

Online   
reporting form  
guidance



**SPEAK OUT SAFELY**

**Whistleblow**

**0141 287 3777**



[www.glasgow.gov.uk/whistleblow](http://www.glasgow.gov.uk/whistleblow)



This guidance gives you information about how to raise a whistleblowing concern, using the council's online whistleblowing reporting form at

[www.glasgow.gov.uk/whistleblow/AntiFraudForm.aspx](http://www.glasgow.gov.uk/whistleblow/AntiFraudForm.aspx).

If you would like more information on what whistleblowing is and how your concern will be dealt with, you can read our Whistleblowing Policy online at [www.glasgow.gov.uk/whistleblowing/policy](http://www.glasgow.gov.uk/whistleblowing/policy)



## How to fill in the online reporting form



As explained in our Whistleblowing policy, concerns raised which are made anonymously are less powerful than when you provide your name. However, all concerns will be considered.

The first part of the form contains text boxes where some general details can be recorded about the person and vehicle details the allegation is about, where these are appropriate.

The form has space at the end for you to provide your personal details, if you are happy to provide them. **This should be your own personal contact information.**

You do not need to provide your personal information, for example, your name and contact details. Simply leave this part of the form blank if you do not wish to do so.

For more information on occasions when you may be contacted following a concern being raised, you can read the policy document at [www.glasgow.gov.uk/whistleblowing/policy](http://www.glasgow.gov.uk/whistleblowing/policy).

The council will do its best to protect the identity of anyone who raises a concern and does not want their name to be disclosed.

You will be asked if you are a Glasgow City Council employee. Again you do not need to provide this information. If you don't want to do so, leave this part of this form blank.

We need to request this information because there are specific protection rights which apply to employees who are making an allegation or raising a concern.

If you would like more information on the rights of employees who make a whistleblowing allegation or raising a concern, you can view the Glasgow City Council whistleblowing policy online at [www.glasgow.gov.uk/whistleblowing/policy](http://www.glasgow.gov.uk/whistleblowing/policy).



## Reporting your concern









The whistleblowing facility exists to report any fraud or wrongdoing you reasonably believe is taking place within Glasgow City Council. Examples include bribery, corruption, blue badge misuse, misuse of council equipment and issues relating to information security and council tax reduction scheme fraud.

**The following examples are not the only types of allegation the facility exists to support. These are examples of the kind of information which might be useful in helping the investigation. If you feel there is any other type of fraud or wrongdoing taking place, which is not listed below please provide as much detail about the issue as possible.**

### Council Tax Reduction Scheme Fraud





#### Undeclared partner in property

If you would like to report an undeclared partner living at a property you should provide the following information if possible.

-  The partner's name.
-  A description of the partner including their age, height, build, hair colour and any distinguishing features.
-  How long has the partner been resident?
-  If the partner is employed, where is their place of work and what type of work do they do?
-  If employed, when does the partner leave for and return from work?
-  If the partner drives a vehicle which is regularly parked outside the property, please provide details of vehicle, including; make, model, colour, registration number, and time when vehicle is parked outside.





#### Claimant not living at the property

If you would like to report someone who you believe is receiving housing benefit but is not living at the property you should provide the following information if possible.

-  How long has the claimant not been living at the property?
-  Where are they living?
-  Is anyone else living in the property? If so, who?
-  Do they return to the property? If so, when and how often?

#### Non dependent(s) not declared in property

If you would like to report a non dependent(s) who has not declared living in a property you should provide the following information if possible.











-  The name of the non dependant.
-  What is their relationship to the householder?
-  How long has the non dependant been resident?
-  Is non dependent employed or receiving benefits?



## Other types of wrongdoing




### Parking for the disabled

If you would like to report someone who is using a blue badge which they are not entitled to, you should provide the following information if known.





