

From:
Sent:
To:
Subject:

12 July 2017 12:16

RE: REMINDER: PAN -SECTOR SPEAKING UP EVENT - 17 JULY

I'm afraid that with annual leave and a new starter on Monday, no-one in the team has capacity to attend.

Apologies

/ Intelligence / Enforcement & Market Oversight



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Canary Wharf
London
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From:
Sent: 12 July 2017 12:12
To: @nationalguardianoffice.org.uk
Subject: RE: REMINDER: PAN -SECTOR SPEAKING UP EVENT - 17 JULY

Hi
Many thanks for replying. I spoke to [redacted] in your team and wondered if you would like to come along to this first meeting?

Regards

From: [redacted] @fca.org.uk
Sent: 12 July 2017 12:01
To: [redacted]
Subject: FW: REMINDER: PAN -SECTOR SPEAKING UP EVENT - 17 JULY

Please accept my apologies for the delay in responding to you.

I'm afraid that I won't be able to attend on Monday. I wish you all the best for the event.

Regards

[Intelligence / Enforcement & Market Oversight]



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From: [redacted] @nationalguardianoffice.org.uk
Sent: Tuesday, June 27, 2017 05:03 PM
To: [redacted]; Felicity Johnston;

Subject: REMINDER: PAN -SECTOR SPEAKING UP EVENT - 17 JULY
Dear colleagues

~~Further to Henrietta's email below inviting you to the above meeting, I don't appear to have received a response from you. It would be helpful, for catering purposes, if you could confirm whether you are able to attend or not by 30 June.~~

Many thanks.

Kind regards

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

n@nationalguardianoffice.org.uk

Dear colleagues

When workers in the NHS are encouraged to, and supported in, speaking up, vital information comes forth that, ultimately, could save lives. When the barriers to speaking up in the NHS are overcome, hospitals develop a more open and transparent culture where workers are listened to, mistakes are learned from, and the quality of service and working environment for staff are improved.

The National Guardian's Office's ambition is to make speaking up business as usual and, through the creation of the Freedom to Speak Up Guardian role in the NHS we believe we are making steps in the right direction.

I know that the issues we face in the NHS are shared in other sectors and that we can all learn from each other's experiences. By working together, we can accelerate the pace of change so that the day when speaking up is business as usual in any sector comes sooner.

As a step towards starting a pan-sector dialogue about speaking up, I would like to invite you to a lunch and networking session on the 17 July starting at 13.00pm for lunch with drinks reception at 16.00pm to be held at 151 Buckingham Palace Road. I hope that there will be representation from a wide range of industries at the event and that this informal gathering might prove a starting point for regular dialogue and will help us identify future opportunities for joint working. I am delighted that Sir Robert Francis, QC, will also be in attendance.

I would be grateful if you could let me know if you, or a representative, could attend the event. A response by 23 June would be appreciated

If you are aware of other contacts that could contribute to the group please let us know.

Kind regards

Henrietta

⁵⁴⁵
@nationalguardianoffice.org.uk

**National Guardian
Freedom to Speak Up**

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From:
Sent: 06 March 2017 10:15
To:
Subject: RE: quick update

I'm sorry but I'm going to have to offer my apologies for Wednesday – a number of things have come up that I need to deal with I'm afraid.

I hope all goes well. Shall we get another date in the diary for a catch up and to discuss the prescribed persons forum?

Thanks

Whistleblowing Team
Intelligence Department
Strategy, Policy, International & Intelligence
Enforcement & Market Oversight Division



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www.fca.org.uk

From: @nationalguardianoffice.org.uk
Sent: 17 February 2017 11:43
To:
Subject: RE: quick update

No problem. Totally understand ... hopefully we can catch up on 8th March (or shortly afterwards – I imagine that I will be running around on the day!) to explore how we can work together and set up the cross-sector network we talked about.
Hope all is going well!

