

# Governance, Risk and Best Value Committee

10am, Thursday 9 March 2017

## Whistleblowing annual report

Item number 7.9

Report number

Executive/routine

Wards

### Executive summary

---

This report provides a high level overview of whistleblowing activity between 1 December 2015 and 30 November 2016.

### Links

---

Coalition pledges P27

Council outcomes CO15, CO25, CO27

Single Outcome Agreement

## Whistleblowing annual report

### Recommendations

---

- 1.1 To note the report.

### Background

---

- 2.1 The Council re-procured its whistleblowing service with a new two year contract commencing in April 2016.
- 2.2 Safecall was the successful bidder and provides a whistleblowing hotline and associated services to the Council.

### Main report

---

#### Reports to Safecall

- 3.1 During the reporting period Safecall received 11 reports:

Category	Number of disclosures
Major/significant qualifying disclosures	2
Minor/operational qualifying disclosures	6
Non-qualifying disclosures	3

#### Investigations

- 3.2 Six investigations were completed during the reporting period with outcomes and management action reported quarterly to the Governance, Risk and Best Value Committee. One investigation is ongoing and will be reported to the Governance, Risk and Best Value Committee on completion.
- 3.3 One disclosure could not be investigated as the information provided was inadequate. Despite encouragement and attempts at reassurance the

whistleblower stopped communicating with the Council and would not engage with Safecall or Police Scotland.

- 3.4 Three reports did not qualify as disclosures under the whistleblowing policy but the Whistleblowing Team sought assurances that the concerns raised were being addressed via the appropriate channels eg. customer complaints process, grievance procedure, where appropriate.
- 3.5 Investigation skills training for Investigating Officers has had to be postponed until such time as staff teams in service areas are settled and suitable nominees can be identified.

### **Outcomes**

- 3.6 Many of the recommendations that have resulted from investigations have led to amendments to policy, improvements to procedures and processes, the development and sharing of best practice and improved service delivery.
- 3.7 Where the service provider has an open line of communication with the whistleblower they have been able to provide feedback on the outcome of an investigation and where this has not been possible they have stored the information for dissemination to the whistleblower should they make further contact.

### **Improvement objectives**

- 3.8 Progress has been made against all outstanding actions with implementation and completion expected during the current reporting year:
  - 3.8.1 full alignment and cross referencing between the Whistleblowing and other HR policies, including the development of an aligned investigation framework
  - 3.8.2 the development of a formal process and improved guidance for managers receiving internal disclosures
  - 3.8.3 the development of an experienced, skilled internal pool of investigating managers trained on the investigation framework, approach and techniques
  - 3.8.4 improved staff engagement including a refreshed communications strategy, distribution of promotional materials, improved Orb guidance and feedback via the Employee Survey
  - 3.8.8 improved awareness of policy requirements and associated processes through a programme of briefings and awareness sessions for groups of staff who might be involved in the process e.g. senior managers, directorate liaison officers.

## Measures of success

---

- 4.1 Full implementation of the review action plan during 2017.
- 4.2 Improved satisfaction levels through the bi-annual Employee Survey.

## Financial impact

---

- 5.1 The cost of the whistleblowing service between 1 December 2015 and 30 November 2016 was £23,422 + VAT.

## Risk, policy, compliance and governance impact

---

- 6.1 The whistleblowing policy was developed and agreed to complement existing management reporting arrangements and to ensure employees have the right to raise concerns in the knowledge that they will be taken seriously, that matters will be investigated appropriately and confidentiality will be maintained.

## Equalities impact

---

- 7.1 There are no direct equalities implications arising from this report.

## Sustainability impact

---

- 8.1 There are no sustainability implications arising from this report.

## Consultation and engagement

---

- 9.1 Consultation with the trades unions was undertaken to secure a local agreement in relation to the revised whistleblowing policy.
- 9.2 Investigating officers are being consulted over the development and the testing of a new whistleblowing investigation toolkit.

