From: [Redacted- WG Official] PSG - Permanent Secretary's Office
Sent: 15 October 2019 10:30
To: [Redacted]
Subject: Re: Nolan Principals

Dear [Redacted],

Thank you for your email, I have passed your concerns to the Welsh Government’s Complaints Advice Team for them to consider further.

Regards

[Redacted-WG Official]
Permanent Secretary’s Group

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From: [Redacted]
Sent: 10 October 2019 13:42
To: [Redacted- WG Official] PSG - Permanent Secretary's Office
Subject: Re: Nolan Principals

Hello [Redacted- WG Official]

is anyone going to contact me to investigate my assertion that WG employees are breaking their rules of conduct?

regards [Redacted]

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From: [Redacted]
Sent: 02 October 2019 17:35
To: [Redacted- WG Official] PSG - Permanent Secretary's Office
Subject: Re: Nolan Principals

Dear [Redacted-WG Official],

that is very helpful. Are you aware that within WG there is systemic pushing of these boundaries. The consequence of this is that complaints from the public are not properly investigated. I have complained to WG who exonerated themselves. I didn't push this side of the situation, perhaps I should or perhaps this is, but I did so with NRW. It took a complaint, exonerated, an appeal, exonerated, the ombudsman, exonerated, contacting the board eventually they investigated a part of the situation and found out that I was right and they were wrong. Two years later I have had an apology but still they won't go back to examine my claims that members of their staff have lied.

When I say lied to WG or any other organisation they deny it, instantly. Instead of being shocked, they aren't because it is normal, they make platitudes about mistakes. This is when I am not suggesting it is them. They should be taking me
seriously but they aren't. One of the culprits in WG suggested to a culprit in NRW that I might be a vexatious complainer.

I have been shocked and WG should be ashamed of itself.

regards [Redacted], bit of a rant sorry. I want to complain to someone senior who will take this seriously. Senior enough to make a difference. My phone number is [Redacted]. Someone who "civil servants are under an obligation to uphold the Civil Service Code with its four values of honesty, integrity, impartiality and objectivity, as well as the Nolan principles themselves."

From: [Redacted- WG Official] PSG - Permanent Secretary's Office
Sent: 02 October 2019 16:28
To: [Redacted]
Subject: Re: Nolan Principals

Dear [Redacted],

Thank you for your email.

In terms of how individuals are held to account for breaches of the Nolan principles, every public service organisation will have a code of conduct which will either be the Nolan principles themselves or an equivalent framework of values. In the Welsh Government, for example, civil servants are under an obligation to uphold the Civil Service Code with its four values of honesty, integrity, impartiality and objectivity, as well as the Nolan principles themselves. A member of the public is able to raise a concern if they feel a member of staff has failed to act in accordance with those values. The Welsh Government does receive such complaints from time to time and the Permanent Secretary will always ensure these complaints are considered carefully and investigated where there is perceived to be grounds for doing so.

Members of Welsh Government staff who seek guidance on the application of the Nolan Principles to a particular situation have access to a number of senior managers who are experienced and qualified in this field and they will regularly deal with internal requests for advice. If a member of staff had particular concerns that the Nolan Principles were being breached by a member of the Welsh Government then there are also avenues for them to raise their concerns, either via their line management structure or through the Welsh Government’s Whistleblowing Panel.

As you are aware, internal disciplinary processes, for very good and understandable reasons, are usually kept confidential within an organisation but an example which has come into the public domain in recent years were concerns regarding the former Chief Executive Officer of the Student Loans Company. Whistleblowing complaints were made about his conduct and after investigation he was dismissed from his post without compensation for “gross misconduct, including breach of four of the seven Nolan principles and failing to adhere to HM Treasury’s Managing Public Money guidance.

Regards
From: [Redacted]  
Sent: 23 September 2019 08:56  
To: [Redacted]  
Subject: Re: Nolan Principals

Hi [Redacted - WG Official]

thank you for your reply. Are you really telling me that nobody in WG has responsibility for ensuring that the Nolan Principals are followed?

Say a WG employee was worried about an aspect of the Nolan Principals, who would they contact in WG for a definitive answer? I am asking because as a member of the public I do not think that government officials are putting the principals first when dealing with us. What it feels like to us is that the government are very defensive.

regards [Redacted]

From: [Redacted - WG Official] PSG - Permanent Secretary's Office  
Sent: 20 September 2019 13:33  
To: [Redacted]  
Subject: Re: Nolan Principals

Dear [Redacted],

Thank you for your request for information on how the Welsh Government encourages the use of the Nolan principles.

There are a number of areas in which the Nolan principles are encouraged. The Ministerial Code states in its opening section that Ministers are expected to observe the Seven Principles of Public Life. Ministers are provided with a copy of the Ministerial Code on appointment to public office.

All public servants are expected to observe the Seven Principles of Public life. In the Welsh Government all new staff have mandatory induction training which covers the principles and the Civil Service Code. Staff often receive refresher training.

Managing Welsh Public Money, which is the Welsh 'Manual' for all public sector bodies in Wales to deploy public resources responsibly and in the public interest, details the requirement of every individual working in the public service in Wales has a responsibility to conduct themselves at all times in accordance with the Seven Principles of Public Life.
The Welsh Government, when setting up a new Executive Body, provides a framework document which sets out the relationship between Welsh Government Sponsored Bodies (WGSBs) and Ministers. Within this document originations are expected to observe the Seven Principles of Public Life.

All Public Appointments to these WGSBs, Welsh NHS bodies and other Welsh Public Bodies have a personal responsibility to adhere to the Seven Principles of Public Life

Regards

[Redacted-WG Official]
Permanent Secretary’s Group

From: [Redacted]
Sent: 09 September 2019 11:10
To: [Redacted] PSG - Permanent Secretary's Office
Subject: Nolan Principals

Dear [Redacted],

Hi, wondering how the Nolan principals are encouraged within WG? I understand that they have no legal weight but they are supposed to be central to behaviour of public bodies.

In my dealings with public bodies they come a second best to protecting the system. I get the feeling that they are mentioned in an induction and then put on a dusty shelf. I am hoping you are going to tell me I'm wrong.

regards [Redacted]