



Whistleblowing Procedure

Policy implemented: December 2018
Last reviewed: February 2025
Next review due: January 2027

1. Introduction

Salutem Care and Education is committed to the highest standards of transparency, integrity, and accountability in all aspects of its operations. We encourage all employees, contractors, and individuals involved with our organization to raise concerns about any wrongdoing or malpractice without fear of reprisal. This procedure sets out how to raise concerns and ensures that such concerns will be taken seriously and acted upon appropriately.

The purpose of this procedure is to:

- Provide a clear process for raising concerns about wrongdoing in the workplace.
- Protect individuals who report concerns in good faith under the Public Interest Disclosure Act 1998 (PIDA).
- Ensure that concerns are investigated promptly, thoroughly, and fairly.
- Promote a culture of openness and accountability within Salutem.

This procedure applies to all employees, workers, agency staff, contractors, volunteers, and any other individuals associated with Salutem. It covers concerns related to:

- A criminal offense (e.g., fraud, theft, or corruption).
- A failure to comply with legal or regulatory obligations.
- Health and safety risks to employees, individuals receiving care, or others.
- Abuse or neglect of individuals receiving care or education.
- Environmental damage.
- A miscarriage of justice.
- Deliberate concealment of information related to any of the above.

This procedure is not intended for personal grievances or complaints, which should be raised through Salutem's grievance or complaints procedures.

2.Document Control

Initial purpose and scope of the new policy/procedure agreed by:	Chief Quality Officer
Technical review carried out:	Group Head of Regulatory Quality Compliance & Policy
Final quality check carried out:	Quality Assurance Inspection & Regulation Director
Date implemented:	March 2025
Version Number:	1.3
Date of the next review:	January 2027
Department responsible:	Quality
Job Title of Lead Person:	Group Head of Regulatory Quality Compliance & Policy

In addition to this procedure, local authorities and other commissioners may have their own policies, procedures and guidance which Services must comply with. These policies should complement this procedure. **Ensure to include your local authority/social services contact details or equivalent on your whistleblowing poster**

However, there may be additional requirements put in place by local authorities and other commissioners and these must be adhered to. Changes must not be made to Saludem's policies and procedures without corporate approval but, where needed, local procedures should be developed to accompany these.

EQUALITY AND DIVERSITY STATEMENT succinct

The Saludem Group is committed to the fair treatment of all in line with the Equality Act 2010. An equality impact assessment has been completed on this policy to ensure that it can be implemented consistently regardless of any such factors and all will be treated with dignity and respect.

3. Contents

Item	Description	Page
1.	Summary	1
2.	Document Control	2
3.	Contents	3
4.	Raising a Concern	4
5.	Confidentiality	4
6.	Protection for Whistleblowers	4
7.	How we Handle Your Concern	4
8.	External Reporting	5
9.	Malicious Allegations	5
10.	Monitoring & Review	5
11.	Supporting Legislation	5
12.	Version Control	5
	Whistleblowing Poster	6

This policy must be brought to the attention of all employees.

The controlled version of this policy and its associated documents are available on the Blink Hub.
Printed or downloaded copies are uncontrolled and may not be up to date.

4. Raising a concern

If you have a concern about wrongdoing, you should:

1. **Act Promptly:** Raise concerns as soon as possible to allow timely investigation.
2. **Who to Contact:**
 - **Immediate Manager:** In the first instance, raise the concern with your line manager.
 - **Designated Line / Email:** If you feel unable to raise the matter with your manager or believe the concern will not be addressed appropriately, contact the [Whistleblowing Officer Name/Title, e.g., Group Compliance Officer].
 - **External Contacts:** If internal reporting is not possible or appropriate, you can report to external bodies such as the Care Quality Commission (CQC), Ofsted, or the local authority's safeguarding team.
3. **Method of Reporting:**
 - Concerns can be raised in person, by phone, or in writing. A whistleblowing email address whistleblowing@salutemsharedservices.co.uk and a confidential whistleblowing hotline 0844 264 2070 are available for this purpose.
 - Provide as much detail as possible, including names, dates, locations, and any evidence to support the concern.

