



Committee and Date

Audit Committee

21 June 2012

10.00 am

Item

16

Public

2011/2012 Review of the Whistleblowing - 'Speaking Up About Wrongdoing' process

Responsible Officer

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1. Summary

The Whistleblowing process provides arrangements to enable employees, elected members, contractors and others to raise concerns about fraud, corruption, adult/child protection or harassment and bullying allegations.

This report provides an update to the Shropshire Council Audit Committee on progress with the 'Speaking up about Wrongdoing' (Whistle blowing) process and related arrangements, as well as the number of cases raised regarding Council employees over the last two years. In addition it proposes some minor changes to the policy and providing a separate version for the public.

2. Recommendations

The Audit Committee is asked to:

- a. Consider and comment on the contents of the report.
- b. Consider and comment on the amended policies:
 - Whistleblowing: 'Speaking up about Wrongdoing, arrangements for Staff'
 - Whistleblowing: 'Speaking up about Wrongdoing, arrangements for the Public'

REPORT

3. Risk Assessment and Opportunities Appraisal

- 3.1 The Council has in place an effective Counter Fraud, Bribery and Anti-Corruption Strategy. The Council proactively encourages the detection of fraud and irregularities and the appropriate management of them. The Whistleblowing policies contribute to our zero tolerance of fraud, bribery and corruption.

3.2 The recommendations contained in this report are compatible with the provisions of the Human Rights Act 1998. There are no direct environmental, equalities, consultation or climate change consequences of this proposal.

4. Financial Implications

4.1 The management and investigation of issues raised in response to this policy are met from approved budgets.

5. Background

5.1 A previous update on whistleblowing went to the Shropshire Council Standards Committee on 1 July 2010, providing information on whistleblowing arrangements as well as details of the number of cases for Shropshire County Council in 2008/9 and Shropshire Council in 2009/10.

5.2 As well as updating the current Whistleblowing policy, mainly in respect of the contacts list and job titles of key senior staff; the opportunity has also been taken to create a separate Policy for the public to use, as previously it was included within the policy for staff and members and was not user-friendly.

5.3 The update does not change the process to be used when ‘*blowing the whistle*’, but provides clearer guidance for use by those doing so. Copies of the updated policies are attached at **Appendix 1 and 2**, and Members are invited to share any comments they wish to make on them.

5.4 The Whistleblowing Policy is available to all staff via the Intranet pages and is also available to them, along with members and the public, via the web-site; allowing it to be accessed from any computer. This is particularly important as it allows staff to access the policy outside of a work environment, where they may be reluctant to be seen accessing the Whistleblowing policy.

Whistleblowing Cases relating to Shropshire Council Employees

5.5 In 2010/11, there were three cases reported under the whistleblowing arrangements for Shropshire Council.

2010/11 Whistleblowing Reports

Route in	Allegation	Procedure Used	Outcome
Verbal	Fraudulent completion of Client Review forms	Audit Investigation and Disciplinary	Informal Warning
Verbal	Excessive purchase of personal safety equipment and work wear from a local supplier	Audit Investigation	No case to answer
Verbal	Alteration of records on the Council Tax system	Audit Investigation	No case to answer

5.6 In 2011/12, there were seven cases reported under the whistleblowing arrangements for Shropshire Council

2011/12 Whistleblowing Reports

Route in	Allegation	Procedure Used	Outcome
Written	Concern over a tendering process	Audit Investigation	No case to answer, contract was retendered.
Verbal	Concern over employee fraudulently completing review paperwork	Audit Investigation and Disciplinary	Employee resigned
Written	Inappropriate use of e-mail system by a number of employees	Audit Investigation and Disciplinary	Informal warnings
Verbal	Alleged inappropriate personal purchases, travel claims and the purchase and personal use of various items of IT	Audit Investigation	Employee resigned
Verbal	Concerns about overtime claims and unusual till activities by employee	Audit Investigation and Disciplinary	Informal warning
Verbal	Allegation of inappropriate use of contracting processes by employee	Audit Investigation and Disciplinary	Informal warning
Verbal	Concerns of payments of inappropriate amounts to staff by manager	Audit Investigation and Disciplinary	Employee dismissed and additional employee given formal warning

6. Conclusion

6.1 The 'Speaking up about Wrongdoing' process forms a key element of the Council's Corporate Governance arrangements and is continuing to be a route employees use to raise concerns, as well as a route which is also open to elected members, contractors, partners and others.

