

Governance, Risk and Best Value Committee

10am, Tuesday 14 March 2023

Whistleblowing Annual Report 2022

Item number
Executive/routine
Wards
Council Commitments

1. Recommendations

1.1 To note the report.

Andrew Kerr

Chief Executive

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Whistleblowing Annual Report

2. Executive Summary

- 2.1 This report covers the eighth full year of operation of the Council's whistleblowing service for the period 1 January – 31 December 2022.

3. Background

- 3.1 The Council's whistleblowing service, including telephone, email and online reporting; disclosure management; investigations and training, continues to be provided by an independent company, Safecall Limited.
- 3.2 The Council's Whistleblowing policy (section 4.3.2) requires that an annual report on whistleblowing activity is presented to the Governance, Risk and Best Value Committee (GRBV) for information and scrutiny.

4. Main report

Disclosures

- 4.1 During the reporting period Safecall received 70 disclosures in total, this is a significant increase from the 48 reported in the previous year. The total number of disclosures received is now significantly higher than the average for Safecall's client base (both public and private sector) of approximately 1 per 500 employees per annum, which equates to 37-38 referrals for the Council's staff group.
- 4.2 The total for the year includes several disclosures relating to the same issue, as has happened in previous years, and has an impact when making comparisons with Safecall's average.

Category of disclosure	Number of disclosures				
	2018	2019	2020	2021	2022
Major/significant	0	2 (1)	6 (2)	1 (1)	9 (4)
Minor/operational	21 (1)	17 (6)	32 (4)	39 (7)	51 (7)
Still to be determined	-	-	2 (1)	2 (1)	5
Non-qualifying	5 (0)	1 (0)	3 (0)	6 (0)	5
Total	26	20	43	48	70

Number of management referrals in brackets

Investigations

- 4.3 Thirty-four investigations (relating to forty-one disclosures) were completed during the reporting period with outcomes and management action reported quarterly to GRBV.
- 4.4 Forty-nine investigations, relating to sixty-five disclosures, are ongoing and will be reported to GRBV upon completion.
- 4.5 There were five reports that did not qualify as disclosures under the Whistleblowing Policy but, where possible, checks were carried out and alternative action was taken where required.
- 4.6 Recommendations resulting from investigations have continued to result in amendments to policy, improvements to procedures and processes, the development of best practice and improved service delivery, as set out in the individual reports.
- 4.7 Where there is an open line of communication with the whistleblower, feedback during and on the outcome of an investigation has been provided. Where this has not been possible information has been recorded for dissemination to the whistleblower should they make contact in the future.

Review of Operational Arrangements

- 4.8 A full review of operational arrangements commenced during the final quarter, including: communications; whistleblower engagement; process review; records management; case management; GRBV reporting; investigations and outcome management; the service provider contract; training and Speak Up Champions. The programme of work includes all whistleblowing related recommendations and observations from the Susanne Tanner KC led Inquiry and Review (I&R) and all actions agreed at the GRBV Whistleblowing Workshop in November 2022.

Resources

- 4.9 The I&R Action Plan provided funding for three Governance Officer (GR8) posts as additional resource for whistleblowing. These officers are now in post and will be key in delivering the I&R Action Plan recommendations and sustaining service improvements in the longer term.

Policy Review

- 4.10 The revised policy, drafted by Pinsent Masons, has been shared with key stakeholders and feedback incorporated into an updated version that has been shared with trade unions for their consideration.

5. Next Steps

- 5.1 Dedicated resource will be focussed on delivery of the I&R Action Plan recommendations directly related to implementation of the new policy and toolkit, and the whistleblowing case life cycle specifically, over the first two quarters of 2023.
- 5.2 In the meantime, the interim improvements to process and reporting will be sustained.
- 5.3 GRBV members will meet with trade union representatives to discuss the final version prior to approval by the Policy & Sustainability Committee.

6. Financial impact

- 6.1 The cost of the whistleblowing service, including investigation costs, for the year 1 January to 31 December 2022 was £40,675.22 (exclusive of VAT).

7. Stakeholder/Community Impact

- 7.1 The whistleblowing policy was developed and agreed in order to complement management reporting arrangements and to ensure all matters at the Council are fully transparent and officers are accountable.
- 7.2 The aim of the policy and the appointment of an independent service provider is to empower employees to report suspected wrongdoing as early as possible in the knowledge that their concerns will be taken seriously and investigated appropriately; that they will be protected from victimisation and other forms of detriment; and that their confidentiality will be maintained.
- 7.3 The whistleblowing policy, and subsequent reviews, have been consulted on with the trades unions to secure a local agreement.

