

Service: Corporate

Procedure: Disclosure of information in the public interest
(*'Whistleblowing'*)



Date: April 2018 **Issue No. 2**

Disclosure of information in the public interest - *Whistleblowing*

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1. Introduction

- 1.1 From time to time each of us will have concerns about something which is happening at work. Usually these concerns are easily resolved. However, actions of professional misconduct, neglect or omission can damage Shap's reputation and our ability to deliver our services, as well as damaging those who benefit from them. These include:
- discriminatory practice
 - poor practice
 - unlawful conduct
 - financial or material malpractice
 - physical, sexual or psychological abuse
 - criminal offences
 - failure to comply with legal obligations
 - actions which endanger the health or safety of any individual
 - actions which cause damage to the environment
 - actions which are intended to conceal any of the above.
- 1.2 It can be difficult to know what to do, should such issues arise. Not knowing, how, when or with whom you should raise such issues may cause worry or you may keep your concerns to yourself, because you feel it is not your concern or because you have a suspicion but not enough information to prove something.
- 1.3 You may feel that raising your concerns would be disloyal to colleagues, managers, or the wider organisation. You may decide to discuss your concerns but find you have spoken to the wrong person or raised the issue in the wrong way and are not sure what to do next.
- 1.4 SHAP has developed this procedure to enable staff to raise their concerns about malpractice at an early stage and in an appropriate way. We would rather staff raise matters when they are just a concern, than wait for proof.
- 1.5 This procedure is primarily for concerns where the interests of service users or of the organisation itself are at risk. If something is troubling you related to an

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act of professional misconduct in terms of practice, you should also use this procedure.

- 1.6 If, however, you are aggrieved about your personal position, please use the Grievance Procedure, which is saved on the shared drive of the organisation's intranet and at Head Office.

2. Scope

- 2.1 This procedure applies to all staff employed within Shap, volunteers, students on placement and members of its Board of Trustees.

3. Zero harm

- 3.1 Shap's over-riding mission is to promote social justice. In order to achieve this, it is essential that the organisation adopts a zero tolerance approach to the abuse and neglect of its service users. As such, the organisation has in place clear strategy, policy and procedure to safeguard service users and ensure appropriate staff responses when incidents happen.
- 3.2 In addition, the organisation believes that **almost** all harm is preventable and works towards a '*zero harm*' ambition. This means making sure our workplaces are safe and healthy for staff, service users and anyone working on our behalf. This ambition means we are determined that safety be a '*non-negotiable, enduring priority.*'
- 3.3 Health and Safety and risk management systems are in place to support this and the Health and Safety Working Group has representatives from every Scheme, Service and workplace to help support the organisation in ensuring that all staff return home from work unharmed and that service users are kept safe.
- 3.4 Clear and robust whistleblowing processes allow staff to safely raise concerns whenever it is appropriate to do so.

4. What is a Whistleblower ?

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4.1 The term *'whistleblower'* is used to describe someone who becomes aware of a serious problem in an organisation and raises the matter so it may be investigated, and if necessary corrected. Sometimes this may involve bringing the problem to wider attention. Usually, the whistleblower will be an employee, but could be someone else, such as a service user or client, Board member, consultant, visitor or volunteer. Some whistleblowers will report a problem to their manager, or someone else more senior within an organisation. Or in other cases they might go to the media, the police, a regulatory body, an MP, or someone with audit responsibilities for the organisation.

4.2 In the past many organisations have strongly discouraged whistleblowing. Whistleblowers have been depicted as disloyal and underhand, and have often lost their jobs, or suffered at work, as a result of their actions - but the climate of opinion is beginning to change. The Board on Standards in Public Life has stressed the positive role that whistleblowing can play, and the need for improved procedures and practices, which allow people with serious concerns to come forward at an early stage.

