

ANNUAL REVIEW
OF
WHISTLE BLOWING POLICY
2014-2015

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A. EXECUTIVE SUMMARY

1. The Council has adopted a formal Whistle-blowing policy in accordance with statutory requirements and which is reviewed annually by the Standards Committee.
2. The number of complaints received during the year has increased compared to 2013/2014 but is still at a low level. This is consistent with the levels of complaint recorded by other authorities.
3. The Council has distributed a guidance booklet regarding the Policy to all staff.
4. All staff with access to email (including all managers) have been provided with a copy of the policy and confirmed that they have read and understood it.
5. 84% of managers have completed the additional e-learning module as at the 7th August 2015 and efforts are continuing to increase the completion rate further.
6. The Wales Audit Office are satisfied with the Council's approach on the issue, and will be considering the operation of the Policy further during their Corporate Assessment of the Authority later this year.

B. INTRODUCTION

1. The Public Interest Disclosure Act 1998 ('the Act') gives legal protection to workers against dismissal or other detriment where they disclose certain types of information in the public interest to the Council or others who are defined in the Act as prescribed person.
2. The protection applies not just to employees, but also casual workers, agency workers, contractors and sub-contractors.
3. The protection applies to disclosure of a 'relevant failure' i.e. a crime, breach of legal obligation, a miscarriage of justice, danger to health and safety, damage to the environment or deliberate concealment of information relating to any of these categories.
4. The Policy aims to provide clear and practical guidance to workers as to their rights under the Act and the process by which they can disclose the existence of a 'relevant failure'.
5. The Policy does not exist in isolation and its operation should be considered in the context of other policies and procedures which are designed to enable workers (and others from the wider public) to raise concerns about the way the Council performs its functions. These policies and procedures include;
 - (a) Corporate Complaints Policy
 - (b) Corporate Grievance Procedure
 - (c) 'Working Together to Safeguard Children' Guidance issued by Welsh Government
 - (d) All-Wales Child Protection Procedures
 - (e) Wales Interim Policy and Procedures for the Protection of Vulnerable Adults from Abuse.

C. ANNUAL REVIEW OF THE POLICY

1. Officers have reviewed the Policy since it was last approved by the Standards Committee on the 12th September 2014.
2. Save for updating certain contact information on pages 8 and 9 officers are satisfied that the Policy continues to be legally correct as at the date of this meeting.
3. Officers therefore recommend that the policy be approved subject to the changes to contact details highlighted.
4. A copy of the Policy is attached at Appendix A.

D. COMPLAINTS RECEIVED DURING 2014-2015

1. During the period covered by this report three new complaints have been received that fall within the scope of this Policy.
2. All three complaints related to allegations of fraudulent conduct. One complaint was concluded when the person alleged to have made the complaint denied doing so. The others proceeded to investigation.
3. Of the complaints that proceeded to investigation one resulted in no evidence being discovered to substantiate the complaint, but the second resulted in a formal disciplinary investigation being undertaken.
4. No complaints were carried over from 2013-2014.
5. Throughout the period of the report the dedicated whistle blowing email address has been monitored weekly. No emails have been received. A test email has been sent to the address once a month to check it is still working.

E. AWARENESS RAISING AND TRAINING

1. The Council has taken the following steps to raise awareness amongst its staff of the existence of the Policy and train Managers in its operation;
 - (a) A short guide explaining the Policy has been prepared and circulated to all members of staff, including Managers. Those who have access to email received the guide electronically and hard copies were made available to all others. Approximately 6135 copies of the guide were distributed in total, including approximately 3500 hard copies. The total number of staff employed by the authority (excluding locally employed school staff) is 5170. A sample of the guide is attached at Appendix B.
 - (b) All members of staff with access to email were required to read the Whistle Blowing Policy and confirm they understood it. This requirement was enforced by Meta-compliance and applied to 2635 staff in total, including all Managers. 100% compliance was achieved.
 - (c) All Managers were required to complete an e-learning module aimed at improving their ability to identify a whistle blowing complaint and deal with it appropriately. Since June 2015 this requirement has also been enforced by Meta-compliance. A table showing the up to date completion rates for the module per department is attached at Appendix C.
 - (d) Other members of staff with access to email were also given an opportunity to improve their understanding of the operation of the policy by completing the same module. However this was not made a mandatory requirement as not all members of staff have access to email. A table showing the up to date completion rates for the module per department is attached at Appendix D.
 - (e) Following the annual review of the Policy by Standards Committee every September an article is placed in the Staff newsletter ('Y Gair') regarding the policy and sent to all staff. A copy of the Article is attached at Appendix E.

- (f) 2635 staff received the newsletter electronically and approximately 3500 hard copies were made available to staff, casual workers, contractors and agency staff not on email.
 - (g) The same article is also placed in the departmental newsletters for the Environment, Communities and Education and Children's Departments and circulated to all staff in those departments.
 - (h) An email was sent to all 2635 staff with access to email enclosing a link to the revised policy. A copy of the email is attached at Appendix F.
 - (i) Whistle Blowing Officers received a refresher briefing session on the 4th December 2015.
 - (j) Hugh James Solicitors delivered specialist training to HR Officers, Legal Officers and Whistle Blowing Officers on the 16th June 2015
 - (k) Posters have been developed and are placed at various locations around Council buildings. A Copy of the poster is attached at Appendix G
 - (l) The internal staff website ('BRIAN') has a section dedicated to whistle blowing where staff and managers can access the policy, short guide, posters, the Public Sector Good Practice Guide and a link to the e-learning module.
2. In addition to the above the Social Care and Housing Department (now Department for Communities) provided bespoke training to 360 of its own Team Managers/Supervisors in 2012/2013.
 3. Although legal responsibility for developing and implementing whistle blowing policies in relation to schools rests with individual governing bodies, the Council has circulated the Welsh Government Guidance and Model Policy to all schools in the County.

F. WALES AUDIT OFFICE REVIEW

1. During 2015 the Wales Audit Office conducted a review of the operation of the Council's Whistle blowing Policy as part of a national exercise. A representative of the Wales Audit Office attended a meeting of the Standards Committee in September 2014 to present their findings, a copy of which are attached at Appendix H.
2. The findings of the Review were largely positive. All recommendations contained within the report have been followed up and largely implemented

G. Future Action

1. Efforts to further improve completion rates in respect of the e-learning module are continuing.
2. Consideration is being given to developing a training presentation for elected members to improve their awareness of the policy and its operation.
3. The Policy will continue to be reviewed annually and updated as and when required to reflect changes in the law and guidance.
4. All staff will continue to receive an annual reminder of the policy via the staff newsletter and an email to staff with access to that facility.
5. The Wales Audit Office will be conducting a Corporate Assessment of the authority during the autumn which will include an examination of the operation of the Policy. Any findings will be reported to the Standards Committee.



WHISTLEBLOWING POLICY



Legal Protection for Workers with Concerns at Work:

Employee; Casual Worker; Volunteer; Contractor; Agency Worker;
Consultant; County Councillor and Co-Opted Members

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What is this about?

1. We (the 'Council') want to ensure a working environment where you (the 'worker') feel confident to raise any concerns about malpractice within the Council. However, some people are reluctant to voice their concerns because of fears about possible repercussions, or a feeling of disloyalty to colleagues. Some might consider it easier to ignore the concern rather than report what may just be a suspicion of malpractice.
2. Malpractice can include fraud, corruption, bribery, dishonesty, financial irregularities, serious maladministration because of deliberate and improper conduct, unethical activities (which may be of a criminal nature) and dangerous acts or omissions which create a risk to health, safety or the environment, criminal offences, or failure to comply with a legal or regulatory obligation.
3. Whistleblowing does not include mismanagement as this may arise from weak management, for example, rather than malpractice. Mismanagement may be dealt with under the Council's Capability Policy or Disciplinary Procedure, as appropriate.
4. This policy is intended to encourage and support you to raise serious concerns **within** the Council safely and with confidence and view this as a **duty**, rather than overlooking the problem. 'Whistle-blowing' refers to the disclosure, by workers, of malpractice as well as illegal acts or omissions at work.
5. This policy will be applied consistently to everyone irrespective of race, colour, nationality, ethnic or national origins, language, disability, religion, belief or non belief, age, sex, gender reassignment, sexual orientation, parental, marital or civil partnership status.
6. If you have any equality and diversity concerns in relation to the application of this policy and procedure, please contact a member of the HR Team who will, if necessary, ensure the policy/procedure is reviewed accordingly

What legal protection do I have?

7. The Public Interest Disclosure Act 1998 gives you legal protection against dismissal and other detriments where you disclose certain types of information in the public interest, to the Council, either as your employer or (in the case of a contractor disclosing information) to the organisation that has legal responsibility for that matter.

Will I be protected if I make a public disclosure?

