



Whistleblowing Policy

Date of issue	Next review	Version	Signed: Chair of Governors	Signed: Headteacher
January 2020	January 2021			

Single Equality Statement

This Single Equality Scheme for schools in Mundella Primary School provides a format for addressing the statutory duties of the Equality Act 2010 and The Children and Families Act 2014. This supersedes and brings together all previous statutory duties in relation to race, gender and disability and also addresses the duty to promote community cohesion, thus meeting the school's statutory duties in these areas.

Our Access and Single Equality Scheme is available to view and download on our website.

Governor Statement

The Governing Body of Mundella Primary School works as a 'whole team', meeting 6 times per year; spread evenly across the year, without any separate committees excepting finance. In addition to these meetings, we have termly Governor Monitoring Visits (GMV); usually lasting around four hours and organised to effectively observe, scrutinise, challenge and support a range of school activities and personnel.

An agenda for each meeting and GMV will include all the tasks which the governing body is required to consider, and the governing body will plan assignments or activities; arising from the business of the meeting or that fall into the annual monitoring schedule, which will be recorded in the minutes and then undertaken as directed.

In addition to 'commissioning' activities or actions on their behalf, the governing body may wish to delegate monitoring activities to 'monitoring pairs' or 'individuals'. This could apply to statutory functions, and/or the priorities of the School Plan. They may also arrange to visit the school, or attend school activities, at any time; at the discretion of the Headteacher, to undertake monitoring activities as and when they are available to do so.

In each case, where a function has been delegated there is a statutory duty to report any action or decision to the governing body at the next meeting.

Whistleblowing (Schools)

(Policy and Procedure)

Rev February 2019

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Part A - Policy

1 Policy Statement

Mundella Primary School is committed to achieving the highest possible standards of probity and integrity regarding its practices.

We recognise that it is important for all Employees to have a means by which they can raise serious concerns about any aspect of the operation of the School. The School further acknowledges its obligations under the Public Disclosure Act (1998) to ensure mechanisms are in place through which concerns relating to matters of public interest can be raised.

Mundella encourages its Employees to raise any concerns internally at the earliest opportunity rather than disregarding issues or raising the matter externally.

We will address concerns seriously and undertake as much investigation as is necessary given the circumstances – this may include referral to external agencies.

Mundella Primary School will endeavour to advise an Employee of any actions / outcome arising from a complaint where appropriate.

We will provide reasonable support to an Employee who raises a concern.

We will also ensure that, where a concern is raised, Employees will be protected from detriment, harassment and victimisation. It is recognised that in certain cases it may be appropriate to consider concerns raised on a confidential or anonymous basis.

This policy and procedure explains:

- The mechanism for raising concerns
- The range of responses the School may take upon receipt of concerns
- The support and protection available to Employees

2 Scope

This Policy and Procedure applies to all Employees of Mundella Primary School. (This policy also applies to agency workers, volunteers, contractors and others working on School premises).

Protect defines whistleblowing as:

'The raising of a concern either within the work place or externally, about a danger, risk, malpractice or wrong doing which affects others.'

The Whistleblowing Procedure provides a means for Employees to raise concerns about conduct or situations which they believe are inappropriate. Concerns may include, but are not limited to:

- Conduct which is, has been or is likely to be an offence or breach of law
- Conduct that has occurred, is occurring or is likely to occur - as a result of which the School fails to comply with a legal obligation
- Acts or potential acts of fraud / corruption / bribery or the misuse of public funds / resources
- Miscarriages of justice
- Past, current or likely health and safety risks

- Concerns about any aspect of service provision
- Concerns of a safeguarding / child protection nature
- Failure to have due regard to the need to prevent people from being drawn into terrorism (the 'Prevent Duty')
- Unethical or unprofessional conduct that causes concern
- The deliberate concealment of information relating to concerns listed above

Concerns relating to an individual's own employment should be raised through the School's grievance and harassment procedures.

Employees may raise concerns about the practice of anyone who works for or on behalf the School including:

- All Employees
- Governors
- Volunteers
- Contractors

Concerns that Employees have may be raised individually or collectively. If collective concerns are raised staff should be prepared to give their own account during any investigation, should this be required.

There is no time limit for raising a concern – however Employees are encouraged to do so at the earliest opportunity since it may be difficult to address a matter if a significant time has elapsed.