## Background reading/external references

---

[Finance and Resources Committee 19 September 2013: item 7.2 - Revised Whistleblowing Policy](#)

[Finance and Resources Committee 27 August 2015: item 7.13 - Review of Whistleblowing Arrangements](#)

## Andrew Kerr

Chief Executive

Contact: Kirsty-Louise Campbell, Interim Head of Strategy and Insight

E-mail: [kirstylouise.campbell@edinburgh.gov.uk](mailto:kirstylouise.campbell@edinburgh.gov.uk) | Tel: 0131 529 3654

## Links

---

<b>Coalition pledges</b>	P27 – seek to work in full partnership with Council staff and their representatives.
<b>Council outcomes</b>	CO15 – the public is protected. CO25 – the Council has efficient and effective services that deliver on objectives. CO27 – the Council supports, invests in and develops our people.
<b>Single Outcome Agreement</b>	
<b>Appendices</b>	Appendix 1 – Safecall Annual Management Information Report

**safe**call

A Law Debenture Company

The  
Whistleblowing  
Company®

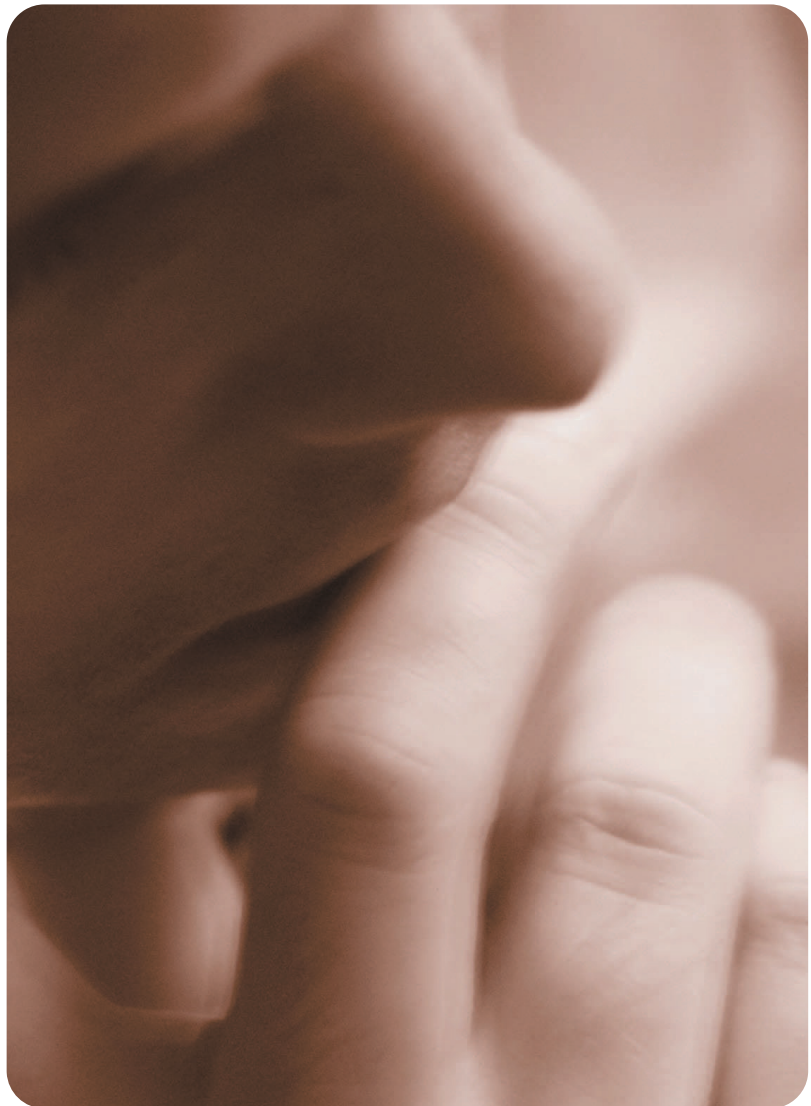
---

# Annual Report for The City of Edinburgh Council

## 1st December 2015 to 30th November 2016

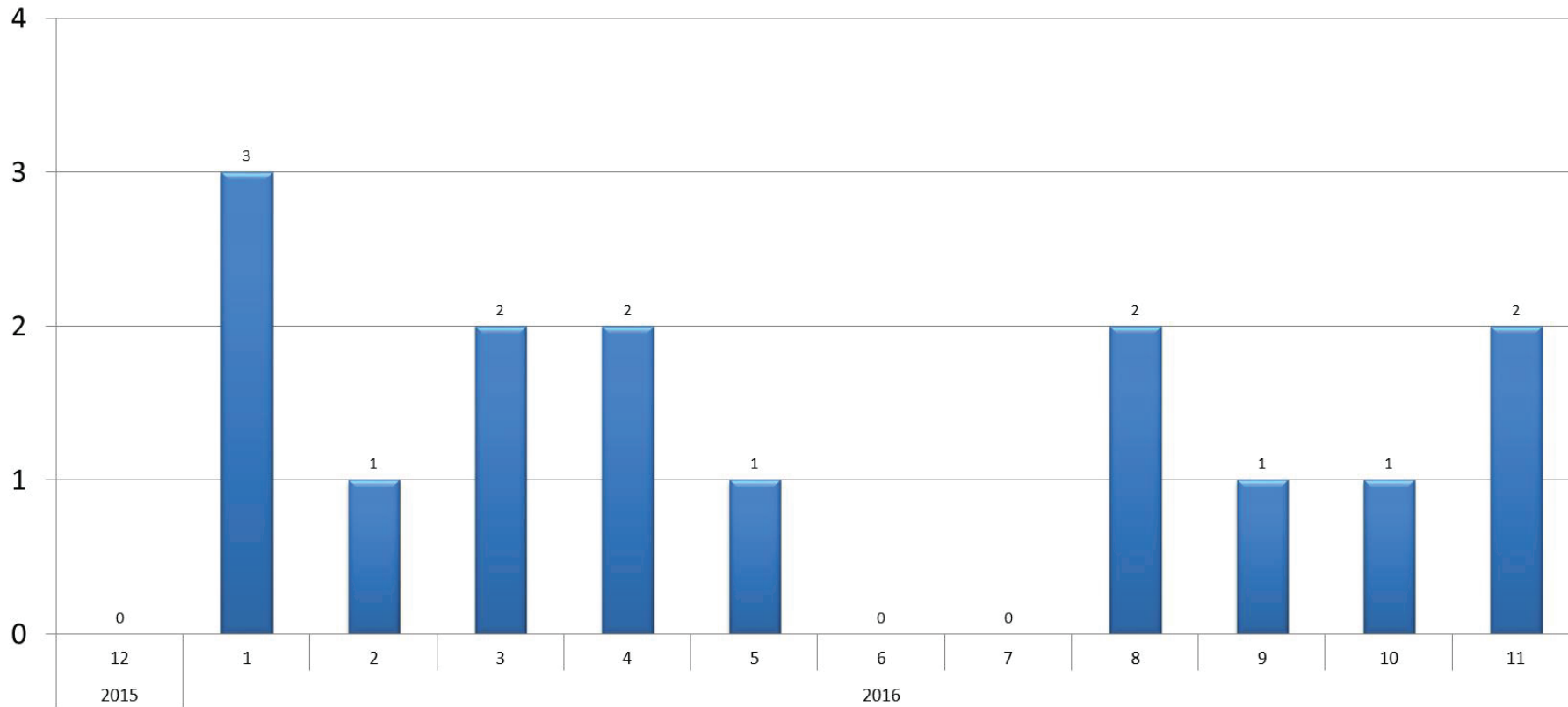
(Please note: report volumes include repeat contact)