8. You are encouraged to raise your concerns via your line manager (para.32), the Council's dedicated Whistleblowing Officers (para.33), a confidential email

(para.35). You can also seek advice from prescribed organisations independent of the Council regarding your concerns (para.49). If you raise concerns to someone else other than those detailed within this procedure, e.g. to the local paper, depending on your disclosure and to whom it is made, you may not receive the legal protection as a 'whistleblower'. You are therefore strongly advised to seek advice before taking this action.

9. If you do take the matter outside the Council you should ensure that you do not disclose any confidential information, e.g. client case notes, given to you in confidence, unless you have consent in writing from the person to whom the information relates.

What support can I expect?

10. At all times, when raising and investigating your concerns:

- Directors and Heads of Service, will support the investigation process
- your concerns will be taken seriously
- the Council will do all it can to support you throughout the investigation, e.g. provide advocacy services, interpreters, counselling etc.

If appropriate, and after full consultation the Council may consider temporarily re-deploying you or others for the period of the investigation.

What is the Council's attitude to malpractice in the workplace?

11. We take any malpractice within the Council very seriously, as we are committed to maintaining the highest standards of openness, probity and accountability. If you have serious concerns about any aspect of the Council's work then you are encouraged and expected to come forward and voice those concerns.
12. We understand 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 malpractice. However, if you raise your concerns you will have nothing to fear as you will be doing your duty to your employer, your colleagues and those to whom you provide a service.
13. Harassment or victimisation of individuals, who have raised concerns, including informal pressures, will not be tolerated and will be investigated.

14. We will not tolerate any attempt on the part of any worker, councillor, council contractor or supplier to apply any sanction or detriment to anybody who has reported to the Council any serious and genuine concern that they may have about apparent wrongdoing.
15. We will treat such conduct by an employee of the Council as a serious disciplinary matter, and any such conduct by a Councillor is liable to be reported as a breach of the Members Code of Conduct.
16. Where any such conduct is undertaken by any contractor or supplier of the Council we will regard that as a serious breach of contract.
17. Any such behaviour by any recipient of a Council service will be regarded as a breach of the condition under which that service is provided.

Who can blow the whistle?

18. This policy applies to:
 - Workers for Carmarthenshire County Council including all employees, centrally employed teachers and casual workers
 - Employees of contractors working for the Council on Council premises, for example, agency staff, builders, drivers
 - Those providing services under a contract or other agreement with the Council in their own premises, for example care homes
 - Voluntary workers working with the Council
 - Consultants engaged by the Council
 - County Councillors and Co-Opted Members
19. However, this policy does not cover staff on the complement of locally managed schools for which local arrangements exist. In the absence of local arrangements school governing bodies are recommended to adopt the principles contained within this policy.

What can I blow the Whistle about?

20. You are encouraged to 'blow the whistle' where you reasonably believe malpractice has taken place or is likely to take place, in one or more of the following six areas:
 - Criminal offences
 - Breach of legal obligation
 - Miscarriages of justice
 - Danger to the health and safety of an individual
 - Damage to the environment

21. You can raise serious concerns about any aspect of service provision or conduct of officers or Members of the Council or others acting on behalf of the Council. The event may already have occurred or it may be likely to be committed in the future. For example, your concerns might fall into one or more of the six areas of malpractice describe above that:
- is potentially unlawful, fraudulent or corrupt
 - might contravene our Standing Orders, our Financial Procedure Rules, our policies, codes of conduct or other legal obligations
 - could amount to improper conduct by an officer or a member
 - might fall below established standards of practice
 - constitutes sexual, physical or emotional abuse
 - potentially endangers the health and safety of an individual
 - is causing, or is likely to cause, damage to the environment
 - might involve a miscarriage of justice
 - is an attempt to cover up any of the above examples
22. Whistle blowing is where a worker has a concern about danger or illegality that has a public interest aspect to it, and usually this is because it threatens others (e.g. customers or the public). In contrast, a grievance is a dispute about your own employment position and has no additional public interest dimension. A whistle blowing issue could be entangled within a grievance or dignity at work allegation, in which case the Council will need to consider the facts, assess the risks and decide how to best deal with the issue (See Appendix A Whistleblowing Flowchart).
23. If your concerns fall outside the six areas illustrated above you will be advised of the correct procedure to follow as described below.

How does the policy fit in with other Council policies?

24. The Whistle-blowing Policy is intended to cover major concerns that **fall outside** the scope of other procedures **and are in the public interest**, i.e. any **serious concerns** that you have about any aspect of service provision or the conduct of officers or Members of the Council or others acting on behalf of the Council can be reported under this policy.
25. Concerns you may have about your own employment with the authority, such as, terms and conditions of employment, health & safety, work relations, new working practices, working environment or organisational change should be raised through the Grievance procedure.
26. Concerns you may have about allegations of bullying, harassment, victimisation or discrimination in work should be raised through the Dignity at Work procedure.
27. This policy should be read in conjunction with the Council's Officer Code of Conduct

may be developed from time to time and which will be drawn to the notice of employees and others to whom this policy applies.

What if I am already involved in another HR procedure?

28. Any investigation into allegations of malpractice will not influence or be influenced by any disciplinary, grievance, sickness, capability, redundancy or any other procedures that already affect you or may affect you in the future. On the other hand, any disciplinary grievance, sickness, capability, redundancy or any other procedures to which you are already subject will not be halted as a result of raising concerns.

How does this policy fit with the Member's Code of Conduct?

29. The Council has no power to deal with Code of Conduct complaints against an elected member. If you raise concerns about an elected member under this policy you will be given the appropriate legal protection against any acts of detriment and advised to make your concerns to the Public Services Ombudsman for Wales. Alternatively the Monitoring Officer may decide to refer the matter to the Ombudsman if it is considered appropriate to do so. Details of the Ombudsman's complaints process can be found at www.ombudsman-wales.org.uk

What if I want to make anonymous allegations?

30. You can raise concerns anonymously but they are much less powerful and will be considered under this policy at the discretion of the Monitoring Officer. Remember, the purpose of this policy is to protect and support you, and ensure that you can raise your concerns with confidence. If you do not tell us who you are, it will be much more difficult for us to look into the matter, to support and protect you, or to give you feedback.


Is my identity kept confidential?

31. All disclosures will be treated in confidence and every effort will be made not to reveal your identity if you so wish. It must be appreciated however that the investigation process may reveal the source of the information and a formal statement may be required from you as part of the evidence. If you are required to give evidence in criminal or disciplinary proceedings we will arrange for you to receive advice about the procedure. If disclosure of your identity becomes unavoidable then the Council will support you through the process.

How do I raise a concern?

32. You should not approach or accuse individuals directly or attempt to investigate the matter yourself. Instead you should normally raise your concerns with your line manager or if you prefer, one of the Council's dedicated Whistleblowing Officers, as shown below:


Whistleblowing Officer	Job Title/e-mail address	Phone number
Noelwyn Daniel	Performance & Information Manager NDaniel@carmarthenshire.gov.uk	01267 224476 (extension 4476)
Nigel J Evans	Practice Support Manager njevans@carmarthenshire.gov.uk	01267 224694 (extension 4694)
Tracey Thomas	Principal Development Officer TrThomas@carmarthenshire.gov.uk	01267 226202 (extension 6202)
Stefan Smith	Head of Children's Services SJSmith@carmarthenshire.gov.uk	01267 246530 (extension 6530)
Nicola Williams	Business Support Manager NiJWilliams@carmarthenshire.gov.uk	01269 590232 (extension 3232)
Alan Howells	Business and Development Manager aehowells@carmarthenshire.gov.uk	01267 228140 (extension 5140)
Barbara E Williams	Safeguarding and Complaints Manager BEVWilliams@carmarthenshire.gov.uk	01267 228995 (extension 2995)

 You are welcome to contact me in Welsh or English

33. If you do not wish to raise your concerns with your line manager or one of the Council's dedicated Whistleblowing Officers you can raise your concerns through the Council's confidential Whistleblowing mailbox by emailing CEWhistleBlowing@carmarthenshire.gov.uk. This mailbox is only viewed by the Monitoring Officer and Deputy Monitoring Officer in the Legal Department.
34. Alternatively, you could contact one of the people listed below;

Name	Job Title/e-mail address	Phone number
Mark James	Chief Executive mjames@carmarthenshire.gov.uk	01267 224111
Linda Rees-Jones	Head of Administration and Law/Monitoring Officer lrjones@carmarthenshire.gov.uk	01267 224012
Robert	Legal Services Manager/Deputy Monitoring Officer	01267 224111

Chris Moore	Head of Financial Services (including responsibility for proper administration of financial affairs) cmoore@carmarthenshire.gov.uk	01267 224160
Paul Thomas	Assistant Chief Executive (People Management and Performance) porthomas@carmarthenshire.gov.uk	01267 226123
Paul Stait	Chair of Standards Committee paul.stait@btinternet.com	01550 777728
Phil Sexton	Head of Audit, Risk and Procurement psexton@carmarthenshire.gov.uk	01267 226217

 You are welcome to contact me in Welsh or English

35. You may seek the support of a companion, i.e. a recognised trade union official or representative or a work colleague, to assist you in raising your concerns and accompany you at any meeting through this procedure.