8. Background reading/external references

- 8.1 [Finance and Resources Committee 23 May 2019: item 7.20 Whistleblowing Policy](#)

9. Appendices

- 9.1 Safecall Annual Management Information Report 2022

Safecall Annual Report

The City of Edinburgh Council
2022



Annual report for The City of Edinburgh Council

Period

1st January 2022 to 31st December 2022



Tim Smith

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An aerial photograph of a city, likely Edinburgh, Scotland, with a prominent purple overlay. The city features a mix of historic stone buildings and modern structures, with a large castle on a hill in the background. The text is centered over the image.

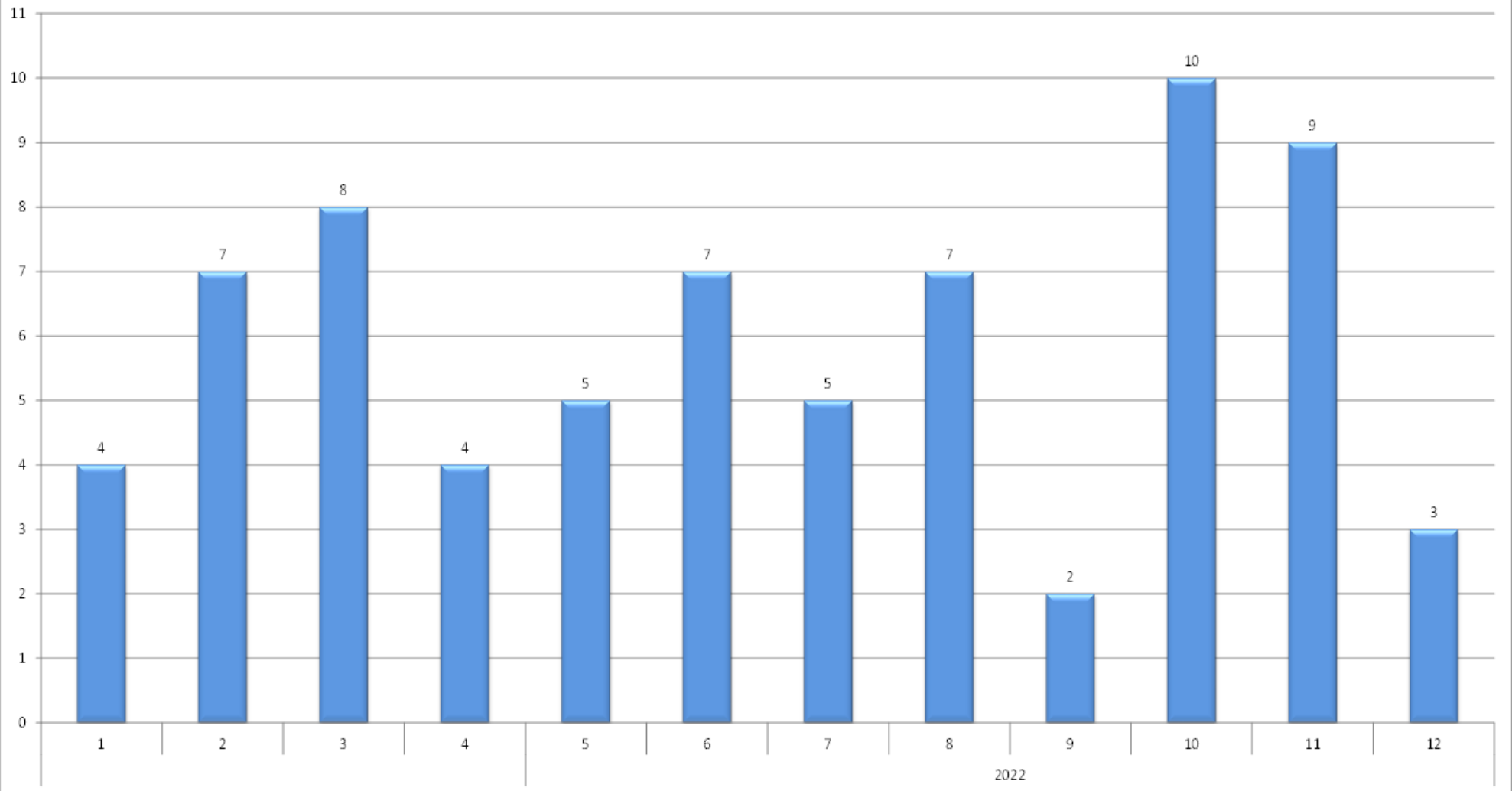
