

Whistleblowing Policy

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Contents

Purpose	2
Objectives of this policy	2
Scope	2
Definitions	3
Applicable Legislation	4
Malicious Disclosures	6
Feel safe to raise your concern	6
Raising your concern with an outside body	8
Investigation	9
Related documents	12
Appendices	13
Equality Impact Assessment	22
Evaluation Measures	24

Purpose

The National Autistic Society believe in honesty and transparency and aim to conduct ourselves ethically and with integrity. We expect these same high standards from all individuals who are representing the National Autistic Society at all levels of the organisation. We wish to ensure that individuals feel safe and enabled to report their concerns to us when they feel there is a concern to be addressed. We do, however, recognise that we may not always get this right.

The Whistleblowing Policy has been developed to provide individuals with guidance and information to support them to raise a concern through the Whistleblowing Process.

Objectives of this policy

This policy is needed in order to:

- Provide an effective way for individuals to raise serious concerns.
- Ensure that individuals who use the whistleblowing process receive feedback on actions that have been taken as a result of the concern raised.
- Ensure that individuals who use the whistleblowing process are protected from reprisals and victimisation for having raised a concern.
- Signpost individuals to further options open to them the internal investigation process is not appropriate, or they are dissatisfied with our response.
- Permit the National Autistic Society to act in the event of an individual who makes allegations in bad faith and or publicly discloses information when it is unreasonable for them to do so.
- Ensuring a safe and secure environment is maintained instilling confidence in the people we support, family members and carers, staff, volunteers and commissioning bodies and stakeholders.
- Ensure there is a way of whistleblowing anonymously should anyone be worried about reprisal.

Scope

This policy explains the steps needed to be followed by both managers and employees (including temporary staff, volunteers, contractors, bank workers, self-employed workers, and agency staff) of the National Autistic Society in order to ensure the NAS applies best practice and complies with legislation.

This policy will be reviewed in accordance with policy review processes to make sure that it reflects the National Autistic Society's legal obligations and business needs.

Definitions

Whistleblowing

'Whistleblowing' is the term used to refer to the internal or external disclosure of malpractice as well as unlawful acts, or omissions, at work. It covers for example how we raise funds, how we commission work or make payments as well as poor practice/care of our staff and supported people.

Incident

An incident is a failure in internal processes, controls, people, systems or equipment; an external event or an unintended/unexpected event, that had or may have an incident impact on the National Autistic Society, its staff, volunteers or people that we support and/or business objectives.

Examples of incidents include:

- Accident/injury to staff member
- Loss and misuse of personal data including breaches of private and confidential information relating to the people we support and/or data protection legislation
- Breaches of regulatory compliance
- Security or loss or damage to property or assets
- Substantial operational disruption eg unexpected equipment failure, including telephones

Incidents must be reported using the National Autistic Society's Incident Management Policy and not through the Whistleblowing process. Please refer to Appendix 3 for more information about appropriate reporting channels.

Safecall

Safecall is a whistleblowing service provider contracted by the National Autistic Society to enable individuals to speak up and report their concerns in a safe and confidential manner. Submissions can also be made anonymously.

Individual

For the purposes of this policy the term "Individual(s)" is used to identify a person raising a concern via the Whistleblowing policy.

Prescribed Individual

An individual or organisation that is designated within legislation to receive whistleblowing disclosures about specific types of wrongdoing. Prescribed persons are typically regulators or oversight bodies with responsibility for investigating concerns within their area of remit eg the Information Commissioners Office (ICO), Ofsted or the Charity Commission.

Applicable Legislation

Whistleblowing law in the United Kingdom (England, Scotland, Wales, and Northern Ireland) is set out in a single legal framework. This framework protects workers who raise concerns about wrongdoing in the workplace, ensuring they are not treated unfairly or dismissed for speaking up.

