

# Part 4E

## Confidential Reporting Code

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## 1. Introduction

- 1.1 Employees are often the first to realise that there may be something seriously wrong within the council. However, they may not express their concerns because they feel that speaking up would be disloyal to their colleagues or to the council. They may also fear harassment or victimisation. In these circumstances it may be easier to ignore the concern rather than report what may just be a suspicion of malpractice.
- 1.2 The council is committed to the highest possible standards of openness, probity and accountability. In line with that commitment we expect employees, and others that we deal with, who have serious concerns about any aspect of the council's work to come forward and voice those concerns. It is recognised that most cases will have to proceed on a confidential basis.
- 1.3 This code makes it clear that you can do so without fear of victimisation, subsequent discrimination or disadvantage. *It is intended to encourage and enable employees to raise serious concerns **within** the council rather than overlooking a problem or 'blowing the whistle' outside.*
- 1.4 The code applies to all employees and those contractors working for the council on council premises, for example agency staff, builders, drivers. It also covers suppliers and those providing services under a contract with the council in their own premises, for example the leisure centre or homes.
- 1.5 These procedures are in addition to the Complaints, Comments and Compliments Scheme and various statutory reporting procedures applying to some departments. You are responsible for making service users aware of the existence of these procedures.
- 1.6 The code has been discussed with the relevant trade unions and has their support.

## 2. Aims and scope of this code

- 2.1 This code aims to:
  - encourage you to feel confident in raising serious concerns and to question and act upon concerns about practice;
  - provide avenues for you to raise those concerns and receive feedback on any action taken;
  - ensure that you receive a response to your concerns and that you are aware of how to pursue them if you are not satisfied; and
  - reassure you that you will be protected from possible reprisals or victimisation if you have a reasonable belief that you have made any disclosure in good faith.

- 2.2 There are existing procedures in place to enable you to lodge a grievance relating to your own employment. The Confidential Reporting Code is intended to cover major concerns that fall outside the scope of other procedures. These include:
- conduct which is an offence or a breach of law
  - disclosures related to miscarriages of justice
  - health and safety risks, including risks to the public as well as other employees
  - damage to the environment
  - the unauthorised use of public funds
  - possible fraud and corruption
  - sexual or physical abuse of clients or other employees
  - other unethical conduct
- 2.3 Thus, any serious concerns that you have about any aspect of service provision or the conduct of officers or members of the council or others acting on behalf of the council can be reported under the Confidential Reporting Code. This may be about something that:
- makes you feel uncomfortable in terms of known standards, your experience or the standards you believe the council subscribes to; or
  - is against the council's standing orders and policies; or
  - falls below established standards of practice; or
  - amounts to improper conduct.

### **3. Safeguards**

- 3.1 The council is committed to good practice and high standards and wants to be supportive of employees.
- 3.2 The council recognises that the decision to report a concern can be a difficult one to make. If what you are saying is true, you should have nothing to fear because you will be doing your duty to your employer and those for whom you are providing a service.
- 3.3 The council will not tolerate any harassment or victimisation (including informal pressures) and will take appropriate action to protect you when you raise a concern in good faith.
- 3.4 Any investigation into allegations of potential malpractice will not influence or be influenced by any disciplinary or redundancy procedures that already affect you.

## 4. Confidentiality

- 4.1 All concerns will be treated in confidence and every effort will be made not to reveal your identity if you so wish. At the appropriate time, however, you may need to come forward as a witness.

## 5. Anonymous allegations

- 5.1 This policy encourages you to put your name to your allegation whenever possible.
- 5.2 Concerns expressed anonymously are much less powerful but will be considered at the discretion of the council.
- 5.3 In exercising this discretion the factors to be taken into account would include:
- the seriousness of the issues raised;
  - the credibility of the concern; and
  - the likelihood of confirming the allegation from attributable sources.

## 6. Untrue allegations

- 6.1 If you make an allegation in good faith, but it is not confirmed by the investigation, no action will be taken against you. If, however, you make an allegation frivolously, maliciously or for personal gain, disciplinary action may be taken against you.