From: @fca.org.uk
Sent: 17 February 2017 11:33
To:
Subject: RE: quick update

Hi

A timely email – unfortunately our Director has decided that it is not appropriate for me to speak at the conference. Principally, this is due to the fact that our new strategy is still awaiting sign off from ExCo and therefore the communications plan hasn't been finalised. Apologies for this, I was quite prepared to speak however attending as a delegate will still be very interesting for me.

Many thanks

Whistleblowing Team
Intelligence Department
Strategy, Policy, International & Intelligence
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From: [redacted]@nationalguardianoffice.org.uk
Sent: 17 February 2017 10:06
To:
Subject: quick update

Hi

Just wondering if we have got anywhere with having you as a speaker at our conference. If it helps at all, some of our back up speakers have now confirmed that they are able to speak so the pressure is off if it is proving difficult from your side.
Would it be easier for you to just attend the conference as a delegate?

To keep you in the picture, our 'other sector' speakers now include representatives from the Civil Aviation Authority, Aviva and Ofqual so the financial sector will still be represented.

From: [redacted]@fca.org.uk
Sent: 10 February 2017 11:56
To:
Subject: RE: Thank you

No problem. Thanks for the prompt response.

From: [redacted]@nationalguardianoffice.org.uk
Sent: 10 February 2017 11:55
To:
Subject: RE: Thank you

Sorry – forgot to answer that part.

No we won't be inviting any media on the day and we don't plan to issue a press release, either in advance or on the day.

~~The only comms activity we anticipate is some social media activity as the conference takes place~~
(for instance, our Freedom to Speak Up Guardians and other attendees are likely to be tweeting using the hashtag #FTSU). After the conference, ourselves (NGO) and our partner organisations (Health Education England and Public Concern at Work) will be using material from the conference (photographs etc) in our own stakeholder channels but, again, we will not be seeking any post-conference media attention.

From: [redacted]@fca.org.uk
Sent: 10 February 2017 11:42
To:
Subject: RE: Thank you

Sorry to be pedantic about this, but will there be any media in attendance?

Thanks

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Intelligence Department
Strategy, Policy, International & Intelligence
Enforcement & Market Oversight Division



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From: [redacted]@nationalguardianoffice.org.uk
Sent: 10 February 2017 11:04
To:
Subject: RE: Thank you

That's good news.

The audience is by invitation only so we have a good deal of control. It will be principally composed of Freedom to Speak Up Guardians (representing every NHS Trust and Foundation Trust – we are expecting around 250), some speakers, and a few stakeholder representatives. A number of organisations will also be participating in an exhibition area.

Other than FTSU Guardians, attendees will include:

From: [redacted]@nationalguardianoffice.org.uk
Sent: 02 February 2017 10:31
To: [redacted]
Subject: RE: Thank you

Brill – thanks [redacted] I'll pencil you in as a presenter but it will remain in pencil until you confirm either way!
Cheers!

From: [redacted]@fca.org.uk
Sent: 01 February 2017 15:40
To: [redacted]
Subject: RE: Thank you

I agree – momentum is the key.

I'll get together a list of our academic contacts and send through shortly. I'm meeting with our Behavioural Science Team on Friday and will seek their permission to send you a copy of their paper. I've put the cross-sector forum on our task list and will give it some thought once we have our new strategy signed off by our ExCo.

I am more than happy to present on the 8th, but I've had to refer upwards as speaking engagements of any kind need sign off at various levels of management. I'll keep you posted on any progress.

I'll be in touch again shortly.

Regards

Whistleblowing Team
Intelligence Department
Strategy, Policy, International & Intelligence
Enforcement & Market Oversight Division



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www.fca.org.uk

From:
Sent: 01 February 2017 11:05
To:
Subject: RE: Thank you

[redacted]
[redacted]@nationalguardianoffice.org.uk]

Hi

Thanks for your contact details.