UK Wide Core Legislation applies across all Nations

- Public Interest Disclosure Act (PIDA) 1998
- Employment Rights Act 1996 (Great Britain) (as amended by PIDA)
- Employment Rights Act 2025

Regulatory Oversight and Prescribed Bodies (UK Wide)

- Care Quality Commission (CQC) – England
- Regulation and Quality Improvement Authority (RQIA) – Northern Ireland
- Care Inspectorate – Scotland
- Care Inspectorate Wales (CIW)

England

- Health & Social Care Act 2008
- CQC Fundamental Standards (including duty to raise concerns)

Northern Ireland

- Public Interest Disclosure (Northern Ireland) Order 1998
- Health and Personal Social Services (Quality, Improvement and Regulation) (NI) Order 2003

Scotland

- Public Services Reform (Scotland) Act 2010

Wales

- Health and Social Care (Quality and Engagement) (Wales) Act 2020

The Public Interest Disclosure Act 1998 (England, Scotland and Wales)

The Public Interest Disclosure Act 1998 (PIDA) protects whistleblowers from detrimental treatment by their employer (amending the Employment Rights Act 1996) as a result of making a public interest disclosure. To be counted as a public interest disclosure / “whistleblowing” disclosure, information must be disclosed; it is not sufficient to gather information or threaten to make a disclosure. The individual reporting must reasonably believe that the information relates to one of six categories listed in the Public Interest Disclosure Act 1998:

- commission of a criminal offence
- failure to comply with a legal obligation

- a miscarriage of justice
- danger to the health and safety of any individual
- damage to the environment
- the deliberate concealment of information falling within any of these categories.

A public interest disclosure must be made in the public interest (see above). It will not be a public interest disclosure if the person making the disclosure commits an offence by making the disclosure. A public interest disclosure must be made to certain people (eg the employer) in order to attract statutory protection; this requirement should be covered in detail in the relevant policies of individual organisations.

The Public Interest Disclosure (Northern Ireland) Order 1998

The Public Interest Disclosure (Northern Ireland) Order 1998 protects workers in Northern Ireland who “blow the whistle” on workplace wrongdoing. It prevents employers from firing, demoting, or mistreating employees who report specific concerns in good faith. The legislation makes it legally unsafe for employers to retaliate against workers who make a protected disclosure.

To be protected, you must be a worker raising a “qualifying disclosure” (with a reasonable belief regarding one of the following:

- that a criminal offence has been committed, is being committed or is likely to be committed
- that a person has failed, is failing or is likely to fail to comply with any legal obligation to which he is subject
- that a miscarriage of justice has occurred, is occurring or is likely to occur
- that the health or safety of any individual has been, is being or is likely to be endangered
- that the environment has been, is being or is likely to be damaged
- that information tending to show any matter falling within any one of the preceding sub-paragraphs has been, is being or is likely to be deliberately concealed.

Making a ‘Protected Disclosure’

There are very specific criteria that need to be met for an individual to be covered by whistleblowing law when they raise a concern (to be able to claim the protection that accompanies it).

- The unauthorised use of National Autistic Society funds
- Possible fraud or corruption

- Sexual, emotional or physical abuse or ill treatment or exploitation of the people we support or staff
- Any issue relating to the protection of children or vulnerable adults
- Health & Safety risks (including risks to clients, the public as well as other employees) or the potential for harm
- Conduct which is an offence or breach of law
- Disclosures related to miscarriages of justice (i.e. where the National Autistic Society has acted improperly or unfairly)
- Damage to the environment
- Other unethical conduct, including any deliberate concealment of any of the above.

Malicious Disclosures

If it is identified that an individual has raised a matter which they know is to be untrue or if they are involved in any malpractice, wrongdoing or illegal acts or omissions, their behaviour may be addressed through the appropriate National Autistic Society such as the Conduct Management Policy (HR-0022). [See Related Documents]

If in doubt, please raise it.

Don't wait for proof. We would like you to raise the matter while it is still a concern.

It doesn't matter if you turn out to be mistaken as long as you are genuinely troubled.