4.3 The sort of problems covered might include:

- financial frauds and malpractice.
- unlawful conduct
- other types of corruption
- abuse or neglect of service users
- failure to deliver proper standards of service
- failure to comply with legal obligations
- damaging personal conflicts at senior level
- bullying, harassment or victimisation in the workplace
- actions which endanger the health or safety of any individual
- actions which endanger the environment
- attempts to cover up earlier problems or any of the above

5. When is whistleblowing not appropriate ?

5.1 Whistleblowing procedures should not be used where existing procedures are more appropriate, or where there is no need for special confidentiality.

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- 5.2 Nor should whistleblowing be used as a way of protesting against the organisation's legitimate activities or policies of which someone happens to disapprove.
- 5.3 Anyone who is aggrieved about their personal position should use the Grievance Procedure, which is available on the Shap's shared drive and also at Head Office.
- 5.4 Whistleblowing should be seen as a last resort where other mechanisms do not or could not work. Generally, it will be clear that there is a public interest dimension to genuine whistleblowing.

6. Confidential Reporting

- 6.1 We know that it is never easy to report a concern, particularly one that may relate to fraud or corruption. We urge you to come forward at an early stage and before problems have a chance to become serious. If you prefer, you may come forward with another colleague, friend, trade union representative or other advisor to report a concern.
- 6.2 We will support concerned employees and protect them from reprisals or victimisation. If you come forward with a concern, you can be confident that this will not affect your career or your employment. This applies equally if you come forward in good faith with a concern, which turns out later not to have been justified.
- 6.3 We will do everything necessary to protect your confidentiality, if this is what you have requested.
- 6.4 If anyone tries to discourage you from coming forward to express a concern, we will treat this as a disciplinary offence. In the same way, we will deal severely with anyone who criticises or victimises you after a concern has been expressed.

See Section 9, *Assurances to Staff* below.

7. Freedom to speak up guardian

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7.1 In line with the Freedom to Speak Up report¹, Shap has introduced a “freedom to speak up guardian”, to provide support to staff raising concerns.

7.2 The current guardian is:

The Quality and Impact Assessment Manager

The guardian will advise Shap’s Board of Trustees on best practice and encourage and enable staff to speak up safely.

8. How to go about it

8.1 As stated in the Introduction, actions such as those listed in paragraphs 1.1 and 4.3 can damage Shap’s reputation and our ability to deliver high quality services, as well as damaging service users.

8.2 The way you can ‘blow the whistle’ on wrongdoing depends on whether you feel you can tell your employer.

8.3 In most cases you should be able to raise concerns with your line manager. If for some reason this is not possible, or you feel you cannot (e.g., if your concern is about them, or you feel they are already aware of it) you should speak to another manager.

8.4 You may wish to seek support or discuss the issue with a colleague or trade union representative before doing so.

8.5 If you cannot, or do not wish to speak to your line manager, then you should contact a senior manager, the Whistleblowing Guardian or another member of the Leadership Team. If, for some reason, this is not possible, or you feel you cannot (e.g. if your concern is about them or you feel they are already aware of it), you should contact the Chair of the Board of Trustees².

¹ Freedom to Speak Up
An Independent review into creating an open and honest reporting culture in the NHS
Sir Robert Francis QC
February 2015
http://freedomtospeakup.org.uk/wp-content/uploads/2014/07/F2SU_web.pdf

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8.6 In all cases you should ask for a confidential meeting and all such contacts will be treated in confidence.