Contact names	Trades Union	E-mail address	Phone number
Mark Evans Simon Dunn	UNISON	unisoncarms1@btconnect.com	01267 224942 01792 483915
Mark Preece Allan Card-	Unite	MAPreece@carmarthenshire.gov.uk Allan.Card@unitetheunion.org	07718925787 01646 690618
Caroline Green Althea Phillips	GMB	CGreen@carmarthenshire.gov.uk Althea.phillips@gmb.org.uk	07772 579231 07980 753125

36. If you would prefer to contact an outside organisation instead then a list of useful contacts is given at paragraph 49 below. It is better to contact one of the external organisations listed than to overlook your concerns.

What happens after I have raised my concerns?

37. The person you speak to and raise your concerns will offer you some initial advice and guidance and will normally become your "**Contact Officer**". This will depend on the nature of your concerns and could be someone else with your agreement. Your Contact Officer will be the person with whom you will have all future contact in respect of your concern, and if an investigation takes place (see below) s/he will be your primary contact for feedback.

38. We will need to get the details set out in writing as soon as possible. If you do not

this for you instead and support you in expressing the background and history of your concern, giving names, dates and places where possible and the reason why you are particularly concerned about the situation. The earlier your concerns are expressed the easier it is to take action.

39. Although you are not expected to prove the truth of an allegation, you will need to demonstrate to your Contact Officer that there are reasonable and sufficient grounds for your concern.

How will we deal with your concerns?

40. Action taken by the Council will depend on the nature of the concern. The matters raised may be:
- investigated internally by an appropriate person in line with the Council's Investigation Policy
 - referred to the Police
 - referred to the Wales Audit Office
 - the subject of an independent inquiry.
41. In order to protect individuals and the Council, initial enquiries will be made to decide whether an investigation is appropriate and, if so, what form it should take. Concerns or allegations which fall within the scope of specific procedures (for example, child protection) will normally be referred for consideration under those procedures. Some concerns may be resolved by agreed action without the need for investigation.
42. The Contact Officer will acknowledge your concern as soon as possible and contact you within 14 calendar days of you raising your concern to:
- indicate how it is proposed to deal with the matter
 - give you an estimate of how long it may take to provide a final response
 - tell you whether any initial enquiries have been made; and
 - inform you whether a full investigation will take place, and if not, why not.
43. The Contact Officer will give you as much feedback as possible, but sometimes precise action will not be set out where this would infringe upon a duty of confidence owed to the Council by someone else. Time estimates and limits may be amended by agreement between you and the Contact Officer.
44. The frequency of contact between you and the Contact Officer will depend upon the nature of the matters raised, the potential difficulties involved and the clarity of the information provided. If necessary, the Contact Officer or the officer investigating the matter will seek further information from you.
45. When any meeting is arranged between you and the Contact Officer, you have the

work to which the concern relates). Steps will be taken to minimise any difficulties that you may experience as a result of raising a concern. For instance, if you are required to give evidence in criminal or disciplinary proceedings, we will arrange for you to receive advice about the procedure.

46. We understand that you will need to be assured that the matter has been dealt with properly and therefore, subject to legal constraints, your Contact Officer will inform you of the outcome and confirm in writing within 14 calendar days of the conclusion of the matter, i.e. whether your concerns have been upheld, what actions the Council proposes to take (subject to confidentiality constraints) and timescales for implementing. At that point you will be asked to complete a short questionnaire about your experience of the whistle blowing procedure (See Appendix B). Your feedback is important to us, as it will help us to monitor the effectiveness of this policy.

What happens if my concerns are not confirmed after an investigation?

47. If, you raise a concern using through this policy but it is not confirmed by the investigation, no action will be taken against you. If, however, an allegation is made frivolously, maliciously or for personal gain, disciplinary action may be taken against you in accordance with the Council's Disciplinary Procedure.
48. Remember, if you want to take independent advice at any stage, you may contact the independent charity Public Concern at Work (see paragraph 49 for details). Their lawyers can give you free confidential advice at any stage about how to raise concerns about serious malpractice at work.

What happens if I am not happy with the Council's response?

49. This policy is intended to provide you with a way to raise your concerns **within** the Council and we hope that you will be satisfied with the way that we deal with the matter. However, in the event that the issue is not resolved to your satisfaction then you are welcome to contact (assuming that they have not previously been involved in your case) Mr Mark James, the Council's Chief Executive or Mr Paul Stait, the independent chair of our Standards Committee. Their contact details are given at paragraph 34. As an alternative, we suggest the following possible contact points:

- The charitable organisation Public Concern at Work (See Appendix C). Telephone 020 7404 6609 or e-mail info@pcaw.co.uk or whistle@pcaw.co.uk
- Wales Audit Office, Public Interest Disclosure Helpline 01244 525980 or e-mail whistleblowing@wao.gov.uk
- The Public Services Ombudsman for Wales. Telephone 0300 790 0203
- Dyfed-Powys Police. Telephone non-emergency 101 or e-mail ContactCentre@Dyfed-Powys.pnn.police.uk
- Health and Safety Executive. Telephone 0845 300 9923

- Care Standards Inspectorate for Wales. Telephone 01267 245160 or e-mail cssiw.southwest@wales.gsi.gov.uk
- Environment Agency Wales. Telephone 0800 807060
- Equality & Human Rights Commission via the Equality and Advisory Support Service. Telephone 0808 800 0082
- Citizens Advice Bureau. Telephone 08444 77 20 20 or go to www.citizensadvice.org.uk
- Relevant professional bodies or regulatory organisations
- Your trade union

A full list of prescribed persons can be found at:

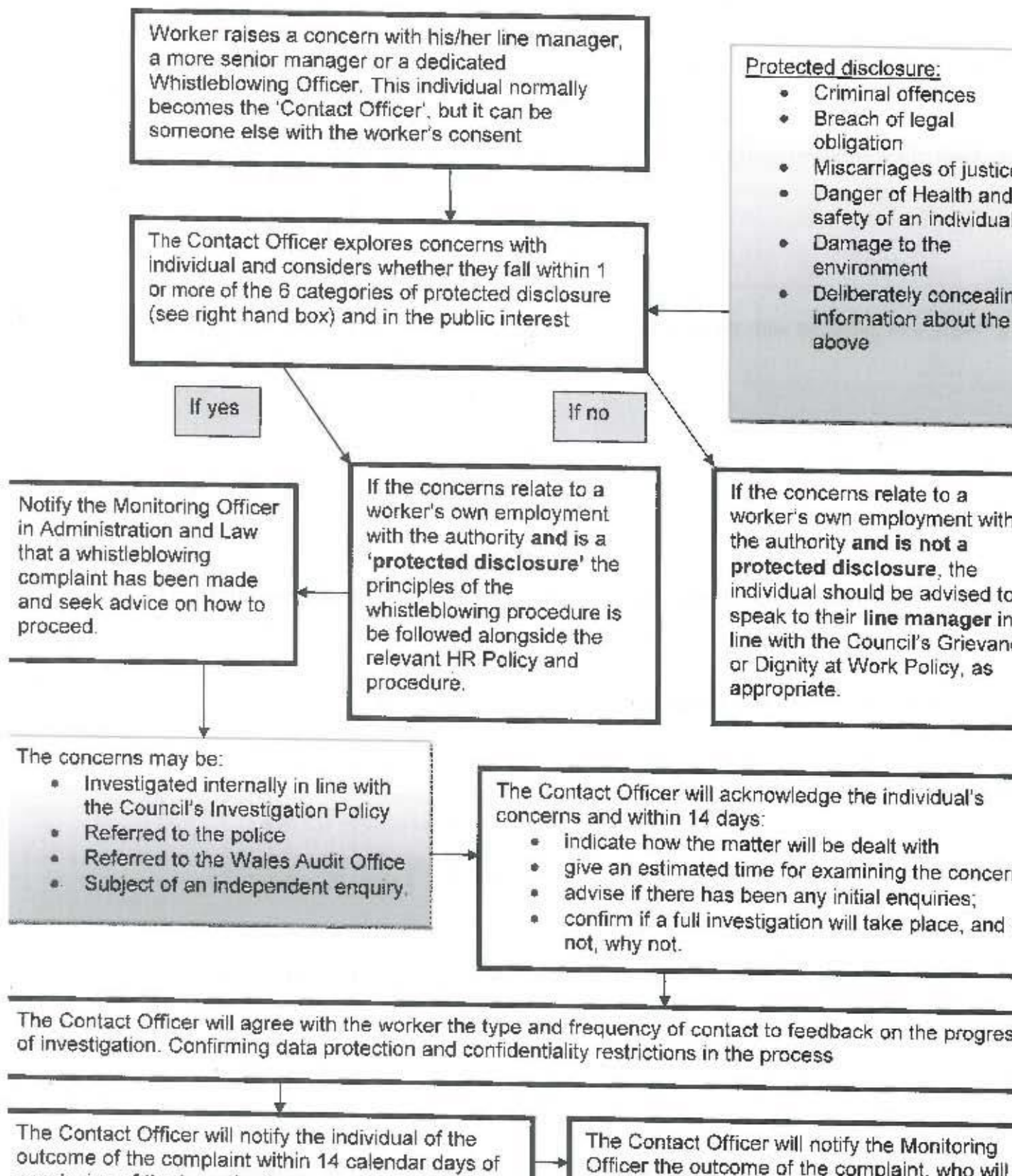
<https://www.gov.uk/government/publications/blowing-the-whistle-list-of-prescribed-people-and-bodies>

Who is responsible for this policy?