This policy is not for people with concerns about their employment that affect only them – that type of concern is better suited to our Grievance Policy. [See Appendix 3]

Feel safe to raise your concern

What happens after a concern has been raised?

If you raise a genuine concern under this policy, you will not be at risk of losing your job or suffering any form of reprisal as a result. We will not tolerate the harassment or victimisation of anyone raising a concern. Nor will we tolerate any attempt to bully you into not raising any such concern. Any such behaviour is a breach of our values as an organisation and, if upheld following investigation, could result in disciplinary action.

All concerns raised are investigated in accordance with the Whistleblowing Policy and procedures for investigations and will be allocated to an appropriate manager for investigation.

Typically, the matters raised may result in one or more of the following:

- An internal investigation under this policy
- A referral to the police or relevant statutory body
- A referral to the Charity Commission
- An independent enquiry

Protecting Individuals Using This Policy

It is not necessary for the individual to have proof that such an act is being, has been, or is likely to be committed. However, the individual will need to hold a reasonable belief of such action having been, being or likely to be carried out.

When making a protected disclosure, the individual has the right not to be dismissed or subjected to any other detriment or victimisation. This would remain the same even if the findings of the concern are unfounded and or the individual are mistaken in their beliefs. The National Autistic Society will not tolerate any individual being subjected to a detriment as a result of their making a disclosure in good faith.

Under the law, interns, contractors or volunteers, are not afforded the same legal protection that is afforded to employees. However, the National Autistic Society want to promote and encourage an open, honest and transparent environment in which concerns can be raised freely and without duress. We will, therefore, in so far as possible aim to treat all individuals in making a disclosure in the spirit of the Public Interest Disclosure Act 1998 or Public Interest Disclosure (Northern Ireland) Order 1998.

Provided you are acting honestly, it does not matter if you are mistaken or if there is an innocent explanation for your concerns.

Confidentiality

We hope you will feel comfortable raising your concern openly, but we also appreciate that you may want to raise it confidentially. This means that while you are willing for your identity to be known to the person you report your concern to, you do not want anyone else to know your identity. Therefore, we will keep your identity confidential, if that is what you want, unless required to disclose it by law (for example, by the police).

You can choose to raise your concern anonymously, without giving anyone your name, but that may make it more difficult for us to investigate thoroughly and give you feedback on the outcome.

Who Can Raise Concerns?

Anyone who works (or has worked) in the National Autistic Society, or for an independent organisation that provides services to the National Autistic Society can raise concerns. This includes agency workers, temporary workers, students, volunteers and trustees.

Who should I raise my concern with?

In many circumstances the easiest way to get your concern resolved will be to raise it formally or informally with your line manager.

But where you don't think it is appropriate to do this, you can use any of the options set out below in the first instance. Or if raising it with your line manager does not resolve matters, or you do not feel able to raise it with them, you can use one of the following reporting channels:

Email: The National Autistic Society has a dedicated whistleblowing email address where staff can send their concerns to at: Whistleblowing@nas.org.uk

Safecall: An independent company working with the National Autistic Society. All calls to Safecall are confidential and you can remain anonymous if you want.

Call Safecall on 0800 915 1571

Report online: www.safecall.co.uk/reports

Radar Incident Reporting System: Staff can report concerns using the organisation's incident reporting system. When reporting a concern through the system, it must be marked as confidential at the time of reporting.

Please note that the system will automatically record the name and details of the person making the report. This will be visible to the following individuals who oversee and support the Whistleblowing process:

- **Director of Assurance & Compliance**
- **Organisational Safeguarding Lead**
- **Head of Incidents & Complaints**

Raising your concern with an outside body

Prescribed Persons and External Reporting

The National Autistic Society strongly encourage individuals to raise concerns through internal processes first wherever possible.

However, if this is not appropriate, such as in cases of institutional abuse, urgent situations that require immediate action, or where concerns have been ignored, individuals have a legal right to report their concerns to a prescribed external body.

People may also make an external disclosure if they have used the internal process and are not satisfied with the outcome.

