

Message

From: Georgina Blair [GRO]
on behalf of Georgina Blair [GRO]
Sent: 07/02/2013 14:39:47
To: Joe Connor [GRO]; Hector Campbell [GRO]
Subject: RE: Speak Up Helpline

Hi Joe,

Yes, I think it would be a good idea to do a comms to all relevant managers reiterating the usual data protection requirements and reminding them that whistleblowers must not be discriminated against (cf. the Public Interest Disclosure Act).

However, these requirements apply to all the investigations that we carry out at the moment. For example, there is no difference between a case of internal fraud reported through the disclosure line, through Grapevine, or directly to a line manager, as all are different methods of whistleblowing. An allegation of misconduct by a sub-postmaster, reported by a member of his staff, could equally be reported by a call to NBSC, in person to the area sales manager or by post to Kevin Gilliland.

So I think a reminder will be a good idea, but we're not actually talking about anything new, which in fact will make it easier for people to understand! I'll pop it on my list of things we need to do.

Thanks,

Georgina

Georgina Blair | Regulatory Risk Business Partner

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GRO

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From: Joe Connor
Sent: 07 February 2013 14:10
To: Georgina Blair; Hector Campbell
Subject: RE: Speak Up Helpline

Thanks Georgina – we need to ensure that people are fully trained before they undertake a “case” such as this

Joe

Joe Connor | Head of HR Services

HRSC Farnworth, Stone Hill Road, Farnworth, BOLTON, BL4 9XX

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From: Georgina Blair
Sent: 06 February 2013 13:37
To: Joe Connor; Hector Campbell
Subject: RE: Speak Up Helpline

Hi Joe,

Thanks, I agree that we need to make sure that we have mapped out the investigation routes for each possible type of report, as Hector's team will need to know where to direct reports for investigation. I'm currently doing a bit of research into this and will discuss it with Hector when I meet him. In order to make sure that we deal with any particular types of issue that you are worried about, could you give me some examples of matters which you think will be reported through this line which we don't already have processes to deal with?

Many thanks,

Georgina

Georgina Blair | Regulatory Risk Business Partner

148 Old Street, London. EC1V 9HQ,

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Georgina.blair@postoffice.co.uk

GRO



From: Joe Connor
Sent: 05 February 2013 21:07
To: Georgina Blair; Hector Campbell
Subject: RE: Speak Up Helpline

Hi Georgina

I was involved in setting up this process in RM and I think we need to understand more about who would hear any cases. You say in your e-mail, "the business already has ways of dealing with security matters and HR matters and so on," I would like to know more about who you believe could hear such cases as these are very different to other cases we may currently deal with. I know the number of cases is very small but we need to be prepared.

Thanks

Joe

Joe Connor | Head of HR Services

HRSC Farnworth, Stone Hill Road, Farnworth, BOLTON, BL4 9XX

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From: Georgina Blair
Sent: 04 February 2013 14:35
To: Hector Campbell
Cc: Joe Connor
Subject: RE: Speak Up Helpline

Hi Hector,

I was looking through my old e-mails and found this! Things have moved on a little, as you'll have seen from my earlier e-mail asking about employee and agency network staff numbers. I attach my draft PID which explains a bit of the background.

The task is to replace the service currently provided under a TSA from Royal Mail Group, who allow us to use their 'Speak Up' line, which is an employee disclosure (whistleblowing) line provided by a company called In Touch MCS Ltd. We have also decided to use a third party specialist provider to take the calls, so that we have 24/7 availability and to give callers confidence that their identity can be protected if they desired.

Call volumes are likely to be small (probably no more than a few a week) – at the moment they are infinitesimal, although once we have our own dedicated line in place we are planning to do some awareness raising. Calls can be on any subject – the line is designed to be the 'line of last resort', so if somebody wants to report an instance of wrong doing (which could be for example: internal fraud, bullying, environmental damage, miss-selling of financial products, theft from customers or the Post Office, inappropriate conduct with customers, procurement fraud, conflicts of interest) and they don't feel they can approach their line manager (or they have tried telling their manager, and he or she hasn't done anything to improve the situation).

We need to set up a process within POL for receiving reports which are passed on by the third party provider. These are potentially of high importance and need to be handled confidentially (although like all lines, it will certainly receive a number of misdirected calls). RM have a small team in Internal Audit who receive the reports, and then distribute them to the relevant parts of the business for investigation. Susan Crichton thought your team might be able to help with this.

Your team's role would be to assess each report and then pass it on to the appropriate place for investigation. This doesn't involve setting up any new investigation processes – the business already has ways of dealing with security matters and HR matters and so on.

Does this sound like something your team could do? I'm happy to set up a call or meeting to give you some more info about how it all works.

Let me know what you think.

