

National Guardian Freedom to Speak Up

National Guardian's Office Portal User Guide

What is the portal?

The portal enables Freedom to Speak Up (FTSU) Guardians to:

- Register with the National Guardian's Office (NGO)
- Provide and update their contact details
- Submit data on speaking up in their organisation

Who is the portal for?

The portal is for FTSU Guardians in NHS trusts and other organisations.

Where is the portal?

You can find the portal under the '**Resources for Guardians**' section of our new website. You may wish to save the web address of the portal to your favourites to make it easier to find in the future.

Registering as a new FTSU Guardian

Please see **Annex 1** for information on how to fill in the registration fields.

In some circumstances, a member of the office may contact you for further information before your registration can be completed. The office will email you with details of your username and password once your registration has been verified.

If you have any difficulties filling in the registration form, please email enquiries@nationalguardianoffice.org.uk or call 0191 240 4400 (between 10am – 2pm, Monday – Friday).

Once you have registered online

Once you have registered, you will receive a confirmation notice with a reference number. Please note this down in case you need it. Registrations will usually be processed within **5 working days**.

Your username will be your email address and you will also be provided with a password. Please keep this safe.

If you forget your password, there is a 'Reset password' function at the bottom of the portal's Log-In page.

Updating your details

If, once registered, your details change, please let us know by contacting enquiries@nationalguardianoffice.org.uk, or calling us on 0191 240 4400 (between 10am – 2pm, Monday – Friday).

Submitting data

Once you have successfully registered, you will be able to log in to the portal to submit quarterly data for your organisation when required. We will send out submission dates for each quarter in our fortnightly bulletins.

The submission dates for Q1 and Q2 of 2020/2021 are **Monday 12th October from 12pm – Monday 2nd November at 12pm.**

Q3 will open in January 2021 and **Q4** will take place during the reconciliation period in April 2021.

The data you submit should be in line with our [Guidance on Recording Cases and Reporting Data](#).

Please see **Annex 2** for information on how to fill in the data submission fields.

Data submission - important notes

Any registered FTSU Guardian will be able to submit data for their organisation. Please note, **ONLY** registered FTSU Guardians in your organisation should be submitting data.

If you have more than one FTSU Guardian in your organisation, it is your responsibility to decide among your local network of FTSU Guardians which FTSU Guardian submits data, and to decide on any contingency plans should an individual be on annual leave or out of the office. Please note, we will not be able to accept more than one submission per organisation per quarter.

As part of the submission process, we will ask you to provide details of who in your organisation has authorised the data return. Please ensure that there is appropriate authorisation before you submit your data.

If you are a FTSU Guardian at multiple organisations and you use the same email address across all roles: You will be able to use the drop-down menu to submit data for each organisation. You will have to submit data for each organisation you are a FTSU Guardian for separately.

Please note that your data will have to be validated by our Regional Liaison Leads before being accepted. Therefore, please ensure the data you submit is accurate. Any errors will result in you being asked to submit your data again.

Saving data before submitting it

You are now able to save a data submission and come back to it later. To do this, click the 'Save' button at the top of the submission form.

IMPORTANT NOTE: When coming back to saved data, you **MUST** select the correct 'Data for Quarter' drop-down before clicking on 'Load Saved'. If you click 'Load Saved' before selecting a quarter, the data you've saved will be overwritten.

For example, if you've partially saved Q1 data and come back to it at a later time, you must select 'Q1 2020/21' from the 'Data for Quarter' drop-down **BEFORE** pressing 'Load Saved'.

Submitting data

To submit data, you must scroll down to the bottom of the page and click 'Submit Data'. Clicking 'Save' will save your data, but will **NOT** submit it to the office.

After you have submitted your data

Once you have submitted your data, you will see a confirmation screen that confirms it has been successfully sent to our office. You will **not** receive an email confirmation. In some cases, however, you may be contacted from someone from the office to discuss your data submission before it is verified.

As we have done in the past, some of the data (e.g. number of total cases) will be published publicly by our office on the [Resources for Organisations](#) page on our website once the reporting period for the quarter has ended.

Annex 1 – Registration Form

Organisation Details

Field	Mandatory (Y/N)	Notes
Organisation Name	Y	Full name of organisation you are a FTSU Guardian for
Type: <ul style="list-style-type: none"> • Arm's Length Body/Regulator • CCG • General Dental Practice • General Optical Practice • General Pharmaceutical Practice • General Practice • Independent Provider of Healthcare Services • NHS Trust/Foundation Trust • Non-Healthcare Sector • Other 	Y	Type of organisation that you are a FTSU Guardian for. Organisations such as hospices or private providers of healthcare should choose the ' Independent Provider of Healthcare Services ' option.
Premises	N	Complete if your organisation's address requires it
Street	N	Complete if your organisation's address requires it
District	N	Complete if your organisation's address requires it
Town	N	Complete if your organisation's address requires it
Region: <ul style="list-style-type: none"> • East of England • London • Midlands • North East and Yorkshire • North West • South East • South West • Not sure 	Y	Please pick the region that best suits your organisation/your role as FTSU Guardian. Please note that the office uses NHS England's new seven regions which can be found here .