Appendix A

Management Information

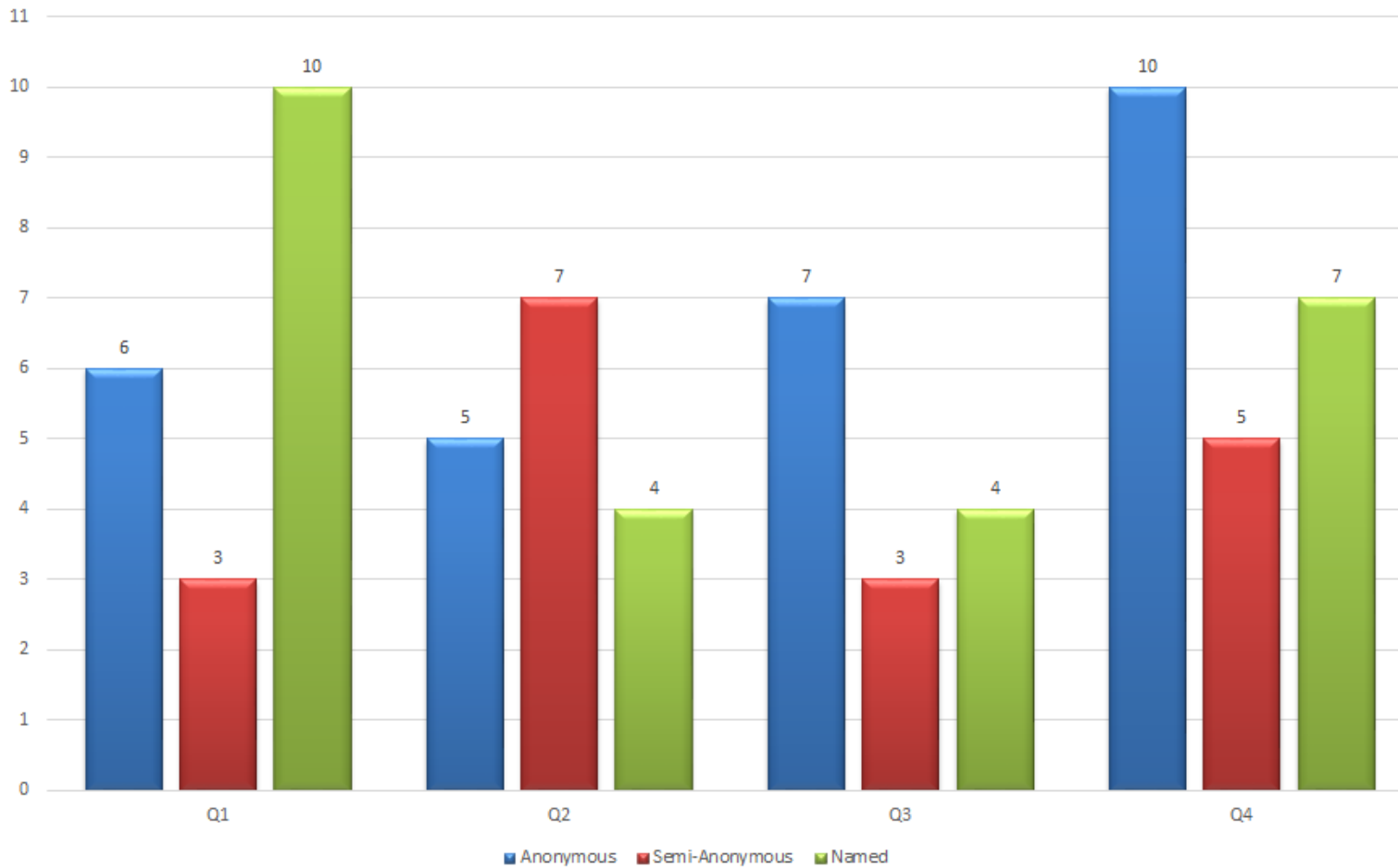


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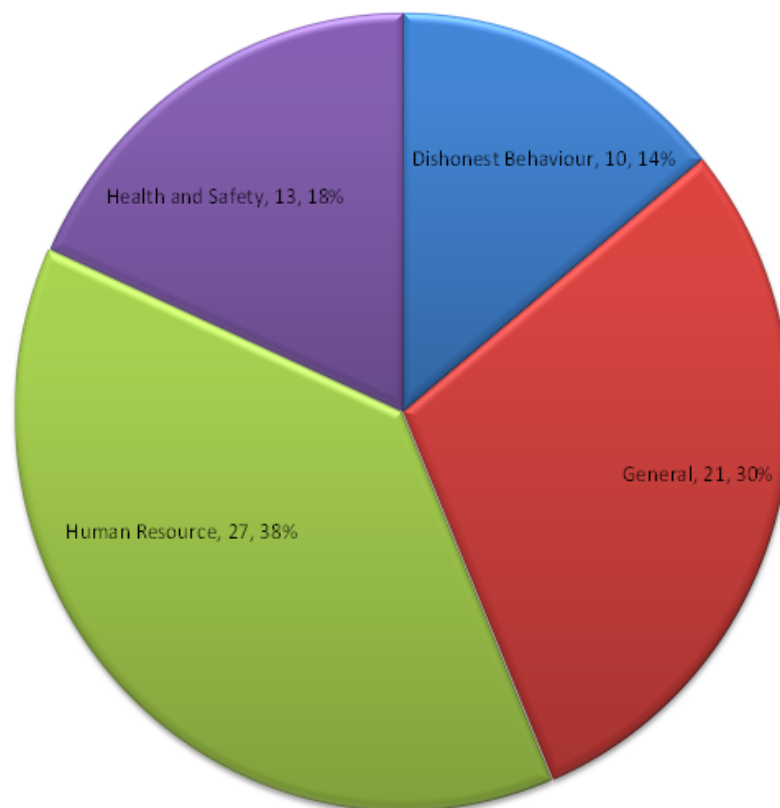
Edinburgh Council - Reports per Month from Jan 2022 to Dec 2022



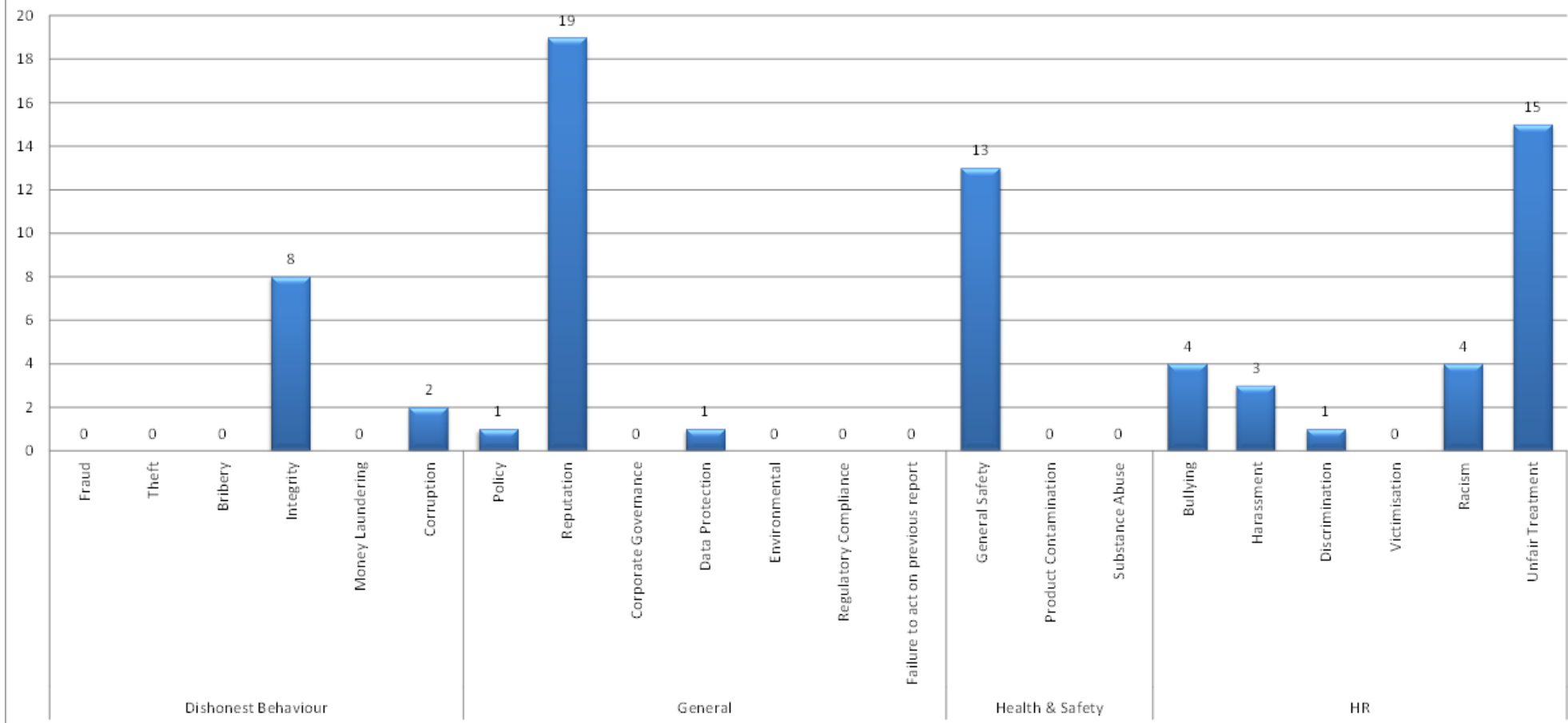
Edinburgh Council - Anonymous Reports per Quarter from Jan 2022 to Dec 2022