50. Linda Rees-Jones, the Council's Monitoring Officer and Paul Thomas, Assistant Chief Executive share overall responsibility for the maintenance and operation of this policy. Linda Rees-Jones will keep a record of concerns raised and the outcomes (in a format that does not endanger confidentiality) and will report to the Standards Committee annually.
51. This edition of the policy was adopted by the Council's Standards Committee on 12th September 2014. The policy is reviewed annually.

If you require this publication in an alternative format, such as large print, Braille or on audiotape please telephone 01267 224651.

WHISTLEBLOWING FLOWCHART



CONFIDENTIAL
WHISTLEBLOWING PROCEDURE FEEDBACK FORM

We have recently concluded an investigation into your concerns raised under the Council's Whistleblowing Policy. We would welcome your feedback in relation to how the matter was handled as this will assist us when dealing with future cases and when reviewing the policy. Your reply will be treated as confidential and will be retained by the Monitoring Officer.

1. **Who did you report your concern to?**
- Line Manager
 Whistleblowing Officer
 Trade Union Rep
 Other (please specify)
-

2. **Were you satisfied with the way in which your concern was dealt with by that person?**
- Yes
 No

3. **If no, please explain why:**
-
-

4. **Were you aware of the Whistleblowing Policy at the time you raised your concern?**
- Yes
 No

5. **If yes, where did you see a copy of the Whistleblowing Policy?**
- Line Manager
 Whistleblowing Officer
 Trade Union Rep
 Intranet
 Other (please specify)

6. **Were you advised of how the concern was being dealt with and the outcome?**
- Yes
 No

7. **Overall, are you satisfied with the way your concern has been managed within the Whistleblowing Policy?**
- Yes
 No

8. **If no, please explain why:**
-

WHISTLEBLOWING CASE STUDIES

The following case studies have been produced by Public Concern at Work (PCaW), the whistleblowing charity, which advises individuals on their whistleblowing dilemmas and organisations on their whistleblowing arrangements.

They are examples of whistleblowing concerns that individuals have raised in other organisations.

Case 1 – Fraud in the NHS

The Story

Tim coordinated training for an NHS Trust. He was concerned that his boss was hiring a friend of his to deliver training on suspicious terms which were costing the Trust over £20,000 a year. More courses were booked than were needed and the friend was always paid when a course was cancelled. Although Tim asked his boss to get a credit note as with other training contracts, he never did. Tim also couldn't understand why the friend was paid for training sessions delivered by NHS staff. One day when the boss was out, Tim saw the friend enter the boss' office and leave an envelope. His suspicions aroused, Tim peeked inside and saw that it was filled with £20 notes, amounting to some £2,000. Unsure what to do, Tim called Public Concern at Work. Tim said his boss had lots of influence in the Trust and he was unsure who to tell, particularly as the Trust was being restructured and none of the directors were secure in their posts. Tim also recognised that the cash in the envelope was so brazen that there could be an innocent explanation.

What PCaW advised

PCaW advised Tim that the options were either to go to a director of the Trust or to the NHS Counter-Fraud Unit. Either way, we advised Tim to stick to the facts and focus on specific suspect arrangements and payments. We also said he should avoid the temptation to investigate the matter himself. Tim said he felt much better and would decide what to do over the holiday he was about to take.

What happened

On his return, Tim raised his concerns with a director at the Trust, who called in NHS Counter Fraud. Tim's suspicions were right: his boss and the trainer pleaded guilty to stealing £9,000 from the NHS and each received 12 month jail terms suspended for two years.

Case 2 - Involving a Regulator

The Story

Ian worked as a safety inspector at an amusement park. He was responsible for maintaining one of the park's most popular rides. Every morning he would carry out a safety inspection on the ride and, if it passed, he would sign the ride off as safe in the log. During one inspection, he noticed that pins on the axles which kept the carriages stable had become loose. Ian thought this presented a serious risk and notified his managers.

After what Ian felt was not a thorough examination, the Operations Manager cleared the ride as safe. Ian was unhappy with this and the next day, as no corrective action had been taken, he again could not sign off the ride as safe. Again the Operations Manager

anxious that the weekend was coming up and that the park would be extremely busy. He was also worried that if he pursued the issue any further he would be dismissed.

What PCaW advised

PCaW advised Ian that they could contact the Health and Safety Executive (HSE) on his behalf and relay the information that he had given us without giving his name. However, it was more than likely that they would want to speak to him, if they felt that the situation was potentially serious. PCaW said they would explain Ian's anxieties about his position and ask the HSE to bear this in mind. Although he was unsure whether he would speak to the HSE, he asked us to make the initial contact. The HSE agreed that the situation sounded potentially serious. However, they told PCaW that they would need to speak to Ian. PCaW explained Ian's fears that if the HSE suddenly turned up to inspect this particular ride, his employers would easily put two and two together and he would be out of a job. The HSE assured us that if they were to carry out an inspection, it could be done in such a way as not to make Ian's role apparent. We went back to Ian and, after talking things through, he agreed that he would speak to the HSE.

What happened

Shortly afterwards the HSE made a 'routine' visit to the park during which they inspected the ride, along with several other rides. As a result of the inspection, the ride was suspended and the repairs were carried out.

Case 3 - Inappropriate Relations

The story

AM was a residential social worker in a children's home. He grew increasingly concerned that a colleague, PE, seemed to have developed a close relationship with a 12 year old girl in the home.

Colleagues and some of the children joked that PE was becoming rather infatuated with the girl. During a holiday trip, AM was alarmed that PE insisted that the girl should travel in his car alone with him and that he spent a lot of time with her during the holiday. AM raised the issue with PE who just laughed it off. On return from the holiday, AM decided with a colleague that they should raise their concerns discreetly with the Council. They were told they had a duty to report them formally. When they did, an investigation was launched and PE was given special leave and told to stay away from the home. AM contacted us when he learned that the investigation had finished and that PE would be returning to the home. He and colleagues were worried that this was not the right decision.

What PCaW advised

PCaW advised him to contact the Council's head of child protection and explain his concerns. However, we pointed out it was the Council's job to decide what action to take and that what mattered was that the Council felt sure that PE was not a risk. We also said that the fact that PE was returning to the home did not mean that no action had been taken.

What happened

After discussing the matter with the Council, AM felt happier with its decision as he

Appendix "B" (Welsh)

Canllaw Ynghylch Datgelu Camarfer



Amdiffyniad Cyfreithiol i Weithwyr
sydd â Phryderon yn y Gwaith



Rhagymadrodd

Lluniwyd y daflen hon yn ganllaw byr i bolisi a gweithdrefnau Datgelu Camarfer y Cyngor. Os hoffech gael rhagor o wybodaeth dylech gyfeirio at y Polisi llawn y geilir cael golwg arno ar y Fewnrwyd, neu siarad â'ch Rheolwr Llinell, eich Tîm Adnoddau Dynol, Swyddog Datgelu Camarfer, neu gynrychiolydd eich Undeb Llafur.

Ni fydd y rhan fwyaf o weithwyr byth yn gorfod wynebu'r penderfyniad anodd o ran datgelu neu roi gwybod am gamarfer difrifol yn y gwaith, ond os cewch eich hunan mewn sefyllfa o'r fath, dylech fod yn ymwybodol fod gan y Cyngor weithdrefnau i'ch diogelu. Â dweud y gwir, mae'r gweithdrefnau'n ofynnol yn ôl Deddf Datgelu er Budd y Cyhoedd 1998.



Beth yw Datgelu Camarfer?

Datgelu Camarfer yw'r term a ddefnyddir i ddisgrifio datgeliad gan weithiwr, h.y. gweithwyr cyflogedig, gweithwyr achlysurol, cynghorwyr neu aelodau cyfetholedig, staff asiantaeth, contractwyr neu wirfoddolwyr, o gamymddygiad ynghyd â gweithredoedd anghyfreithlon neu esgeuluso yn y gwaith.

