





What we have done:

- **Designed, developed and implemented a triage process** [redacted]
- [redacted]
- [redacted]
- **Upskilling and developing the WB team on new approach** and engaged with stakeholders to collaborate and notify them of the changes and provide an overview.
- [redacted]
- [redacted]



Integrated Teams and Governance

Accountability, efficiency, assurance

What we have done:

- **Constituted a new Whistleblowing Oversight Committee (WBOC),** [REDACTED] overseeing whistleblowing and proposed approaches to improve process, making decisions or recommendations to other decision-making bodies as appropriate.
- **Created a new Whistleblowing Stakeholder Forum (WBSF)** with the aim of bringing together the whistleblowing community **to share good practice and learn about new initiatives/process.**
- As part of building Intelligence Capability (BIC), we [REDACTED] **contributed to the design of the proposed whistleblowing case management tool, which has the aim of ensuring an efficient and simplified approach to hand-offs to other areas of the FCA** within the technology we use to conduct our BAU.
- [REDACTED]
- **Team re-structure has been designed and implemented,** providing stronger focus and allocated resource on the receipt and dissemination of disclosures, **using our resources more effectively to work more efficiently.** [REDACTED]
- **We have a dedicated resource within the team responsible for quality control,** ensuring process is followed and the team's work is all to the same high standard, assisting to monitor and meet deadlines for feedback.

Technology, Systems, MI Improvements
Complexity, multiplicity, sensitivity

What we have done:

- Worked intensively and extensively with the BIC project team to **design a case management tool which will build security and efficiency into our processes.**
[Redacted]
- [Redacted]
- We have dedicated resource in position to improve our MI capabilities, **building more intuitive dashboards to allow us to better identify and analyse trends, feed into wider FCA strategies, provide insight for tactical work and intelligence development, and track whistleblowing case outcomes more easily.**

[Redacted]

Clearer Public Narrative Transparency, integrity, cooperation

What we have done:

- **We have delivered Enhanced Final Feedback to whistleblowers across all areas of the FCA.** [REDACTED]
- **We publish quarterly reporting highlighting the results of our work** including the number of disclosures, number of closures, typologies, action taken over a quarterly period. We are also using quarterly reporting for broader messaging, such as the Board's work to enhance its own knowledge on the whistleblowing framework. **The Prescribed Persons report also demonstrates similar statistics over the course of a year whilst also noting the improvements we have made to our processes.**
- [REDACTED] **We have also attended whistleblowers awareness week.**
- **Reviewed and tested our position on financial incentivisation of whistleblowers.** First public release in the Prescribed Persons report (24th June 2025).
- **We have redesigned our external webpage** to provide clearer messaging on how to blow the whistle and our processes.

Next steps: Continue to deliver clear messaging in the public domain as well as considering enhancements to the way we engage with the public.