3 Adoption Arrangements and Date

This procedure was adopted by the Governing Body of Mundella Primary School on Tuesday 21st January 2020 and supersedes any previous Whistleblowing Policy and Procedure.

This policy will be reviewed by the headteacher every two years or earlier if there is a need. Because Mundella Primary School chooses to follow the suggested policy from Kent SPS (Cantium) they recognize that it has been produced in consultation with the recognised unions.

4 Responsibilities of the School

- To foster a culture where Employees can feel confident in raising concerns
- To ensure concerns are fully considered, investigated as necessary and action taken as appropriate
- To ensure that Employees raising concerns receive feedback on any action taken where appropriate
- To make Employees aware how they can take matters further if they are not satisfied
- To reassure Employees that they will be protected against detriment and reprisal should they raise a concern

5 Responsibilities of the Employee

- To raise concerns only where there is a reasonable suspicion for doing so
- Not to knowingly raise a false allegation with malicious or vexatious intent
- To engage with internal / external actions to address any concerns – by attending meetings and / or participating in any investigation

6 Trade Union Representation

Employees may wish to consult and seek guidance from their Trade Union representative before making a disclosure under this procedure

Employees may be accompanied to any meeting by a trade union representative or workplace colleague who is not involved in the area of work to which the concern relates.

7 Responsible Officer and Monitoring of Complaints

The Governing Body has overall responsibility for the maintenance and operation of this policy and procedure.

The Headteacher (Mr Westmorland) will ensure the effective implementation of the whistleblowing arrangements, providing training as appropriate, and undertake an annual audit of the whistleblowing arrangements, reporting the outcome to the Full Governing Body.

The Headteacher will consider:

- The number and types of concerns raised and the outcomes of the investigations.
- Feedback from individuals who have used the arrangements
- Any complaints of victimisation
- Any complaints of failures to maintain confidentiality
- Any relevant litigation
- The level of staff awareness, trust and confidence in the arrangements

Any reporting will not identify the parties to the complaint.

Part B – Procedure

8 Raising a Concern

Wherever possible employees should initially raise concerns openly with their line manager or the Headteacher.

In instances of serious concern or where the complaint involves the line manager or Headteacher complaints may be raised with the Chair of Governors

Should the Headteacher have concerns – these should be raised with the Chair of Governors in the first instance.

Please refer to Appendix 1 for the appropriate internal contacts.

Concerns may be raised verbally or in writing.

A concern raised in writing should:

- Set out the background and history of the concern - giving names, dates and places where possible
- Give the reason why the Employee is particularly concerned about the situation
- For clarity it would be helpful for the Employee to state that they wish their concerns to be addressed under the whistleblowing procedure

An Employee is not expected to prove the validity of their concern, however they will need to demonstrate that there are sufficient and reasonable grounds for their complaint. Further investigation may be hampered if there is only limited evidence to support the concern raised.

An Employee may invite a Trade Union representative to support them in raising a concern or raise the matter on their behalf or at a subsequent meeting to explore the complaint.

9 How the School will respond

Preliminary enquiries may be made to decide on the appropriate course of action. This may necessitate further discussion with the Employee who has raised the concern.

On occasion it may not be appropriate for the person who receives the complaint to progress the concern and the matter may be referred to another individual within the School or an external organisation.

It may be possible to resolve some concerns informally by agreed action without the need for further formal investigation.

Where it is not possible to resolve the matter informally, the action taken by the School will depend on the nature of the concern and may include:

- Undertaking an internal management or disciplinary investigation
- Referral to KCC's Head of Internal Audit (please note this is a requirement in all cases of suspected financial irregularity in maintained schools)
- Referral to an external auditor
- Referral to another regulatory authority
- Referral to the Police
- Referral to the Local Authority

Within 10 working days of receipt of any concern, the person progressing the matter will write to the Employee to:

- Acknowledge that the concern has been received
- Indicate how and through whom the School proposes to address the matter including whether further investigation or referral to another organisation will be made
- Give an estimate of how long the investigation will take
- Indicate whether further information will be sought from the Employee and the arrangements for obtaining this where known

The form of further contact between the Employee and the person progressing the complaint will depend on the nature of the matter raised and the follow up action required.

In instances where an investigation is prolonged or referral to an external agency takes place – arrangements will be made to provide the Employee with situational updates as far as is practicable.