List of background papers (This MUST be completed for all reports but does not include items containing exempt or confidential information) – None
Cabinet Member (Portfolio Holder) Keith Barrow (Leader of the Council) and Brian Williams (Chairman of Audit Committee)
Local Member- N/A
Appendices- Appendix 1 – Whistleblowing: 'Speaking up about Wrongdoing, arrangements for Staff' Appendix 2 - Whistleblowing: 'Speaking up about Wrongdoing, arrangements for the Public'

Shropshire Council

Staff Whistleblowing: 'Speaking up about wrongdoing'

How do I raise a concern?

Ring the Whistleblowing Hotline  **01743 252627**

Or

Write to the Audit Service Manager, Shirehall, Abbey Foregate, Shrewsbury, Shropshire, SY2 6ND.

Or

Contact a senior officer directly, specific contact details for officers can be found on our web site <http://www.shropshire.gov.uk> or by ringing Customer Services on 0345 678 9000

What information should I provide?

- Background and history of the concern.
- Names, dates and places where possible, and
- The reason why you are particularly concerned about the situation.

You are not expected to prove the truth of your raised concern. You will need to demonstrate to the person contacted that there are sufficient grounds for your concern.

The earlier you express the concern the easier it will be to take appropriate action.

Shropshire Council

Whistleblowing: ‘Speaking up about wrongdoing, arrangements for staff’

Introduction

1. Shropshire Council is committed to the highest possible standards of openness, honesty, integrity and accountability. Part of meeting that commitment is to encourage staff and others who have serious concerns about its activities to speak up. This may need to be on a confidential basis and the Council wishes to emphasise that if someone does “speak up” they can do so without fear of reprisals. This process is termed “blowing the whistle”. The phrase is used throughout this statement, and should be viewed as a positive action of speaking up.
2. Staff, elected members, contractors and their staff may be the first to see that something is wrong within the Council. Such wrongdoings may relate to:
 - fraud and corruption;
 - discrimination;
 - abuse of children;
 - abuse of vulnerable adults;
 - damage to the environment.
3. But staff may feel unable to express their concerns, because they believe this to be disloyal or they are afraid of being victimised as a result of speaking up. Staff may feel that it would be easier to ignore their concerns, rather than report what may be just a suspicion. This policy is designed to overcome these reservations or fears.
4. It is the duty of staff to speak up when they have serious concerns about the council’s activities. It is the duty of the Council to act on those concerns and protect and support staff when they do. A failure to report a serious concern could be construed as collusion. Difficult as it may be to speak up, staff should be aware of their special position and of their duty to make their concerns known.
5. This policy statement makes clear what staff should do and what will happen as a result. The policy has been discussed with all the relevant trade unions and professional organisations and has their support.

Scope and objectives

Scope

6. This policy is provided for use by staff of the council. Schools and the public, including elected members, have their own bespoke policies.
7. It is not intended that this policy, and its associated procedures, be used to raise concerns which fall within the scope of other more appropriate council procedures where these are available, for example the grievance procedure (where you

complain about your own treatment as an employee) or the complaints procedure, where the public can complain about the Council's services.

8. The leaflet is available free of charge from Organisation Development at the Shirehall and on the Intranet. Telephone 01743 252808 to request supplies.

Serious concerns

9. There are existing procedures in place to enable you to lodge a grievance about your own employment. This policy is intended to cover concerns outside the scope of those procedures. The concern may be that something:
 - is unlawful;
 - is against the Council's Standing Orders,
 - Financial Rules or other policies;
 - does not meet established standards or
 - working practices;
 - amounts to improper conduct;
 - is an abuse of vulnerable adults;
 - that relates to the abuse of children;
 - is damaging the environment;
10. Theft, fraud, bribery, corruption, discrimination, environmental misuses are all types of things which would fall into these categories.

Protecting those who speak up about wrong doing

Harassment or victimisation

11. The Council recognises that deciding to report a concern can be difficult, not least because of the fear of possible reprisals. The Council will not tolerate harassment or victimisation and will take action to prevent this when you raise a concern in good faith.
12. This does not mean that, if you are already the subject of disciplinary or redundancy procedures, that those procedures will be halted as a result of your whistleblowing.

Confidentiality

13. The Council will do its best to protect your identity when you raise a concern and do not want your name to be disclosed. It must, however, be appreciated that the investigation process may reveal the source of the information and a statement by you may be required as part of the evidence.