Beth yw agwedd y Cyngor at gamymddygiad yn y gweithle?

Nod y Polisi Datgelu Camarfer yw rhoi sylw i bryderon nad ydynt yn cael eu cwmpasu gan weithdrefnau cyflogaeth eraill ac sy'n faterion budd y cyhoedd. Er enghraifft, os oes gennych achwyniad ynghylch eich cyflogaeth, dylech ddefnyddio Gweithdrefn Achwyniadau'r Cyngor. Os ydych yn pryderu am fwlio neu aflonyddu yn y gwaith dylech ddefnyddio'r Weithdrefn Urddas yn y Gweithle sydd gan y Cyngor. Fe'ch anogir chi i ddatgelu camarfer os credwch fod camymddygiad wedi digwydd yn unrhyw rai o'r meysydd canlynol:

- Troseddau
- Mynd yn groes i rwymedigaethau cyfreithiol
- Camweinyddu cyfiawnder
- Peryglu iechyd a diogelwch unigolyn
- Niweidio'r amgylchedd
- Ymdrech bwriadol i gelu gwybodaeth am unrhyw un o'r enghreifftiau uchod.

Dylech ddarllen y Polisi hwn ar y cyd â'r Côd Ymddygiad ar gyfer Swyddogion, ynghyd ag unrhyw weithdrefnau adrannol ar gyfer ymchwilio i bryderon.

Sut y byddaf yn cael fy niogelu os byddaf yn "datgelu camarfer"?

Mae'r Polisi Datgelu Camarfer yn fodd i chi leisio eich pryderon yn gyfrinachol a heb ofni unrhyw erledigaeth, camwahaniaethu nac anfantais yn sgil hynny.

Pam y dylwn Ddatgelu Camarfer?

Rydym yn ystyried pob achos o gamarfer o fewn y Cyngor yn fater difrifol iawn, ac os oes gennych bryderon difrifol am unrhyw agwedd ar waith y Cyngor, fe'ch anogir i leisio'r pryderon hynny, yn wir, **mae disgwyl i chi wneud.**

Rhoddir sylw i chi'n syth ac mewn modd priodol. Drwy ddatgelu camarfer gallech ddiogelu eich cydweithwyr, y cyhoedd, ac eraill, ac ar yr un pryd, sicrhau bod y Cyngor yn ymwybodol o'r broblem ac yn gallu delio â hi.

Â phwy y gallaf gysylltu os oes gennyf bryder difrifol?

Ni ddylech gyhuddo neb na siarad ag unigolion yn uniongyrchol, na cheisio ymchwilio i'r mater eich hun. Dylech godi eich pryderon gyda Swyddog Datgelu Camarfer neu gydag enwau cyswllt eraill a nodir yn y Polisi.

A oes modd i mi leisio fy mhryder yn ddiennw?

Cewch fynegi eich pryderon yn ddiennw ond maent yn llai grymus a chânt eu hystyried yn ôl disgrisiwn y Swyddog Monitro.

Cofiwch fod y Polisi Datgelu Camarfer yno i'ch diogelu ac i'ch helpu i fynegi eich pryderon yn hyderus.

Beth sy'n digwydd ar ôl i mi leisio fy mhryderon?

Rhoddir cymaint o adborth â phosibl i chi ynghylch sut yr ymdrinnir â'r mater, a hynny fel arfer gan y sawl y bu i chi leisio eich pryder iddo/iddi. Mae hyn yn amodol ar ddiogelu data a chyfrinachedd.

Beth sy'n digwydd os byddaf yn dal yn anfodlon ar ymateb y Cyngor?

Bwriad y polisi hwn yw rhoi modd i chi leisio eich pryderon o fewn y Cyngor, ac rydym yn gobeithio y byddwch yn fodlon ar y ffordd y byddwn yn ymdrin â'r mater. Fodd bynnag, os na fyddwch yn fodlon mae croeso i chi gysylltu â Phrif Weithredwr y Cyngor, neu â Chadeirydd Annibynnol y Pwyllgor Safonau, neu â'r manau cyswllt allanol a nodir yn y Polisi.

Mae'r Polisi Datgelu Camarfer yn cydnabod y ddyletswydd sydd ar y Cyngor i roi cymorth i weithwyr sydd yn eu cael eu hunain yn yr amgylchiadau anodd hyn. Mae cymorth arall ar gael ar ffurf y Polisi Urddas yn y Gweithle, y Polisi Achwyniadau a'r Polisi Straen, neu'r Gwasanaethau Cwnsela drwy'r Gwasanaeth Iechyd Galwedigaethol.

I gael rhagor o wybodaeth, edrychwch ar y fewnrwyd neu cysylltwch â Chynrychiolydd eich Undeb Llafur neu â'r Tîm Adnoddau Dynol drwy ffonio 01267 246184.

Appendix "B" English

Whistleblowing

A Guide



Legal Protection for Workers
with Concerns at Work



Introduction

This leaflet has been produced as a short guide to the Council's Whistleblowing Policy and procedures. If you want more information you should refer to the full Policy which can be viewed on the Intranet or speak to your line manager, Human Resources Team, a Whistleblowing Officer or Trade Union representative.

Most employees will never be faced with the difficult decision of speaking up or reporting a serious wrongdoing at work but if you do find yourself in this situation, you should be aware that the Council has procedures in place to protect you. This is, in fact a requirement of the Public Interest Disclosure Act 1998.



What is Whistleblowing?

Whistleblowing is the term used to describe a disclosure by a worker, i.e. employees, casual worker, Councillor or Co-opted member, agency staff, contractors or volunteers, of malpractice as well as illegal acts or omission at work.

What is the Council's attitude to malpractice in the workplace?

The Whistleblowing Policy's aim is to cover concerns which fall outside the scope of other employment procedures and are in the public interest. For example, if you have a grievance relating to your employment, you should use the Council's Grievance Procedure. If you are concerned about bullying or harassment in work you should use the Council's Dignity at Work Procedure. You are encouraged to 'blow the whistle' if you believe malpractice has taken place in any of the following areas:

- Criminal offences
- Breach of legal obligation
- Miscarriage of justice
- Danger of the health and safety of an individual
- Damage to the environment
- Deliberate concealing of information about any of the above.

You should read the Policy in conjunction with the Officer's Code of Conduct and any departmental procedures for investigating concerns.

How will I be protected if I “blow the whistle”?

The Whistleblowing Policy allows you to express your concerns in confidence and without fear of victimisation, subsequent discrimination or disadvantage.

Why should I Whistleblow?

We take any malpractice within the Council very seriously and if you have serious concerns about any aspect of the Council's work then you are encouraged and **expected** to come forward and voice those concerns.

You will be dealt with promptly and properly. By doing so, you could be protecting your colleagues, the public and others, whilst ensuring that the Council is aware of the problem and can deal with it.

Who can I go to if I have a serious concern?

You should not approach or accuse individuals directly or attempt to investigate the matter yourself. You should raise your concerns with a Whistleblowing Officer or other contacts named in the Policy.

Can I report my concern anonymously?

You can raise concerns anonymously but they are less powerful and will be considered at the discretion of the Monitoring Officer.

Remember the Whistleblowing Policy is there to protect you and help you raise your concerns with confidence.

What happens after I have reported my concerns?

You will be given as much feedback as possible on how the matter is being dealt with usually by the person you reported your concern. Subject to data protection and confidentiality.

What happens if I am still not happy with the Council's response?

The Policy's aim is to give you a way to raise your concerns within the Council and we hope that you are satisfied with how it is dealt with. However, if you are not satisfied then you are welcome to contact the Council's Chief Executive or the Independent Chair of the Standards Committee or external contact points as described in the Policy.

The Whistle Blowing Policy recognises the Council's duty to provide support for employees who find themselves in these difficult circumstances. There are other support mechanisms in place such as Dignity at Work, Grievance and Stress policies or the Counselling Services through the Occupational Health Service.

Please see the intranet or contact your Trade Union Representative or Human Resources Team on 01267 246184 for further information.