[See Appendix 2]

Further information about prescribed individuals and bodies can be found by accessing the links provided.

England, Scotland & Wales: [Whistleblowing: list of prescribed people and bodies - GOV.UK](#)

Northern Ireland: [The Public Interest Disclosure \(Northern Ireland\) Order 1998 | Department of Health](#)

It is important to note that similar to the rights and obligations of an employee, the National Autistic Society reserves the right to make a referral to any of the above agencies without the individual's consent.

What will we do?

We are committed to listening to our staff, learning lessons and improving the care that we give to the people we support.

On receipt the concern will be recorded, and you will receive an acknowledgement within two working days. The central record will record the date the concern was received, whether you have requested confidentiality, a summary of the concerns.

Investigation

If you raise a concern that may be a protected disclosure under the Public Interest Disclosure Act 1998 (Great Britain) or the Public Interest Disclosure (Northern Ireland) Order 1998, we will take it seriously and assess it promptly.

We will review the information provided and decide how best to address the concern. This may involve a formal investigation. Investigations will be conducted fairly, objectively and in proportion to the nature of the concern.

Where necessary, we may take immediate steps to protect those involved, preserve evidence, or reduce any ongoing risk while the matter is being investigated.

The investigator may contact you for further information or clarification and may gather evidence from documents, records, systems, and relevant individuals. Witnesses and other parties may be interviewed as part of the investigation.

We will make every reasonable effort to protect your confidentiality. However, there may be circumstances where information needs to be shared for legal, regulatory, safeguarding, or investigation purposes. If this becomes necessary, we will discuss this with you wherever possible.

Once all relevant information has been gathered, the investigator will consider the evidence and determine whether the concern is substantiated. The findings will be documented, and recommendations may be made to address any identified wrongdoing, risks, control weaknesses, or opportunities for improvement.

Where appropriate, corrective action will be taken. This may include changes to policies, procedures, training, working practices, or, where justified, disciplinary or regulatory action.

We will keep you informed of progress and, where possible, provide feedback on the outcome of the investigation. The level of detail shared may be limited by confidentiality, data protection, legal, or employment considerations.

If your concern is not considered to be a whistleblowing matter, we may refer it to another appropriate process, such as a grievance, bullying and harassment, complaints, disciplinary, or safeguarding procedure. We will explain this decision and what will happen next.

Communicating with you

We will treat you with respect at all times and will thank you for raising your concerns. We will discuss your concerns with you to ensure we understand exactly what you are worried about. We will tell you how long we expect the investigation to take and keep you up to date with its progress. We will inform you of the outcome of the investigation once it has been concluded.

Attendance at Fact-Finding Interviews

As part of investigating your concerns, we will need to speak with anyone involved to understand what has happened. These “Fact-finding interviews” are conducted to gather information and establish the facts relevant to the investigation.

Being invited to attend a fact-finding interview does not mean that the individual being interviewed has done anything wrong, or that any conclusion has been reached. The purpose of the interview is simply to understand what may have happened from those who may have been involved or who may hold relevant information to enable the investigator to establish the facts fairly and objectively. A good investigation depends on colleagues being able to share their own account openly, honestly and without influence from others. For this reason, fact-finding interviews are normally attended only by the individual being interviewed and those directly involved in the investigation process, as determined by the investigator.

Fact-finding interviews are not disciplinary, capability, or formal employment proceedings and there is no automatic right to be accompanied. In most circumstances, this means colleagues, family members, friends, trade union representatives, or legal representatives would not be permitted to attend.

However, in exceptional circumstances, the investigator may agree that a colleague can be supported by an appropriate companion from within the workplace. This will be considered on a case-by-case basis at the time. Examples may include where there is a language barrier, where a companion is needed as a reasonable adjustment to support a colleague with a disability, or where the circumstances involved may have been traumatic.

The investigator may, at their discretion, make reasonable adjustments where required to support an individual's participation in the interview.

How will we learn from your concern?