On occasion the person considering the complaint may determine that it is not appropriate for further action to be taken. This may include where:

- There is no evidence that malpractice has occurred
- The matter is / has been the subject of internal proceedings under another school policy

- The matter is / has been the subject of external legal proceedings / been referred to another external agency
- A false and malicious or vexatious complaint has been made

10 Notification of the Outcome of the Concern

The School recognises that an Employee raising a concern would wish to be assured that the matter has been fully addressed. Feedback will be provided on the outcome of the complaint, wherever possible.

In some circumstances however it may not be appropriate or permissible to share this information (for example where legal / disciplinary or regulatory authority action is pending or if sharing information may infringe the duty of confidence owed to a third party). Where it is not appropriate to provide detailed feedback the Employee will be advised that the matter has been addressed or concluded as far as is practicable.

Where a matter is not to be considered further the Employee who raised the complaint will be advised of this in writing.

11 How the matter may be taken further

This procedure is intended to provide Employees with a mechanism to raise concerns internally within the School.

Should this process be exhausted and the Employee feels that matters have not been fully / appropriately addressed or that concerns are ongoing they may wish to raise the matter outside of the School.

Appropriate contacts are listed at Appendix 1.

An Employee who intends to raise a concern externally is encouraged to consider carefully whether this is the most appropriate form of action to resolve the issue and whether all reasonable internal steps have been taken.

If a matter is raised outside of the School, an Employee should take all reasonable steps to ensure that confidential or privileged information is not disclosed.

12 Protection and Support for Employees

The School will take reasonable measures to support and protect Employees who raise concerns.

Protection from Detriment

Employees raising a concern with reasonable suspicion for doing so will not be subject to discrimination, harassment or victimisation. Should an Employee believe they have been subject to detriment or retribution they should report this to the Chair of Governors who may address the matter in accordance with the School's disciplinary procedure.

No action will be taken against an Employee where concerns raised are subsequently unproven.

However disciplinary action may be taken against individuals who knowingly make 'false, malicious and / or vexatious allegations.

Should an Employee commit a criminal offence in raising a concern (e.g. accepting a bribe or an act of corruption) – protection from detriment may be lost and the Employee may be subject to the School’s disciplinary procedures.

Confidentiality

The best way to raise a concern is to do so openly. Openness makes it easier for the School to assess and investigate the issue. However, it is recognised that there may be some circumstances where an Employee would prefer to raise a concern in confidence. Employees should make the School aware of this when raising their concern.

Where appropriate every effort and consideration will be given to arrangements to maintain the Employee’s confidentiality – including off site meetings where appropriate.

Every effort will be made not to reveal the Employee’s identity, without their prior consent, if this is their wish.

However, in certain cases, it may not be possible to maintain confidentiality if the concern is subject to an external / police investigation where disclosure is required. An Employee will be advised should there be a possibility that their confidentiality cannot be maintained.

Anonymous Concerns

Employees are encouraged to put their name to any allegation where possible.

Anonymous allegations will be considered and investigated at the School’s discretion.

In exercising the discretion, the following factors may be considered:

- The seriousness of the issues raised
- The credibility of the concern; and
- The likelihood of confirming the allegation from attributable sources

It should be noted that it may be more difficult to address the concern, support an Employee or advise them of the outcome where a concern is reported anonymously.

Support

Employees who raise a concern may wish to make use of the confidential counselling service provided by the School, if appropriate.

Employees may also wish to consult their professional association or Trade Union if they are a member.

Other sources of support are provided in Appendix A.

Should an Employee be required to give evidence in criminal or disciplinary proceedings – consideration will be given to appropriate support.

13 Other Concurrent Processes

Where a complaint is raised under the whistleblowing procedure this will not in itself be sufficient to halt any other ongoing processes relating to absence, conduct, performance or redundancy.

However, each case will be considered on its merits to ensure that the School is acting reasonably.

14 Record Keeping

Notes may be taken of all meetings with the Employee held under this procedure. Where notes are taken a copy will be made available to the Employee.

All records relating to the management of whistleblowing disclosures will be gathered, processed, held and shared in accordance with the requirements of the General Data Protection Regulations and Data Protection Act (2018) In certain limited circumstances information may be shared by the school for the purpose of managing the disclosure.

Please refer to the School's Data Protection Policy and Privacy Notice for further details.

