Policies & Procedures - Document
C15 Whistleblowing

It is the policy of West Wales Shared Lives to ensure that its Shared Lives Carers, Service Users, and employees feel confident that they can raise concerns regarding any aspect of the Shared Lives service without fear of negative consequences. This policy should be read alongside West Wales Shared Lives ‘Confidentiality Policy’, Complaints and Concerns procedures.

1. This policy concerns the reporting, by a Shared Lives Carer, Service User, Shared Lives Officer or employees of the Shared Lives service, of malpractices within the organisation and the protection to which such individuals are entitled in so doing.

2. ‘Malpractice’ may involve a criminal offence, failure to comply with a legal obligation, a miscarriage of justice, danger to health and safety, damage to the environment and deliberate suppression of information regarding these issues.

   Of particular relevance and importance to the Shared Lives service operation, ‘malpractice’ may include all forms of harassment, bullying, sexual, physical, emotional abuse or other forms of harm or loss to Service Users, Shared Lives Carers and Shared Lives Officers/employees.

3. West Wales Shared Lives recognises that individuals may be reticent to express concerns because of misplaced loyalty or fear of victimisation and is committed to ensuring that its Shared Lives Carer, Service User, Shared Lives Officer or employees feel able to do so regarding any aspect of the organisation and the services that it provides, as long as these are first raised through internal channels.

4. West Wales Shared Lives regards any pressure or harassment of those who express concerns in good faith as totally unacceptable and will take necessary steps to prevent or address this.

5. Such disclosures are protected by the Public Interest Disclosure Act 1998 and early reporting of matters will alert management and may prevent injury, loss of life, cost and damage to the reputation of West Wales Shared Lives.

6. All concerns communicated to the Shared Lives service will be treated in strictest confidence and in accordance with the West Wales Shared Lives Confidentiality Policy, subject to necessary resolution of matters and every effort will be made to protect the identity of the person expressing them. It is recognised that in certain instances subsequent referral to an outside body may be necessary.

7. A Shared Lives Carer, Service User, Shared Lives Officer or the employee of the Shared Lives service who has a concern about any aspect of the organisation
or the services that it provides should follow Carmarthenshire County Councils Whistleblowing procedure. This can be obtained from the West Wales Shared Lives or the following:

Ffon/Tel: 01267 234567  
E-Bost: CEWhistleBlowing@sirgar.gov.uk  
E-Mail: CEWhistleBlowing@carmarthenshire.gov.uk.