



**Please pass to both your HR & Business  
Managers**

## **Cost reduction in dealing with issues at work**



## When it comes to dealing with problems at work are you missing a trick?

These days GDPR, FOI, SAR, complaints & other demands are **common** & to be **expected**. Less common but deeply **disruptive** are things like disciplinary & grievance & sometimes, even fraud.

All these things **stand in the way** of day to day work & business development & they **frustrate** both people & meeting organisational priorities.

Equally problematic – **predictability**. Like buses often issues all come at once & then it is time to press the **panic button**.

**Well ..... maybe not. Why not think about things a different way?**

The thing is, dealing with incoming issues **costs**. Sometimes that means money but sometimes it is opportunity cost – the things you **can't do** because you have to deal with an incoming problem.

Also you may have noticed that often issues are **intertwined**. A complaint can be associated with a disciplinary matter or a grievance. One of these can lead to an FOI or a SAR. Investigating may throw up who knows what? GDPR issues, a Cyber problem or concern over fraud it all makes for **additional** burden.

**One West has a different approach.**

We aim to be **holistic** in our service provision. It doesn't matter what the problem is & what different needs come into play. We have **experts** in every field.

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As a key part of our offer of course we remain providers of Data Protection & Audit & Risk services but additionally that now means:

- **Freedom of Information**  
(Advice & support on any topic)
- **Subject Access Requests**  
(High or low volume redaction & SAR request fulfilment)
- **Investigations**  
(Disciplinary & Grievance investigation & reporting)
- **Cyber Security**  
(Including advice & audit)
- **Records Management**  
(Storage, digitalisation & retention in a purpose built facility)
- **Business Continuity**  
(Including planning & exercising)

So, when a problem hits we can advise **whatever** the need & **coordinate** for you. You won't have to deal with several organisations.

There is an **additional consideration** - when a problem lands – the clock starts ticking & for sure time flies! Even if you can find some help it **takes time** to get through procurement & processes diverting attention all the while from core business priorities.

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Again we are right there for you. We offer simple, flexible & inexpensive **Retention Agreements**. Basically these mean that when you have a need, big or small you can pick up the phone & we can start to help.

Of course you can **trust us** too. One West has forged a unique position and now serves over 450 customers mainly in the South West of England, utilising the skills of over 40 specialists who are amongst the best in their field.

On top of that we always offer a **square deal**. Good value whilst operating with the right values are a **top priority** for us.

If you would like a more detailed talk about how we can **work together**, what we can **save** you & **how** give us a call.

**Drop a line to us via:**

[steve\\_debruin@bathnes.gov.uk](mailto:steve_debruin@bathnes.gov.uk) or [jon\\_evans@bathnes.gov.uk](mailto:jon_evans@bathnes.gov.uk)

You might also like to check out our website: [www.onewest.co.uk](http://www.onewest.co.uk)

**Thanks & we look forward to speaking with you.**

**The One West Team**



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**Our mailing address is:**

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