I'm sure you have plenty on your plate but it would be good to keep the momentum going on this. Broadly, I think there are three main actions:

- Details of your academic contacts and behavioural economics work
- Developing a cross-sector forum to meet later in the year
- Participation at our national conference (8th March)

On the latter point, hopefully you've received an invitation to attend the conference from the organisers (we are working with PCaW on the arrangements) – please let me know if you haven't. We do wish to include a short section on 'learning from other sectors' on the agenda. So far, we have [redacted] from the CAA speaking and we originally asked Felicity to speak for the FCA. I know she can't make that date and neither can your Head of Intelligence, Jane Atwood. Would you be able to / would it be appropriate for you to take on this mantle? Broadly we are looking for a brief Ted-style talk, no more than 10 minutes, just to give a very high level insight into what you do, the challenges you see around speaking up / whistleblowing, and where you think the health sector can learn from the finance sector. Would it be possible if you could let me know if you could present, before the end of the week? Absolutely no problem if you can't of course!

Very happy to chat through any of this too. You have my email address here and my number is: [redacted]. And, please, if there is anything I can do to keep you in the loop with what we are doing, or any activity around the whistleblowing agenda that is going on in health, do let me know!

Many thanks!

From: [redacted]
Sent: 31 January 2017 14:22
To:
Cc:
Subject: RE: Thank you

[redacted]@fca.org.uk]

Henrietta

I echo Felicity's sentiments below.

My contact details are below.

Look forward to speaking in due course.

Regards

Whistleblowing Team
Intelligence Department

From: Felicity Johnston
Sent: 31 January 2017 13:42
To: Hughes, Henrietta
Cc:
Subject: RE: Thank you

Dear Henrietta

Thank you, we also found the meeting very helpful and interesting. We will revert shortly with details of the other academics we have engaged with and our behavioural economics work. We will also consider further hosting a cross sector prescribed persons forum. I've cc'd [redacted] to keep him in the loop.

Warm regards

Felicity

From: Hughes, Henrietta [redacted]@nationalguardianoffice.org.uk
Sent: 31 January 2017 10:06
To: Felicity Johnston
Cc:
Subject: Thank you

Dear Felicity

Thank you very much for meeting with us on Friday, it was really good to meet you and [redacted] (I'm sorry I don't have his contact details). It was really fascinating to hear about the system that you have at the FCA and the similarities and differences across different sectors. We are very keen to bring different sectors together to share learning and we would be very happy to help organise the event we discussed later in the year. Thank you very much for agreeing to host the event.

Thank you also for agreeing that FCA will participate in the National Conference on 8th March, it would be very helpful if you could link [redacted] so that we can share all the details. For financial institutions who are appointing whistleblowing champions we are very happy to share our experience of the Freedom to Speak Up Guardians in NHS Trusts. I think there is still a long way to go to have a universally open and transparent culture in the NHS but we are glad to be a part of this positive culture change.

Kind regards
Henrietta

Dr Henrietta Hughes
National Guardian for the NHS
National Guardian's Office
151 Buckingham Palace Road | London | SW1W 9SZ

[redacted]@nationalguardianoffice.org.uk

National Guardian Freedom to Speak Up

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Dear

We recently invited you to attend the 2018 National Freedom to Speak Up Conference on Tuesday 6 March at The Emirates Stadium, Hornsey Road, London, N7 7AJ.

We have noticed that you have not yet registered your place. Registration will close on Wednesday 28 February at midday.

Confirmed speakers:

- Commission for Human Factors Group
- NHS England
- King's Fund
- Care Quality Clinical

This is an important opportunity for all of us to connect with our peers throughout the country, to hear from inspiring speakers and to learn about speaking up practices in other sectors.

This event is by invitation only and includes delegates from the NHS, independent sector, arm's-length bodies and businesses where speaking up cultures and practices are being developed.