A Law Debenture  
Company



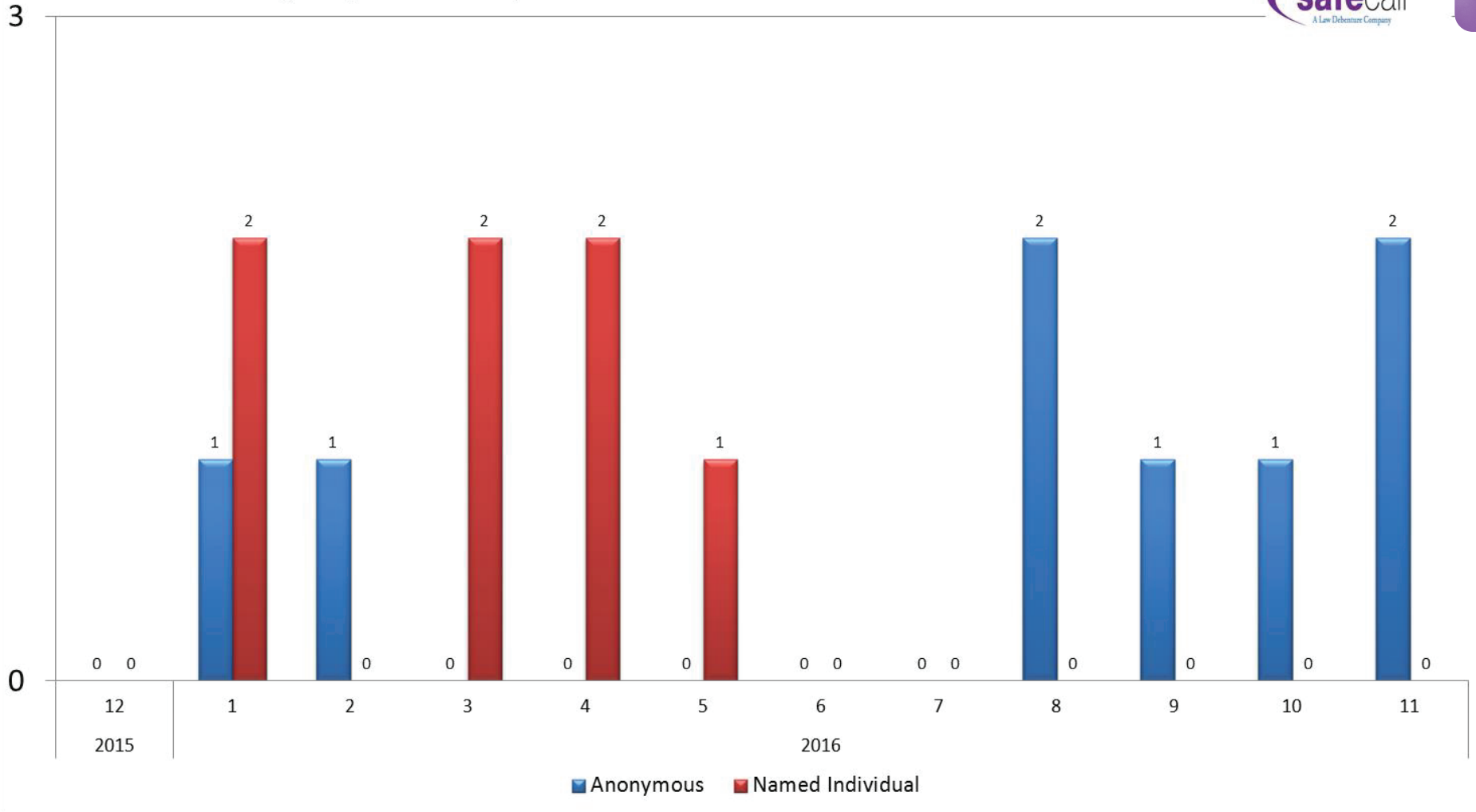


### Reports per Month Edinburgh City Council