8.7 If you feel you cannot approach anyone connected with Shap, you should contact a prescribed person or body (see Appendix C). If Shap's policy and procedures are working properly, you should not need to contact a member of the Board, or some external agency to express concerns. But there may be exceptional or urgent circumstances where it may be best to contact an external agency. It is not possible to give precise examples, but for instance, relevant situations might be:

- if the problem involved a very senior member of Shap
- in the case of a criminal offence, the police
- in the case of abuse of vulnerable people in one of our schemes, the appropriate Council's Social Services Registration Officer
- in the case of abuse of public funds, the Charities Commission³
- in the case of any fraud, Shap's external auditors⁴

8.8 You can also approach Public Concern at Work for confidential and independent advice at:

Lincoln's Inn House
CAN Mezzanine
7-14 Great Dover street
London SE1 4YR
Tel: 02074046609
E-mail: whistle@pcaw.org.uk

<http://www.pcaw.org.uk/about/contact-us>

² The Chairperson can be written to privately and confidentially c/o Shap's Head Office

³ The Commission asks that whistleblowing reports are made in writing via the dedicated whistleblowing email address:
whistleblowing@charitycommission.gsi.gov.uk)

⁴ C. A. Hunter Limited, Britannia Chambers, 26 George Street, St Helens WA10 1BZ
Tel: 01744 27336

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8.9 A further list of organisations listed as prescribed persons is given at Appendix C.

8.10 **In Summary:**

• Step 1	Contact your line manager. If this is not possible/ appropriate, contact another manager or the Freedom to Speak Up Guardian
• Step 2	Contact a more senior manager. If this is not possible / appropriate, contact the Guardian
• Step 3	Contact a member of the Leadership Team. If this is not possible / appropriate, contact the Guardian
• Step 4	Contact the Chairperson of the Board of Trustees. ⁵ If this is not possible / appropriate, contact the Guardian
• Step 5	Contact a prescribed person or body.

8.11 As an organisation, Shap would rather you raised a matter with the appropriate regulator than not at all. Provided you are acting in good faith and you have evidence to back up your concern.

9. Assurances to staff

9.1 The Shap Board of Trustees and Leadership Team are committed to this procedure and its implementation.

9.2 Staff are protected provided that they disclosed information in the reasonable belief of public interest and that it shows a wrongdoing has occurred, is occurring or is likely to occur (e.g. criminal offence).

⁵ The Chairperson can be written to privately and confidentially c/o Shap's Head Office.

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9.3 This assurance also extends to those making a genuine mistake. However, it does not extend to someone who maliciously raises a matter knowing it to be untrue.

9.4 Whilst Shap will not tolerate the harassment or victimisation of anyone raising a genuine concern, we do recognise that staff may nonetheless want to raise a concern in confidence under this policy. If you ask Shap to protect your identity by keeping your confidence, it will not be disclosed without your consent. If the situation arises where the concern cannot be resolved without revealing your identity (e.g. if your evidence were needed in court), you will be fully consulted about whether and how the matter can be progressed.

9.5 Whilst the organisation is happy to conduct investigations within our Confidentiality Policy, staff should remember that if you do not tell us who you are, it will be much more difficult to look into the matter, or to protect your position, or to provide feedback. Accordingly, while we will consider anonymous reports, this policy is not appropriate for concerns raised anonymously.

10. How the matter will be handled

10.1 Once a concern has been raised, you will be asked how you think the matter might best be resolved. If you have a personal interest in the matter, you will be asked to declare it at the outset. If your concern falls more properly within the remit of other policies, you will be told.

10.2 Following an initial assessment, a decision will be taken on a form of action. You will be written to, summarising your concern and setting out what action will be taken. You will also be informed who will be handling the matter, how you can contact her / him and whether your further assistance may be needed.

10.3 During the process, individuals raising concerns will be given as much feedback as can be properly given. If requested, Shap will confirm its response to you in writing. Please note, however, that it may not be possible to tell you the precise action taken where this would infringe a Duty of Confidence owed by Shap to someone else.

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11. Related Documents

11.1 This procedure should be read in conjunction with Shap's:

- Confidentiality Policy
- Health and Safety Policy
- Support Planning and Needs Assessment Policy and Procedure
- Complaints Policy
- Safeguarding Policy and Procedure
- Disciplinary Policy and Procedure

12. Information circulation checklist:

Line Managers, who needs to know about this process and how will you tell them ?