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Whistleblowing e-learning completion rates for managers

Department	03/11/2014 Total No. People Managers (Mandatory)	03/11/2014 No. People Managers completed	03/11/2014 % completion rate People Managers	07/08/2015 Total No. People Managers (Mandatory)	07/08/2015 No. People Managers completed	07/08/2015 % completion rate People Managers
Executives ⁸	62	29	47%			
Executives ⁹				90	90	100%
Technical Services ¹⁰	125	20	16%			
Environment ¹¹				140	114	81%
Resources	94	16	17%	93	87	94%
Generation & Leisure ¹²	98	59	60%			
Education & Children's	122	30	25%	127	102	80%
Care, Health & Communities ¹³	152	18	12%			
	653	172	26%	197	152	77%
				647	545	84%

Chief Executive Department prior to transfer of Economic Development
 Chief Executive's Department including Economic Development
 Technical Services Department
 Environment Department including Planning/Rights of Way
 Regeneration & Leisure Department prior to disaggregation to Chief Executive's/Communities/Environment Departments
 Social, Care, Health & Housing Department
 Communities Department including Leisure

Whistleblowing e-learning completion rates for staff

	03/11/2014	03/11/2014	03/11/2014	07/08/2015	07/08/2015	07/08/2015
Department	Total No. staff	No. staff completed	% completion rate all staff	Total No. staff	No. staff completed	% completion rate all staff
Chief Executive's Department ¹	301	78	26%			
Chief Executive's Department ²						
Technical Services ³	340	24	7%	346	336	97%
Environment ⁴						
Resources	394	27	7%	414	210	51%
Generation & Leisure ⁵	498	197	40%	349	200	57%
Education & Children's	530	71	13%			
Care, Health & Learning ⁶	672	32	5%	600	257	43%
Communities ⁷						
	2735	429	16%	926	365	40%
				2635	1368	52%

Chief Executive Department prior to transfer of Economic Development
 Chief Executive's Department including Economic Development
 Technical Services Department
 Environment Department including Planning/Rights of Way
 Regeneration & Leisure Department prior to disaggregation to Chief Executive's/Communities/Environment Departments
 Social, Care, Health & Housing Department
 Communities Department including Leisure



Superfast - Cyflymu Cymru



MAE preswylwyr Sir Gaerfyrddin yn cael eu hannog i fynegi diddordeb mewn band eang cyflymach i'w cymuned.

Bydd preswylwyr a busnesau yn y sir yn elwa o'r rhaglen arloesol Superfast - Cyflymu Cymru, sy'n werth miliynau o bunnoedd ac yn dod â band eang ffeibr i bob rhan o Gymru.

Band eang ffeibr yw'r genhedlaeth nesaf o fand eang - mae'n llawer cyflymach a mwy dibynadwy, ac mae'n defnyddio technoleg wahanol. Nid cyflymwr broses o lawrlwytho e-byst neu bari ar y rhyngwyd yw'r unig fanteision.

Mae hefyd yn agor busnesau i farchnad fydeang, gan wella eich cadwyn gyflenwri a chynyddu cynhyrchiant, fel bod mwy o gyfleoedd ar gael. Mae ffeibr eisoes ar gael mewn rhai rhannau o Lanelli trwy raglen draigl fasnachol BT. Bydd y gyfnewidfa hon yn derbyn sylw eto fel rhan o raglen Superfast - Cyflymu Cymru.

Bydd ardaloedd Pencader a Chaerfyrddin yn gallu cyrchu'r gwasanaeth newydd hwn o dan y rhaglen yn ystod mis Medi 2014, gyda Hebron, Llanybydder, Maesyrcrugiau, Pumsaint, Felindre a Cross Hands yn dilyn ym mis Mawrth 2015. Mae'r cyfnewidfydd eraill i gael eu huwchraddio ar ôl mis Mawrth 2015. Gallwch nodi eich diddordeb ar y wefan; www.superfast-cymru.com, a byddwch yn cael gwybod pan fydd band eang ffeibr ar gael i chi.

Mae nifer o wahanol Ddarparwyr Gwasanaeth Rhyngwyd (ISPs) yn cynnig y gwasanaeth, felly gallwch ddewis y fargen orau i chi.

Pwll nofio Llanelli wedi ailagor

MAE pwll nofio Llanelli ar agor bellach.

Misoedd ar ôl gorfod cau'r cyfuester hwn yn y ganolfan hamdden ym mis Ionawr oherwydd i'r to gael ei ddifrodi gan y stormydd, mae pobl yn gallu mwynhau yn y pwll nofio unwaith eto.

Mae'r holl raglenni nofio yn weithredol erbyn hyn, ac mae archebion yn cael eu derbyn nawr ar gyfer y Rhaglen Dysgu Nofio.

Yn ogystal mae cynlluniau ar waith ar gyfer gweithgareddau newydd, gan gynnwys polo dŵr sy'n cael ei lansio cyn diwedd y mls.

Yn gynharach y mis hwn cynhaliwyd ponwythnos o weithgareddau hwyl am ddim yn y ganolfan hamdden i ddatihlu bod y pwll yn ailagor.

Roedd hwn yn gynllun atgyweirio sylweddol a gostiodd £350,000 gan fod angen gosod to newydd 1,200 o febrau sgwâr, ynghyd â gosod ffenestri newydd yn y to a gwneud gwaith i addasu'r goleuadau. Ni fydd y gwelliannau hyn yn rhyw amlwg iawn yn y cyfuester hynod boblogaidd hwn ond bellach mae gan y pwll nofio do cadarn i'r dyfodol.



FYTHYNNOD GWYLIU MOETHUS YNG NGHYMRU

Mae Y Gorau o Gymru yn cynnig llety gwyliau hunan dderpar 4 a 5 seren yng Nghymru.

Gostyngiad: 5% i staff, teulu a ffrindiau.

Yn syml iawn, nodwch y côd CSG5 wrth archebu. I dderbyn eich gostyngiad.

www.bestofwales.co.uk neu ffonio 01650 511 101

etich buddiannau lleol

Helfolds, Emilia May, The Sireg, Odeon, Harvester, Cafe Number 4, Sireg Caws, Fabric Notes, Monks, IPL Beauty, Roger and Son Butchers, KIP McGrath, Love Letters UK, Sing and Sign, The Coptic Shop, Solaris, LBS, Dermewich, arbed ar ar, sylweddol iwy mynd www.sirgar.gov.uk/buddiannau

Cefnogi eich Stryd Fawr Le

GOFYNNIR i staff gefnogi eu Stryd Fawr Leol fel rhan o ymgyrch genedlaethol sy'n annog pobl i siopa'n lleol.

Mae trefi yn Sir Gaerfyrddin yn cymryd rhan yn y fenter hon gan Lywodraeth Cymru drwy gynnal digwyddiadau mawr megis yr Wyl Retro yn Llanelli a Gŵyl y Twrch Trwyth yn Rhydaman.

I gael rhagor o wybodaeth, ewch i'r Newyddion ar y Cyngor a chadwch lygad am #helpurstrydfawr ar Twitter neu ewch i'r dudalen Facebook - Helpu'r Stryd Fawr Nghymru.



Datgelu Camarfer

MAE Cyngor am ddiolch i'r staff a wnaeth ddwyro pryderon o ran camarfer at sylw'r Cyngor yn ystod y Ddwyro. D ganlyniad i'r ymchwiladau hyn, mae sawl cam wedi gynnwys i wella'r gwasanaeth a ddarperir ac i ddiolch Cyngor, ei staff, a'r cyhoedd.

Fel un o weithwyr y Cyngor, chi sydd yn y sefyllfa orau camrynariet yn y Cyngor ond efallai eich bod yn gwrthod leisio eich pryderon.

Mae'r polisi hwn yn eich annog i fynegi pryderon di-ddiolch i'r cyhoedd, a hynny'n ddiogel ac yn gyfrinachol. Os ydych yn dymuno siarad â rhywun yn gyfrinachol o'r fath, cysylltwch â Swyddog Datgelu Camarfer. Un realwr, Swyddog Ymgytighorol (Adnoddau Dynol), a gynrychiolydd Undeb Llefur. Gellir dod o hyd i ragor drwy fynd i'r adran Adnoddau Dynol ar BRIAN.

Diwrnod allan yn yr Ardd Fotograffig

MAE rhaglen o weithgareddau cyffrous i cael ei threfnu ar gyfer aelodau Fforwm Ffawr Gaerfyrddin yn yr Ardd Fotograffig Genedlaethol.

Mae'r digwyddiad, a drefnwyd gan Fforwm 50+ Sir Gaerfyrddin, yn cynnig mynediad am ddim i aelodau gyfer y gweithgareddau ddydd Gwener, Medi 19eg.

Bydd y diddanwr Roy Noble yno ac mae'r digwyddiad cynnwys arianyriol sesiynau rhagfias sy'n rhoi sylw i celf a chrefft, adweithg, clywaith a dawns amser trwm.

Hefyd bydd teithiau cerdded tywysedig o amgylch y ailgread inalt go iawn o Sied Ysgrifennu Dylan Thomas golff gwallgo, stondinau gwybodaeth ac areithiau grynrychiolwyr allweddol 50+.

Mae 2,000 o aelodau gan y gwrp 50+ eisoes, ac mae aelodau newydd wedi ymuno yn dilyn hysbysbwyd y Newyddion Sir Gâr yn ddiweddar, sy'n gofygu bod y ymngyg y rhai mwya'r yng Nghymru.