Anonymous allegations

14. This policy encourages you to put your name to your allegation. Concerns expressed anonymously are much less powerful and are more difficult to act upon, but they will be considered at the discretion of the Council. In exercising this discretion, the factors to be taken into account would include:
 - the seriousness of the issues raised;
 - the credibility of the concern;

- the likelihood of confirming the allegation from attributable sources.

Untrue allegations

15. If you make an allegation in good faith, but it is confirmed by the investigation that there is no wrongdoing, no action will be taken against you. If, however, you make malicious or vexatious allegations, disciplinary action may be taken against you, but the matter would be referred to the appropriate Chief Officer before any action is taken.

Support to you

16. Throughout and after this process, you will be given full support from Senior Management, your concerns will be taken seriously, and the Council will do all it can to help you throughout any investigation.

How to raise a concern

17. As a first step, you should normally raise concerns with your immediate Supervisor or Line Manager. This will depend, however, on the seriousness and sensitivity of the issues involved and who is thought to be involved in the wrongdoing. If management is involved, you should approach:

- The Chief Executive or your Director, Group Manager or Corporate Head of Service. If the wrongdoing is about standards of behaviour.
- The Corporate Head of Legal and Democratic Services, Monitoring Officer. If the wrongdoing is thought to be illegal.
- The Corporate Head of Finance and Commerce, S151 Officer. If the wrongdoing is about improper payments.
- The Audit Service Manager. If the wrongdoing is a fraud.
- The Group Manager Business Growth and Prosperity – if the wrongdoing is an environmental issue.
- Group Manager Safeguarding - if the wrongdoing is a safeguarding issue

18. Alternatively, you can call the **Whistleblowing Hotline, 01743 252627** or invite your trade union or professional association to raise the matter on your behalf.

19. Concerns can be raised in writing. If you choose to do this, you should write a letter to the Audit Service Manager, Shirehall, Abbey Foregate, Shrewsbury, Shropshire, SY2 6ND. You are invited to set out:

20. The earlier you express concern, the better and the easier it will be to take action. Concerns are better raised in writing. You should try to set out:

- the background and history to your concern;
- dates and places where possible;
- the reasons for your concern.

21. Further advice and guidance on what to do can be found in the:

- guidance note on environmental issues;

- the Harassment and Bullying Policy;
- Shropshire Safeguarding Children's Board Policy;
- Multi Agency Adult Protection Policy.

22. The above policies can be found on shropshire.gov.uk website. Information for reporting a child protection concern can be found at www.shropshire.gov.uk/childrenfamilies.nsf and an adult protection concern at www.shropshire.gov.uk/adultcare.nsf or you can telephone the Council on the numbers set out in this leaflet to discuss your concern.

How will the council respond?

23. The action taken will depend on the nature of the concern. The matters raised may:
- be investigated internally within the Council
 - but independently of those directly involved;
 - be referred to the police;
 - be referred to the external auditor;
 - form the subject of an independent inquiry.
24. 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. These will be made confidentially. Concerns or allegations which fall within the scope of specific procedures (for example, child protection or discrimination issues) will normally be referred for consideration under those procedures. Some concerns may be resolved by agreed action without the need for investigation.
25. Within ten working days of receipt we will write to you;
- acknowledging that the concern has been received;
 - indicating how we propose to deal with the matter;
 - giving an estimate of how long it will take to provide a final response;
 - telling you whether any initial enquiries have been made;
 - telling you whether further investigations will take place and, if not, why not.

The standards of conduct

26. Below are some guidelines to help you adhere to the standards Shropshire Council expects of all its staff:
- Whenever you have to make a decision, do so for valid business, commercial or public interest reasons, not for private and personal reasons;
 - Do not under any circumstances accept money or gifts or hospitality from any individual or organisation that might influence your decisions or actions at work;
 - If you are involved in appointing people to jobs or public positions, awarding contracts, or recommending people for awards or other benefits of any kind, follow defined guidelines and make your choice on merit alone;

- Whatever decisions or activities you are involved in, be open about them; be prepared to account for them to the public and open them up to whatever scrutiny is appropriate. This means giving meaningful reasons for your decisions and only restricting information when to do so is clearly in the wider public interest;
- Declare any private or personal interest which is, or may be seen by the public, as relevant to your public duties. "Private interest" includes financial and non-financial interests, whether it would be to your advantage or disadvantage;
- Take action to resolve any conflicts of interest in a way which protects the public interest and maintains public confidence. Take advice if in any doubt from the Monitoring Officer;