## 7. How to raise a concern

- 7.1 As a first step, you should normally raise concerns with your immediate manager or their superior. This depends, however, on the seriousness and sensitivity of the issues involved and who is suspected of malpractice. For example, if you believe that management is involved, you should approach the Chief Executive or the Chief Officer for Legal and Governance as the council's Monitoring Officer or the Corporate Assurance Manager and Transformation Lead.
- 7.2 Advice and guidance on how to pursue matters of concern may be obtained from:

Mannie Ketley	Chief Executive	ext 3416
Aftab Razzaq	Chief Officer for Legal and Governance	ext 3521
Chris Green	Corporate Assurance Manager and Transformation Lead	ext 3451

7.3 There are a number of alternative methods of raising a concern. These include:

- **Councillors** – for those living within the Rugby Borough Council boundary, reports may be made to councillors who will then report the concern to the Chief Executive, the Monitoring Officer and/or the Leader of the Council.
- **Trade Union Representatives** – employees may invite their trade union to raise a matter on their behalf. The union representative would then follow the process for onward reporting as detailed above.
- **The Police** – suspicions of criminal activity including fraud, bribery or corruption may be reported directly to the Police. The council will fully support any resulting Police investigation.
- **The Local Government Ombudsman** – this is an independent body set up by the Government to deal with complaints against councils in the United Kingdom. The Ombudsman will raise any concerns via the council's Legal Services.
- **Public Concern at Work** – this is a charity which provides free and strictly confidential legal help to anyone concerned about malpractice which threatens the public interest. They operate a helpline on 020 7404 6609 and 020 3117 2550 or can be emailed at [whistle@protect-advice.org.uk](mailto:whistle@protect-advice.org.uk).
- **The National Audit Office** – operates a confidential hotline for council employees to provide them with guidance where employees suspect fraud or corruption. The contact telephone number is 020 7798 7999.

7.4 Concerns may be raised orally or in writing. Staff who wish to make a written report are invited to use the following format:

- The background and history of the concern (giving relevant dates).
- The reason why you are particularly concerned about the situation.

7.5 The earlier you express the concern the easier it is to take action.

7.6 Although you are not expected to prove beyond doubt the truth of an allegation, you will need to demonstrate to the person contacted that there are reasonable grounds for your concern.

7.7 You may wish to consider discussing your concern with a colleague first and you may find it easier to raise the matter if there are two (or more) of you who have had the same experience or concerns.

7.8 You may invite your trade union representative or a friend to be present during any meetings or interviews in connection with the concerns you have raised.

## **8. How the council will respond**

8.1 The council will respond to your concerns. Do not forget that testing out your concerns is not the same as either accepting or rejecting them.

8.2 Where appropriate, the matters raised may:

- be investigated by management, internal audit, or through the disciplinary process; or
- be referred to the police; or
- be referred to the external auditor; or
- form the subject of an independent inquiry.

8.3 In order to protect individuals and those accused of misdeeds or possible malpractice, initial enquiries will be made to decide whether an investigation is appropriate and, if so, what form it should take. The overriding principle which the council will have in mind is the public interest. Concerns or allegations which fall within the scope of specific procedures (for example discrimination issues) will normally be referred for consideration under those procedures.

8.4 Some concerns may be resolved by agreed action without the need for investigation. If urgent action is required, this will be taken before any investigation is conducted.

8.5 Within 10 working days of a concern being raised, the Chief Executive or the person with whom you have raised the issue will write to you:

- acknowledging that the concern has been received;
- indicating how we propose to deal with the matter;
- giving an estimate of how long it will take to provide a final response;
- telling you whether any initial enquiries have been made;
- supplying you with information on staff support mechanisms; and
- telling you whether further investigations will take place and if not, why not.

8.6 The amount of contact between the officers considering the issues and you will depend on the nature of the matters raised, the potential difficulties involved and the clarity of the information provided. If necessary, the council will seek further information from you.

8.7 Where any meeting is arranged, off-site if you so wish, you can be accompanied by a union or professional association representative or a friend.

8.8 The council will take steps to minimise any difficulties which you may experience as a result of raising a concern. For instance, if you are required to give evidence in criminal or disciplinary proceedings the council will arrange for you to receive advice about the procedure.

- 8.9 The council accepts that you need to be assured that the matter has been properly addressed. Thus, subject to legal constraints, we will inform you of the outcome of any investigation.

## **9. The responsible officer**

- 9.1 The Chief Officer for Legal and Governance as the council's Monitoring Officer has overall responsibility for the maintenance and operation of this code. That officer maintains a record of concerns raised and the outcomes (but in a form which does not endanger your confidentiality) and will report as necessary to the council.

## **10. How the matter can be taken further**

- 10.1 This code is intended to provide you with an avenue within the council to raise concerns. The council hopes you will be satisfied with any action taken. If you are not, and if you feel it is right to take the matter outside the council, the following are possible contact points:

- National Audit Office
- your trade union
- local Citizens Advice Bureau
- relevant professional bodies or regulatory organisations
- Police
- Local Government Ombudsman
- Public Concern at Work

- 10.2 If you do take the matter outside the council, you should ensure that you do not disclose confidential information.