Team Meeting	✓
Team email	✓
Supervision / Catch Up meetings	✓
Group training	✓
Staff Noticeboard	
Service User Meeting / update	
Partners	

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Appendix A

Examples of conduct which employees are encouraged to report.

1. Conduct which is an offence or breach of law, e.g.
 - A. theft from service user
 - B. unauthorised use of Shap property or equipment
 - C. working whilst under the influence of drugs or alcohol

2. Action which has resulted in a member of staff or service user not being afforded their legal rights, e.g.
 - A. taking disciplinary action against an employee when there has been a wilful or negligent failure to ascertain all the facts.
 - B. failure to follow the legally prescribed method for calling a tenancy to an end.

3. Action or activities which pose a Health and Safety risk to employees, service users or the general public, e.g.
 - A. failure to correct or report a known Health and Safety hazard.
 - B. interference with anything provided to safeguard Health and Safety.

4. Unauthorised use of organisational funds, e.g.
 - A. inappropriate or misuse of Petty Cash
 - B. unauthorised or undocumented use of organisation store cards

5. Fraud and corruption, e.g.
 - A. diverting Shap monies into private bank accounts.
 - B. making exaggerated expense claims.
 - C. accepting bribes.
 - D. receiving advantages due to connections with outside organisations, i.e. suppliers.

6. Unethical conduct, e.g.
 - A. improper or illegal sexual relationships with service users, including sexual abuse.

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- B. discrimination on grounds of gender, race, religion, disability or sexuality against staff or service user.
- C. physical or psychological threats to staff or service users.

The above are only intended as examples and do not form a comprehensive list of activities which should be reported. Any employee who is unsure about whether something should be reported or not should look at Section 8, 'Procedure' in the main document and contact one of the people identified there, stating that the approach is in confidence. Alternatively, the employee can contact Public Concern at Work for confidential and independent advice.

Lincoln's Inn House
CAN Mezzanine
7-14 Great Dover street
London SE1 4YR
Tel: 02074046609
E-mail: whistle@pcaw.org.uk

<http://www.pcaw.org.uk/about/contact-us>

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Appendix B

Handling a Complaint: Process Outline

Upon receipt of a complaint, the manager who has had it brought to them will:

1. Record the nature of the complaint, including:
 - who is involved
 - times and dates of incidents
 - names of any possible witnesses
 - date complaint was made.
2. Ascertain how the complainant(s) think the matter can best be resolved.
3. Ascertain if the complainant(s) have any personal interest.
4. Ascertain if the complainant(s) require anonymity or not.
5. Write up the above, including:
 - a summary of the complaint
 - who will be undertaking the investigation
 - how they can be contacted
 - if the complainant(s)'s assistance will be required
 - how feedback will be handled.
6. A copy of the above should be provided for the complainant(s) and copied to the manager's line manager.
7. Complainant(s) should confirm that the summary reflects the complaint, or agree alterations. This should also be recorded.
8. An investigation, following the procedures outlined in SHAP's Disciplinary Policy, should then be instigated, i.e.
 - 8.1 The investigator will inform the employee verbally that the complaint has been made and is to be investigated.

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- 8.2 The investigator will collect information relating to the complaint via interviews and / or reviewing any documentary evidence.
 - 8.3 The investigator will record the findings of their investigation and produce a report.
 - 8.4 If the investigator finds no substance to the complaint, s/he will inform the:
 - complainant(s)
 - their line manager
 - the relevant Head of Service.
 - 8.5 If the investigator finds that there appears to be some substance to the complaint, she / he should consult with a senior manager to agree the appropriate procedure, i.e.
 - disciplinary action
 - disciplinary under gross misconduct
 - contact Social Services
 - contact the police.