27. Promote these standards at all times, by leadership and by example.

Follow proper procedures

28. One of the best ways of guarding against corruption is to ensure that proper procedures are followed – in the way decisions are taken, in the way contracts are awarded and the way that staff conduct themselves.
29. The most important of these procedures are described within the Constitution and elsewhere as follows:-
- Financial Rules;
 - Contract Rules;
 - Members' and Staff' Codes of Conduct;
 - Computer Facilities Code of Practice;
 - Delegations (or decision making powers);
 - Recruitment and Selection Code of Practice;
 - Gifts and Hospitality;
 - Harassment and Bullying Procedure.
30. Actions which breach these procedures are not only unauthorised, but can lead to loss of public confidence and can be corrupt and require legal action to be taken.
31. As with any other concerns on standards, you should report breaches of these procedures. Contact the Monitoring Officer on 01743 252763 or the Audit Service Manager on 01743 252027.

Remember – if you have serious concerns it is your duty to tell us and our duty to protect and support you, if you do.

Chief Executive and Director Contacts

Chief Executive	(01743) 252701
Corporate Director People	(01743) 254301
Corporate Director Places	(01743) 252302
Corporate Head of Finance and Commerce, Section 151 Officer	(01743) 252007
Corporate Head of Legal & Democratic Services	(01743) 252763

Review of Policy


32. The policy will be reviewed at regular intervals in conjunction with changes to legislation that may impact upon it.

June 2012

Shropshire Council

Public Whistleblowing: 'Speaking up about wrongdoing'

How do I raise a concern?

Ring the Whistleblowing Hotline  **01743 252627**

Or

Write to the Audit Service Manager, Shirehall, Abbey Foregate, Shrewsbury, Shropshire, SY2 6ND.

Or

Contact a senior officer directly, specific contact details for officers can be found on our web site <http://www.shropshire.gov.uk> or by ringing Customer Services on 0345 678 9000

What information should I provide?

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- Names, dates and places where possible, and
- The reason why you are particularly concerned about the situation.

You are not expected to prove the truth of your raised concern. You will need to demonstrate to the person contacted that there are sufficient grounds for your concern.

The earlier you express the concern the easier it will be to take appropriate action.

Introduction

1. Shropshire Council is committed to the highest possible standards of openness, honesty, integrity and accountability. As part of this commitment, the council is keen that any activity which falls below these standards is reported to the council, in order that it can be dealt with promptly. The council, whilst making every effort to deal fairly and honestly in providing public services, acknowledges that there may be occasions when members of the public suspect that there is or may be something wrong regarding the activities of the council which needs prompt action to correct it.
2. The council recognises the need to encourage anyone with concerns about any aspect of the council's work to come forward and voice those concerns. Usually, these are easily resolved. However, when these are about unlawful conduct, financial malpractice or dangers to the public, for people or the environment, it can be difficult to know what to do. Specific examples could include:
 - a criminal offence (e.g. fraud, theft, bribery, corruption etc.) may have or has been committed;
 - a miscarriage of justice has been or is likely to occur;
 - the health or safety of an individual has been or is likely to be endangered;
 - public funds are being used in an unauthorised manner;
 - the environment has been or is likely to be damaged;
 - the council's own rules have been or are being breached;
 - abuse (e.g. physical or verbal) of someone receiving a council service, or council employee is taking place; and
 - someone receiving a council service is being discriminated against (e.g. on the grounds of disability, race, gender).
3. The council has introduced this Whistleblowing Policy: 'Speaking up about Wrongdoing, arrangements for the public', specifically to protect and enable you, as a member of the public, to raise your concerns about suspected malpractice at an early stage and in the right way. We would rather that you raised the matter when it is just a concern rather than wait for definite proof. This Whistleblowing Policy is intended to encourage and enable you to be able to communicate serious concerns with the council rather than overlooking a problem.
4. If something is troubling you, which you think we should know about, or look into, please use this policy. Don't ignore the concern. **If in doubt – raise it!**
5. Concerns or allegations which fall within the scope of individual schools should normally be referred for consideration direct to the school's Chair of Governors.