Nid oes tâl aelodaeth i'w dalu. Os hoffech ymuno neu neilltuo lle am ddim yn y digwyddiad, ffonwch 01257 224692 neu ewch i: www.carmarthenshire50.org.uk/?lang=cy.



Super Fast Cymru



CARMARTHENSIRE residents are being encouraged to register their interest in superfast broadband for their community.

Residents and businesses in the county are set to benefit from the pioneering multimillion pound programme Superfast Cymru, bringing nationwide fibre broadband to Wales.

Fibre broadband is the next generation of broadband - much faster, more reliable and it uses a different technology. Downloading emails or internet browsing more quickly aren't the only benefits.

It also opens businesses up to a worldwide market, improving your supply chain and increasing productivity offering greater opportunities. Fibre is already available in some areas of Llanelli through BT's commercial rollout. This exchange will be re-visited under the Superfast Cymru programme.

Areas of Pencader and Carmarthen will be able to access this new service under the programme during September 2014, with Hebron, Llanybydder, Maesycrugiau, Pumpsaint, Velindre and Cross Hands following in March 2015. The remaining exchanges are scheduled to be upgraded post March 2015. Register your interest on the Superfast Cymru website www.superfast-cymru.com. You will be informed when fibre broadband becomes available to you. There are a number of different Internet Service Providers (ISPs) offering the service, so you can choose the best deal for you.

Swimming Pool Now Open!

LLANELLI swimming pool is now open.

Staff can enjoy making waves again at the leisure centre facility months after it was forced to close its doors in January due to damage to its roof caused by the storms. All swimming programmes are up and running and bookings are now being taken for the Learn to Swim programme.

New activities are also planned with Water Polo being launched this month.

A fun packed, free activity weekend was held at the leisure centre earlier this month to celebrate its opening. The £350k repair work was a major scheme with 1,200sq metres of roofing to be replaced including new skylights and lighting alterations.

There will not be much to see at this immensely popular facility by way of improvements but the swimming pool has a secure roof for the future.



Support your local High Street

STAFF are being asked to support their local High Street as part of a national campaign aimed at encouraging people to shop locally.

Towns in Carmarthenshire are participating in the Welsh Government initiative including putting on major events at Llanelli with the Retrofest, and y Twrch Twryth Festival in Ammanford. For more information go to the newsroom on the council website or look out for #supporthighstreets on Twitter or visit our Facebook page - Support your High Street Wales.



Whistleblowing

THE council wants to thank staff that brought whistleblowing concerns to the council's attention during 2013-14.

As a result of these investigations a number of actions have been taken to improve service delivery and safeguard the council, its staff and the public.

As an employee you are in the best position to report malpractice within the council but maybe reluctant to voice your concerns.

This policy encourages you to raise serious concerns that are in the public interest safely and with confidence.

If you want to speak to someone in confidence about an issue, contact a Whistleblowing Officer, Senior HR Advisor or Trade Union representative. Further details can also be found on the HR section.

Day out at Botanics

AN exciting programme of activities has been planned for Carmarthenshire's 50+ members at the National Botanical Gardens.

The event, organised by Carmarthenshire's 50+ Forum offers free entry to members for five activities on September 19th. Hosted by entertainer Roy Noble the event includes various taster sessions from iPad, crafts, reflexology, patchwork and a tea dance.

There will also be guided walk tours around the garden. A life size replica of the iconic Dylen Thomas's Writing mini-crazy golf, information stalls and speeches by representatives.

The 50+ group already has almost 2,000 members with 300 new members joining following a recent Carmarthenshire News advert, making the forum the largest in Wales.

Membership is free. If you would like to join or to reserve your free place at the event contact 01267 221469 www.carmarthenshire50.org.uk.



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Direct from the Chief Executive



THERE have been a number of changes recently to the senior management of the Council. Roger Jones, the Director of Resources has left and on an interim basis, Chris Moore has been asked to take on the statutory finance role until we go out to advert some time next year. Chris will have a big job to do working on the very challenging budget for the next three years with colleagues at Corporate Management Team and the Council's Executive Board.

On 30th September, Bruce McInnon, our Director of Social Care, Health and Housing leaves. We have appointed Jake Morgan as his successor, but Jake will not start until November, so Stefan Smith will step into the Statutory Director's role until Jake's arrival. Stefan is currently Head of Children's Services and our most senior social worker.

Chris Burns, Assistant Chief Executive left the council on 1st September to take up the role of Interim Chief Executive at Caerphilly County Borough Council. Wendy Walters has been appointed Assistant Chief Executive on an interim basis for up to a year. Wendy will also continue to be Head of Economic Development.

Finally, as I write this we have received 20 applications for the post of Director of Environmental Services. Interview will take place on 1st and 2nd October. Richard Workman, our current Director, has very kindly agreed to stay on until Christmas to allow his successor to be appointed into post. My thanks to Richard, for his assistance and flexibility in this respect.

All these changes take place at a very challenging time for us. We have to look at making savings/cuts of £45m from our budgets over the next three years. This is exceptionally difficult and the Corporate Management Team and Heads of Service are working to identify how we reduce, withdraw, restructure, re-prioritise, increase income etc. No area of service will be untouched given the scale of cuts in the budget we receive from Welsh Government. Whilst their budgets are not being reduced they have determined that the NHS is a priority and therefore Local Government budgets have to be reduced to fund the NHS. Proposals for cutting services, restructuring the Council, downsizing and looking at where we will find the savings needed will begin to emerge during the autumn. There is no doubt that this will have an impact on staffing. But I have reminded all senior officers that we must do all we can to avoid compulsory redundancies. This will be a very last resort. We have already circulated information about the Voluntary Severance Scheme and opportunities for going part-time, or taking flexible retirement. Any expressions of interest must be returned by 30 September.

I am encouraged so far by the way Directors and Heads of Services and many other managers have been responding to this challenge. There is much more work to do, but I am optimistic that we will navigate our way through this as well, if not better, than other public bodies in Wales.

Our Schools

New Seaside School one step closer

A NEW school for Seaside is one step closer after the Welsh Government gave its approval to the Strategic Outline Case.

The case was made by Carmarthenshire County Council for the development of the £12.5million superschool in Llaneli, which will replace Copperworks and Lakefield Schools.

A site has been identified at the former Draka factory in Copperworks Road and has been cleared ready for development. The new building will cater for 420 pupils plus a nursery with 60 places. Following the Welsh Government approval, the council can now move the project forward to the next stages of work on this will begin immediately. However, it will be some time before actual building work on the school can begin.

Education executive board member Cllr Keith Davies said: "Whilst we are obviously really pleased with the Welsh Government's approval for our Strategic Outline Case, there is still a considerable way to go yet to satisfy the processes, including the need to present for approval an Outline Business Case and Final Business Case before construction of the new school premises can begin in earnest.

"However, this is a major step forward and very welcome news for the school and the community."

The new school is part of the council's Modernising Education Programme and will modernise the facilities for children and streamline infant education. It will also meet the increasing need for bilingual primary education and better pastoral care, help develop IT and the regeneration of the area.

WEEE banks

THERE are now two mobile WEEE banks for the recycling of small electrical items.

These include small electronic and electrical items such as hairdryers, radios, toasters, kettles and mobile phones, in fact any electrical item that can fit inside the bin will be accepted, recycled and turned into something new.

The WEEE banks are currently located in the waste and recycling compound at County Hall and at the waste store adjacent to Block 2 Parc Dewi Sant. Both locations also have glass banks for staff to recycle their coffee jars etc.

Charity Champion

Name: Christine Derkin

Job title: Senior Passenger Assistant

Department: Technical Services

What is your charity event?

Hold various events throughout the year locally to raise money for disabled children and young adults to have a bit of enjoyment in life.

Who are you fundraising for? Raising money for Breakthrough in Llaneli. I have been involved with this charity for many years. I organise events for them, such as weekend breaks away, cinema nights out, day trips and social night events.

How can people donate to your cause?

There are many ways people can help including donating items for the charity to sell. For more information contact Christine on ext 5314.

Careline

What is Careline?

Phone today to give



Appendix "F"

POLISI DIWYGIEDIG YNGHYLCH DATGELU CAMARFER

Diogelwch Cyfreithiol i Weithwyr sydd â Phryderon yn y Gwaith


Chi, y gweithiwr, sydd yn y sefyllfa orau i nodi camarfer yn y Cyngor ond efallai eich bod yn amharod i leisio eich pryderon. Mae'r polisi hwn wedi'i ddiweddarau a'i nod yw eich annog i fynegi pryderon difrifol er budd y cyhoedd a hynny yn y Cyngor, yn hyderus.