The focus of the investigation will be on improving the service we provide. Where it identifies improvements that can be made, we will track them to ensure necessary changes are made and are working effectively. Lessons will be shared with teams across the organisation, or more widely, as appropriate.

Board Oversight

The Board of Trustees will be given high level information about all concerns raised by our staff through this policy and what we are doing to address any problems.

The Board of Trustees support staff raising concerns and want you to feel free to speak up.

In summary:

Do	Don't
Deal with the matter promptly if you feel your concerns are warranted	Do nothing
Convey your suspicions to someone with the appropriate authority to deal with them	Be afraid to raise your concerns
Feel assured that the NAS will take seriously disclosures based on honest and real suspicions	Try to investigate the matter yourself (this might hinder further enquiries at a later stage)
	Approach or accuse any individual directly
	Convey your suspicions to anyone other than those with the proper authority

Related documents

- Conduct Management Policy (HR-0022)
- Capability Management Policy (HR-0025)
- Grievance Management Policy (HR-0001)
- Induction and Probation Policy (HR-5007)
- Incident Management Policy (QS-0001)
- Complaints and Compliments Management Policy (QS-0009)
- Complaints and Compliments Management Policy - Schools (QS-0010)

Appendices

Appendix 1 - Process for raising and escalating a concern

This to be adapted for each setting - service, school etc.

Location: _____

Step 1

If you have a concern about a risk, malpractice or wrongdoing at work, we hope you will feel able to raise it first with your line manager.

This may be done orally or in writing.

Step 2

If you feel unable to raise the matter with your line manager, for whatever reason, please use one of the following reporting channels:

Email: whistleblowing@nas.org.uk

Radar: Using the 'Whistleblow' Event. Please ensure that you mark your report as confidential

Safecall: An independent company working with the National Autistic Society. All calls to Safecall are confidential and you can remain anonymous.

Tel: 0800 915 1571

Report online: www.safecall.co.uk/file-a-report/

Step 3

If these channels have been followed and you still have concerns, or if you feel that the matter is so serious that you cannot discuss it with any of the above, please contact any one of the following:

The Director of Assurance and Compliance

Lesley Andrews

Email: Lesley.andrews@nas.org.uk

Mobile: 07783 888050

Director of Adult Services

Candice York

Email: Candice.York@nas.org.uk

Mobile: 07860 311795

Director of Schools and Children's Services

Josh Fitzgerald

Email: Josh.Fitzgerald@nas.org.uk

Mobile: 07436 264595

Managing Director of National Programmes

Peter Watt

Email: Peter.Watt@nas.org.uk

Mobile: 07548 097664

Interim Chief Operating Officer

Lisa Hughes

Email: Lisa.Hughes@nas.org.uk

Mobile: 07971 239173

If you feel unable to raise with any member of the Executive Leadership Team, you can raise directly with CEO or Chair of the Board:

CEO

Caroline Stevens

Email: Caroline.Stevens@nas.org.uk

Chair of the Board of Trustees

Stephen Ladyman

Email: Stephen.Ladyman@nas.org.uk

Step 4

You can raise concerns formally with external bodies. Please refer to Appendix 2 for more information and details of Prescribed Individuals

Appendix 2 – Prescribed Individuals, escalation routes and independent advice and guidance