Scope and objectives

Scope

6. This policy is provided for use by anyone who is not employed by the council (staff have their own policy). This includes any:

- member of the public;
 - councillor;
 - other local authorities;
 - council service:
 - consultants;
 - contractors;
 - customers;
 - partners;
 - providers;
 - recipients and
 - suppliers.
7. It is not intended that this policy, and its associated procedures, be used to raise concerns which fall within the scope of other council procedures, where these are available and more appropriate, for example complaints about service delivery (please see the [Council's Complaints Procedure](#)).

Objectives

8. The objectives of this policy are to encourage you as a member of the public to:
- feel confident about raising serious concerns;
 - feel reassured that, if you raise any concerns in good faith and reasonably believe them to be true (i.e. "Whistle blow"), your concerns will be taken seriously and you will not experience harassment or victimisation as a result;
 - have a range of ways in which to raise concerns and to receive appropriate feedback on any action taken;
 - ensure that you receive an appropriate response from the council to the concerns you have raised and, if not satisfied, show how you may take the matter further if you are dissatisfied with the response.

Safeguards

Harassment or victimisation

9. The council recognises that the decision to report a concern can be a difficult one to make, not least because of the fear of possible reprisals. The council will not tolerate victimisation and will take appropriate action to prevent this when you raise a concern in good faith.

Confidentiality

10. The council will do its best to protect your identity when you raise a concern and do not want your name to be disclosed (information relating to the investigation will be strictly controlled on a need to know basis). However, it is not easy for the council to act on complaints that are made anonymously. If you ask us for your identity to be kept confidential, we will not disclose it without your consent or unless we are required to do so by a Tribunal, Court of Law or an Act of Parliament. If the situation arises where we are not able to resolve the concern without revealing your identity

(e.g. a statement by you may be required as part of the evidence), we will discuss with you whether and how we can move forward.

Concerns raised anonymously

11. This policy strongly encourages you to put your name to your concern. Concerns expressed anonymously will be much more difficult for us to look into or to protect your position or to give you feedback. Concerns raised anonymously are much less powerful and less likely to be effective, but they will be considered at the discretion of the council.
12. In exercising discretion, the factors to be taken into account will include the:
 - seriousness of the issues raised;
 - credibility and plausibility of the concern; and
 - likelihood of confirming the allegation from the available sources.

How to raise a concern directly with the council

13. As a first step, you should normally call the **Whistleblowing Hotline, 01743 252627**.
14. You can also raise your concern directly with the council's Audit Service Manager, the Chief Executive, Monitoring Officer, Corporate Head of Finance and Commerce, or relevant Director, Group Manager or Corporate Head of Service of the service area involved. This depends, however, on the seriousness and sensitivity of the issues involved and who is thought to be involved in the malpractice. For example, if you believe that management of the particular service area is involved then, alternatively, the following individuals can be contacted.
 - Chief Executive;
 - Corporate Head of Legal and Democratic- Monitoring Officer;
 - Corporate Head of Finance and Commerce – s151 Officer;
 - Audit Service Manager;
 - Group Manager Business Growth and Prosperity – if the wrongdoing is an environmental issue.
 - Group Manager Safeguarding - if the wrongdoing is a safeguarding issue.

Please say if you want to raise the matter in confidence, so the person you contact can make appropriate arrangements.

Specific contact details for council officers can be found on our web site <http://www.shropshire.gov.uk> or by ringing Customer Services on 0345 678 9000. A number of key officer contacts appear in annex one below, along with a number of external contacts in annex two.

15. Concerns are better raised in writing. If you choose to do this, you should write a letter to the Audit Service Manager, Shirehall, Abbey Foregate, Shrewsbury, Shropshire, SY2 6ND. You are invited to set out:
 - the background and history of the concern,

- names, dates and places where possible, and
- the reason why you are particularly concerned about the situation.

If you do not feel able to put your concern in writing, you can telephone or meet the appropriate officer.

16. Further advice and guidance on what to do can be found in the:

- Guidance note on environmental issues;
- Shropshire Safeguarding Children's Board Policy;
- Multi Agency Adult Protection Policy

These policies can be found on the council's website at www.shropshire.gov.uk

17. The earlier you express the concern the easier it will be for the council to take appropriate action.

18. You are not expected to prove the truth of your concern, but you will need to demonstrate to the person contacted that there are sufficient grounds for your concern.

