checking that the email has been received.

Regards
[REDACTED]



**Department
of Health &
Social Care**

[REDACTED]
Patient Safety and Quality
2E11 Quarry House, Leeds, LS2 7UE

Tel: [REDACTED]
[REDACTED]

From: [REDACTED]
Sent: 27 February 2018 15:37
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Briefing for National Freedom to Speak Up Conference

H [REDACTED]

Can you confirm that we used the correct email address for SofS' office please? We have MB-SOFS@dh.gsi.gov.uk

Many thanks.

Kind regards
[REDACTED]

[REDACTED]
National Guardian's Office
151 Buckingham Palace Road | London | SW1W 9SZ
enquiries@nationalguardianoffice.org.uk



Follow us on [Twitter](#)

**National Guardian
Freedom to Speak Up**

From: [REDACTED]
Sent: 27 February 2018 13:50
To: MB-SOFS@dh.gsi.gov.uk
Cc: Hughes, Henrietta [REDACTED] McDonough, Lee; Vineall, William [REDACTED]
Subject: Briefing for National Freedom to Speak Up Conference

Dear all

Please find attached briefing for SofS to speak at the National Freedom to Speak Up Conference next Tuesday. We have requested a response by **Friday 2 March** if possible.

I have also attached a note giving directions to the venue.

Please let me know if you have any questions.

Kind regards

[REDACTED]
[REDACTED]
National Guardian's Office
151 Buckingham Palace Road | London | SW1W 9SZ
enquiries@nationalguardianoffice.org.uk



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**National Guardian
Freedom to Speak Up**

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From: [REDACTED]
Sent: 27 February 2018 13:50
To: MB-SOFS
Cc: Hughes, Henrietta; [REDACTED] McDonough, Lee; Vineall, William; [REDACTED]
Subject: Briefing for National Freedom to Speak Up Conference
Attachments: 20180227 - National Guardian's Conference - SofS briefing - final.docx; Emirates Stadium Travel Information.pdf

Dear all

Please find attached briefing for SofS to speak at the National Freedom to Speak Up Conference next Tuesday. We have requested a response by **Friday 2 March** if possible.

I have also attached a note giving directions to the venue.

Please let me know if you have any questions.

Kind regards

[REDACTED]
[REDACTED]
National Guardian's Office
151 Buckingham Palace Road | London | SW1W 9SZ
enquiries@nationalguardianoffice.org.uk



Follow us on [Twitter](#)

National Guardian
Freedom to Speak Up

National Guardian Freedom to Speak Up

To: SofS - DHSC

From: [REDACTED] (NGO)

cc: Dr Henrietta Hughes – National Guardian
[REDACTED] (NGO)
[REDACTED] - NGO
Lee McDonough – DHSC
William Vineall - DHSC
[REDACTED] DHSC
[REDACTED] DHSC
[REDACTED] DHSC

Date: 27 February 2018

National Freedom to Speak Up Conference
Tuesday 6 March 2018
The Emirates Stadium, Hornsey Rd, London. N7 7AJ

Summary

1. You have kindly agreed to speak at the National Freedom to Speak Up Conference on Tuesday 6 March 2018, at the Emirates Stadium. This note provides further details and suggests some points that you may wish to consider including in your address.

Action

2. We would be grateful for a response by close **2 March** if possible so that we can finalise the agenda for the event.

The event

3. This is the National Guardian's first national conference. Previous events have been focussed on Freedom to Speak Up Guardians (there is now a cohort of around 565 individuals in trusts acting as guardians or in a supporting role). However, this event has been designed for a wider audience.
4. An audience of around 350 attendees is expected, including:
 - Guardians in trusts, independent providers, ALBs and other health and care organisations
 - Representatives from ALBs, professional regulators, and other leadership bodies
 - A number of trust CEOs
 - Representatives from other industries including the aviation industry, finance sector and civil service
 - A number of whistleblowers and individuals with experiences of speaking up

National Guardian Freedom to Speak Up

5. We should note that, whilst the audience are likely to be overwhelmingly supportive of the Freedom to Speak Up initiative, a small number of attendees are known to have had negative experiences of speaking up and are less supportive.
6. Attendance at the event is by invitation only. We are not expecting a large degree of press interest, though reporters from the Nursing Times and HSJ have been invited.
7. The event is designed to refresh the vision around speaking up, inspire delegates, and has a strong focus on encouraging delegates to share their expertise and support others. A number of high-profile speakers will be contributing to the day. The event will also feature a debate looking at the diversity of guardians – a lack of diversity amongst guardians is an issue that the National Guardian's Office has highlighted previously.
8. An agenda for the day is included in **Annex 1**

