

WHISTLE BLOWING POLICY



Effective Date(s)	Oct 2026 – Oct 2027
Approved By	Trustees
Approval Date	01 October 2026
Policy Owner/Dept	Caroline Reid
Policy Author	Caroline Reid - Manager, Gary Reid - Trustee
Review Date	Oct 2027
Version Number	1.0

Whistleblowing Policy

Cadrene Supported Living is committed to providing high-quality support and accommodation services. However, there may be situations where actions or practices conflict with our legal obligations or the organisation's policies.

Under the **Public Interest Disclosure Act 1998**, service users and staff are protected when they raise concerns about wrongdoing in the organisation, provided the disclosure is made appropriately.

This policy explains **how to raise concerns safely** and ensures that anyone who makes a disclosure is protected from detrimental treatment.

1. Purpose of the Policy

The aim of this policy is to:

- Encourage service users to report any wrongdoing, malpractice, or unsafe practice.
 - Ensure that concerns are raised and addressed appropriately.
 - Protect service users from victimisation or unfair treatment for making a disclosure.
-

2. What Qualifies as a Protected Disclosure

A disclosure may be considered “protected” if it relates to information which a service user **reasonably believes** tends to show one or more of the following:

- A **criminal offence** has been committed.
- **Legal obligations** are not being met.
- **Justice is not being served.**
- The **health or safety of any individual** is at risk.
- The **environment is being damaged.**
- There is a **deliberate cover-up** of any of the above.

It is not the responsibility of the service user to investigate the matter; the role is to report concerns appropriately.

3. How to Make a Disclosure

If you have a concern, you should report it **promptly** to one of the following:

1. Your **Support Worker**
2. The **Service Manager**

If it is inappropriate to report to the Service Manager, or if your concern involves the manager, you may escalate the disclosure to:

- **Trustees of Cadrene Supported Living**

3.1 External Advice

If you wish to seek advice before making a disclosure, you can contact:

- **Access to Adult Social Care Team:** 0300 555 0055 (9:00am–5:00pm, Monday–Friday)
 - **Emergency Duty Team:** 0300 555 8574 (outside office hours)
 - **Dudley Council Plus:** 0300 555 2345
-

4. Protection for Service Users

Service users who make disclosures in **good faith** will **not be treated badly, penalised, or disadvantaged** for raising concerns. Retaliation or victimisation against someone making a protected disclosure will **not be tolerated** and will be treated seriously.

5. Confidentiality

All disclosures will be handled **confidentially** wherever possible. Only staff necessary to investigate the concern will be informed.

6. Procedure After a Disclosure

- The Service Manager or appointed staff member will **investigate the disclosure promptly**.
 - You will be informed of the **outcome of the investigation**, subject to confidentiality and data protection requirements.
 - Appropriate action will be taken, which may include:
 - Reporting to external authorities if necessary
 - Internal disciplinary action
-

7. Support

Cadrene Supported Living will ensure that support is available to any service user making a disclosure. This may include:

- Advocacy support
 - Guidance and reassurance during the process
-

This policy is part of Cadrene Supported Living's commitment to **openness, safety, and accountability**.