



Speak Up Procedure

1. Aim of procedure

The Speak up policy describes when and how to speak up and this procedure defines what the process is once a speak up report has been made.

Other documents relating specifically to 'speak up' are the 'Speak up policy' and 'Speak up reporting form'.

2. Scope of procedure

This procedure applies to:

- all staff, board members, formally involved residents and volunteers and
- our suppliers, contractors and partners

These individuals and entities should be aware of and operate within the confines of this procedure.

3. Procedure

What happens once you've spoken up?

- 1) The person receiving the initial report will inform the speak up contact (details can be found in the Speak up policy).
- 2) The speak up contact will decide on the appropriate course of action and inform the Executive and Governance teams.
- 3) The Governance team will log the report.
- 4) The speak up contact will then instruct ownership and actions as appropriate:
 - An appropriate person will be assigned as "Investigating Officer" for reports of misconduct (internal or external);
 - People or Neighbourhoods teams will manage welfare reports.

What happens in an investigation?

Misconduct reports

The Investigating Officer will:

- 1) Engage appropriate support, for example the People team if the disciplinary action may be appropriate.
- 2) Take immediate steps to secure assets and introduce corrective controls to prevent further loss, for example suspending a suppliers account, adding additional financial checks.
- 3) Conduct interviews in a fair and proper manner and where there is a possibility of criminal action, consult with the appropriate staff and police so that interviews may be conducted under caution in compliance with the Police and Criminal Evidence Act 1984 (PACE).
- 4) Maintain a detailed record of the investigation to keep track of progress including emails, meetings and interviews, documents reviewed and how we are protecting the initiator of the speak up report.
- 5) Agree actions to be taken with the Executive team and execute the actions, for example recovering losses.
- 6) Update the Governance team and Executive team regularly with any developments;



Welfare reports

The People team or Neighbourhoods team (if the welfare report concerns a customer), acting as Investigating officer, will take appropriate action in welfare cases and record progress, reporting outcomes to the Governance team.

What happens on completion of the investigation?

Misconduct reports only

If no evidence of misconduct is established the Investigating Officer will prepare a full written report and submit it to the Governance and Executive teams and close the investigation.

If there is evidence of misconduct by a member of staff the Investigating Officer will advise the outcome of any disciplinary hearing and other actions to the Governance and Executive teams.

If there is evidence of misconduct, by a third party the Investigating Officer will report the outcomes and actions to the Governance and Executive teams.

The person who makes the initial report will be advised of the outcome unless there are justifiable reasons why we can't inform them.

Reporting and monitoring

The Governance team will record the number of disclosures received and their nature, maintain records of the date and content of feedback provided to the discloser.

The Governance team will also provide a summary of 'speak up' reports to Audit and Risk Committee for the previous quarter as well as any specific reports to the appropriate Committee or Board and follow up to ensure any resulting actions are undertaken by their owners.

4. Contact information

Duncan Short – Resources Director (Speak up contact)	Duncan.Short@vividhomes.co.uk	Mobile: 07753 449295
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