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Whistleblowing Procedure

Key Points

The Whistleblowing Procedure sets out the framework for dealing with allegations of illegal and improper conduct.

Make, Do and Mend is committed to the highest standards of transparency, probity, integrity and accountability.

This procedure is intended to provide a means of making serious allegations about standards, conduct, financial irregularity or possible unlawful action in a way that will ensure confidentiality and protect those making such allegations in the reasonable belief that it is in the public interest to do so from being victimised, discriminated against or disadvantaged.

This procedure is intended to ensure that Make, Do and Mend complies with its duty under the Public Interest Disclosure Act 1998.

Scope

This procedure applies to all Make, Do and Mend stakeholders, including trustees, employees, volunteers and members.

This procedure does not replace other policies or procedures such as the Problem Solving Procedure and other specifically laid down statutory reporting procedures such as the Safeguarding Adults Policy. For example, If a member of staff has a concern about the conduct of another member of staff in the working environment (e.g. that they are not treating members with respect) they should raise this with the Project Director, or if that is not possible, with a Trustee.

This procedure applies to, but is not limited to, allegations about any of the following:

- Conduct which is an offence or breach of the law
- Alleged miscarriage of justice
- Serious Health and Safety risks
- The unauthorised use of public funds
- Possible fraud and corruption
- Sexual, physical or verbal abuse, or bullying or intimidation of staff, volunteers or members
- Abuse of authority
- Other unethical conduct

Reporting

Contact Details for Reporting: (in writing) Make, Do and Mend, 5 Signet Court, Swann Road, Cambridge, CB5 8LA

Make, Do and Mend recognises that the decision to make an allegation can be a difficult one to make. However, whistleblowers who make serious allegations in the reasonable belief that it is in the public interest to do so have nothing to fear because they are doing their duty either to Make, Do and Mend and/or to those for whom Make, Do and Mend is providing a service.

Make, Do and Mend will take appropriate action to protect a whistleblower who makes a serious allegation in the reasonable belief that it is in the public interest to do so from any reprisals, harassment or victimisation.



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Confidentiality

All allegations will be treated in confidence and every effort will be made not to reveal a whistleblower's identity unless the whistleblower otherwise requests. However, if the allegation results in court proceedings then the whistleblower may have to give evidence in open court if the case is to be successful.

Make, Do and Mend will not, without the whistleblower's consent, disclose the identity of a whistleblower to anyone other than persons involved in the investigation of the allegation.

Anonymous Allegations

This procedure encourages whistleblowers to put their name to an allegation wherever possible as anonymous allegations may often be difficult to substantiate/prove. Allegations made anonymously are much less powerful but anonymous allegations will be considered at the discretion of the Trustees. In exercising discretion to accept an anonymous allegation the factors to be taken into account:

- The seriousness of the issue raised
- The credibility of the allegation and
- Whether the allegation can realistically be investigated from factors or sources other than the complainant

Untrue Allegations

No disciplinary or other action will be taken against a whistleblower who makes an allegation in the reasonable belief that it is in the public interest to do so even if the allegation is not substantiated by an investigation. However, action may be taken against a whistleblower who makes an allegation without reasonable belief that it is in the public interest to do so (e.g. making an allegation frivolously, maliciously or for personal gain where there is no element of public interest).

Procedure for Making an Allegation

It is preferable for allegations to be made to the Project Director. However, this may depend on the seriousness and sensitivity of the issues involved and who is suspected of the malpractice. For example, if the whistleblower believes that management is involved it would be inappropriate to raise it directly with them. The whistleblower may then make an allegation direct to any of the following:

- Any of the Trustees

If a Trustee receives an allegation he/she will consider the allegation and may discuss with other Trustees. After consideration, they will discuss the allegation with the whistleblower and if it is decided to proceed, the allegation will be investigated.

Allegation

Whether a written or oral report is made it is important that relevant information is provided including:

- The name of the person making the allegation and a contact point
- The background and history of the allegation (giving relevant dates and names and roles of those who may be in a position to have contributed to the allegation)



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- The specific reason for the allegation. Although someone making an allegation will not be expected to prove the truth of any allegations, they will need to provide information to the person they have reported to, to establish that there are reasonable grounds for the allegation.

Someone making an allegation may be accompanied by another person of their choosing during any meetings or interviews in connection with the allegation. However, if the matter is subsequently dealt with through another procedure the right to be accompanied will at that stage be in accordance with the relevant procedure.

Action on receipt of an Allegation

The Project Director or Trustee will record details of the allegation gathering as much information as possible, within one month of receipt of the allegation including:

- The record of the allegation
- The acknowledgement of the allegation
- Any documents supplied by the whistleblower

The investigator will ask the whistleblower for their preferred means of communication and contact details and use these for all communications with the whistleblower in order to preserve confidentiality.

If the allegation relates to fraud, potential fraud or other financial irregularity the Treasurer will be informed within 5 working days of receipt of the allegation. The Treasurer will determine whether the allegation should be investigated and the method of investigation.

If the allegation discloses evidence of a criminal offence it will immediately be reported to the Board of Trustees and a decision will be made as to whether to inform the Police. If the allegation concerns suspected harm to children the appropriate authorities will be informed immediately.

If the issue is around suspected harm to vulnerable adults, the Safeguarding Adults policy should be referred to.

Timetable

The Trustees investigating the allegation will acknowledge it in writing within 10 working days with:

- An indication of how Make, Do and Mend propose to deal with the matter
- An estimate of how long it will take to provide a final response
- An indication of whether any initial enquiries have been made
- Information on whistleblower support mechanisms
- Indication whether further investigations will take place and if not, why not

Where the allegation has been made internally and anonymously, obviously Make, Do and Mend will be unable to communicate what action has been taken.

Support

Make, Do and Mend will take steps to minimise any difficulties which may be experienced as a result of making an allegation. For instance, if a whistleblower is required to give evidence in criminal or problem solving and safeguarding proceedings Make, Do and Mend will provide advice about the procedure and advise on the support mechanisms that are available.



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Make, Do and Mend accepts that whistleblowers need to be assured that the matter has been properly addressed. Thus, subject to legal constraints, we will inform those making allegations of the outcome of any investigation.

Responsibility for the Procedure

The Trustees have overall responsibility for the operation of this procedure and for determining the administrative processes to be followed and the format of the records to be kept.

Monitoring

A register will record the following details:

- The name and charity role of the whistleblower
- The date on which the allegation was received
- The nature of the allegation
- Details of the person who received the allegation
- Whether the allegation is to be investigated and, if yes, by whom
- The outcome of the investigation
- Any other relevant details

The register will be confidential and only available for inspection by the Board of Trustees. Any reports will be in a form which does not identify whistleblowers.

Adopted 20 January 2019

Review

Next review date: 22 August 2023

Reviewed by: Hilary Day

Date: 22 August 2023



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