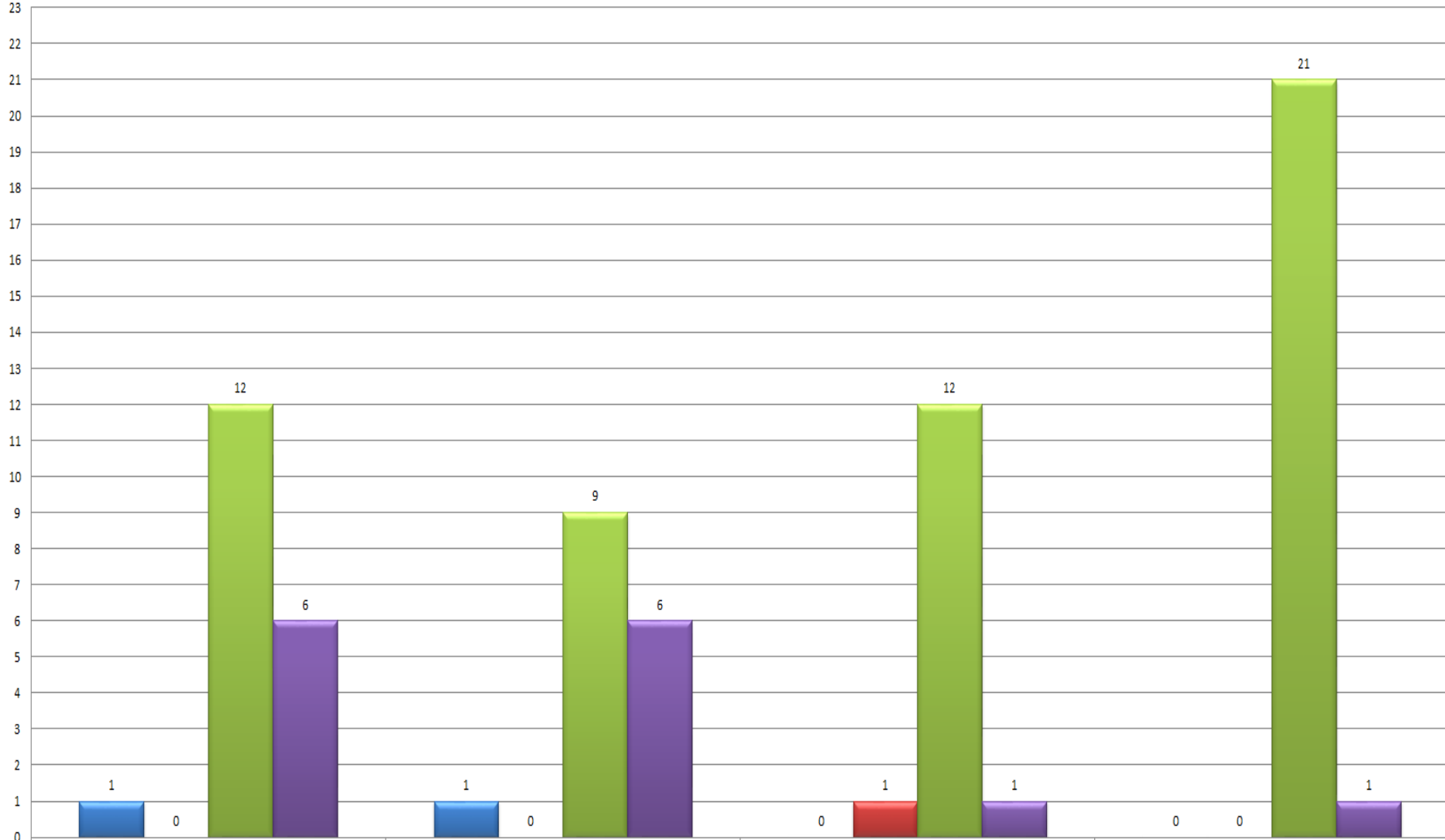
Edinburgh Council - Reports by Classification from Jan 2022 to Dec 2022