Fe'ch anogir i ddatgelu camarfer os ydych yn credu bod camarfer wedi digwydd yn unrhyw un o'r meysydd canlynol:

- Tramgwyddau troseddol
- Torri rhwymedigaeth gyfreithiol
- Camweinyddu cyfiawnder
- Peryglu iechyd a diogelwch unigolyn
- Niwed i'r amgylchedd
- Datgelu gwybodaeth am unrhyw un o'r pwyntiau uchod yn fwriadol

Cofiwch, diben y polisi hwn yw eich diogelu os ydych yn gorfod rhoi gwybod am bryder difrifol ynghylch gwasanaeth y mae'r Cyngor yn ei ddarparu neu ynghylch ymddygiad gweithiwr arall, cynghorydd neu unigolyn arall sy'n gweithredu ar ran y Cyngor.

Os ydych yn dymuno siarad â rhywun yn gyfrinachol am fater o'r fath, cysylltwch â'ch Swyddog Datgelu Camarfer adrannol, â'ch Swyddog Ymgynghorol (Adnoddau Dynol) neu â chynrychiolydd eich Undeb Llafur. Gallwch gael gair ag unigolyn a enwyd, yn eich dewis iaith, ac mae Swyddogion sy'n medru'r Gymraeg wedi'u rhestru yn y polisi.

Edrychwch am y symbol hwn 

Mae rhagor o wybodaeth ar gael yn adran Adnoddau Dynol y llyfrgell dogfennau ar BRIAN neu drwy gysylltu â'ch rheolwr llinell.

REVISED WHISTLEBLOWING POLICY


Legal Protection for Workers with Concerns at Work

As an employee you are in the best position to recognise malpractice within the Council but maybe reluctant to voice your concerns. This policy has been updated and is intended to encourage you to raise serious concerns that are in the public interest within the Council with confidence.

You are encouraged to 'blow the whistle' if you believe malpractice has taken place in any of the following areas:

- Miscarriage of justice
- Danger of the health and safety of an individual
- Damage to the environment
- Deliberate concealing of information about any of the above.

Remember, this Policy is there to protect you if you find yourself having to report a serious concern about a service the Council provides or the conduct of another employee, councillor or other individual acting for the Council.

If you want to speak to someone in confidence about such an issue, please contact your Departmental Whistleblowing Officer, HR Advisor or Trade Union representative. You can speak to a named individual in your language of choice and Welsh speaking Officers are named within the Policy. Look out for this symbol 

Further information can be found in the HR section of the Document Library on BRIAN or via your line manager

Appendix "G" (Welsh)

Os gwelwch fod rhywbeth o'i le



...soniwch amdano



Os byddwch yn pryderu am risg,
camymddygiad neu gam-arfer,
codwch eich llais i gadw'r Cyngor yn i

Os nad ydych yn sicr sut mae symud ymlaen
mewn ymateb i'ch pryder, mynnwch air a'ch
rheolwr llinell neu'r swyddog(ion)
dynodedig isod:

Mae'r Polisi Datgelu Cam-arfer ar gael yn y llyfrgell
ddoofennau ar BRIAN

Rydym yn ymroddedig i ymdrin
yn gyfrifol, yn agored ac yn
broffesiynol ag unrhyw bryder
dilys a fynegir.

Ni allwn wneud hyn heb eich help
chi. Os bydd rhywbeth yn eich po
yn y gwaith, dywedwch wrthym.

If you see something wrong...

...say something



If you have a concern about a risk, wrong-doing or malpractice speak up for a healthy care

If you are unsure how to proceed with your concern, please discuss with your line manager or the designated officer(s) below:

We are committed to dealing responsibly, openly and professionally with any genuine concerns raised. We cannot do this without your help, if something at work is troubling you, please tell us.

Arlywydd Cyffredinol Cymru
Director General for Wales



WALES AUDIT OFFICE
SWYDDFA ARCHWILIO CYMRU

Whistleblowing

Warminstershire County Council

Appendix "H"



Context and Background

Wales Audit Office is currently undertaking a review of Whistleblowing as one of its Local Government Studies

This Whistleblowing review looked at the Council's Whistleblowing Policy and arrangements that are in place support Whistleblowing and Whistleblowers

We looked at a number of areas and our findings are summarised on the following slides



Summary

Overall Whistleblowing arrangements are good, with some exemplar practice, if addressed a number of very small weaknesses in policy, process and training will strengthen arrangements further

We came to this conclusion because:

- the Council's Whistleblowing Policy is good, well structured, concise and supportive;
- the Council commitment to whistleblowing is good, with some exemplar practice, including effective scrutiny;
- specific training on whistleblowing has been created and more training is being developed but completion rates are relatively low and the training has not been made available to Councillors;
- the Council has made the Policy available on the intranet, although it has not checked staff awareness of the policy and reaching staff without computer access remains a challenge; and
- a formal, central record does not exist, the current record is an informal version maintained by the Monitoring Officer.

The Council's Whistleblowing Policy is good, well structured, concise and supportive

Policy reviewed in September 2013 (reflects legislation changes), a further revision is being presented to Standards Committee in September 2014

Concise and well presented

User-friendly style - supportive and reassuring language

Able to raise concerns outside of line management

Wide range of contacts identified:

- ✓ Dedicated e-mail inbox; and
- ✓ Named Whistleblowing Officers.

Contact details for independent advice provided

Clear examples to differentiate whistleblowing concerns from grievances

x Slight confusion over the role of the Line Manager in hearing a concern

The Council's Whistleblowing Policy is good, well structured, concise and supportive

- | | |
|--|---|
| ✓ Clear explanation of the risk of making external disclosures | ✗ Statement about obtaining written consent to disclose information may act to 'gag' potential whistleblowers |
| ✓ Range of external contacts provided | |
| ✓ Allows for anonymous concerns to be raised | |
| ✓ Identifies limitations with anonymous concerns | ✗ Does not include a comprehensive list of external prescribed persons |
| ✓ Clearly states it is there to protect and support whistleblowers | |
| ✓ Explicitly prohibits reprisals against whistleblowers | |
| ✓ Disciplinary action for making malicious allegations | |

The Council commitment to whistleblowing is good, with some exemplar practice, including effective scrutiny

- | | | |
|---|---|---|
| Owned by the Monitoring Officer and Assistant Chief Executive and maintained by HR Policy Manager | x | Investigation procedure requires clarification – explain who makes initial enquiries, who would complete any internal investigation and how independence is provided to the process |
| Effective scrutiny provided by Whistleblowing Steering Group which meets annually to review policy and arrangements | | |
| Steering Group reports to Standards Committee, which in turn reports to Full Council, providing all Councillors with an oversight | x | Policy is lacking an explicit statement about raising a concern externally and/or anonymously rather than ignoring wrongdoing |
| Concerns are considered outside of line management | | |
| Comprehensive arrangements for providing feedback (with expected timeframes) | | |

The Council commitment to whistleblowing is good, with some exemplar practice, including effective scrutiny

- Policy reviewed annually by Whistleblowing Steering Group
 - Steering Group reports on concerns, themes and outcomes, which are then reported to Standards Committee and full Council
 - HR Policy Manager reviews the Public Concern at Work (PCAW) website
 - Feedback form added to the Whistleblowing Policy to help the Council assess staff confidence in how concerns are handled
 - Council uses a pool of 10 accredited investigators for complex investigations
 - Caseload information is collected (informally by the Monitoring Officer)
- x There is no formal, central record of concerns
 - x The number of whistleblowing concerns recorded is relatively low (2-3 per annum) and the Council believes that some concerns may be dealt with under other policies

specific training on whistleblowing has been created and more training is being developed but completion rates are relatively low and the training has not been made available to Councillors

E-learning training module on whistleblowing for all managers

HR have secured funding and are currently developing further training for people managers

People identified in the whistleblowing policy have received recent update training via refresher briefings

The training clearly differentiates between whistleblowing and grievances, providing case study examples to help illustrate the differences

* Completion rates of e-learning module are low, this is being looked at by the Council

* Councillors do not receive training specifically covering whistleblowing



The Council has made the Policy available on the intranet, although it has not checked staff awareness of the policy and reaching staff without computer access remains a challenge

- ✓ Policy is easily accessible on the intranet
- ✗ The Council has not done anything corporately to check the level of staff awareness
- ✓ The Council is aware of the challenge in reaching those employees without internet access
- ✓ The Whistleblowing Steering Group review communications and have put a number of schemes in place – posters, Whistleblowing Guide, Communications Champions, HR Bulletins and ER Fora



Proposals for Improvement

Strengthening the Whistleblowing Policy further:

- clarify the roles of managers and contact officers;
- clarify the procedure for investigations;
- be explicit about raising concerns rather than ignoring wrongdoing; and
- review the statement that refers to obtaining written consent to disclose confidential information so that it doesn't act to gag potential whistle-blowers.

Create a formal, central record of whistleblowing concerns

Focus training on:

- promoting the completion of the existing e-learning module;
- training elected members specifically on whistleblowing; and
- completing the work already started on developing further whistleblowing training.

Develop a communications strategy for making staff aware of the updates and general arrangements

Review methods of checking staff awareness

Questions?