Postcode	N	The full post code of your organisation's address
----------	----------	---

FTSUG Details

Field	Mandatory (Y/N)	Notes
Title	Y	Your preferred title
First Name	Y	Your first name
Last Name	Y	Your last name
Main phone number (for your Freedom to Speak Up role)	N	This is the main number that individuals speaking up in your organisation use to contact you.
Alternative phone number (your other work number)	N	This is an alternative number that can be used by our office if needed and is not given out publicly.
Main email address (for your Freedom to Speak Up role)	Y	This is the main email address that individuals speaking up in your organisation use to contact you. Please ensure the email address you submit is accurate. This will be your username once your account is created.
Do you consent to your information being placed on our public directory? The publicly available information will be your name, your organisation, and your main email address and phone number.	Y	If you consent to this, your details will be placed on our public directory of Freedom to Speak Up Guardians.
Do you consent to the National Guardian's Office giving your information (name, organisation, main email address and phone number) to individuals that contact the National Guardian's Office?	Y	If you consent to this, your details may be given out if an individual contacts our office wanting information on your Guardian arrangements.
Have you received training in your role?	Y	A Guardian needs to have attended training before registering on our directory.
If so, what date did you attend training?	N	If you do not know the exact date you attended training, please select the 1 st of whatever month and year you attended in.
Who was the training delivered by? <ul style="list-style-type: none"> A National Guardian Office Freedom to Speak Up trainer 	Y	Please indicate who you were trained by.

<ul style="list-style-type: none"> • A Freedom to Speak Up Guardian regional NGO trained trainer • Don't know • Other • The National Guardian's Office 		
If 'Other' to previous question	N	If you answered 'Other' to the previous question, please input details here.
Total numbers of individuals in your local network	N	Please indicate the number of individuals performing a FTSU role in your organisation, including Champions, Ambassadors, etc. (if known)

Annex 2 – Data submission form

Quarterly Organisation Data

Field	Mandatory (Y/N)	Notes
Data for quarter	Y	Please select which quarter you are submitting data for. You will have to submit each quarter separately.
Organisation	Y	Please select your organisation from the list. If you are a FTSU Guardian at more than one trust, please see the section called: Data submission - important notes
Size of organisation: <ul style="list-style-type: none">• Small (up to 5,000 workers)• Medium (between 5,000 and 10,000 workers)• Large (more than 10,000 workers)	N	This should relate to the number of workers in your organisation.
Region: <ul style="list-style-type: none">• East of England• London• Midlands• North East and Yorkshire• North West• South East• South West	Y	Please choose the region that corresponds with the one chosen when you registered as a FTSU Guardian. Please note that the office uses NHS England's seven regions which can be found here .
Name of person submitting the data	Y	This should be the name of the FTSU Guardian submitting the data.
Person submitting the data: Email address	Y	Please confirm the email address of the FTSU Guardian submitting the data.
Name of person authorising the data	Y	This should be the name of the individual that is authorising the data that the FTSU Guardian submits. Please see the section called Data submission - important notes for more information.
Job title of person authorising the data	Y	This should be the job title of the individual that is authorising the data that the FTSU Guardian submits. Please see the section called Data submission - important notes for more information.
Person authorising the data: Email address:	Y	This should be the email address of the individual that is authorising the data that

		the FTSU Guardian submits. Please see the section called Data submission - important notes for more information.
Number of cases brought to FTSUGs/Champions per quarter	N	Please see our Guidance on Recording Cases and Reporting Data (link at top of document). This should match the total of the numbers of cases brought by professional level and professional group (see below).
Number of cases brought by professional level: Worker	N	By 'worker', we mean the definition as defined by our office. A worker can be any individual working in any capacity in an organisation, including volunteers, contract staff, bank/agency staff etc. Use this category unless one of the other categories applies. These numbers should add up to the total of the number of cases brought to FTSUGs/Champions per quarter.
Number of cases brought by professional level: Manager	N	By 'manager', we mean a line manager or anyone with managerial responsibility. These numbers should add up to the total of the number of cases brought to FTSUGs/Champions per quarter.
Number of cases brought by professional level: Senior Leader	N	This category should be applied to Board-level or equivalent workers. Whilst you may need to use your discretion, in a trust setting this would usually be equivalent to a Band 9 and above. This category should be applied to clinical directors and above, executive and non-executive Board members, GP partners, dental partners, superintendent pharmacist and optician partners/owners. These numbers should add up to the total of the number of cases brought to FTSUGs/Champions per quarter.
Number of cases brought by professional level: Not disclosed	N	This category should be used if you do not know the professional level of the individual speaking up to you, e.g., they are anonymous. These numbers should add up to the total of the number of cases brought to FTSUGs/Champions per quarter.

Number of cases raised anonymously	N	Please see our Guidance on Recording Cases and Reporting Data (link at top of document).
Number of cases with an element of patient safety/quality	N	Please see our Guidance on Recording Cases and Reporting Data (link at top of document).
Number of cases with an element of bullying or harassment	N	Please see our Guidance on Recording Cases and Reporting Data (link at top of document).
Number of cases where people indicate that they are suffering detriment as a result of speaking up	N	Please see our Guidance on Recording Cases and Reporting Data (link at top of document).
Number of cases brought by professional group (broken down by worker type & professional level of individual)	N	Please see our Guidance on Recording Cases and Reporting Data (link at top of document) and our new guidance on professional groups which can be found on our website . These numbers should add up to the total of the number of cases brought to FTSUGs/Champions per quarter .
Total number of responses	N	Please see our Guidance on Recording Cases and Reporting Data (link at top of document). This should be the total of the responses to the question 'Given your experience, would you speak up again?'
Responses to the feedback question, 'Given your experience, would you speak up again?' (broken down into 'Yes', 'No' 'Maybe' and 'I don't know' responses)	N	Please see our Guidance on Recording Cases and Reporting Data (link at top of document). These numbers should add up to the total number of cases that have received feedback .
Common themes from feedback	N	Please see our Guidance on Recording Cases and Reporting Data (link at top of document).
Summary of learning points	N	Please see our Guidance on Recording Cases and Reporting Data (link at top of document).