Edinburgh Council - Reports by Subclassification from Jan 2022 to Dec 2022

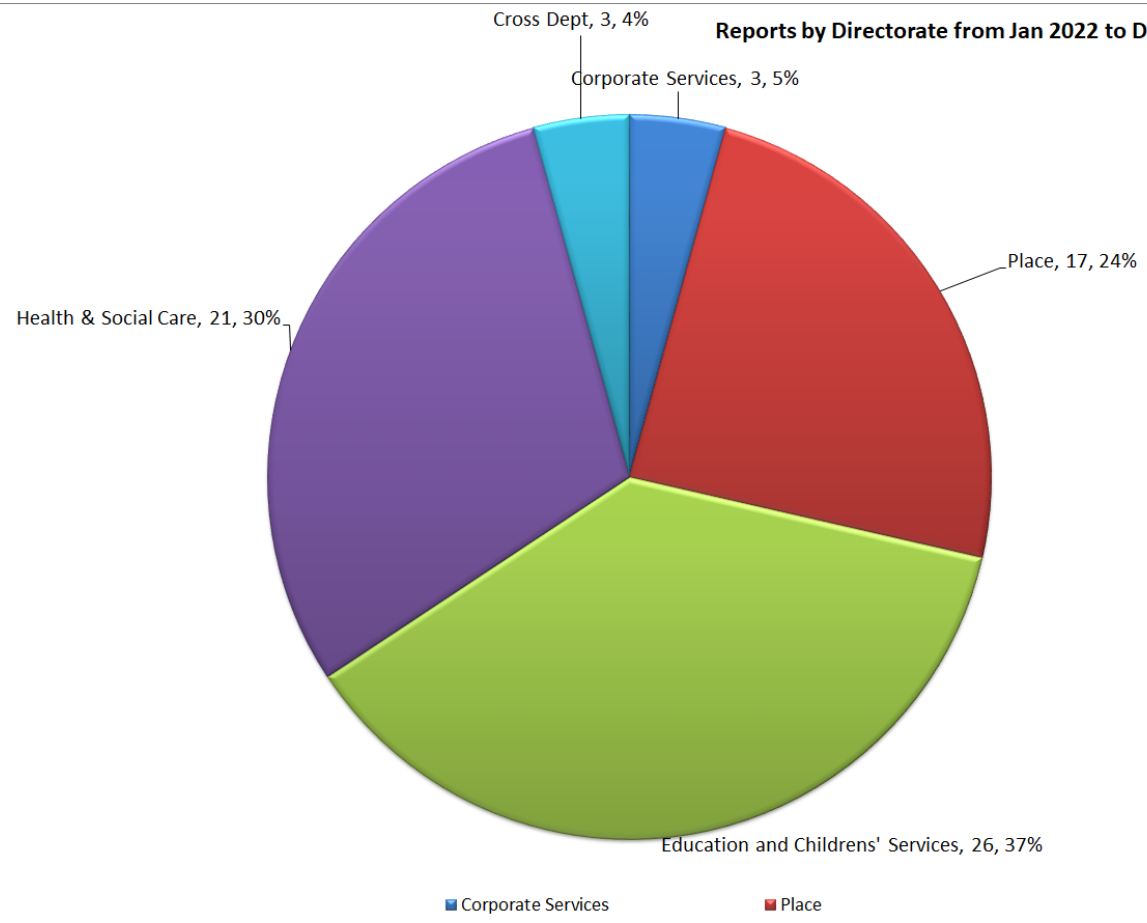


Major or Minor Reports from Jan 2022 to Dec 2022



■ To be determined	1	1	0	0
■ NQD	0	0	1	0
■ Minor	12	9	12	21
■ Major	6	6	1	1

Reports by Directorate from Jan 2022 to Dec 2022



Date	Month	Year	Quarter	Classification	Sub classification	Ref	Major / Minor	Directorate
02/06/2022 15:04	June	2022	Q2	Dishonest Behaviour	Corruption	CEC 3022	Major	Corporate Services
31/08/2022 15:03	August	2022	Q3	General	Reputation	MCEC 4622	Major	Corporate Services
30/11/2022 14:38	November	2022	Q4	Human Resource	Racism	CEC 6722	Minor	Corporate Services
21/02/2022 10:50	Feb	2021	Q1	General	Data Protection	CEC 50122	Major	Cross Dept
07/12/2022 11:37	December	2022	Q4	Human Resource	Racism	CEC 6822	Minor	Cross Dept
21/02/2022 14:59	Feb	2021	Q1	Human Resource	Unfair Treatment	CEC 0922	Major	Cross-Dept
14/01/2022 13:21	Jan	2021	Q1	Dishonest Behaviour	Integrity	CEC 0122	TBD	E&CS
20/01/2022 19:09	Jan	2021	Q1	Human Resource	Unfair Treatment	CEC 0322	Major	E&SC
02/02/2022 09:06	Feb	2021	Q1	Human Resource	Unfair Treatment	CEC 0622	Minor	E&SC
10/02/2022 11:08	Feb	2021	Q1	Human Resource	Unfair Treatment	MCEC 0722	Minor	E&SC
10/02/2022 17:40	Feb	2021	Q1	Health and Safety	General Safety	CEC 0822	Minor	E&SC
19/03/2022 13:43	Mar	2021	Q1	General	Reputation	CEC 1522	Minor	E&SC
19/03/2022 23:42	Mar	2021	Q1	Human Resource	Unfair Treatment	CEC 1622	Minor	E&SC
30/03/2022 10:51	Mar	2021	Q1	Health and Safety	General Safety	CEC 1722	Minor	E&SC
14/04/2022 14:45	April	2022	Q2	General	Reputation	MCEC 2022	Minor	E&SC
