

**Protect**

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Ed Proctor  
Chief Operating Officer  
Impress  
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06 November 2018

Dear Ed,

**Impress advice line report 2018**

We are pleased to provide Impress with this advice line report as part of your Membership Subscription and Freephone advice line with Protect. This report is prepared to provide details of how the advice line is being used by your members.

**Advice line overview**

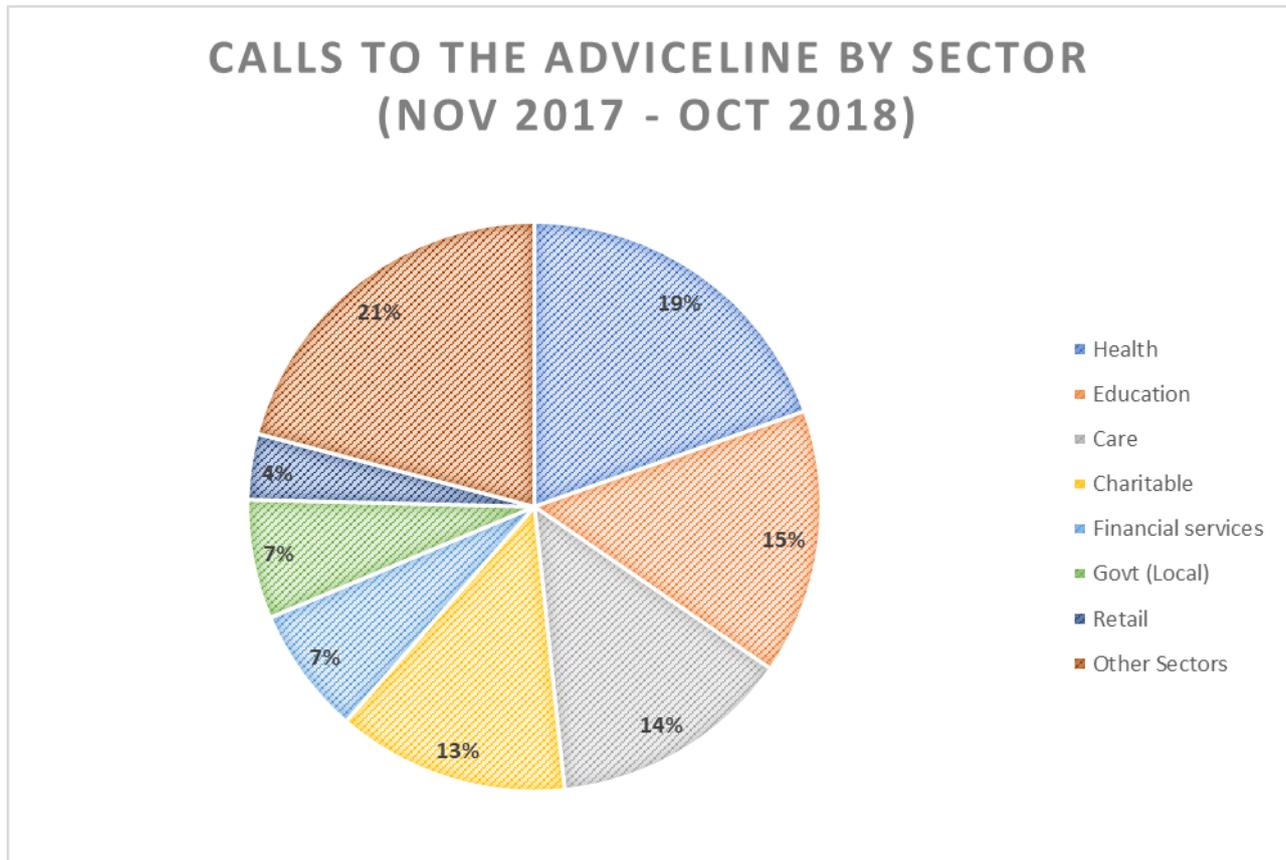
It should be noted that this information is provided to you in a way which does not breach the duty of confidence that Protect owes our clients – in this instance the individual callers – under legal professional privilege. You should also bear in mind that providing the name of the employer (or indeed profession) is not a prerequisite to an individual seeking and obtaining independent confidential advice from Protect. On our advice line we focus on the public risk and how the issue can be raised responsibly. This means that when contacting us, staff may:

- Provide their name only
- Identify themselves as working for one of your member publishers – with or without their name
- Not provide any information as to their identity or their employer

Callers can contact us in one of the following ways:

- The Impress Freephone number, 0800 221 8548
- Independent web search or other source of information – Protect helpline number 020 7404 6609/  
[helpline@Protect.co.uk](mailto:helpline@Protect.co.uk)

As you know we work across sectors, and below show the calls received in the last 12 months by sector.



As you can see, sectors other than media form the majority of calls, and this, along with your given headcount of 400, we would not expect large volumes, as journalists may have arrangements in their own workplace, means we would not expect many calls to the Impress freephone line. Between 01 January 2018 - 30 September 2018 there were 0-3 calls to the Impress freephone line. During the same period there have been 0-3 self-identified calls to the advice line. We are unable to be more specific as low numbers may enable identification of individuals, which may risk a breach of confidentiality.

We would recommend re-launching the service to member organisations to promote to their staff to ensure it is being communicated.

As discussed we would be happy to provide a blog piece or speak at an event as part of your support package.

Kind regards

Jon Cunningham  
Development Director  
Protect