Thanks,

Georgina

Georgina Blair | Regulatory Risk Business Partner

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From: Hector Campbell
Sent: 30 March 2012 08:22
To: Georgina Blair
Cc: Steve Beddoe; Joe Connor
Subject: FW: Speak Up Helpline

Georgina

As you can see from the series of mails below this issue has been 'doing the rounds' and has now come my way. Reading through the trail it does look like something that my team could administer moving forward however I have no knowledge whatsoever about what this Helpline actually is. I am told that you are to go to person on this one Georgina so could we slot in quick call when you have some free time in order that I can get a better feel of what is required.

Regards

Hector

From: Steve Beddoe
Sent: 29 March 2012 14:55
To: Hector Campbell; Joe Connor
Cc: Matt Sadler; Mario Michael; Georgina Blair
Subject: RE: Speak Up Helpline

Hector,

Is this something that could be considered please, Georgina knows a lot of the detail.

Regards,
Steve

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From: Hector Campbell
Sent: 29 March 2012 14:52
To: Joe Connor; Steve Beddoe
Cc: Matt Sadler; Mario Michael
Subject: RE: Speak Up Helpline

Joe
Nothing has come my way.

Thanks

Hector

From: Joe Connor
Sent: 29 March 2012 14:29
To: Steve Beddoe; Hector Campbell
Cc: Matt Sadler; Mario Michael
Subject: Re: Speak Up Helpline

Hi Steve, not that I am aware, Hector??

Joe

From: Steve Beddoe
Sent: Thursday, March 29, 2012 03:18 PM
To: Joe Connor
Cc: Matt Sadler; Mario Michael
Subject: FW: Speak Up Helpline

Hi Joe,

Has anyone asked you if this is something that could potentially be done at Farnworth as the external contract is expiring soon, very small volumes.

Regards,
Steve

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From: Matt Sadler
Sent: 27 March 2012 14:54
To: Mario Michael; Steve Beddoe
Cc: Georgina Blair
Subject: RE: Speak Up Helpline

Mario

This sounds like more of a business question – are HRSC Farnworth able and willing to take on the service. I would suggest asking Joe Connor.

EIC is not a strategic solution and is likely to be replaced, so any IT requirements would feed into the new solution for call tracking depending on the above.

Regards, Matt

Matt Sadler
IT & Change
Business Solutions Manager
Digital, HR, Finance

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From: Mario Michael
Sent: 27 March 2012 14:35
To: Matt Sadler; Steve Beddoe
Cc: Georgina Blair
Subject: RE: Speak Up Helpline

Matt

Any thoughts on this from my email of a couple of weeks ago.

Is it something we can do via Farmworth/EIC?

Regards

Mario Michael

Sourcing Manager
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From: Georgina Blair
Sent: 15 March 2012 10:02
To: Mario Michael
Cc: Matt Sadler
Subject: RE: Speak Up Helpline

Thanks – I'll check back with you in a week or so. Am copying Matt so he is fully involved!

Georgina

Georgina Blair
Regulatory Risk Business Partner
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[georgina.blair@\[GRO\]](mailto:georgina.blair@[GRO])

From: Mario Michael
Sent: 15 March 2012 10:00
To: Georgina Blair
Subject: RE: Speak Up Helpline

Hi

We don't know what the solution is yet so hold fire on the PID (which you will also need your IT & Change- BSM to be involved in).

At the moment I am waiting to find out if there is a solution in house (with our HR team in Farnworth) to renewing the current contract/looking for something similar in the market and if/when that door closes we can review.

Regards

Mario Michael
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From: Georgina Blair
Sent: 14 March 2012 15:51
To: Mario Michael
Subject: FW: Speak Up Helpline

Hi Mario,

Have we got any opinions on this? I am not sure what I need to do in terms of drawing up a PID etc, so would be grateful for some direction.

Thanks,

Georgina

Georgina Blair
Regulatory Risk Business Partner
Post Office Ltd

or Mobile:
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From: Georgina Blair
Sent: 09 March 2012 17:24
To: Mario Michael; Matt Sadler; Steve Beddoe
Subject: Re: Speak Up Helpline

Hi

It's a both a telephone and web based service. The cost should be rather less for POL on its own - 40k is the cost for the service to the whole group. We would expect POL usage to go up when the line is properly promoted.

An independent third party provider is preferred in order to give callers a guarantee of confidentiality.

Please ask if anybody wants further detail on disclosure lines and their reasons for being - I have been to numerous briefings by the charity Public Concern at Work and can probably replicate their director's speech if you ask nicely!

Thanks

Georgina

From: Mario Michael
Sent: Friday, March 09, 2012 05:57 PM
To: Matt Sadler; Steve Beddoe
Cc: Georgina Blair
Subject: Speak Up Helpline

Gents

The contract with Intouch expires in Aug 2012 and in line with Separation POL will need to stick or twist in this respect.

Georgina says the cost is approx £40k per annum and less than 10 calls are made by POL staff per year.

It looks as though this has moved from a telephone helpline service to a web based service (is this correct Georgina)?

<https://www.intouchfeedback.com/index.asp?Lid=1&Cid=2752>

Speaking to Steve, Matt, is there an option to go via the EIC or HR Farnworth route rather than employ a 3rd party??

Regards

Mario Michael

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