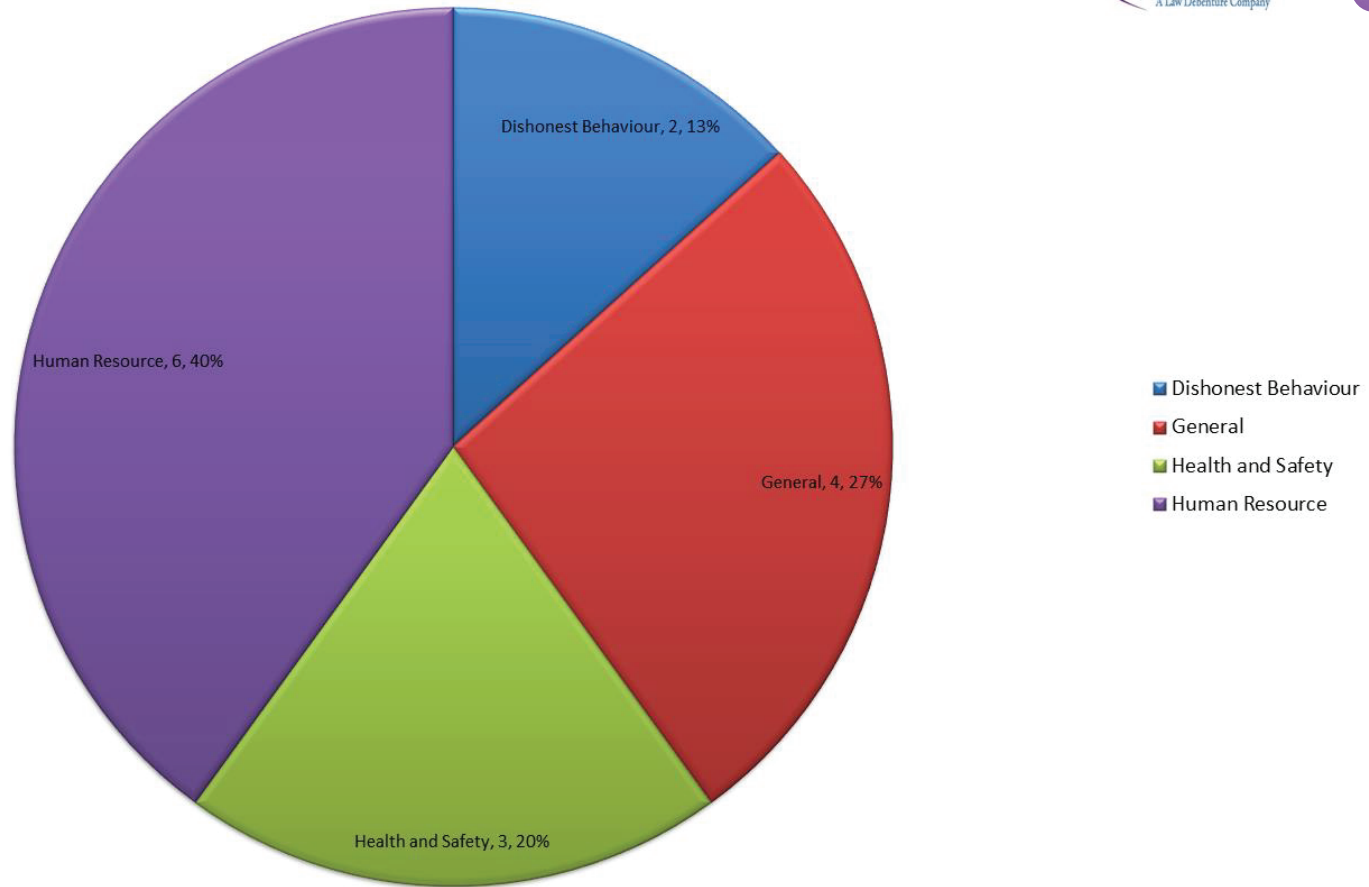
Edinburgh City Council Anonymous v Named Calls from December 2015 to November 2016