Your speech

9. Your speaking slot is scheduled for 11:45 – 12:00, though you are welcome to attend during the break (11:20 – 11:45) and speak to delegates.
10. Your speaking slot is short but you may wish to consider including the following:
 - Acknowledge the importance of creating a culture where people can speak up as business as usual. This protects patients and improves the lives of NHS workers.
 - Speaking up is a key indicator of how well-led an organisation is – the best leaders are genuinely interested in what workers speak up about, and use this as an opportunity to learn and make quality improvements leading to better, safer care.
 - Note that other sectors, and other countries, are interested in the Freedom to Speak Up model being used in the NHS.
 - Thank the guardians in the room for the tireless support they are giving to people every day, many of whom are in crisis. They are also challenging and supporting their organisations to tackle barriers to speaking up.
 - Applaud the work that guardians are doing to support local networks which offer peer-to-peer support, and act as safe havens where experiences can be shared and learning can take place.
 - Welcome the efforts being made in the independent sector to implement the guardian role and create a positive speaking up culture. It would be helpful if you could encourage independent providers who so far have not nominated a Freedom to Speak Up Guardian to do so without delay.
11. Some basic facts and figures about speaking up are included in **Annex 2**

National Guardian Freedom to Speak Up

12. Questions throughout the event are being collated via an interactive app (Sli.do). If you wish to take questions we will arrange for the most popular question/s to be read out to you.

The venue

13. We have provided, separately, a note giving directions to the venue. If you are arriving by car please note we will need your make, model, registration number and approximate time of arrival.

National Freedom to Speak Up Guardian Conference

Outline Agenda

Timing	Activity
09:00 – 10:00	Registration and networking
10:00 – 10:15	Welcome and housekeeping Dr Henrietta Hughes, National Guardian
10:15 – 10:55	“Speaking up for cultures of high quality and compassionate care” Michael West, Head of Thought Leadership, King’s Fund
11:00 – 11:20	“Speaking up swap shop” An interactive session encouraging delegates to ‘swap’ offers of support and request support from others
11:20 – 11:45	BREAK
11:45 – 12:00	Jeremy Hunt MP Secretary of State for Health and Social Care
12:00 – 12:15	Sir David Behan Chief Executive, Care Quality Commission
12:15 – 12:55	Martin Bromiley Clinical Human Factors Group “The evolution and application of human factors thinking”
12:55 – 13:00	Announcements and preparation for Debate
13:00 – 14:00	LUNCH
14:00 – 14:45	Debate “ <i>This house believes that increasing the diversity of the Freedom to Speak Up Guardian network will help improve equality in the NHS.</i> ” Chair: Yvonne Coghill, Director WRES Implementation Team Panel members: <ul style="list-style-type: none"> • Jo Wren, GMC • Samantha Allen, CEO, Sussex Partnership FT • Christine Mbabazi, Guardian, University Hospitals Southampton FT • Marie Gabriel Chair, East London FT • Roz Spinks, IBE • Carol Love-Mecrow, Guardian, The Dudley Group NHS FT
14:50 – 15:15	BREAK
15:15 – 15:30	Simon Stevens, Chief Executive, NHS England
15:30 – 16:00	Dr Henrietta Hughes, National Guardian for the NHS

Speaking up – facts and figures

- The National Guardian's Office was established in April 2016. It has a budget of £1mill, and is funded equally by CQC, NHS(I) and NHS(E) though is functionally independent.
- Dr Henrietta Hughes is the National Guardian for the NHS. She is a former Medical Director for NHS England and is a GP, and continues to practice one day a week. Dr Hughes took up post in October 2016.
- All providers of NHS services subject to the standard contract are required to have a Freedom to Speak Up Guardian – this applies to trusts and foundation trusts, and independent providers who are contracted to provide NHS services.
- All trusts and foundation trusts have at least one Freedom to Speak Up Guardian.
- There are currently around 565 Freedom to Speak Up Guardians and individuals in a supportive role in trusts and foundation trusts.
- Provider organisations are responsible for the local recruitment and appointment of Freedom to Speak Up Guardians.
- The Freedom to Speak Up Guardian network is very diverse in terms of professional background, clinical specialism, and grade. Demographically, however, 91% of Freedom to Speak Up Guardians are white, and 79% are female. In light of this, the National Guardian's Office has recommended that trusts take action to ensure that all staff, particularly the most vulnerable, are able to speak up.
- Over the first three quarters of 2017/18, Freedom to Speak Up Guardians in trusts have handled 4,654 cases – a third of those cases include an element of patient safety.
- 9 out of 10 people who have spoken up to a Freedom to Speak Up Guardian said they will speak up again.
- 10 regional and 2 cross-regional networks have been established to support Freedom to Speak Up Guardians. These are Chaired and operated by Freedom to Speak Up Guardians.
- NHS England has produced guidance on Freedom to Speak Up in primary care, though there are no contractual requirements for primary care providers to appoint Freedom to Speak Up Guardians.



