



Speak Up Policy

Aim of policy

VIVID is a place where we act professionally and treat people fairly.

This policy makes sure you know who to talk to if you're worried about something and encourages you to speak up knowing you'll be listened to and protected.

This policy covers the way we treat our customers, how we behave towards each other and the way we do business with other organisations.

This policy aims to protect to protect:

- all staff, board members and formally involved residents
- our suppliers, contractors and partners
- our customers, especially those who are most vulnerable

Policy

When to speak up

It's important that we look out for each other. If you're concerned about the welfare of a colleague, even if you're not sure what the problem is, please speak up

Some of our customers are particularly vulnerable and we have a responsibility to protect them. If you think we might be failing in this duty, please speak up.

We have policies and procedures to make sure we run our business well, maintain proper records, comply with the law and protect you. This includes the way we process financial transactions and guard against fraud or other losses. If you notice any weaknesses in these procedures or you don't think they're being followed, please speak up.

We work with suppliers, contractors and partners to provide our services and we expect them to meet the same high standards we set for ourselves. If you think someone is falling short of these standards, please speak up.

How to speak up

Whatever you're concerned about, please speak to your line manager first.

If you don't feel able to speak to your manager or you are not a member of staff, talk to Duncan Short, Resources Director. Duncan is our whistleblowing contact and will listen to your concerns in confidence.

If you don't feel able to talk to any member of staff, David French, one of our independent Board members, is also our Confidential Reporting Member and can be contacted in confidence.

If you need to discuss your concerns with someone completely independent of VIVID, please speak to Emma Butler, our auditor from PWC.

It's helpful if you speak up as soon as you have a concern. You don't need to gather evidence, investigate or try to put things right yourself.

There are also some organisations you can contact for advice and these are included in section 3.



What happens if you speak up

First of all, we'll listen to you and try to understand what your concern is.

We guarantee your confidentiality. This is really important because we want people to be able to speak up without worrying about the consequences.

Obviously, if someone deliberately, repeatedly or maliciously raises concerns without a good reason, we'll treat that as a disciplinary matter.

Once you've spoken up, you've done your job. Leave it with us and we'll take whatever action is needed. Normally we'll let you know what's happened but sometimes there'll be reasons why we can't.

Contact information

Duncan Short – Resources Director	Duncan.Short@vividhomes.co.uk	Mobile: 07753 449295
David French – Independent Board Member	David.french@uhs.nhs.uk	Phone :023 81206172
Emma Butler – PWC Internal Auditor	Emma.butler@pwc.com	Mobile :07702677474
EAP	http://www.employeeassistance.org.uk/	

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