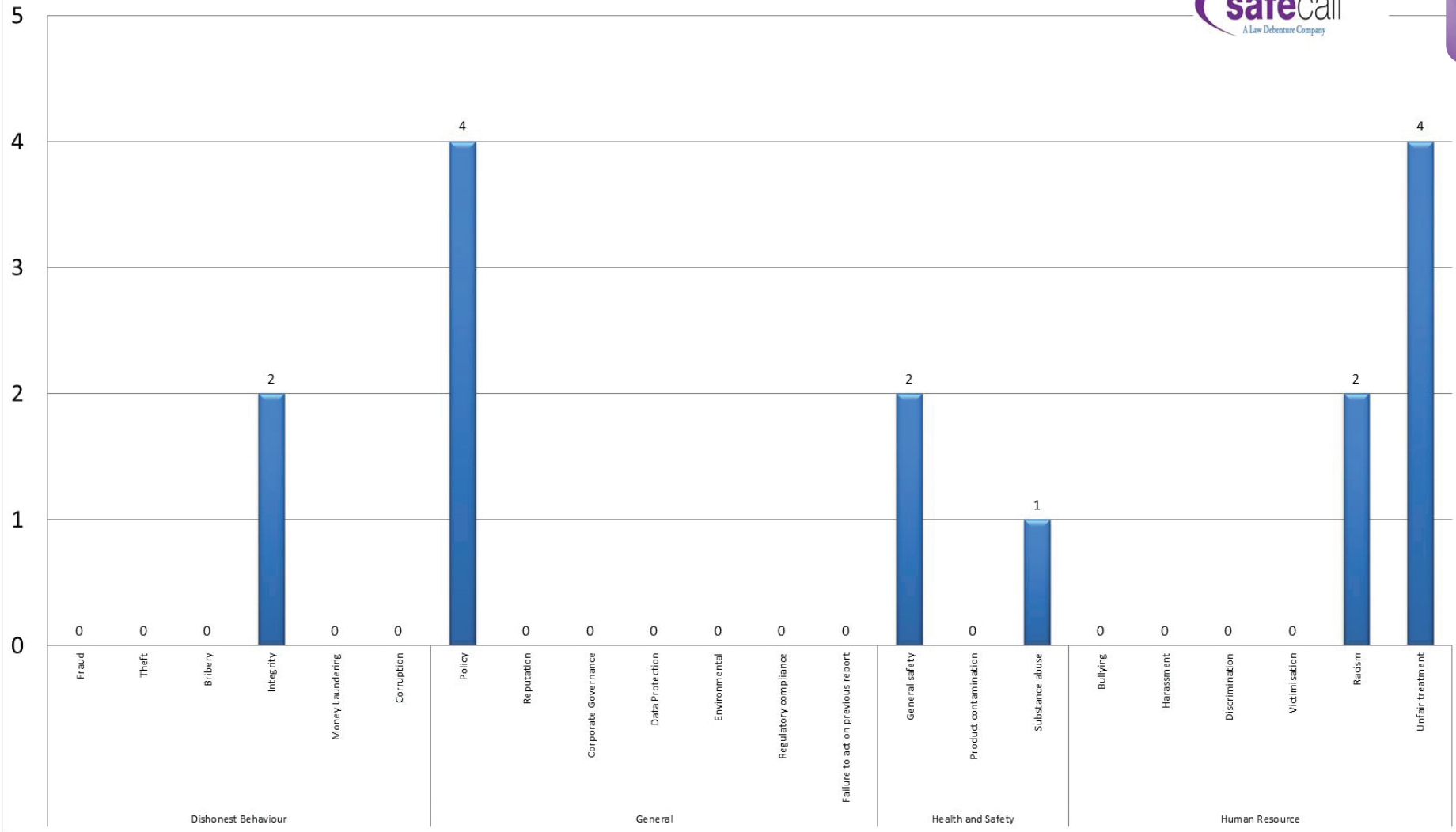


Reports By Classification Edinburgh City Council from December 2015 to November 2016



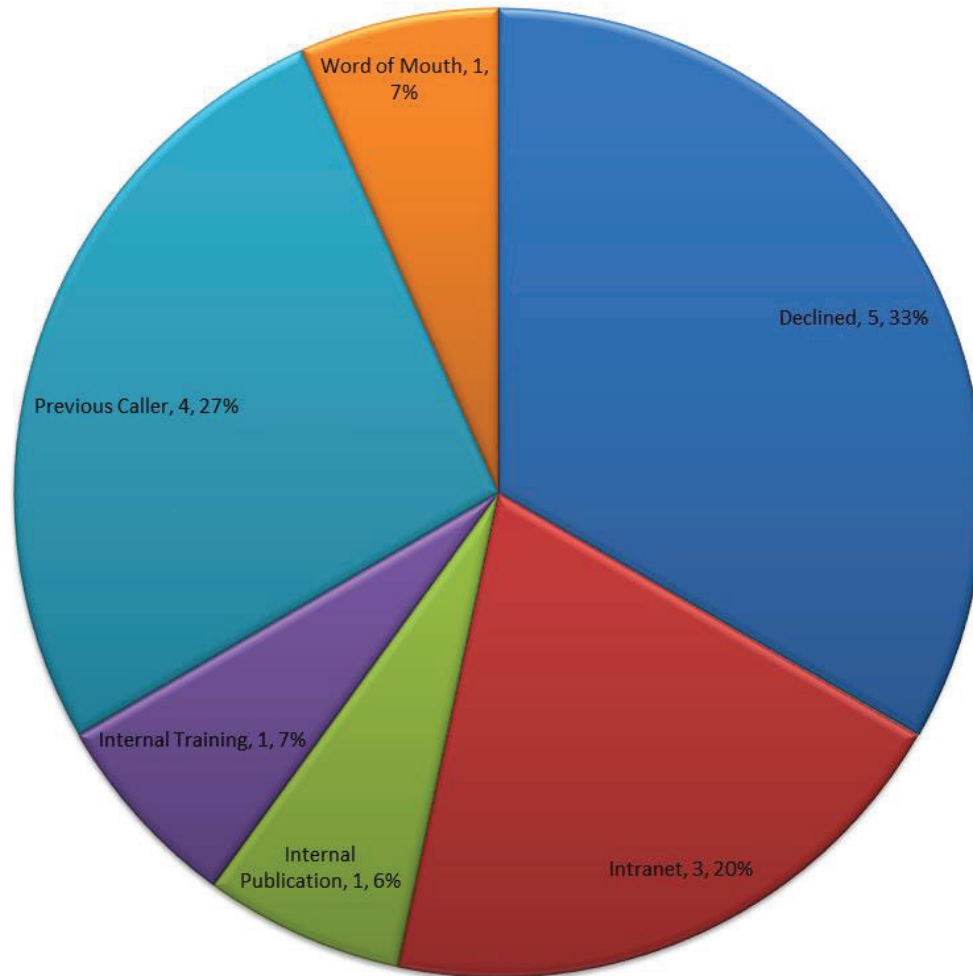


Reports by Sub Classification Edinburgh City Council from December 2015 to November 2016



