



whistleblowing

Keeping our services safe

For Staff

What is whistleblowing and why does it matter?

Whistleblowing is speaking up about concerns you might have in the workplace. You might have seen something that is worrying or something just doesn't seem right. It's about making sure that when someone sees something wrong in the workplace, they know how to report it to the right people. Whistleblowing can sometimes be called 'speaking up' or 'raising a concern'.

Examples of a concern could be:

- Where an organisation, or someone within it, is breaking the law or committing a criminal offence, e.g. fraud.
- Someone's health and safety is at risk.
- Someone is being misleading about the amount of hours they are working for the organisation, e.g. falsifying timesheets, or claiming for hours/days not worked, perhaps whilst also working somewhere else.
- Someone is behaving in a way that you feel is inappropriate or you feel there may be attempts to cover something up.
- Someone is submitting fraudulent records e.g. personal expenses.

Whistleblowing is important because:

- It helps protect our customers, staff and the organisation.
- It means we can identify any issues quickly, stop wrongdoing as soon as possible and reduce any further potential harm.
- It improves the quality and safety of our services.
- It helps keep our organisation transparent.

Can I do this confidentially?

Yes, you can blow the whistle confidentially. You are protected by employment law and cannot lose your job due to whistleblowing. Whilst we will always try to come back to you, if you whistleblow confidentially, it may impact how we can do this.

[See our whistleblowing policy on The Hub for more information.](#)

How do I raise a concern?

Raising a concern is easy and straightforward. You can do this in different ways, including:

- Verbally in person to your line manager, any Look Ahead manager or senior member of staff.
- By email - **whistleblowing@lookahead.org.uk**.
- By calling the dedicated whistleblowing telephone line - **0300 323 0331**.
- In writing to Look Ahead's Governance Team at **Look Ahead Governance, 439 Caledonian Road, London, N7 9BG**

Who can I speak to?

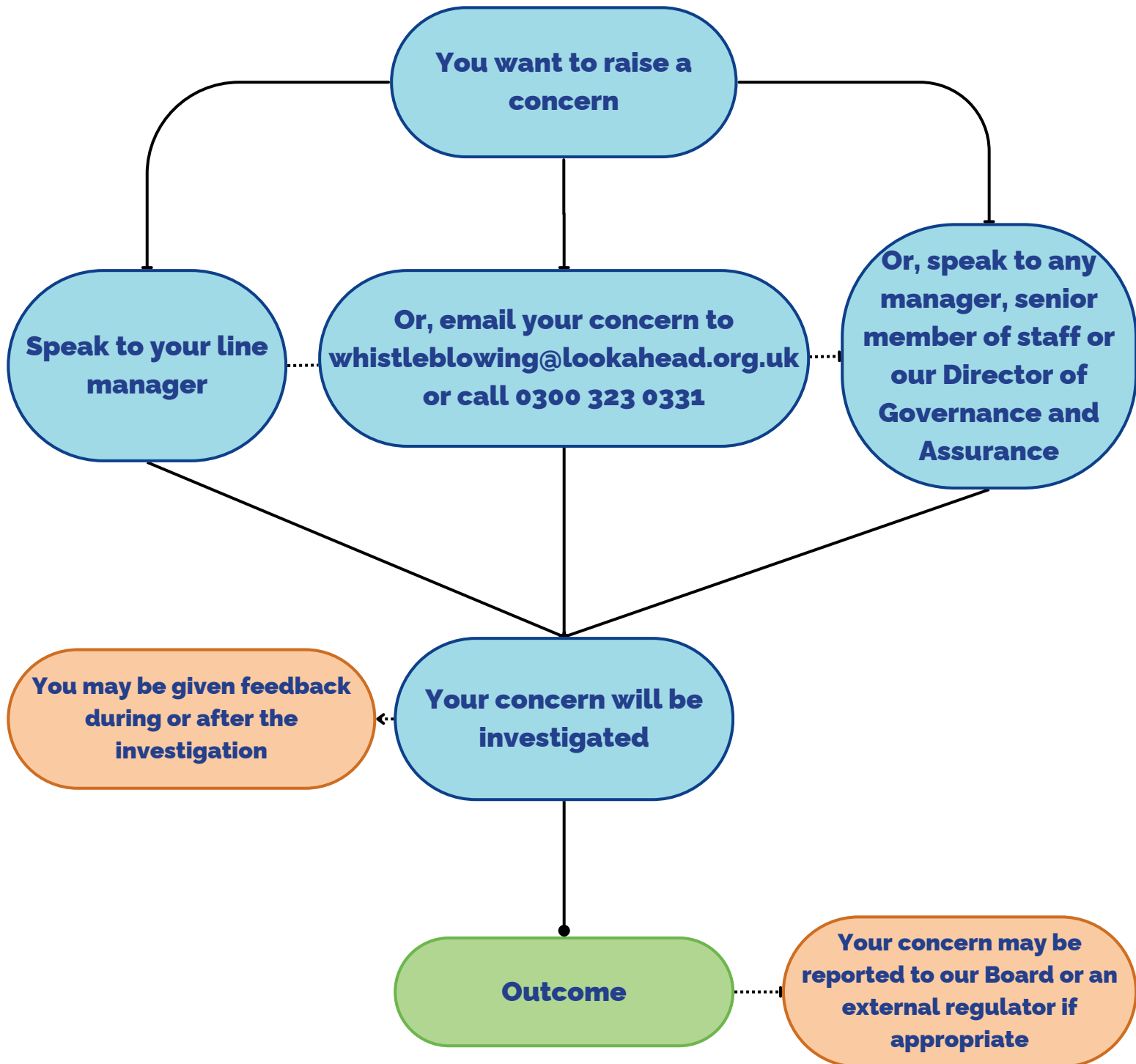
Usually, the easiest and quickest way to resolve a concern will be to raise it formally or informally with your line manager.

However where the concern involves your line manager, you don't feel able to speak to them or you are not satisfied with their response, you can contact any of the following:

- Any member of Look Ahead's Senior Leadership Team (SLT), Senior Management Team (SMT) or Safeguarding Panel.
- Claire Luxton, Director of Governance and Assurance, at **ClaireLuxton@lookahead.org.uk**.
- Our Chief Executive.
- The Chair of our Board.

If you feel your concerns have not been sufficiently dealt with at the end of the investigation, you can contact any of the external agencies who oversee and regulate our services, e.g. The Regulator of Social Housing, Care Quality Commission (CQC) or Ofsted.

If you want to raise a concern, follow these steps



You can learn more by completing the 'Whistleblowing with Confidence' training on My Learning via The Hub.