

East Sussex Community Voice

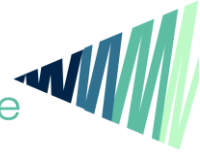
Whistleblowing Policy

Policy Schedule

Version	Date of next review by ESCV Board	Date of adoption by ESCV Board
1	n/a	August 2013
2	March 2016	March 2016
3	March 2017	May 2025
4	May 2027	
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1 Introduction

- 1.1 The purpose of this policy is to provide information on how staff, Board members, volunteers and partner organisations of East Sussex Community Voice (ESCV) are able to raise a concern about dangerous, illegal or improper activity (Whistleblowing).
- 1.2 Whistleblowing occurs when an employee, Board member, volunteer or partner organisation of ESCV raises a concern about a dangerous, illegal or improper activity that they become aware of through their work.
- 1.3 This document outlines ESCV's commitment to create a culture which is open and transparent and where individuals connected with the organisation are supported to report concerns and safety issues, and are treated fairly, with empathy and consideration, when they have been involved in an incident or have raised a concern.
- 1.4 ESCV expects Board members, staff, volunteers and partner organisations to observe high standards of business and personal conduct in the undertaking of their duties and responsibilities.
- 1.5 As representatives of ESCV we must demonstrate honesty and integrity (as defined in the Nolan Principles) in fulfilling our responsibilities. We must also comply with all applicable laws and regulations.
- 1.6 This policy aims to encourage and enable serious concerns to be raised within the organisation before going to outside resolution.
- 1.7 It is the responsibility of all Board members, employees, volunteers and partners organisations to report dishonesty or suspected dishonesty in accordance with this Whistleblowing Policy.



- 1.8 No-one who, in good faith, makes such a report shall suffer harassment, retaliation or adverse employment as a consequence. Anyone who retaliates against someone who has made a report in good faith will be subject to the Disciplinary and Grievance Procedure, up to and including dismissal.

2 Making a report

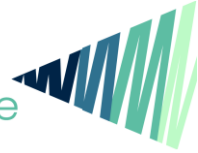
- 2.1 ESCV employees and volunteers wherever possible should share their questions, concerns, suggestions or complaints with someone who can address them properly. In most cases your immediate line manager is in the best position to address an area of concern. If you are not comfortable speaking with your line manager or you are not satisfied with their response, you are encouraged to speak with the CEO or any member of the Board whom you are comfortable in approaching. Managers are required to report suspected violations of the Code of Conduct to the CEO, who has specific and exclusive responsibility to investigate all reported violations.
- 2.2 Where fraud is suspected or when an individual is not satisfied, individuals should contact the CEO. In the case of complaints about the CEO (or named deputy), concerns should be raised with the Chair of ESCV.
- 2.3 Anyone filing a complaint concerning a violation or suspected violation must be acting in good faith and have reasonable grounds for believing the information disclosed indicates a violation. Any allegations that prove not to be substantiated and which prove to have been made maliciously or knowingly to be false will be viewed as a serious disciplinary offence.

3 Confidentiality

- 3.1 Violations or suspected violations may be submitted on a confidential basis by the complainant or may be submitted anonymously. Reports of violations or suspected violations will be kept confidential where possible, consistent with the need to conduct an adequate investigation.

4 Investigating the concern

- 4.1 The CEO (or named deputy) is responsible for investigating and resolving all reported complaints and allegations concerning violations and, at his/her discretion, shall advise the Chair of the Board. The CEO has access to the Board members and is required to report at least annually on compliance activity.
- 4.2 If the violation involves the CEO, the Chair of the Board will appoint an investigating officer.



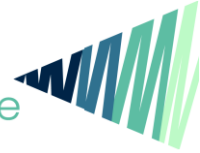
- 4.3 The investigating officer will contact the member of staff to confirm that they are handling the matter, providing their contact details and confirming whether any further assistance will be required. The individual will also be provided with a written summary of their concerns and how they will be handled.
- 4.4 Usually, within five working days of a concern being raised, the person investigating the concern will write to the individual to:
- acknowledge that the concern has been received within five working days;
 - indicate how the matter will be dealt with;
 - give an estimate of how long it will take to provide a full response;
 - say whether any initial enquiries have been made;
 - supply information on support available to you; and
 - say whether further investigations will take place and if not, why not.
- 4.5 All relevant parties involved in the disclosure of wrongdoing will be notified of the outcome of the investigation in writing.