If you are in a guardian role at a trust, please register <<https://registration.livegroup.co.uk/ngoconference/>> by finding your trust in the dropdown list. Because there will be very limited space for additional representatives from trusts, the registration process will only allow one delegate from each trust. There will however be the opportunity to explain why another party should attend if enough space becomes available.

If you are not in a guardian role at a trust, please register <<https://registration.livgroup.co.uk/ngoconference/>> by logging in as an Invited User, using your email address, _____@fca.org.uk <mailto:_____@fca.org.uk>, and your password,

As a representative from your organisation, this invitation has been sent to you personally, and colleagues unfortunately cannot attend in your place.

Kind regards,

[https://registration.livgroup.co.uk/uploads/Event_1335/Downloads/Henrietta%20Hughes%20signature.png]

Dr Henrietta Hughes,
National Guardian for the NHS

[http://email.mg.livgroup.co.uk/o/eJwNzEsSgyAMANDTICVDCMS4YOG0XFQYGEDpRxym9vz1HeCIMKMvWdVgDbCxQGA8I2vQ4CakCZnuVyA_OMWZz6Lf9ZeX3o5dS9PHS60hcfazLSg84ICDdbEgWzuKjwLJONWz1L3m7fu4BQAKYIY9PNu66dRSOt8iUbe-nN8fGLspjQ]

From:
Sent:
To:
Cc:
Subject:

14 February 2018 09:53

'Hughes, Henrietta'

RE: Thank you

Dear Henrietta &

I hope this email finds you both well? We have received an FOI request for details of all visitors to the FCA on 27 January 2017. This was the day you came to meet with us so our FOI team would like to establish:

Would we or they be likely to have concern about us disclosing their entity name in a log of those entities who visited the FCA on 27 January 2017 (e.g. because this related to a regulatory function, or the information was commercially or otherwise sensitive). (We would not disclose the names of the individuals who attended, only the name of the entity.)

I don't have any concerns about disclosing our meeting, but I would be grateful if you would consider and respond please.

I hope to be at your pan sector meeting in June.

Many thanks & regards

Whistleblowing Team / EMO / I

erwise

From:
Sent: 31 January 2017 14:22
To: Hughes, Henrietta
Cc:
Subject: RE: Thank you

Henrietta &

I echo Felicity's sentiments below.

My contact details are below.

Look forward to speaking in due course.

Regards

Whistleblowing Team
Intelligence Department
Strategy, Policy, International & Intelligence
Enforcement & Market Oversight Division /

From:
Sent:
To:
Subject:

10 February 2017 11:10

RE: Thank you

That's great. I'll discuss here and revert back shortly.

Whistleblowing Team

Intelligence Department
Strategy, Policy, International & Intelligence
Enforcement & Market Oversight Division



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FREEDOM TO SPEAK UP GUARDIAN NATIONAL CONFERENCE

Agenda

Timing	Item	Speaker/s
09:30 – 10:00	Registration	
10:00 – 10:45	General welcome and opening speeches	Henrietta Hughes
10:45 – 11:10	Translating experience of blowing the whistle to the FTSUG role	FTSU Guardian
11:10 – 11:40	Learning from other sectors (3x 10min TED-style talks)	FCA (TBC) (CAA) Aviva (speaker TBC) OR Ofqual (speaker TBC)
11:40 – 12:10	Panel discussion and Q&A	Speakers from the morning plus GMC
12:10 – 12:20	Thanks and instructions for the afternoon session	Henrietta Hughes
12:20 – 13:00	Lunch and visit to exhibition area	
13:00 – 13:45	Workshops	<ul style="list-style-type: none"> • Measuring success • Identifying your training needs • Visibility and reach
		<ul style="list-style-type: none"> • Brokering relationships in your Trust
13:45 – 13:55	Turnaround	
13:55 – 14:40	Workshops	Repeat of above
14:40 – 15:00	Break and visit exhibition area	
15:00 – 15:40	Panel discussion and Q&A	General reflections and Q&A Panel: (Middlesex University) Guardian (FTSU) (PCaW)
15:40 – 15:50	Closing remarks and thanks	Henrietta Hughes Henrietta Hughes