A central record of whistleblowing will be maintained by the Governing Body. This record will include, a summary of the concern raised, action taken and the resulting outcome. Senior staff or Governors who receive whistleblowing concerns must ensure the concern is recorded.

Appendix A: Contact Details

It is the usual expectation that an Employee will have endeavoured to raise the concern internally within the school before referring the matter to an external organisation.

Internal

<i>Contact</i>	<i>Telephone Number</i>	<i>Email</i>
Frazer Westmorland (Headteacher)	01303 252265	headteacher@mundella.kent.sch.uk
Anita Ellerby (Chair of Governors)	01303 252265	office@mundella.kent.sch.uk

Or in writing to the above named at the following address:

Mundella Primary School, Black Bull Road, Folkestone, Kent CT19 5QX

External

Matt Dunkley
Corporate Director – Children, Young People and Education
Kent County Council
Sessions House
County Road
Maidstone
ME14 1XQ

Via KCC's Whistleblowing Helpline on 03000 414 500 or by emailing
internalaudit@kent.gov.uk

<i>Contact</i>	<i>Telephone Number</i>	<i>Email / Website</i>
Protect (formerly Public Concern at Work)	020 3117 2520	www.protect-advice.org.uk
Department for Education	0370 000 2288	www.gov.uk/ contact-dfe
Ofsted	0300 123 3155	whistleblowing@ofsted.gov.uk
Local Government Ombudsman	0300 061 0614	www.lgo.org.uk
Office of Qualifications & Examinations Regulation	0300 303 3344	whistleblowing@ofqual.gov.uk
National Child Abuse Whistleblowing Advice Line	0800 028 0285	help@nspcc.org.uk

A comprehensive listing of ‘prescribed persons and bodies’ to which external disclosures may be made is available at:

www.gov.uk/government/publications/blowing-the-whistle-list-of-prescribed-people-and-bodies--2/whistleblowing-list-of-prescribed-people-and-bodies;

Employees may also wish to raise a concern with:

- An elected member of the local authority
- Relevant trade union or professional association where the Employee is a member
- A solicitor
- The police

Support for Employees

- Confidential Counselling Service - *Schools to add details*
- Teachers Support Line www.teacherssupport.info;
- Trade Union or Professional Association where the Employee is a member
- Citizen’s Advice Bureau www.citizensadvice.org.uk

Version Control

Date	Revision
February 2019	Para 2, Para 14, Appendix A

Introduction

1. Employees are well positioned to know when something wrong is taking place within the school and therefore feel concerned. However, they may not express their concerns because they feel that speaking up would be disloyal to their colleagues or the school. They may also fear harassment or victimisation. In these circumstances, they may find it easier to ignore their concern rather than report the matter with a view to remedying the situation. This policy provides a framework for all employees to raise their concerns ‘in-house’ and in good faith without fear of victimisation, subsequent discrimination or disadvantage.

2. The governing body is committed to the highest possible standards of openness, probity and accountability. In line with that commitment the governing body encourages employees and others with serious concerns about any aspect of their work to come forward and voice those concerns. It is recognised that certain cases will have to proceed on a confidential basis so that the position of the whistleblower can be protected. This policy is intended to encourage and enable people to raise serious concerns within the school rather than overlooking a problem or “blowing the whistle” outside.

Aims of this Policy

3. This Policy aims to:

- encourage employees to feel confident in raising concerns and to question and act upon their concerns;
- provide avenues for employees to raise concerns and receive feedback on any action taken;
- allow employees to take the matter further if they are dissatisfied with the governing body's response, and
- reassure them that they will be protected from reprisals or victimisation for whistleblowing in good faith in accordance with this procedure.

Application and Scope

4. This policy applies to all employees and those contractors working for the school on school premises. This includes employees working on a temporary basis, casual or sessional workers and trainees. It also covers agency workers and suppliers and those providing services under a contract with the school in their own premises.

5. This policy is in addition to and distinct from the school's complaints procedure that provides a facility to those not employed by the school (e.g. service users, advocates, family members and members of public) to raise any concerns.

6. This policy is not intended to cover concerns that can be progressed under existing HR procedures. There are existing procedures in place to enable employees to lodge a grievance relating to their own employment. Where employees' concerns relate to their own employment, either in terms of the treatment afforded to them or their terms and conditions of employment these should normally be raised through either the Fair Treatment at Work or Grievance procedures.