-  Who owns the badge?
-  Where do they stay?
-  What vehicle is the badge used in? Include the make, model, colour, registration number of the vehicle.
-  Who is misusing the badge?
-  Where does he or she live?
-  What do they look like? Include a general description of their height, build, hair colour, uniform, dress and any distinguishing features.
-  Where do they park using the badge?
-  How often do they use the badge?
-  Is it certain days or times of the day or night?
-  How long has the misuse being going on for?

### Misuse of council equipment

Examples of employees and or the public not using equipment appropriately include:

-  using a council vehicle in personal time;
-  using a work computer for non work related activity during working hours; or
-  the inappropriate use of a work computer during or outside working hours.

To make an allegation of this nature, you should provide the following information, if possible.







-  What equipment is being misused?
-  Who is misusing equipment? Provide their name, service and job title.
-  Details of misuse including when it happened or happens, if more than once.
-  If the allegation is about misuse of a council vehicle please provide a description of the vehicle, including the registration number.










## Information security

If you would like to make an allegation about mistreatment or inappropriate storage of personal or sensitive information, please provide the following information if possible.

-  The name and job title of officer or officers responsible
-  The Glasgow City Council service or ALEO they work for. ALEOs are the arms length external organisations of the council. Cordia and City Building have their own whistleblowing arrangements in place. For a list of all ALEO contacts, please click on the following link [www.glasgow.gov.uk/whistleblowing/contacts](http://www.glasgow.gov.uk/whistleblowing/contacts).
-  What is the nature of the information the allegation is about. For example, sensitive case files?
-  Is the information in paper or electronic format and where is it being stored. For example, are they confidential files being left in public view?
-  Have any personal or sensitive details been compromised or leaked?
-  Has the issue been reported elsewhere by you or anyone else? If so who has it been reported to?

## Theft or not using council assets appropriately

If you would like to report the theft of council assets, including council money or equipment, such as IT equipment, you should provide the following information, if possible.

-  Details of the items which have been stolen. If it relates to money stolen the amount should be provided, if you have this information.
-  Where was the asset or money stolen from? Are there any other valuable items which are stored in the same way as the reported item which could also be stolen?
-  Who is responsible for the theft? It would be helpful to advise us how this information is known. For example, did you see the theft?
-  Is the theft a one off or has it happened more than once? If so provide details of previous times it has taken place.
-  Has the theft been reported to management or the police?

The list above is to provide an idea of the information which is useful to help investigations. If you don't know some of the information, please do not put your safety at risk trying to get it.

If you have more information which is not listed above but you feel it could help the investigation, please include as much detail as possible.









## Other ways to raise a concern

The council's whistleblowing arrangements are managed by the Head of Audit and Inspection.

You can report your concerns by:

-  phoning **0141 287 3777** from 8.30am to 5pm from Monday to Friday. At other times and during public holidays you can leave a message on the answerphone;
-  filling in our online form at [www.glasgow.gov.uk/whistleblow/AntiFraudForm.aspx](http://www.glasgow.gov.uk/whistleblow/AntiFraudForm.aspx);
-  emailing [fraud@glasgow.gov.uk](mailto:fraud@glasgow.gov.uk). This option allows you to attach any documentary evidence to support your concern;
-  writing to **The Head of Audit and Inspection, Financial Services, City Chambers, Glasgow, G2 1DU.**

If your concern relates to social security benefit fraud, including housing benefits, please contact the Department for Work and Pensions (DWP). They can be contacted in the following ways:

Phone **0800 854 440**

Textphone **0800 320 0512**

Online [www.gov.uk/report-benefit-fraud](http://www.gov.uk/report-benefit-fraud)

In writing **National Benefit Fraud Hotline, PO Box 224, Preston, PR1 1GP.**

If your phone call relates to bullying and harassment, you can phone the bullying and harassment phone number on **0800 042 0135**. However, if you phone the whistleblow hotline about a bullying and harassment concern, your details will be taken and recorded and they will be passed to the appropriate contact.

