

July 2024

Sanctuary Scotland Housing Association Limited

Mapping Exercise for Assurance Statement – Whistleblowing

The purpose of this document is to provide the Board of Management of Sanctuary Scotland Housing Association Limited with assurance that the organisation complies with the requirements of Chapter Three of the Regulation of Social Housing in Scotland in relation to Whistleblowing. The compliance requirements are defined, the evidence and practice to support compliance is described and additional information or further action defined.

WHISTLEBLOWING – Chapter Three of the Regulation in Social Housing framework states: Have effective arrangements and a policy for whistleblowing by staff and governing body/elected members which it makes easily available and which it promotes		
Evidence	Compliant	Action required/commentary
<p><u>Policy and Procedure</u> Whistleblowing policy Whistleblowing procedure – the procedure contains a clear 4 step process for employees to follow</p> <p>The P&P are reviewed bi-annually with HR and the outcome of the review is reported to the Group Audit and Risk committee.</p> <p><u>Associated documents</u> The staff handbook – this contains information on whistleblowing and refers to policy and procedure and where to get further information Grievance policy and procedure Management of Fraud Risk and Reported Frauds Bullying and Harassment Prevention of Bribery Codes of conduct for Board members – Sanctuary Group, National Federation of Housing Associations, Scottish Federation of Housing Associations</p>	YES	<p>Whistleblowing Policy and Procedure updated in September 2022</p> <p>The last review was 22/09/22, therefore next review will be completed by 22/09/24 and reported to GARC wither in the Sep or Dec meeting (depending on reporting deadlines)</p> <p>In terms of training, whistleblowing is covered in Core Essentials which all staff have to undertake every two years. This is tracked and shows on compliance reports</p> <p>Policies (sharepoint.com) SuccessFactors Learning: Content Player for Core Essentials (e-Learning) (plateau.com)</p>

<p><u>Board of Management members</u> The governance manual contains the Whistleblowing policy and procedure – the governance manual is updated and circulated at least once per year The governance manual including Whistleblowing is part of the induction programme for new board members Board members</p> <p><u>Staff</u> The Whistleblowing policy and procedure is easily available on SOLIS (intranet) The staff handbook is easily available on SOLIS</p> <p>Whistleblowing is covered in the core essentials e-learning for all new starters, the new training session concentrates on the essential issues.</p> <p><u>Culture – What tells us our culture is open and transparent and give staff the right environment to feel that they can highlight areas of concern</u> Core Values Core Behaviours My Performance IIP (the outcomes tell us that staff feel supported and have good working relationships with their line managers, management team and their colleagues) Senior Management team monthly meeting Team meetings SOLIS gives our staff information on all policies and procedures easily available HR Business partner and HR Business Managers – separate source to consult on concerns Health Assured – free, confidential 24 hour telephone line service for staff to get advice on a range of matters including employment concerns Health matters – portal giving advice and support on work and health matters.</p>		<p>Board Members receive regular updates as part of the Annual Assurance Statement process to track and confirm our compliance with the Scottish Social Housing Charter, which includes Whistleblowing and a link to the policy/procedure which is included in the Governance Manual.</p> <p>NRRP was consulted on the Whistleblowing policy and had no amendments to suggest. However, they did not that culture was important so that staff felt comfortable to highlight any concerns.</p>
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<p>A Group whistleblowing mailbox has now been set up and a Contact in Confidence mailbox is available for Sanctuary Care. A dedicated whistleblowing phone line has now been provided. There is a new form available that can be used anonymously to raise whistleblowing issues that auto-forwards to the Group or Sanctuary Care mailboxes. The mailboxes are monitored by Group HR on a daily basis, with messages responded to within four days, where a response is requested. In exceptional circumstances where employees prefer to raise a concern with an external agency advice is available.</p>		
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