FREEDOM TO SPEAK UP GUARDIAN NATIONAL CONFERENCE

From: [redacted]@nationalguardianoffice.org.uk>
Sent: 10 January 2017 17:20
To: Felicity Johnston;
Cc: Jane Attwood
Subject: RE: LETTER FOR FELICITY JOHNSON

Dear Felicity

Many thanks for your prompt response. I am sure if a convenient date can be found, Henrietta would be able to come to your offices. I will await to hear from [redacted] on available dates.

Kind regards

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

[redacted]@nationalguardianoffice.org.uk<mailto:[redacted]@nationalguardianoffice.org.uk>

<<http://www.cqc.org.uk/content/national-guardians-office>>

From: Felicity Johnston [mailto:[redacted]@rca.org.uk]
Sent: 10 January 2017 17:16
To: [redacted]
Cc: Jane Attwood
Subject: FW: LETTER FOR FELICITY JOHNSON

Dear

Thank you for making contact with us. I am very interested in meeting up. I'd also like [redacted] of the whistleblowing team, to attend.

[redacted] but will check if Jane Attwood, Head of Intelligence, is available to speak.

I've copied in [redacted] who will arrange a meeting with us. Would [redacted] mind coming to

Kind regards

Felicity

Felicity Johnston, Manager, Strategic Assessment and Whistleblowing Teams Strategy Planning,
Intelligence and International Division,
25 The North Colonnade
Canary Wharf
London E14 5HS
Direct Line: +44 (0) 20 7066

email: [redacted]@fca.org.uk<mailto:[redacted]@fca.org.uk>
From: [redacted]@nationalguardianoffice.org.uk]
Sent: 10 January 2017 13:49
To:
Subject: LETTER FOR FELICITY JOHNSON

Dear [redacted]

I would be grateful if you could forward the attached letter to Felicity. I have tried to email it to her but it has bounced back.

Many thanks.

Kind regards

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

[redacted]@nationalguardianoffice.org.uk<mailto:[redacted]@nationalguardianoffice.org.uk>

[redacted]@nationalguardianoffice.org.uk>

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**National Guardian
Freedom to Speak Up**

National Guardian
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0300 067 9000
enquiries@nationalguardianoffice.org.uk

9 January 2017

Felicity Johnson

Financial Conduct Authority

25 The North Colonnade

London

E14 5HS

Dear Felicity

FREEDOM TO SPEAK UP NATIONAL CONFERENCE

I would like to introduce myself as the National Guardian for the NHS. My remit is to create a culture within the NHS where speaking up becomes ~~business as usual for everyone and, in doing so, improve the wellbeing of~~ staff, and the quality and safety of patient care. I am leading a network of Freedom to Speak Up Guardians in all Trusts and Foundation Trusts in England to support this work. This is a new, independent role within the NHS and I am keen to ensure that, to generate an effective and long-lasting culture change, we learn from the experience of other sectors and, equally, share our lessons and best practice with others.

I am very keen to hear from your own experience of how staff in the finance sector are supported in raising concerns and whistleblowing, and how the sector uses this experience to improve.

Would you be free to meet in the next couple of weeks to discuss further? If you are able to travel to my office I would also value you spending some time speaking to my team about your role and experience.

In addition, I will be hosting the first Freedom to Speak Up National Conference on 8th March 2017. This will be a key learning and sharing event for the Freedom to Speak Up (FTSU) Guardian network. I am keen that learning from other sectors is featured at the Conference and wonder

whether you would be willing to give a short presentation? The event will be held on 8th March 2017, between 10:00 and 16:00 in Central Hall Westminster, Storey's Gate, London SW1H 9NH. Perhaps we could discuss further if you are able to meet?

Yours sincerely

Dr Henrietta Hughes
National Guardian