EMIRATES STADIUM EVENTS

Getting to Emirates Stadium is simple, London's comprehensive public transport system will take you within a few minutes walk of the ground where clearly located pedestrian signs will help you find your way on-street.

Tube and Rail

Both Arsenal and Holloway Road Stations (Piccadilly Line) are around three minutes walk from the ground. Finsbury Park (Victoria / Piccadilly Lines and overground rail) and Highbury & Islington (Victoria Line, North London Line, overground rail) stations are around 10 minutes walk from Emirates Stadium.

Kings Cross is the main station for overground rail and is also served by many underground lines. To get to the stadium from Kings Cross connect with the Piccadilly Line to Arsenal Station or the Victoria Line to Highbury & Islington. Alternatively, a short overground rail journey of one stop will take you to Finsbury Park station.

Bus

Buses are fast and convenient with connections passing the ground on all sides. Main bus stops are located on Holloway Road, Nag's Head, Seven Sisters Road, Blackstock Road and Highbury Corner. Direct, high frequency services from much of north and central London travel within five minutes walk of the ground.

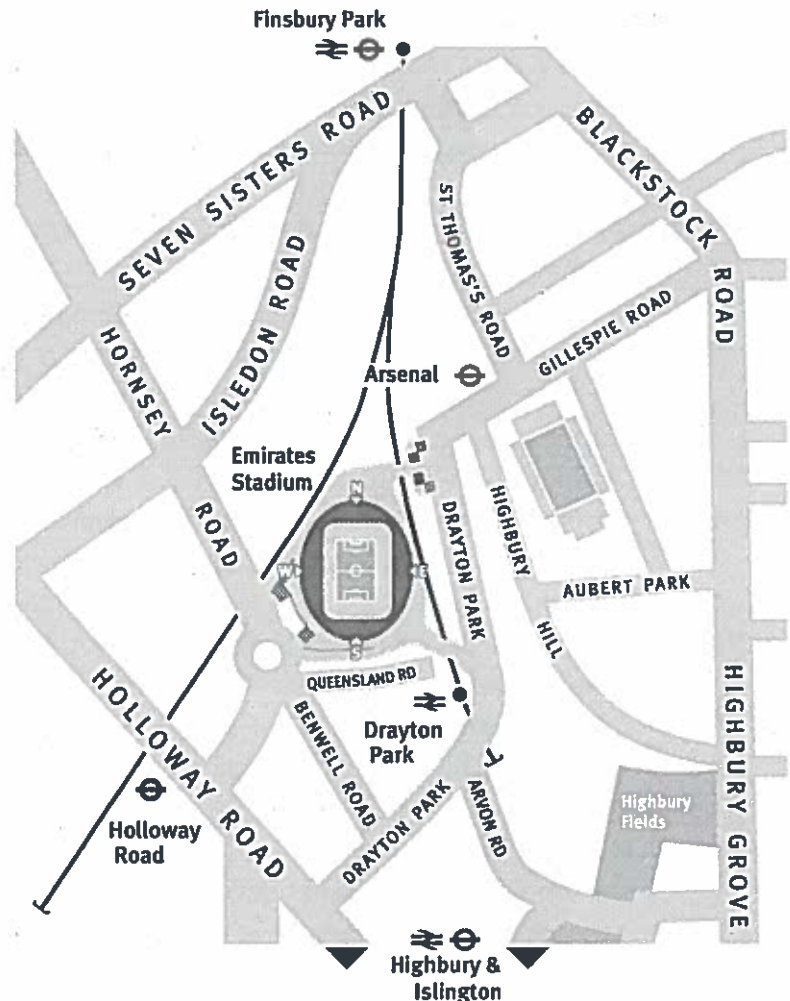
Walking

Local pedestrian routes will be clearly signposted from all local transport gateways directing you along approved routes to the stadium