The procedure could consist of one of the above or a combination.
 - 8.6 Once the appropriate procedure is agreed, it should be instigated by convening a meeting with the employee to consider the complaint and to inform them formally of the agreed process.
 - 8.7 This meeting will be chaired by a senior manager. The employee and their representative must, at least two working days before the meeting, receive:
 - notice of the meeting
 - details of the complaint(s) in writing
 - advice on the implications of content and possible outcomes of the agreed process.
 - 8.8 At the meeting, the employee must be given an opportunity to reply to the complaint(s) and results of the investigation.
 - 8.9 The meeting and its outcome will be recorded.
9. An exception to the above process would be complaints involving sexual abuse of service users, i.e. where the service user is under 18, staff should follow SHAP’s Safeguarding Policy or Vulnerable Adult’s policy for service users over 18.

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Appendix C

Prescribed persons

Disclosure of information may be made to the following persons, who have been prescribed by the Government⁶:

Commissioners for Her Majesty’s Revenue and Customs (HMRC)

Contact them about:

- the administration of UK taxes;
- the administration of national insurance and tax credits systems;
- customs and border-related functions;
- criminal investigations.

HMRC Fraud Hotline
Cardiff CF14 5ZN

Tel: 0800 788 887

Website: www.gov.uk/government/organisations/hm-revenue-customs/contact/reporting-tax-evasion

The Comptroller and Auditor General

Contact them about:

- the proper conduct of public business;
- value for money;
- fraud and corruption in relation to the provision of public services.

The Comptroller and Auditor General
National Audit Office
157-197 Buckingham Palace Road
London SW1W 9SP

⁶ If you decide to blow the whistle to a prescribed person rather than Shap, make sure you chose the correct person or body for your issue. This list gives the bodies that are more likely to be relevant to Shap’s work. Please refer to: <https://www.gov.uk/government/publications/blowing-the-whistle-list-of-prescribed-people-and-bodies--2/whistleblowing-list-of-prescribed-people-and-bodies> for the complete list.

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Tel: 020 7798 7999 Website: www.nao.org.uk/contact-us/whistleblowing-disclosures

The Director of the Serious Fraud Office

Contact them about serious or complex fraud, including bribery and corruption, in England, Wales or Northern Ireland and civil recovery of the proceeds of unlawful conduct.

The Director of the Serious Fraud Office
2-4 Cockspur Street
London SW1Y 5BS

Website: www.sfo.gov.uk/contact-us/reporting-serious-fraud-bribery-corruption

The Financial Conduct Authority (FCA)

Contact them about:

- the conduct of funds, markets, firms and individuals subject to Financial Services and Markets Act 2000 (including banks, building societies, consumer credit and investment or insurance businesses);
- competition affecting financial markets in the UK and about the operation of mutual societies registered by the FCA under relevant legislation;
- the conduct of electronic money issuers (for the purposes of Electronic Money Regulations 2011);
- the conduct of Payment Services Providers (for the purposes of the Payment Services Regulations);
- the operation of small UK Alternative Investment Fund Managers registered under regulation 10 of the Alternative Investment Fund Managers Regulations 2013;
- the functioning of financial markets; money laundering;
- financial crime, and other serious financial misconduct, in connection with activities regulated by the FCA.

Intelligence Department (Ref PIDA)
The Financial Conduct Authority
25 The North Colonnade
Canary Wharf,
London E14 5HS

Tel: 020 7066 9200

Fax: 020 7676 9727

Email: whistle@fca.org.uk

Website: www.fca.org.uk/site-info/contact/whistleblowing

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Financial Reporting Council Limited and its conduct committee

Contact them about:

- matters related to the independent oversight of the accountancy, auditing and actuarial professions;
- the monitoring of statutory audit functions in respect of major audits;
- compliance with the requirements of legislation relating to accounting and reporting;
- the investigation of the conduct of auditors, accountants and actuaries in public interest cases.