7. This policy is intended to cover reasonably serious concerns that may fall outside the scope of other procedures, and include the following:

- Failure to comply with a legal obligation to which a person is subject (this may include breaches of statutory codes of practice); or
- Conduct which is an offence or a breach of the law; or
- Disclosures relating to possible miscarriages of justice; or
- Sexual or physical abuse of pupils where referral under Child Protection Procedures is not appropriate; or
- Conduct that endangers the health and safety of other employees or members of the public. (This would include abuse - whether physical, verbal or sexual - or ill treatment of any service user, family member, friend or advocate); or
- Conduct that involves damage to the environment; or
- The unauthorised use of public funds or
- The radicalisation of staff, visitors or pupils

The above does not represent an exhaustive list of areas covered by this policy. Any serious concerns that employees may have about any aspect of service provision or the conduct of schools staff, governors, or others acting on behalf of the school can be reported under this policy.

Safeguards against harassment or victimisation

8. The governing body is committed to good practice and high standards and wants to be supportive of all its employees.

9. The Headteacher/governing body recognises that the decision to report a concern can be a difficult one to make, not least because of the fear of reprisal from those responsible for the subject that gives rise to the concern. If concerns are raised in good faith, there will be nothing to fear because employees will be doing their duty to the employer and to those for whom they are providing a service.

10. Whistleblowers raising matters of concern internally are protected from harassment, victimisation, disciplinary action or dismissal or any other disadvantage at work (even if their disclosure of any wrongdoing or malpractice is not substantiated after investigation), provided they raise/disclose issues in good faith.

11. The Headteacher/governing body will not tolerate harassment or victimisation and will take such action as is necessary to protect employees when they raise concerns in good faith under this policy.

Confidentiality

12. The Headteacher/governing body will use its best endeavours to protect an employee's identity when he/she raises a concern and does not want his/her identity disclosed.

13. If whistleblowers are required to give evidence in criminal or disciplinary proceedings, the Headteacher/governing body will arrange for them to receive advice and support.

Anonymous allegations

14. This policy encourages employees to put their names to any allegation. A concern expressed anonymously is much less powerful and it is often difficult to gather sufficient evidence and check its veracity. It is perhaps more likely that malicious allegations will be made anonymously. It is possible to keep one's identity confidential without being anonymous.

15. Anonymous allegations, however, may be considered at the discretion of the Headteacher/governing body. In exercising the discretion, Headteacher or the governing body will take account of all relevant factors which will include:

- the seriousness of the issues raised;
- the credibility of the concern; and
- the likelihood of confirming the allegation from other attributable sources.

Rights and Responsibilities of Employees

16. All employees are required to report any issue of concern regarding the provision of services or management of those services. In the majority of cases, this will be done through the usual line management channels.

17. Employees are expected to report concerns as soon they arise and avoid any unnecessary delay in doing so.

18. Other than raising concerns in good faith, employees are not required to 'prove' the truth of any allegation. However, a complainant will need to demonstrate that there are reasonable grounds for the concern, and will be expected to co-operate with any investigation that takes place.

19. When any meeting or interview is arranged, employees may, if they so wish, be accompanied by a trade union representative or a workplace colleague.

How to raise concerns

20. As a first step, employees should normally raise concerns with their immediate manager, head teacher or chair of governors. This depends, however, on the seriousness and sensitivity of the issues involved and who is thought to be involved in the alleged wrongdoing or malpractice. For example, if the employee believes that senior management of the school is involved they should approach the Chair of Governors.

21. Preferably concerns must be raised in writing without undue delay setting out the background and history of the concern, giving names, dates and places where possible, and the reason for the employee's particular concern. If an employee feels that he/she is not able to raise the concern in writing at this point, he/she may personally raise the matter with the appropriate Leader. However, at some stage the concern will need to be put in writing although this may be done through his/her representative.

How the Headteacher/governing body will respond

22. Within ten working days of a concern being received, the headteacher/governing body will write to the employee:

- acknowledging that the concern has been received;
- indicating how it proposes to deal with the matter;
- giving an estimate of how long it will take to provide a final response;
- telling the employee whether any initial enquiries have been made, and
- telling the employee whether further investigations will take place, and if not, why not.
- Employees will also be provided with details of support available which will include access to counselling facilities.