For further information on travel in London please visit www.tfl.gov.uk

Entrances

- North - Royal Oak
- East - Woolwich
- South - Dial Square
- West - Highbury



From: [REDACTED]
Sent: 27 February 2018 12:26
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: DRAFT note for SofS - FTSU Conference 6th March

Thanks very much [REDACTED] that's really helpful

Regards
[REDACTED]



Department
of Health &
Social Care

[REDACTED]
Patient Safety and Quality
2E11 Quarry House, Leeds, LS2 7UE

Tel: [REDACTED]
[REDACTED]

From: [REDACTED]
Sent: 27 February 2018 12:24
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: DRAFT note for SofS - FTSU Conference 6th March

Thanks [REDACTED] (and thanks to [REDACTED] for the info!). Comments below

Hi [REDACTED]

Thanks for the draft note – I have no comments, but I did have a few questions in respect of the bullets:

- Interest from other sectors, and countries – who are these and what are they specifically interested in? Do you have any examples that we can pick up on.
- The office hosts a Pan-Sector Network, which meets to share learning across the sectors where speaking up processes are being developed. The network's membership includes, Financial Services Authority, Ministry of Defence, Surrey Police, Lloyds Banking, Office of Rail and Road, Ofcom and the English Institute of Sport. Internationally, we've had interest from the Scottish NHS and the Southern District Health Board in Dunedin, New Zealand.
- Well-led organisations – is David Behan speaking to the benefits of creating positive cultures and the inclusion of FTSU in the well-led domain? Just need to know where the boundaries are on this
- We are going to brief David to make the points about well-led. Henrietta is likely to touch on some of our research which indicates that guardians in organisations that are most highly rated by CQC feel that there are fewer barriers to speaking up and that managers are most supportive to staff in speaking up.
- Applauding the ongoing work of the Guardians – again would you have any positive examples of individuals – that we could refer to?

- I don't think we would want to name individuals but we would point out the work of Chairs and co-Chairs of our regional networks who take on that role voluntarily. Their efforts have made a significant difference in creating a supportive network where guardians can share their experiences, gain the support of their peers, and learn from each other. We would also want to thank the cohort of guardians who have successfully applied to be regional training leads. This is not a paid role but they will be acting as ambassadors for the freedom to speak up 'movement' and help ensure that new guardians are welcomed and receive the training they need as the network expands.

You mention that some individuals might have a negative view regarding FTSU – any particular aspect(s) they were unhappy with please.

- Some individuals, who are members of our Advisory Working Group, have suffered significant detriment in the past for speaking up. Some of these do not agree with Sir Robert's findings, or the development of the Freedom to Speak Up Guardian or National Guardian roles. They believe that the roles are 'unevidenced'. Some of these individuals believe that legal reform is needed to prevent people who speak up from receiving detriment and/or to ensure that they receive an appropriate remedy if they do suffer detriment. There are likely to be around half a dozen of these individuals at the event.

From: [redacted]
Sent: 26 February 2018 13:11
To: [redacted]
Cc: [redacted]
Subject: RE: DRAFT note for SofS – FTSU Conference 6th March

Hi [redacted]

Thanks for the draft note – I have no comments, but I did have a few questions in respect of the bullets:

- Interest from other sectors, and countries – who are these and what are they specifically interested in? Do you have any examples that we can pick up on.
- Well-led organisations – is David Behan speaking to the benefits of creating positive cultures and the inclusion of FTSU in the well-led domain? Just need to know where the boundaries are on this
- Applauding the ongoing work of the Guardians – again would you have any positive examples of individuals – that we could refer to?

You mention that some individuals might have a negative view regarding FTSU – any particular aspect(s) they were unhappy with please.

Happy to discuss when you're back in the office if it would help, unless [redacted] are able to assist in your absence.

Regards



**Department
of Health &
Social Care**

[REDACTED]
Patient Safety and Quality
2E11 Quarry House, Leeds, LS2 7UE

Tel: [REDACTED]
[REDACTED]

From: [REDACTED]
Sent: 22 February 2018 13:14
To: [REDACTED]
Cc: [REDACTED]
Subject: DRAFT note for SofS - FTSU Conference 6th March

[REDACTED]
cc [REDACTED]

In haste, please see a DRAFT note that we are planning to send to SofS on Tuesday 27th. Really grateful for thoughts / comments / anything you'd like to add in before we send it up. NOTE – we haven't got the 'useful facts and figures' section together yet but will do before we send it up!