Personal grievances (e.g. bullying, harassment, discrimination) aren't covered by whistleblowing law, unless your case is in the public interest. Report these under Salutem's grievance policy.

5. Confidentiality

Concerns raised under this policy will be treated confidentially, and your identity will not be disclosed without your consent unless required by law.

Anonymous disclosures are permitted, but it may limit our ability to investigate thoroughly.

6. Protection for Whistleblowers

Salutem is committed to protecting whistleblowers from victimization, harassment, or discrimination as a result of raising concerns in good faith. Any retaliation against whistleblowers will be treated as a serious disciplinary matter.

7. How we Handle Your Concern

1. **Acknowledgment:** You will receive confirmation that your concern has been received within [5 working days].
2. **Investigation:** The concern will be assessed, and if necessary, an investigation will be conducted. This may involve internal staff or external agencies.
3. **Outcome:** You will be informed of the outcome of the investigation, where possible, while respecting confidentiality obligations.

8. External Reporting

If you feel that your concern has not been adequately addressed, or if you feel unable to report internally, you can raise the matter with an appropriate external body, such as:

- **Care Quality Commission (CQC):** www.cqc.org.uk
- **Ofsted:** www.gov.uk/government/organisations/ofsted
- **CIW:** www.careinspectorate.wales
- **Estyn:** estyn.gov.wales
- **Local Safeguarding Board or Local Authority Designated Officer (LADO / MASH)**
- **Protect:** An independent charity offering free advice to whistleblowers – www.protect-advice.org.uk

9. Malicious Allegations

If an investigation reveals that a concern was raised maliciously or without reasonable grounds, the individual responsible may be subject to disciplinary action.

10. Monitoring & Review

This policy will be reviewed annually, or more frequently if necessary, to ensure it remains effective and compliant with current legislation.

11. Supporting Legislation

This policy complies with the requirements of:

- Public Interest Disclosure Act 1998 (PIDA).
- Employment Rights Act 1996.
- Health and Social Care Act 2008.
- Education (Independent School Standards) Regulations 2014 (where applicable).

12. Version Control

This is a controlled document. As a controlled document, any printed copies of this document, or saved onto local or network drives should be actively monitored to ensure the latest version is always available.

Version Number	Date	Status	Changes
V0.1	7 Nov 2018	Draft	Update
V1.0	3 Dec 2018	Final	Completion of Document Control and addition of Equality Impact Assessment Tool
V1.1	8 Dec 2020	Reviewed	Included what falls under whistleblowing and what to do if it's a complaint
V1.2	16 th Jan 2023	Reviewed	Remove reference to QARM and some changes of ownership
V1.3	27 Feb 2025	Reviewed	Complete update to procedure.



Whistleblowing

Do you have concerns about the delivery of service in this unit?

If so, we would encourage you to report those concerns to us. We run a confidential Whistleblowing line, and you can even make your report on an anonymous basis if you prefer.

Who is a whistleblower?

- A worker who reports a certain type of wrongdoing observed at work
- The wrongdoing you report must be done in the public interest, i.e. it must affect others
- If you report as a whistleblower you are protected by law.

Who is protected by law?

A worker (e.g. an employee, including a trainee or agency worker)

What counts as whistleblowing?

You will be protected by law if you report any one of the following:

- A criminal offence (e.g. fraud)
- A concern about the Health and Safety of somebody
- A risk to, or actual damage to, the environment
- A miscarriage of justice
- A concern that the company is breaking the law (e.g. incorrect insurance)
- A belief that somebody is covering up a wrongdoing

What will not count as whistleblowing?

Personal grievances are unlikely to be covered by whistleblowing law, unless the particular case is in the public interest. Therefore bullying, harassment and discrimination are not covered by whistleblowing law and should be reported under your employer's grievance policy.

Whistleblowing is NOT the same as complaining, but if you wish to complain, you may do so using the company's Complaints Procedure.

Whistleblowing Telephone Number & Email Address

0844 264 2070 - Whistleblowing@salutemshareservices.co.uk