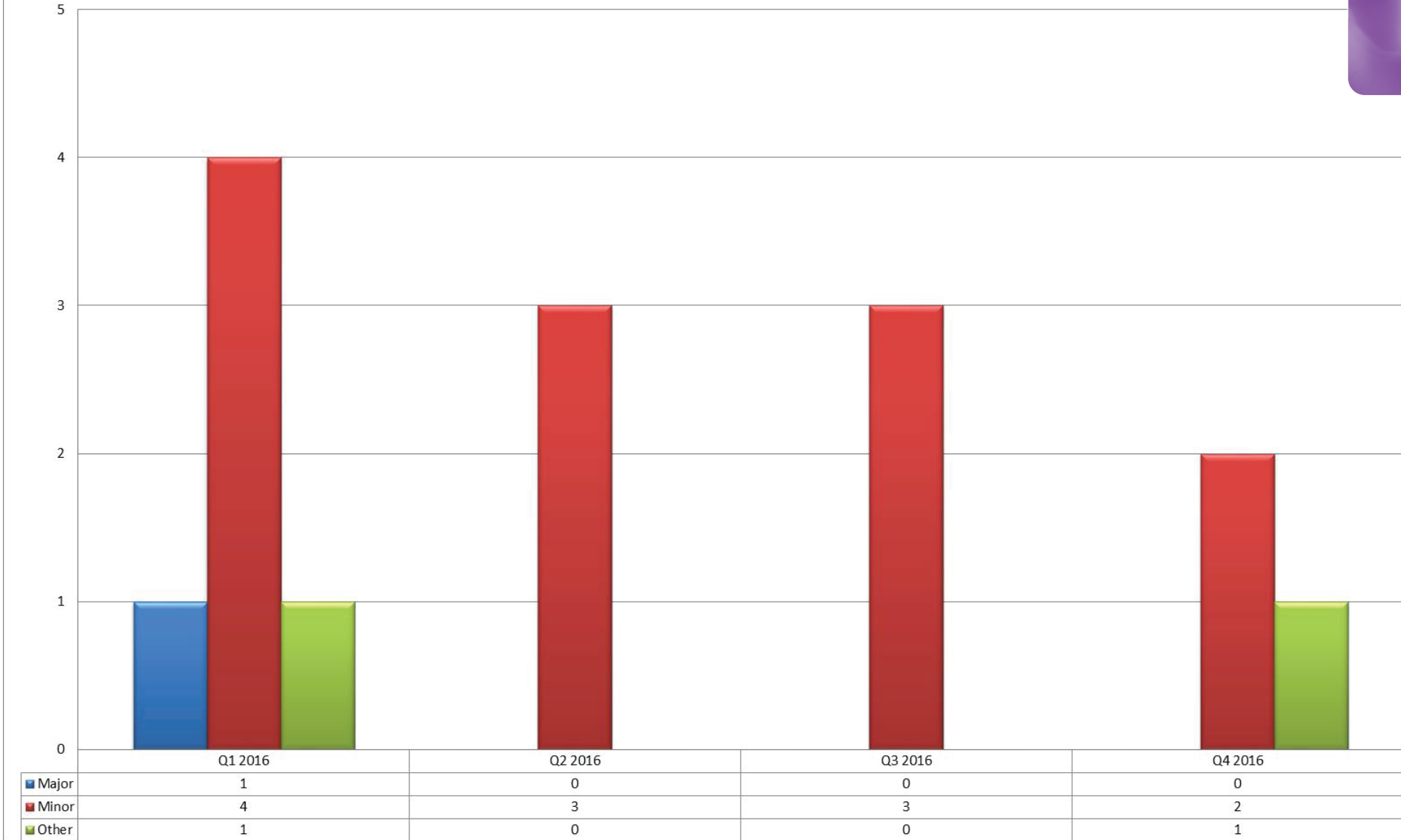


Edinburgh City Council - How caller became aware of Safecall from December 2015 to November 2016