25/04/2022 16:09	April	2022	Q2	General	Reputation	CEC 2222	Minor	E&SC
16/05/2022 17:34	May	2022	Q2	General	Policy	CEC 2422	Minor	E&SC
17/05/2022 09:36	May	2022	Q2	Health and Safety	General Safety	MCEC 2522	Major	E&SC
16/06/2022 13:10	June	2022	Q2	Health and Safety	General Safety	CEC 3222	Major	E&SC
22/06/2022 18:26	June	2022	Q2	Human Resource	Unfair Treatment	CEC 3322	Minor	E&SC
03/07/2022 08:57	July	2022	Q3	General	Reputation	CEC 3622	Minor	E&SC
02/08/2022 17:08	August	2022	Q3	Dishonest Behaviour	Integrity	CEC 4022	Minor	E&SC
05/08/2022 11:52	August	2022	Q3	Health and Safety	General Safety	CEC 4322	Minor	E&SC
15/08/2022 16:40	August	2022	Q3	General	Reputation	CEC 4422	Minor	E&SC
04/10/2022 16:27	October	2022	Q4	Dishonest Behaviour	Integrity	CEC 4922	Minor	E&SC
10/10/2022 17:05	October	2022	Q4	Human Resource	Unfair Treatment	CEC 5222	Minor	E&SC
26/10/2022 22:44	October	2022	Q4	General	Reputation	CEC 5422	Minor	E&SC
01/11/2022 15:28	November	2022	Q4	Health and Safety	General Safety	CEC 6022	Minor	E&SC
02/11/2022 21:15	November	2022	Q4	Human Resource	Bullying	CEC 6122	Minor	E&SC
06/11/2022 21:04	November	2022	Q4	General	Reputation	CEC 6222	Minor	E&SC
06/11/2022 22:19	November	2022	Q4	General	Reputation	CEC 6322	Minor	E&SC
28/11/2022 14:03	November	2022	Q4	Dishonest Behaviour	Corruption	MCEC 6522	Minor	E&SC
26/01/2022 10:29	Jan	2021	Q1	Human Resource	Bullying	MCEC 0422	Minor	H&SC
01/02/2022 11:55	Feb	2021	Q1	Human Resource	Unfair Treatment	MCEC 0522	Minor	H&SC
02/03/2022 16:09	Mar	2021	Q1	Health and Safety	General Safety	CEC 1122	Major	H&SC