I'm not in on Friday, and I'm training all day on Monday but, if you could send your comments to me [REDACTED] and [REDACTED] (copied in) by close Monday 26th February that would be great!

Cheers!

[REDACTED]
[REDACTED]
National Guardian's Office
151 Buckingham Palace Road | London | SW1W 9SZ

[REDACTED]
**National Guardian
Freedom to Speak Up**

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From: [REDACTED]
Sent: 22 February 2018 13:14
To: [REDACTED]
Cc: [REDACTED]
Subject: DRAFT note for SofS - FTSU Conference 6th March
Attachments: 20180214 - Briefing for SofS - amends.docx

[REDACTED]
cc [REDACTED]

In haste, please see a DRAFT note that we are planning to send to SofS on Tuesday 27th. Really grateful for thoughts / comments / anything you'd like to add in before we send it up. NOTE – we haven't got the 'useful facts and figures' section together yet but will do before we send it up!

I'm not in on Friday, and I'm training all day on Monday but, if you could send your comments to me, [REDACTED] and [REDACTED] (copied in) by close Monday 26th February that would be great!

Cheers!

[REDACTED]

[REDACTED]

National Guardian's Office
151 Buckingham Palace Road | London | SW1W 9SZ

[REDACTED]

National Guardian
Freedom to Speak Up

DRAFT

To: PermSec - DH

From: [REDACTED] (NGO)

cc: Dr Henrietta Hughes – National Guardian
[REDACTED] (NGO)
[REDACTED] - NGO
Lee McDonough – DH
William Vineall - DH
[REDACTED] – DH
[REDACTED] – DH
[REDACTED] DH

Date:

**National Freedom to Speak Up Conference
Tuesday 6 March 2018
The Emirates Stadium, Hornsey Rd, London. N7 7AJ**

Summary

1. You have kindly agreed to speak at the National Freedom to Speak Up Conference on Tuesday 6 March 2018 at the Emirates Stadium. This note provides further details and suggests some points that you may wish to consider including in your address.

Action

2. We would be grateful for a response by 1st March so that we can finalise the agenda for the event.

The event

3. This is the third national conference for Freedom to Speak Up Guardians. Previous conferences have been focussed on Freedom to Speak Up Guardians (there is now a cohort of around 565 individuals in trusts acting as guardians or in a supporting role). However, this event has been designed for a wider audience.
4. An audience of around 350 attendees is expected, including:
 - Guardians in trusts, independent providers, ALBs and other health and care organisations
 - Representatives from ALBs, professional regulators, and other leadership bodies
 - A number of trust CEOs
 - Representatives from other industries including the aviation industry, finance sector and civil service
 - A number of whistleblowers and individuals with experiences of speaking up

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5. We should note that, whilst the audience are likely to be overwhelmingly supportive of the Freedom to Speak Up initiative, a small number of attendees are known to have had negative experiences of speaking up and are less supportive.
6. Attendance at the event is by invitation only. We are not expecting a large degree of press interest, though reporters from the Nursing Times and HSJ have been invited.
7. The event is designed to refresh the vision around speaking up, inspire delegates, and has a strong focus on encouraging delegates to share their expertise and support others. A number of high-profile speakers will be contributing to the day. The event will also feature a debate looking at the diversity of guardians – a lack of diversity amongst guardians is an issue that the National Guardian's Office has highlighted previously.
8. An agenda for the day is included in **Annex 1**