5 Addendum

- 5.1 As ESCV delivers services pertaining to Healthwatch East Sussex, East Sussex County Council (ESCC) confirms that the Council's Chief Executive Director of Corporate Resources, Monitoring Officer, and Assistant Executive Director of Audit and Performance are authorised as persons to whom ESCV staff may make a qualifying disclosure under the Public Interests Disclosure Act 1998, and declare that any of its staff making a protected disclosure (as defined by the said Act) shall not be subjected to any detriment.
- 5.2 The Contractor further declares that any provision in an agreement purporting to preclude a member of its staff from making a protected disclosure is void.
- 5.3 All reports will be promptly investigated, and appropriate corrective action will be taken if warranted by the investigation.

6 Monitoring and review

- 6.1 The Board of ESCV has the ultimate responsibility for implementing and reviewing this policy. The Board will scrutinise our work on disclosure to ensure that we meet our legal, ethical and operational commitments.



- 6.2 The ESCV CEO holds the day-to-day responsibility for ensuring that this policy is implemented.
- 6.3 This policy will be reviewed and updated on a two-year rolling basis by the ESCV Board.
- 6.4 This policy may be revised sooner if there is a change in working premises, conditions or laws directly affecting disclosure or any other aspect embedded in the document.

7 Related Policies


7.1 The following policies and procedures that are related to this policy include:

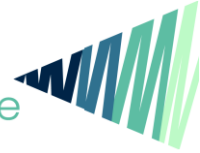
- Disciplinary and Grievance Procedure

7.2 Approval and Adoption

Author/Reviewer	Bethia Murray
Sponsor	Veronica Kirwan
Date of approval and adoption	29 th May 2025
Date of next scheduled review	May 2027

Signature of East Sussex Community Voice CIC Board Chair

Name	Keith Stevens
Signature	
Date	04/06/2025



Appendix 1

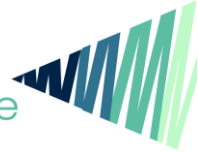
For volunteers undertaking Enter and View activity on behalf of Healthwatch East Sussex

1 Blowing the Whistle to a prescribed person

- 1.1 If you observe any dangerous, illegal or improper activity whilst undertaking activity on behalf of ESCV authorised by Healthwatch East Sussex*, you will be encouraged to follow the organisations process as described above.
- 1.2 If you decide to blow the whistle to a prescribed person rather than to the organisation that recruited you [East Sussex Community Voice] you must make sure that you have chosen the correct person or body for your issue.
- 1.3 More information on whistleblowing can be found on the GOV.UK website: www.gov.uk/whistleblowing

2 The prescribed bodies or persons

Children's Interest (about the views and interests of children in England)	
Children's Commissioner	The Office of the Children's Commissioner, Sanctuary Buildings, 20 Great Smith Street, London, SW1P 3BT
	020 7783 8330
	info.request@childrenscommissioner.gsi.gov.uk
	www.childrenscommissioner.gov.uk
Healthcare	
Care Quality Commission (about the provision of health care on the NHS or independent health care services)	CQC National Customer Service Centre, Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA
	03000 616161
	www.cqc.org.uk
The Independent Regulator of NHS Foundation Trusts (about the regulation and performance of NHS foundation trusts)	Wellington House, 133-155 Waterloo Road, London, SE1 8UG
	020 7340 2400
	enquiries@monitornhsft.gov.uk
Social Care	
Care Quality Commission (about social care services in England)	CQC National Customer Service Centre, Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA



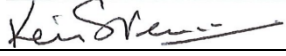
	03000 616161
	www.cqc.org.uk
Health and Care Professions Council (about social care workers in England)	Health and Care Professions Council, Park House, 184-186 Kennington Park Road. London. SE11 4BU
	0300 500 6184
	www.hpc-uk.org

- 2.1 A full list of prescribed people and bodies can be found at https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/183340/11-641-blowing-the-whistle-to-a-prescribed-person.pdf

3 Approval and Adoption of Appendix 1

Author/Reviewer	Bethia Murray
Sponsor	Veronica Kirwan
Date of approval and adoption	29 th May 2025
Date of next scheduled review	May 2027

Signature of East Sussex Community Voice CIC Board Chair

Name	Keith Stevens
Signature	
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