Organisation	Contact Details
The Charity Commission England and Wales	 0300 066 9197  www.gov.uk/government/organisations/charity-commission  whistleblowing@charitycommission.gov.uk
The Charity Commission NI Northern Ireland	 028 3832 0220  www.charitycommissionni.org.uk  Marlborough House, Central Way, Craigavon, BT64 1AD
OSCR Scottish Charity Regulator	 01382 220446  www.oscr.org.uk  2nd Floor, Quadrant House, 9 Riverside Drive, Dundee, DD1 4NY  info@oscr.org.uk
Care Inspectorate Scotland (Social Care & Social Work Improvement Scotland)	 0345 600 9527  www.careinspectorate.com  Compass House, 11 Riverside Drive, Dundee, DD1 4NY  enquiries@careinspectorate.gov.scot
Care Quality Commission (CQC) England	 03000 616161  www.cqc.org.uk  CQC National Correspondence, Citygate Gallowgate, Newcastle upon Tyne, NE1 4PA  enquiries@cqc.org.uk
Health Care Improvement Scotland	 0131 623 4300  www.healthcareimprovementscotland.scot  Senior Reviewer (Responding to Concerns), Quality Assurance Directorate, Healthcare Improvement Scotland Gyle Square, 1 South Gyle Crescent Edinburgh, EH12 9EB  his.respondingtoconcerns@nhs.scot
His Majesty's Chief Inspector of Education, Children's Services and Skills ('the Chief Inspector')	 0300 123 3155  Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD  whistleblowing@ofsted.gov.uk
Scottish Social Services Council	 0345 60 30 891  www.sssc.uk.com  Scottish Social Services Council, Compass House 11 Riverside Drive, Dundee, DD1 4NY  legalteam@sssc.uk.com

Social Care Wales	 0300 303 3444  https://www.socialcare.wales/  Social Care Wales, South Gate House Wood Street, Cardiff, CF10 1EW  ftp@socialcare.wales
Social Work England	 0808 196 2274  www.socialworkengland.org.uk  Social Work England, 1 North Bank, Blonk Street, Sheffield S3 8JY  enquiries@socialworkengland.org.uk
Northern Ireland Social Care Council (NISCC)	 02895 362 600  https://nisc.info/contact-and-enquiries/  4th Floor, James House 2 Cromac Avenue Belfast, BT7 2JA  registration@nisc.hscni.net
Welsh Ministers	 0300 7900 126  http://careinspectorate.wales/?lang=en  Care Inspectorate Wales, Welsh Government Office Sarn Mynach, Llandudno Junction, LL31 9RZ  ciw@gov.wales
HM Revenue & Customs (HMRC)	 0800 788 887  www.gov.uk/report-tax-fraud
The Health & Safety Executive (HSE)	 0300 003 1647  www.hse.gov.uk/contact/tell-us-about-a-health-and-safety-issue.htm
The Health & Safety Executive for Northern Ireland (HSENI)	 0800 0320 121  www.hseni.gov.uk  83 Ladas Drive, Belfast, BT6 9FR  mail@hseni.gov.uk
The Northern Ireland Environment Agency (NIEA)	 0300 200 7856  www.daera-ni.gov.uk  17 Antrim Road, Tonagh, Lisburn, County Antrim, BT28 3AL  nieainfo@daera-ni.gov.uk
Trading Standards Service (TSS)	 0808 223 1133 (England & Wales)  0300 123 6262 (Northern Ireland)  0808 164 6000 (Scotland – Advice Direct)

Northern Ireland Public Services Ombudsman	 0800 343 424 Text Phone: 028 9089 7789  www.nipso.org.uk  Progressive House, 33 Wellington Pl, Belfast BT1 6HN  nipso@nipso.org.uk
Care Inspectorate Wales	 0300 7900 126  www. https://www.careinspectorate.wales/  Welsh Government Office, Sarn Mynach, Llandudno Junction, LL31 9RZ  CIW@gov.wales
The Regulation and Quality Improvement Authority (Northern Ireland)	 028 9536 1111  www.rqia.org.uk  James House, 2-4 Cromac Avenue, Belfast, BT7 2JA  info@rqia.org.uk
Information Commissioners Office (ICO)	 0303 123 1113  www.ico.org.uk  Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5A
Social Services Departments	In the case of child protection or vulnerable adults. Please refer to the local authority for more information
The Police	If employees believe a serious criminal matter warrants immediate investigation
Public Concern at Work, an independent charity	Their lawyers can give you free confidential advice at any stage about how to raise a concern about serious malpractice at work.  020 7404 6609
BeSupported Employee Assistance Programme (EAP)	 0800 072 7072.
NSPCC - The NSPCC Whistleblowing Advice Line	Offers free advice and support to professionals with concerns about how child protection issues are being handled in their own or another organisation  0800 028 0285  help@nspcc.org.uk

Appendix 3 - Raising Concerns (Incidents and Non-Whistleblowing Concerns)

There are a range of policies that are relevant, that should be read and considered prior to using the Whistleblowing process eg incidents must be reported using the National Autistic Society's Incident Management Policy and not through the Whistleblowing process.