10/03/2022 17:08	Mar	2021	Q1	Human Resource	Unfair Treatment	MCEC 1322	Major	H&SC
16/03/2022 16:20	Mar	2021	Q1	Dishonest Behaviour	Integrity	MCEC 1422	Major	H&SC
22/04/2022 13:38	April	2022	Q2	Health and Safety	General Safety	CEC 2122	Major	H&SC
26/05/2022 13:34	May	2022	Q2	Human Resource	Harassment	CEC 2622	TBD	H&SC
30/05/2022 12:11	May	2022	Q2	Human Resource	Unfair Treatment	CEC 2722	Minor	H&SC
02/06/2022 11:44	June	2022	Q2	Health and Safety	General Safety	CEC 2822	Major	H&SC
02/06/2022 20:35	June	2022	Q2	General	Reputation	CEC 2922	Major	H&SC
14/06/2022 08:59	June	2022	Q2	General	Reputation	CEC 3122	Minor	H&SC
28/06/2022 10:31	June	2022	Q2	Human Resource	Harassment	CEC 3422	Minor	H&SC
04/07/2022 13:00	July	2022	Q3	Human Resource	Racism	CEC 3722	Minor	H&SC
13/07/2022 16:43	July	2022	Q3	Dishonest Behaviour	Integrity	CEC 3822	Minor	H&SC
29/08/2022 14:52	August	2022	Q3	General	Reputation	CEC 4522	Minor	H&SC
23/09/2022 09:01	September	2022	Q3	General	Reputation	MCEC 4722	Minor	H&SC
26/09/2022 18:00	September	2022	Q3	Human Resource	Bullying	CEC 4822	Minor	H&SC
01/11/2022 10:52	November	2022	Q4	General	Reputation	MCEC 5922	Major	H&SC
07/11/2022 11:15	November	2022	Q4	General	Reputation	CEC 6422	Minor	H&SC
29/11/2022 17:40	November	2022	Q4	General	Reputation	CEC 6622	Minor	H&SC
21/12/2022 04:54	December	2022	Q4	Human Resource	Discrimination	CEC 7022	Minor	H&SC
20/01/2022 10:38	Jan	2021	Q1	Dishonest Behaviour	Integrity	CEC 0222	Minor	Place
24/02/2022 11:23	Feb	2021	Q1	Human Resource	Unfair Treatment	MCEC 1022	Minor	Place
04/03/2022 11:51	Mar	2021	Q1	Human Resource	Unfair Treatment	CEC 1222	Minor	Place
31/03/2022 11:32	Mar	2021	Q1	Dishonest Behaviour	Integrity	CEC 1822	Minor	Place
05/04/2022 09:55	April	2021	Q2	Health and Safety	General Safety	CEC 1922	Minor	Place
01/07/2022 17:58	July	2022	Q3	Dishonest Behaviour	Integrity	CEC 3522	Minor	Place
18/07/2022 16:26	July	2022	Q3	General	Reputation	CEC 3922	Minor	Place
05/10/2022 09:07	October	2022	Q4	Human Resource	Unfair Treatment	CEC 5022	Minor	Place
06/10/2022 15:14	October	2022	Q4	General	Reputation	CEC 5122	Minor	Place
14/10/2022 11:01	October	2022	Q4	Human Resource	Unfair Treatment	CEC 5322	Minor	Place
27/10/2022 10:04	October	2022	Q4	Human Resource	Harassment	CEC 5522	Minor	Place
28/10/2022 10:33	October	2022	Q4	Health and Safety	General Safety	CEC 5622	Minor	Place
28/10/2022 13:04	October	2022	Q4	Health and Safety	General Safety	CEC 5722	Minor	Place
15/12/2022 20:56	December	2022	Q4	General	Reputation	CEC 6922	Minor	Place
04/08/2022 13:45	August	2022	Q3	Health and Safety	General Safety	CEC 4222	Minor	Place
31/10/2022 13:57	October	2022	Q4	Human Resource	Bullying	CEC 5822	Minor	Place
09/05/2022 11:30	May	2022	Q2	Human Resource	Unfair Treatment	CEC 2322	Minor	TBD
03/08/2022 10:06	August	2022	Q3	Human Resource	Racism	CEC 4122	NQD	TBD

An aerial photograph of Edinburgh, Scotland, showing the city's dense architecture and the Edinburgh Castle on a hill. The image is overlaid with a semi-transparent purple filter. The text 'Appendix B' and 'Key Performance Indicators' is centered in white.

Appendix B

Key Performance Indicators



KPI

	Q1	Q2	Q3	Q4
KPI 1	Full Compliance	Full Compliance	Full Compliance	Full Compliance
KPI 2	Full Compliance	Full Compliance	1 Failure	Full Compliance
KPI 3	Full Compliance	Full Compliance	Full Compliance	Full Compliance
KPI 4	Full Compliance	Full Compliance	Full Compliance	Full Compliance
KPI 5	Full Compliance	Full Compliance	2 Failures	Full Compliance

