



Management response

Local Authority: Monmouthshire County Council

Report title: Review of Whistleblowing and Fairness at Work (Grievance) arrangements

Issue date: September 2019

Proposals for improvement

Ref	Proposal for improvement	Intended outcome/ benefit	High priority (yes/no)	Accepted (yes/no)	Management response	Completion date	Responsible officer
P1	Strengthen the arrangements to monitor and review the effectiveness of the Council's arrangements for dealing with whistleblowing concerns and employee grievances by actively seeking feedback from all those involved.	Strengthening the arrangements for the monitoring and reviewing of whistleblowing concerns and grievance.	No	Yes	We already gather feedback on an informal basis, via conversations for example between those managing processes & investigation officers. For Whistleblowing cases, our process includes contact with the whistleblower at the conclusion of the case to ensure that they are content with actions taken & any feedback is gathered at this point.	Ongoing work	Human Resources Lead

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					Further work will be undertaken as part of HR system development work which will look to capture specific employee feedback.		
P2	Clarify the implementation and monitoring arrangements for the following action within the People Strategy: 'monitor the implementation of recommendations from grievances to ensure organisational learning and development'.	Grievance recommendations to inform learning and development	No	Yes	It is accepted that organisational learning & development is an ongoing matter. Recommendations from grievance investigations that are brought forward specifically around organisational learning within a particular service/business area are provided to the relevant Chief Officer.	Already being undertaken. Ongoing work	Human Resources Lead
P3	Clarify with the Standards Committee, how it will assess the effectiveness of the Whistleblowing policy.	Formalise elected members' role in assessing the effectiveness of the whistleblowing policy.	Yes	Yes	An annual report be taken to Audit Committee in line with the NAO best practice and the advice contained on the WAO's own website. This report will highlight numbers of cases and their outcomes, feedback from 'whistleblowers', any complaints	January 2020	Head of Law & Monitoring Officer and Human Resources Lead

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					that stem from the application of the policy and any updates to the policy.		