Concerns about staff conduct are usually managed using the organisation's HR Grievance Management Procedure. However, staff can also report concerns anonymously through Safecall, which provides a safe and confidential way to speak up if they do not feel comfortable raising concerns openly.

When a grievance is raised, we aim to resolve the issue informally where possible. This means encouraging open and honest communication to address concerns quickly and reach a fair outcome for everyone involved. Any reports submitted through Safecall that relate to staff conduct will be referred to HR for processing

Please refer to the policies below, before commencing the Whistleblowing process:

- Safeguarding and child protection concerns
- Bullying and harassment
- Disciplinary
- Grievance
- Incident reporting policy

This list is not exhaustive.

Remember that if you are working with children or vulnerable adults you may have a professional and statutory duty to report a concern.

Appendix 4 - Escalation Process Poster

Raising and escalating a concern



Step 1

If you have a concern about a risk, malpractice or wrongdoing at work, we hope you will feel able to raise it first with your line manager

This may be done orally or in writing

Step 2

If you feel unable to raise the matter with your line manager, for whatever reason, please use one of the following reporting channels:

Email: whistleblowing@nas.org.uk

Radar: Using the 'Whistleblow' Event. Please ensure that you mark your report as confidential

Safecall: 0800 915 1571 or online at www.safecall.co.uk/file-a-report

All reports to Safecall are confidential and you can remain anonymous

Step 3

If these channels have been followed and you still have concerns, please contact any of the following:

Lesley Andrews, Director of Assurance & Compliance

Candice York, Director of Adult Services

Josh Fitzgerald, Director of Education & Children's Services

Peter Watt, Managing Director for National Programmes

Lisa Hughes, Interim Chief Operating Officer

If you feel unable to raise with any member of the Executive Leadership Team, you can raise directly with our CEO or the Chair of the Board.

Caroline Stevens, CEO

Stephen Ladyman, Chair of the Board of Trustees

You can raise concerns formally with external bodies such as:

- Care Quality Commission (CQC)
- Care Inspectorate Wales (CIW)
- The Care Inspectorate Scotland (CI)
- Regulation & Quality Improvement (RQIA)
- The Charity Commission
- Ofsted

For more information about external reporting, please refer to the Whistleblowing Policy which can be found on Lorna

For help contact:
whistleblowing@nas.org.uk

August 2026

Appendix 5 - Safecall Poster



Tell Us

Health & Safety

Corruption

Bullying

Fraud

Independent confidential reporting regarding:

- Safeguarding
- Security
- Bullying
- Discrimination
- Environmental Issues
- Harassment

If you have a serious concern over wrongdoing at work:

- Report it to your line manager or HR, or
- Speak to a senior manager, or
- Contact **Safecall**

0800 915 1571or report on line at: www.safecall.co.uk/report

A totally independent
organisation working with



All calls are treated confidentially by Safecall
and you may remain anonymous if you wish.

Appendix 6 - NSPCC Whistleblowing Poster

The poster features a pink background with the NSPCC logo at the top. A large white speech bubble contains a testimonial from a worker. Below the speech bubble, two anthropomorphic mugs are shown on a green surface. The larger mug on the left has a sad face, while the smaller mug on the right has a more neutral expression. A smaller white speech bubble next to the smaller mug contains a message about the importance of whistleblowing. At the bottom, a green banner contains the slogan 'EVERY CHILDHOOD IS WORTH FIGHTING FOR' and the NSPCC website URL. A small vertical copyright notice is on the left side of the green area.