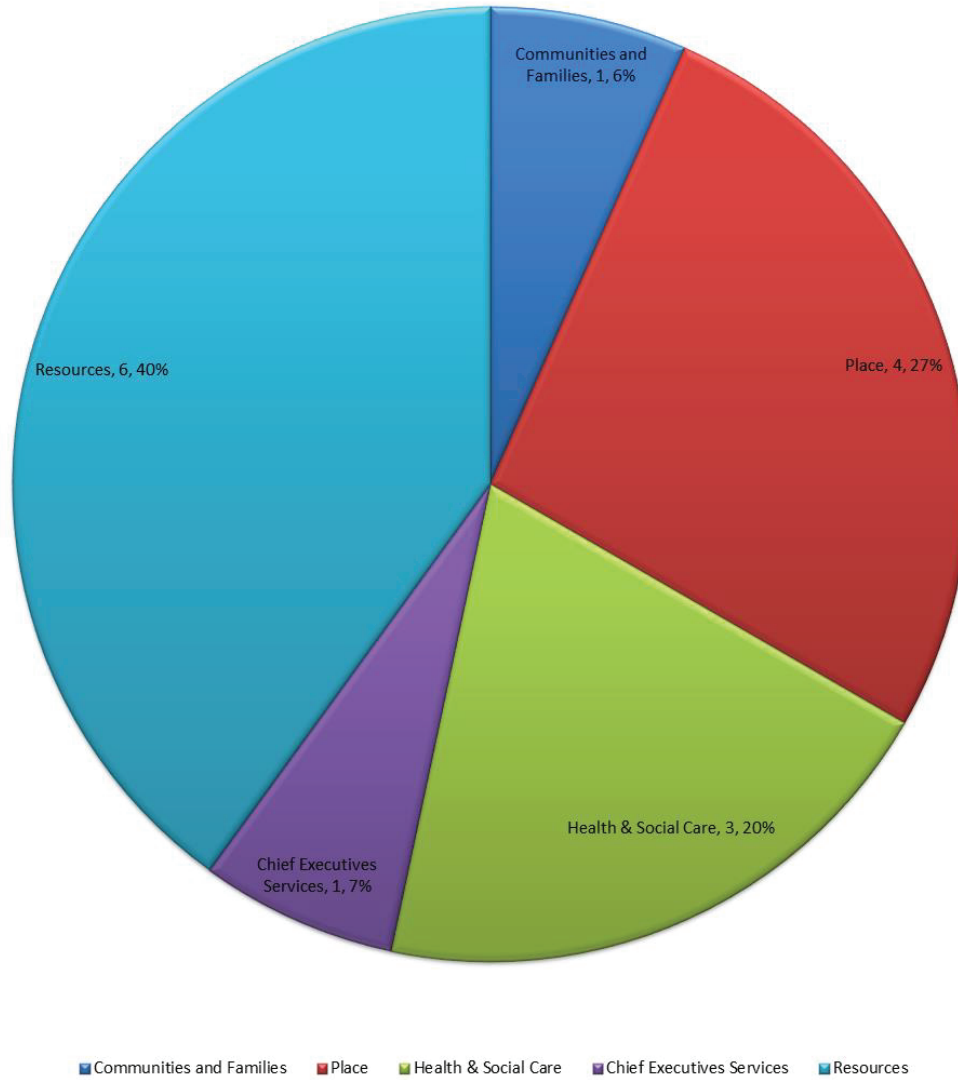


### Major or Minor Reports from December 2015 to November 2016





**Reports by Directorate from December 2015 to November 2016**





Date	Month	Year	Quarter	Classification	Sub classification	Ref	Anonymous	Marketing	Major / Minor	Department
11/01/2016	January	2016	Q1	General	Policy	01/16	No	Intranet	Minor	Chief Executives Services
18/01/2016	January	2016	Q1	Health and Safety	General Safety	02/16	No	Not disclosed	Not yet assessed	Resources
29/01/2016	January	2016	Q1	Human Resource	Unfair treatment	03/16	Yes	Intranet	Minor	Communities & Families
25/02/2016	February	2016	Q1	Health and Safety	Substance Abuse	04/16	Yes	Not disclosed	Major	Place
10/03/2016	March	2016	Q1	Dishonest Behaviour	Integrity	05/16	No	Internal publication	Minor	Place
16/03/2016	March	2016	Q1	Dishonest Behaviour	Inegrity	05/16(Add)	No	Previous Caller	Minor	Place
21/04/2016	April	2016	Q2	General	Policy	06/16	No	Not disclosed	Minor	Resources
25/04/2016	April	2016	Q2	General	Policy	06/16(Add)	No	Previous Caller	Minor	Resources
26/05/2016	May	2016	Q2	General	Policy	07/16	No	Not disclosed	Minor	Place
25/08/2016	August	2016	Q3	Human Resource	Racism	08/16	yes	intranet	Minor	Health & Social Care
28/08/2016	August	2016	Q3	Human Resource	Racism	08/16 (add)	yes	previous caller	Minor	Health & Social Care
29/09/2016	September	2016	Q3	Human Resource	Unfair Treatment	09/16	yes	Not disclosed	Minor	Resources
05/10/2016	October	2016	Q4	Human Resource	Unfair Treatment	09/16 (add)	yes	previous caller	Minor	Resources
07/11/2016	November	2016	Q4	Human Resource	Unfair Treatment	10/16	yes	Induction training	NQD	Resources
17/11/2016	November	2016	Q4	Health and Safety	General Safety	11/16	yes	Word of Mouth	Minor	Health & Social Care