Your speech

9. Your speaking slot is scheduled for 11:45 – 12:00, though you are welcome to attend during the break (11:20 – 11:45) and speak to delegates.
10. Your speaking slot is short but you may wish to consider including the following:
 - Acknowledge the importance of creating a culture where people can speak up as business as usual. This protects patients and improves the lives of NHS workers.
 - Speaking up is a key indicator of how well-led an organisation is – the best leaders are genuinely interested in what workers speak up about, and use this as an opportunity to learn and make quality improvements leading to better, safer care.
 - Note that other sectors, and other countries, are interested in the Freedom to Speak Up model being used in the NHS.
 - Thank the guardians in the room for the tireless support they are giving to people every day, many of whom are in crisis. They are also challenging and supporting their organisations to tackle barriers to speaking up.
 - Applaud the work that guardians are doing to support local networks which offer peer-to-peer support, and act as safe havens where experiences can be shared and learning can take place.
 - Welcome the efforts being made in the independent sector to implement the guardian role and create a positive speaking up culture. It would be helpful if you could encourage providers who so far have not nominated a Freedom to Speak Up Guardian to do so without delay.
11. Some basic facts and figures about speaking up are included in **Annex 2**
12. Questions throughout the event are being collated via an interactive app (Sli.do). If you wish to take questions we will arrange for the most popular question/s to be read out to you.

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The venue

- 13. We have provided, separately, a note giving directions to the venue. If you are arriving by car please note we will need your make, model, registration number and approximate time of arrival.

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Annex 1

National Freedom to Speak Up Guardian Conference

Outline Agenda

Timing	Activity
09:00 – 10:00	Registration and networking
10:00 – 10:15	Welcome and housekeeping Dr Henrietta Hughes, National Guardian
10:15 – 10:55	“Speaking up for cultures of high quality and compassionate care” Michael West, Head of Thought Leadership, King’s Fund
11:00 – 11:20	“Speaking up swap shop” An interactive session encouraging delegates to ‘swap’ offers of support and request support from others
11:20 – 11:45	BREAK
11:45 – 12:00	Jeremy Hunt MP Secretary of State for Health and Social Care
12:00 – 12:15	Sir David Behan Chief Executive, Care Quality Commission
12:15 – 12:55	Martin Bromiley Clinical Human Factors Group “The evolution and application of human factors thinking”
12:55 – 13:00	Announcements and preparation for Debate
13:00 – 14:00	LUNCH
14:00 – 14:45	Debate “ <i>This house believes that increasing the diversity of the Freedom to Speak Up Guardian network will help improve equality in the NHS.</i> ” Chair: Yvonne Coghill, Director WRES Implementation Team Panel members: <ul style="list-style-type: none"> • Jo Wren, GMC • Samantha Allen, CEO, Sussex Partnership FT • Christine Mbabazi, Guardian, University Hospitals Southampton FT • Marie Gabriel Chair, East London FT • Roz Spinks, IBE • Carol Love-Mecrow, Guardian, The Dudley Group NHS FT
14:50 – 15:15	BREAK
15:15 – 15:30	Simon Stevens, Chief Executive, NHS England
15:30 – 16:00	Dr Henrietta Hughes, National Guardian for the NHS

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Annex 2

Speaking up – facts and figures

From: National Guardian's Office
Sent: 22 January 2018 12:05
To: Hughes, Henrietta, [REDACTED]
Subject: FW: National Freedom to Speak Up Guardians' Conference

Looks like we have another speaker for the conference!

Kind regards

[REDACTED]

[REDACTED]

**National Guardian
Freedom to Speak Up**



Follow us on [Twitter](#)

From: [REDACTED]
Sent: 22 January 2018 09:29
To: National Guardian's Office
Subject: National Freedom to Speak Up Guardians' Conference

Dear Dr Hughes,

The Secretary of State would be pleased to accept your kind invitation to your conference. We look forward to receiving more information soon.

Many thanks,

[REDACTED]



**Department
of Health &
Social Care**

[REDACTED]
[REDACTED]
39 Victoria Street, London, SW1H 0EU
[REDACTED]: [REDACTED]

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From: National Guardian's Office

Sent: 18 December 2017 14:03

To: National Guardian's Office

Subject: Save the date: National Freedom to Speak Up Guardian's Conference

Save the date: National Freedom to Speak Up Guardian's Conference

Tuesday 6th March 2018, 9am to 5pm

The Emirates Stadium, Hornsey Rd, London. N7 7AJ

Our next conference will be held at the home of Arsenal Football Club on Tuesday 6th March, so please save the date in your diary now!

It will be a great opportunity for you to hear from experts in the field and, further to the feedback from our last conference, there will also be lots of opportunity to network and learn from others. Registration will open at 9am, ready for a prompt start at 10am, and there will be the opportunity for regional networks to host their own meetings between 4pm and 5pm.

We'll be sending out a more detailed programme soon, as well as details about how to register online. In the meantime do please save the date and we look forward to seeing you on 6th March.

Yours faithfully

Dr Henrietta Hughes

National Guardian