23. The action taken by the Headteacher/ the governing body will depend on the nature of the concern. The matters raised may:

- be investigated internally;
- be referred to the Police;
- be referred to the external auditor; or
- form the subject of an independent inquiry

24. In order to protect individuals and those accused of possible wrongdoing or malpractice, initial enquiries will be made by the relevant senior member of staff/ governor to decide whether an investigation is appropriate and, if so, what form it should take. Concerns or allegations which fall within the scope of any other specific procedures (for example, child protection or discrimination issues) will normally be referred for consideration under those procedures. The overriding principle which the governing body will have in mind is the public interest.

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

26. The amount of contact between those considering the issues and the complainant employee will depend on the nature of the matters raised, the potential difficulties involved and the clarity of the information provided.

27. The Headteacher/ governing body will take steps to minimise any difficulties which employees may experience as a result of raising a concern. For instance, if it becomes necessary to give evidence in criminal or disciplinary proceedings, they will provide the necessary advice about the procedure and give whatever practical support that is possible.

28. The Headteacher/governing body accepts that employees need to be assured that the matter has been properly addressed.

29. Subject to legal constraints, employees will normally receive feedback about the outcomes of any investigations.

Taking the concerns externally

30. This policy is intended to provide employees with an avenue to raise concerns within the school. It is hoped that employees will be satisfied with any action taken under this policy.

31. There may be circumstances where an employee considers that he/she needs to raise the matter externally. This may be because, for example, the need to involve the appropriate external regulatory body, or consider that the matter has not been properly addressed, or that an employee reasonably believes that the matter will be covered up.

32. If employees feel it is right to take the matter outside the school, the following are possible contact points:

- local council member (if the employee lives in the area of the Council);
- employee's relevant professional bodies or regulatory organisation;
- employee's trade union;
- employee's solicitor;
- the Police;
- a relevant voluntary organisation; or Public Concern at Work

33. In circumstances where an employee decides to raise the matter externally, he/she will only be protected under this procedure, and under employment law, where the disclosure is made in accordance with the Public Interest Disclosure Act 1998.

- to a prescribed regulatory body (listed in Appendix A) provided the disclosure is made in good faith and you reasonably believe the prescribed body is responsible for the matter of concern and that the information and allegation/s are substantially true;
- to other third parties (including the media) where the employee makes the disclosure:
 - in good faith, with reasonable belief that the information and allegations are substantially true, and
 - does not make the disclosure for personal gain, and
 - has already raised the matter with the Headteacher/ Governing body first or prescribed regulator, unless you reasonably believe that you will suffer a detriment, or there is no prescribed regulator and you reasonably believe that evidence will be concealed or destroyed if s/he makes the initial disclosure and
 - in all of the circumstances it is reasonable to make the disclosure;
 - the disclosure is of an exceptionally serious nature and the Whistleblower makes the disclosure:
 - in good faith, with reasonable belief that the information and allegations are substantially true, and
 - does not make the disclosure for personal gain, and
 - in all of the circumstances it is reasonable to make the disclosure.

The Officer Responsible

34. The Chair of the governing body has overall responsibility for the maintenance and operation of this policy. A record of all concerns raised and the outcomes will be maintained.

LIST OF PRESCRIBED REGULATORY BODIES

THE AUDIT COMMISSION FOR ENGLAND AND WALES (INCLUDING AUDITORS APPOINTED BY THE COMMISSION) For the proper conduct of public business, value for money, fraud and corruption in local government and health service bodies Contact: The Audit Commission 1 Vincent Square, London SW1P 2PN Tel: 020 7630 1019

THE CERTIFICATION OFFICER For fraud, and other irregularities, relating to the financial affairs of trade unions and employer's associations Contact: Certification Officer Brandon House, 180 Borough High Street London SE1 1LW Tel: 020 7210 3734/3712 Fax: 020 7210 3612

HER MAJESTY'S COMMISSIONERS OF THE INLAND REVENUE For income tax, corporate tax, capital gains tax, petroleum revenue tax, inheritance tax, stamp duties, national insurance contributions, statutory maternity pay, statutory sick pay, tax credits, child benefits, collection of student loans and the enforcement of the national minimum wage. Contact: Inland Revenue Cross-Cutting Policy, West Wing Somerset House London WC2R 1LB

COMPTROLLER AND AUDITOR GENERAL OF THE NATIONAL AUDIT OFFICE For the proper conduct of public business, value for money, fraud and corruption in relation to the provision of centrally funded public services. Contact: The Comptroller and Auditor General National Audit Office 157-197 Buckingham Palace Road Victoria, London SW1W 9SP Tel: 020 7798 7999