PIDA Officer
Financial Reporting Council
8th Floor, 125 London Wall
London EC2Y 5AS

Tel: 0207 492 2479 Email: whistleblowing@frc.org.uk Website: www.frc.org.uk

Public Services Ombudsman Wales

Contact them about breaches by any member or co-opted member of a relevant authority's code of conduct in Wales

Public Services Ombudsman
1 Ffordd yr Hen Gae
Pencoed CF35 5LJ

Tel: 0300 790 0203 Fax: 01656 641199

Website: www.ombudsman-wales.org.uk

The Secretary of State for Business, Energy and Industrial Strategy

Contact them about fraud and other misconduct in relation to companies.

Intelligence Hub
Insolvency Service
3rd Floor, Cannon House
18 Priory Queensway
Birmingham B4 6FD

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Tel: 0300 678 0017 Email: Intelligence.Live@insolvency.gsi.gov.uk

Website: www.gov.uk/insolvency-service

The Charity Commission for England and Wales

Contact them about the proper administration of charities in England and Wales and of funds given or held for charitable purposes in England and Wales.

Tel: 0300 066 9197 Email: whistleblowing@charitycommission.gsi.gov.uk

Website: www.gov.uk/charity-commission

Children's Commissioner

Contact them about matters relating to the rights, welfare and interests of children in England.

The Office of the Children's Commissioner
Sanctuary Buildings
20 Great Smith Street
London SW1P 3BT

Tel: 020 7783 8330 Email: info.request@childrenscommissioner.gsi.gov.uk

Website: www.childrenscommissioner.gov.uk

And in Wales:

Children's Commissioner for Wales
Oystermouth House
Phoenix Way
Llansamlet
Swansea SA7 9FS

Tel: 0808 801 1000 (freephone number) Fax: 01792 765601

Email: post@childcomwales.org.uk Website: www.childcomwales.org.uk

Her Majesty's Chief Inspector of Education, Children's Services and Skills

Contact them about matters relating to regulation/inspection of children's social care.

Ofsted
Piccadilly Gate
Store Street

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Manchester M1 2WD

Tel: 0300 123 3155 Email: whistleblowing@ofsted.gov.uk

The National Society for the Prevention of Cruelty to Children (NSPCC)
For children's interests in England - contact them about matters relating to child welfare and protection.

NSPCC
Weston House
42 Curtain Road
London EC2A 3NH

Tel: 020 7825 2500 Fax: 020 7825 2525 Email: help@nspcc.org.uk

And for children's interests in Wales - contact:

Welsh Government
Rhydycar Business Park
Merthyr Tydfil CF48 1UZ

Tel: 0300 7900 126 Email: cssiw@wales.gsi.gov.uk

Website: <http://cssiw.org.uk/?lang=en>

The Information Commissioner

Contact them about compliance with the requirement of legislation relating to data protection and to freedom of information.

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow SK9 5AF

Tel: 0303 123 1113 Email: casework@ico.org.uk

Website: www.ico.org.uk

Secretary of State for Education

Contact them about matters relating to the following educational institutions in England:

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- maintained nursery schools
- independent schools (including academies and free schools)
- non-maintained special schools
- pupil referral units
- alternative provision academies
- 16-19 academies (and free schools)
- an institution within the further education sector
- special post-16 institutions

Ministerial and Public Communications Division
Department for Education
Piccadilly Gate
Store Street
Manchester M1 2WD

Tel: 0370 000 2288 Website: www.gov.uk/contact-dfe

The Environment Agency

In England, contact them about acts and omissions which have an actual or potential effect on the environment or the management or regulation of the environment. This includes those relating to pollution, abstraction of water, flooding, the flow in rivers, inland fisheries and migratory salmon or trout.

National Customer Contact Centre
PO Box 544
Rotherham S60 1BY

Tel: 03708 506 506 Website: www.gov.uk/environment-agency

And in Wales:

Natural Resources Wales
c/o Customer Care Centre
Ty Cambria
29 Newport Rd
Cardiff CF24 0TP

Tel: 0300 065 3000 Email: enquiries@naturalresourceswales.gov.uk

The Health and Safety Executive

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Contact them about the health and safety of individuals at work, or the health and safety of the public arising from/in connection with the activities of persons at work.

