

**Reference Number:** FOI/LHCH/2018/055  
**From:** Private Individual  
**Date:** 13 March 2018  
**Subject:** Staff feedback data

Q1 Please advise of how your Freedom To Speak Up Guardian(s) assess and monitor staff's experience of the service they provide.

A1 [Feedback requested verbally](#)

Q2 If they collect staff feedback, please advise how they do so, and when they started collecting such data.

A2 [As above – Trust started to collect data in August 2017](#)

Q3 Please provide the staff feedback data collected so far.

A3 [A sample of staff were asked if they would use the service again and to date all have said yes.](#)

Q4 Please also disclose what the rate of response from staff has been to date, in terms of the % rate of response.

A4 [100%](#)

Q5 If your Freedom To Speak Up Guardian(s) collects staff feedback via a specific form, please provide a copy of the feedback form.

A5 [Information not held – not applicable, we do not use a form](#)

Q6 Please advise how many forms have been sent out by your Freedom To Speak Up Guardian(s), over what period the forms have been sent out and how many forms have been received back.

A6 [Information not held – not applicable, as above we do not use forms](#)

Q7 Please advise what staff feedback data your Freedom To Speak Up Guardian(s) has submitted to the National Guardian's Office and provide a copy of the submitted data.

A7 [Information not held – we do not submit staff feedback on the Freedom To Speak Up Guardian service to the National Guardian's office.](#)

[Quarterly returns the National Guardian's Office contain data relating to the cases raised with Freedom To Speak Up Guardians, submission is via an online form and the results are published online at:](#)

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

Q8 Please also disclose any guidance received by the trust or the Freedom To Speak Up Guardian(s) from the National Guardian's Office on how to collect staff feedback, and any related correspondence between the trust and the National Guardian's Office submitting feedback data or discussing the submission of feedback data.

A8 [Information not held – no specific guidance received from the National Guardian's Office regarding collecting staff feedback.](#)

[General guidance from the National Guardian's is available online at:](#)

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