THE DIRECTOR OF THE SERIOUS FRAUD OFFICE For serious or complex fraud Contact: The Director of the Serious Fraud Office Elm House 10-16 Elm Street London WC1X OBJ Tel: 020 7239 7272 Fax: 020 7837 1689

THE ENVIRONMENT AGENCY For acts or omissions which have an actual or potential effect on the environment or the management or regulation of the environment including those relating to pollution, abstraction of water, flooding, the flow of rivers, inland fisheries and migratory salmon or trout. Contact: The Environment Agency Rio House Waterside Drive, Aztec West Almondsbury Bristol BS12 4UD Tel: 0800 807060 (24 hour line) or enquiries 01454 624400 Fax: 01454 6244089

FOOD STANDARDS AGENCY For matters which may affect the health of any members of the public in relation to the consumption of food and other matters concerning the protection of the interests of consumers in relation to food. Contact: HR and Establishment Division Food Standard Agency Room 111C, Aviation House 125 Kingsway London WC2B 6NH Tel: 020 7276 8120 Fax: 020 7276 8132

GENERAL SOCIAL CARE COUNCIL For matters relating to the registration of social care workers under the Care Standards Act 2000. Contact: General Social Care Council Goldings House 2 Hays Lane London SE1 2HB Tel: 020 7397 5100 Fax: 020 7397 5145 www.gsc.org.uk

HEALTH AND SAFETY EXECUTIVE For matters which may affect the health and safety of any individual at work; matters which may affect the health and safety of any members of the

public arising out of, or in connection with, the activities of persons at work. Contact: Health and Safety Executive Information Centre Broad Lane Sheffield S3 7HQ Tel: 0541 545500 (HSE Infoline) Fax: 0114 2892323

HOUSING CORPORATION For the registration and operation of registered social landlords, including their administration of public and private funds and management of their housing stock. Contact: Assistant Director Supervision Housing Corporation 149 Tottenham Court Road London W1T 7BN Tel: 020 7393 2000

INFORMATION COMMISSIONER For compliance with the requirements of legislation relating to data protection and to freedom of information Contact: The Office of the Information Commissioner Wycliffe House Water Lane, Wilmslow Cheshire SK9 5AF Tel: 01625 545700 Fax: 01625 524510 Email: mail@ico.gsi.gov.uk

NATIONAL CARE STANDARDS COMMISSION For matters relating to provision of regulated care services, as defined in the Care Standards Act 2000 Contact: The Customer Service Manager National Care Standards Commission St Nicholas Building Newcastle NE1 1NB Tel: 0191 233 3556 Email: enquiries@ncsc.gsi.gov.uk

THE OCCUPATIONAL PENSIONS REGULATORY AUTHORITY For matters relating to occupational pension schemes and other private pension arrangements Contact: The Occupational Pensions Regulatory Authority Invicta House, Trafalgar Place Brighton BN1 4DW Tel: 01273 627600 Fax: 01273 627688 Email: helpdesk@opra.gov.uk

OFFICE OF FAIR TRADING For matters concerning the sale of goods or the supply of services, which adversely affects the interests of consumers. Competition affecting markets in the United Kingdom. Contact: Office of Fair Trading Fleetbank House, 2-6 Salisbury Square London EC4Y 8JX Tel: 020 7211 8000 Fax: 020 7211 8800

STANDARDS BOARD FOR ENGLAND For breaches by a member or co-opted member of a relevant authority (as defined in section 49(6) of the Local Government Act 2000) of that authority's code of conduct Contact: The Standards Board for England 1st Floor Cottons Centre, Cottons Lane London SE1 2QL Tel: 0845 078 8181

SECRETARY OF STATE FOR TRADE AND INDUSTRY For fraud and other misconduct in relation to companies, investment business, insurance business, or multi-level marketing schemes (and similar trading schemes); insider dealing. Consumer safety Contact: Vetting Section Companies Investigation Branch Department of Trade and Industry 10 Victoria Street, London SW1H 0NN Tel: 020 7215 3120 Fax: 020 7215 3112

Consumer Affairs Directorate V418 Department of Trade and Industry 1 Victoria Street, London SW1H 0ET Tel: 020 7215 5496 Fax: 020 7215 0339