How the council will respond

19. The action taken by the council will depend on the nature of the concern. The matters raised may be:

- investigated internally;
- referred to the police;
- referred to the council's external auditor,
- form the subject of an independent enquiry.

20. 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.

21. Within ten working days of a concern being received, the council will contact you to:

- acknowledge that the concern has been received;
- indicate, in overall terms, how it proposes to deal with the matter.

22. The amount of contact between you and the council officers considering the issues will depend on the nature of the matters raised, the potential difficulties involved, and the clarity of the information provided. If necessary, they may contact you for further information.

23. The council will take steps to minimise any difficulties which you may experience as a result of raising a concern.

24. The council accepts that you need to be assured that the matter has been properly addressed and will inform you of the action it is taking or has taken.

How the matter can be taken further

25. This policy is intended to reassure you and provide clear information to help you raise concerns in confidence and directly with the council.
26. We hope you will be satisfied with its response. If you are not, or if you feel for any reason, you can't raise the matter directly with the council then possible alternative points of contact points are listed at Annex 2. Please be assured that we would rather you raised a matter with an appropriate regulator or outside body than not at all.

The responsible officer

27. The Council's Monitoring Officer has overall responsibility for the maintenance and operation of the Whistleblowing Policy for the public. The Monitoring Officer will maintain a corporate register of the number and nature of the concerns raised and the outcomes (but in a form which will protect your confidentiality) and will report as necessary to the Chief Executive and the council, where appropriate.
28. The policy will be reviewed on a regular basis to ensure that it remains up to date and effective. The review will be carried out by the:
- Corporate Head of Legal and Democratic- Monitoring Officer;
 - Audit Service Manager.

Responsible Officer: Monitoring Officer

Date: June 2012

Review Date: June 2014

Contact Details (Shropshire Council) Annex 1 Contact	Details
Corporate Head of Legal and Democratic- Monitoring Officer	Tel no: 01743 252763 Email: claire.porter@shropshire.gov.uk
Corporate Head of Finance and Commerce – s151 Officer	Tel no: 01743 252007 Email: rachel.musson@shropshire.gov.uk
Andrew Evans, Group Manager Business Growth and Prosperity – if the wrongdoing is an environmental issue.	Tel no: 01743 253869 Email: andrew.m.evans@shropshire.gov.uk
Kath Edwards, Group Manager Safeguarding - if the wrongdoing is a safeguarding issue.	Tel no: 01743 254254 Email: kathryn.edwards@shropshire.gov.uk
Audit Service Manager	Tel no: 01743 252027 Email: ceri.pilawski@shropshire.gov.uk
Chief Executive	Tel no: 01743 252701 Email: kim.ryley@shropshire.gov.uk Address: Shirehall, Abbey Foregate, Shrewsbury, Shropshire, SY2 6ND. Web site: www.shropshire.gov.uk

Contact Details (External Organisations) Annex 2 Contact	Details
The Audit Commission	Address: 1st floor, Millbank Tower, Millbank, London, SW1P 4HQ E-mail: public-enquiries@audit-commission.gov.uk Web: www.audit-commission.gov.uk Hotline. 0845 052 2646
The Local Government Ombudsman	Address: The Oaks, Westwood Way, Westwood Business Park, Coventry. CV4 8JB E-mail: advice@lgo.org.uk Web: www.lgo.org.uk Tel no. 03040 061 0614
The Equalities and Human Rights Commission	Address: Freepost RRLG-GHYZ-GTRX, Arndale House, Arndale Centre, Manchester, M4 3EQ Email: englandhelpline@equalityhumanrights.com Web: www.equalityhumanrights.com Tel no. 0845 604 6610
The Health and Safety Executive (Regional Office)	Address Health and Safety Executive, Lyme Vale Court, Lyme Drive, Parklands Business Park, Newcastle Road, Trent Vale, Stoke on Trent, ST4 6NW Fax: 01782 602400 E-mail: Web: www.hse.gov.uk Tel no. 0845 345 0055
The Environment Agency (Regional Office)	Address: Sapphire East, 550 Streetsbrook Road, Solihull, West Midlands, B91 1QT E-mail: enquiries@environment-agency.gov.uk Web: www.environment-agency.gov.uk Tel No. 08708 506 506
Citizens Advice Bureau	Please refer to 'Yellow Pages' for local information
Police	Please refer to 'Yellow Pages' for local information
Your local councillors (if you live in Shropshire)	Web site: www.shropshire.gov.uk