NSPCC

Things aren't being done properly, so I know we're putting the children we work with in danger. I've raised my concerns, but I kind of got... brushed off. I don't want to press it, but it feels wrong to leave it. What should I do?

A chat with your partner over a cup of tea won't change anything. A chat with us can change a child's life.

Call the NSPCC Whistleblowing Advice Line today
0800 028 0285
Free & Anonymous

EVERY CHILDHOOD IS WORTH FIGHTING FOR
www.nspcc.org.uk/whistleblowing

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Equality Impact Assessment

This document has been assessed to determine if any of the changes made have a positive or negative impact on people with protected characteristics under the Equality Act 2010, and how we will mitigate any adverse effects. It also supports duties under the Public Sector Equality Duty (eliminate discrimination, advance equality of opportunity, foster good relations).

To be completed by the Governance Forum responsible for the document when ratified.

Document title:		
Does this document affect one group less or more favourably than another?		
Aspect assessed	Yes/No (please ✓)	Explain what the impact is and what action is being taken to mitigate the risk
Being married or in a civil partnership	Yes ☐ No ☒	
Race: including colour, nationality, ethnic or national origin (inc. Gypsy, Roma, and Traveller (GRT))	Yes ☐ No ☒	
Sex	Yes ☐ No ☒	
Gender reassignment	Yes ☐ No ☒	
Religion or belief	Yes ☐ No ☒	
Sexual orientation	Yes ☐ No ☒	
Age	Yes ☐ No ☒	
Disability: learning disabilities, physical disabilities, sensory impairment and mental health problems	Yes ☐ No ☒	
Pregnancy and maternity	Yes ☐ No ☒	
Is there any evidence that some groups may be affected differently?	Yes ☐ No ☒	
If you have identified potential discrimination, are any exceptions valid, legal and/or justifiable?	Yes ☐ No ☒	
Is the impact of the policy/guidance likely to be negative?	Yes ☐ No ☒	

If so, can the impact be avoided?	Yes ☐ No ☒ N/A ☐	
What alternatives are there to achieving the policy/guidance without the impact?		
Can we reduce the impact by taking different action?	Yes ☐ No ☒ N/A ☐	If yes, an action plan must be developed and implemented
To be completed prior to sending to the Policy Officer		
Governance Forum	Executive Leadership Team	
Date Ratified	10 th August 2026	
Name of Chair	Caroline Stevens, CEO	

Any actions identified through the assessment must be recorded on Radar, which will maintain an action log detailing the action owner, timescales, and supporting evidence to confirm completion.

Evaluation Measures

Findings from audits will be reviewed to identify systemic issues and inform updates to the Policy Framework. The audit criteria will be determined by the evaluation measures specific to each policy.

Aspect of compliance or effectiveness being monitored	Method of monitoring	Individual responsible for the monitoring	Monitoring frequency	Group or committee who receive the findings or report	Group or committee or individual responsible for completing any actions
The document is fully implemented	Whistleblowing Reports received	Head of Incidents & Complaints	Annually	Quality Assurance Committee	Head of Incidents & Complaints ELT
Lessons are learned from the concerns raised and shared appropriately	Review of learnings on Radar	Head of Incidents & Complaints	Annually	Quality Assurance Committee	Head of Incidents & Complaints ELT
Anonymity is maintained where possible	Review of how the information is shared when reported	Head of Incidents & Complaints	Annually	Quality Assurance Committee	Head of Incidents & Complaints
Board of Trustees are assured that the Whistleblowing process is being effectively managed	Review of concerns, outcomes and actions	Director of Assurance & Compliance Head of Incidents & Complaints	Annually	Quality Assurance Committee	Director of Assurance & Compliance Head of Incidents & Complaints ELT
To ensure compliance with this policy, the audit will review evidence of the ratification process used for other policies.					
Any actions identified through the audit should be recorded on Radar, along with agreed completion dates. Actions will only be closed once evidence has been provided to confirm that the required work has been completed.					
Any training associated with this document will be monitored in accordance with the Mandatory Training Programme (where applicable).					