Tel: 0300 003 1647

Online form: www.hse.gov.uk/contact/raising-your-concern.htm

Your local authority

Contact them about:

- matters which may affect the health or safety of any individual at work;
- matters which may affect the health and safety of any member of the public arising out of or in connection with the activities of persons at work.

[Find the contact details for your local authority.](#)

Care Quality Commission

Contact them about matters relating to the provision of health and social care.

CQC National Customer Service Centre
Citygate
Gallowgate
Newcastle upon Tyne NE1 4PA

Tel: 03000 616161

Website: www.cqc.org.uk

Healthwatch England
151 Buckingham Palace Road
London SW1W 9SZ

Tel: 03000 683 000 (Monday to Friday, 8:30am to 5:30pm)

Email: enquiries@healthwatch.co.uk

Website: www.healthwatch.co.uk

The Comptroller and Auditor General

In England, contact them about:

- the proper conduct of public business;
- value for money;
- fraud and corruption in relation to the provision of public services.

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157-197 Buckingham Palace Road
London SW1W 9SP

Tel: 020 7798 7999

Website: www.nao.org.uk/contact-us/whistleblowing-disclosures/

And in Wales:

The Auditor General for Wales
PIDA Officer
The Auditor General for Wales
24 Cathedral Road
Cardiff CF11 9LJ

Tel: 029 20 320 522 Email: whistleblowing@audit.wales

Website: www.wao.gov.uk/whistleblowing

The Pensions Regulator

Contact them about:

- matters relating to the protection of members’ benefits under work-based pension schemes;
- the administration and governance of such schemes (this includes matters relating to automatic enrolment under the Pensions Act 2008).

The Information Team
Napier House
Trafalgar Place
Brighton BN1 4DW

Tel: 0345 600 7060 Email: wb@tpr.gov.uk

Website: www.thepensionsregulator.gov.uk

The Director of the Serious Fraud Office

Contact them about matters relating to corrupt individuals or companies offering or receiving bribes to secure a benefit for themselves or others.

The Director of the Serious Fraud Office
2-4 Cockspur Street

Service: Corporate
Procedure: Disclosure of information in the public interest
(*'Whistleblowing'*)



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London SW1Y 5BS

Tel: 020 7239 7272

www.sfo.gov.uk/contact-us/reporting-serious-fraud-bribery-corruption/

Care Quality Commission

Contact them about the provision of adult social care services in England.

CQC National Customer Service Centre
Citygate
Gallowgate
Newcastle upon Tyne NE1 4PA

Tel: 0300 061 6161 Website: www.cqc.org.uk

Social Care Wales

Contact them about matters relating to the registration of social care workers in Wales.

Social Care Wales
South Gate House
Wood Street
Cardiff CF10 1EW

Tel: 0300 303 3444 Email: ftp@ccwales.org.uk Website: www.ccwales.org.uk

Care Inspectorate Wales

Contact them about matters relating to the provision of social care services and to the inspection of Welsh local authority social services.

Welsh Government
Rhydycar Business Park
Merthyr Tydfil CF48 1UZ

Tel: 0300 7900 126 Email: ciw@gov.wales Website: <http://careinspectorate.wales>

Service: Corporate

Procedure: Disclosure of information in the public interest
(*'Whistleblowing'*)



Date: April 2018 Issue No. 2

Policy review record and version control

Policy/procedure: Whistleblowing

Version number: 2

Date created/last review: April 2018

Next review due: April 2021

Authors/persons conducting review

Paulette Campbell, Theresa MacDermott

Details of Revisions

Comprehensive update and contact details of 'Prescribed Persons'

Circulation plan

Circulated to managers and administrators and placed on company drive

Approved for circulation

Mark Weights, Chief Executive Officer