

# WHISTLE BLOWING POLICY

Phoenix House aims to provide high quality support and accommodation services to its service users. However, it is possible that situations may arise which goes against Phoenix House's legal obligations. Phoenix House operates in accordance with the Public Interest Disclosure Act 1998. Service users may come into contact with such situations or information and is required to make a 'protected disclosure' of certain information. In order to be 'protected', a disclosure must relate to a specific subject matter (listed below) and the disclosure must also be made in an appropriate way.

If in the course of using our service you become aware of information which you reasonably believe tends to show one or more of the following, you must use the Organisation's disclosure procedure set out below:

- That a criminal offence has been committed;
- That legal obligations are not being met;
- That justice is not being served;
- That the health and safety of any individual is at risk;
- That the environment is being damaged;
- That information tending to show any of the above is being deliberately covered up.

## Disclosure Procedure

Information which a service user reasonably believes tends to show one or more of the above should promptly be disclosed to their support worker or to the service manager so that any appropriate action can be taken. If it is inappropriate to make such a report to the manager, the service user should speak to:

- Sandwell Supporting People Team  
Kingston House, 1<sup>st</sup> Floor  
438 High Street, West Bromwich B70 9LD  
Telephone: 0121 569 5231
- Vulnerable Person Officer  
Community Safety Bureau  
West Bromwich Police  
Telephone: 0845 113 5000 Ext. 6643

- Environmental Health & Trading Standards

Michael Parkes, Head of Environmental Health & Trading Standards

PO Box 42, Lombard Street, West Bromwich, West Midlands, B70 8RU

Telephone: 0121 569 6599

Service Users will not be treated badly for making such a disclosure in accordance with this procedure. However, failure to follow this procedure may not be acceptable. For further guidance in relation to this matter or concerning the use of the disclosure procedure generally, service users should speak in confidence to a member of staff or to:

- Mr. Leeford Smith

Phoenix House,

16 Trotters Lane,

Hill Top,

West Bromwich

B71 2QF

Telephone: 0121 525 5777

- Sandwell Supporting People Team,

Kingston House, 1<sup>st</sup> Floor

438 High Street,

West Bromwich

B70 9LD

Telephone: 0121 569 5231