

AGENDA

Meeting: Staffing Policy Committee

Place: Kennet Room, County Hall, Trowbridge, BA14 8JN

Date: Wednesday 8 November 2023

Time: 10.30 am

Please direct any enquiries on this Agenda to Ellen Ghey - Democratic Services Officer of Democratic Services, County Hall, Bythesea Road, Trowbridge, direct line 01225 718259 or email ellen.ghey@wiltshire.gov.uk

Press enquiries to Communications on direct lines 01225 713114/713115.

This Agenda and all the documents referred to within it are available on the Council's website at www.wiltshire.gov.uk

Membership:

Cllr Stuart Wheeler (Chairman)
Cllr Helen Belcher OBE
Cllr Allison Bucknell
Cllr Richard Clewer
Cllr Carole King

Cllr Jacqui Lay
Cllr Ashley O'Neill
Cllr Tamara Reay
Cllr Ricky Rogers

Substitutes:

Cllr Liz Alstrom
Cllr Caroline Corbin
Cllr Mel Jacob
Cllr Simon Jacobs

Cllr Bob Jones MBE
Cllr Kathryn Macdermid
Cllr Nabil Najjar
Cllr Tom Rounds

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Please see the agenda list on following pages for details of deadlines for submission of questions and statements for this meeting.

For extended details on meeting procedure, submission and scope of questions and other matters, please consult [Part 4 of the council's constitution](#).

The full constitution can be found at [this link](#).

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AGENDA

PART I

Items to be considered while the meeting is open to the public

1 **Apologies for Absence**

To receive any apologies or substitutions for the meeting.

2 **Minutes of Previous Meeting** (*Pages 5 - 8*)

To approve and sign as a true and correct record the minutes of the previous meeting held on 12 July 2023.

3 **Declarations of Interest**

To receive any declarations of disclosable interests or dispensations granted by the Standards Committee.

4 **Chairman's Announcements**

To receive any announcements through the Chair.

5 **Public Participation**

The Council welcomes contributions from members of the public.

Statements

If you would like to make a statement at this meeting on any item on this agenda, please register to do so **at least 10 minutes prior to the meeting.** Up to 3 speakers are permitted to speak for up to 3 minutes each on any agenda item. Please contact the officer named on the front of the agenda for any further clarification.

Questions

To receive any questions from members of the public or members of the Council received in accordance with the constitution.

Those wishing to ask questions are required to give notice of any such questions in writing to the officer named on the front of this agenda no later than 5pm on **Wednesday 1 November 2023** in order to be guaranteed of a written response. In order to receive a verbal response, questions must be submitted no later than 5pm on **Friday 3 November 2023.** Please contact the officer named on the front of this agenda for further advice. Questions may be asked without notice if the Chairman decides that the matter is urgent.

Details of any questions received will be circulated to Committee members prior to the meeting and made available at the meeting and on the Council's website.

6 **Employee Volunteering Scheme Policy** (Pages 9 - 18)

To receive an update on the new Employee Volunteering Scheme policy.

7 **Long Service Awards Policy** (Pages 19 - 28)

To consider a report outlining the policy updates for the Long Service Awards policy.

8 **Oracle Update** (Pages 29 - 48)

To receive written and verbal updates on:

- Multi Factor Authentication and Acceptable Usage Policy
- Go-live
- Expenses Policy

9 **DBS Policy Update**

To receive a verbal update on minor amendments to the DBS policy.

10 **Workforce Analytics**

To receive a verbal update on the workforce analytics.

11 **Urgent Items**

Any other items of business which, in the opinion of the Chairman, should be considered as a matter of urgency.

Urgent items of a confidential nature may be considered under Part II of this agenda.

PART II

Items during whose consideration it is recommended that the public should be excluded because of the likelihood that exempt information would be disclosed

None

Staffing Policy Committee

MINUTES OF THE STAFFING POLICY COMMITTEE MEETING HELD ON 12 JULY 2023 AT KENNET ROOM, COUNTY HALL, TROWBRIDGE BA14 8JN.

Present:

Cllr Stuart Wheeler (Chairman), Cllr Allison Bucknell, Cllr Richard Clewer, Cllr Carole King, Cllr Jacqui Lay, Cllr Ashley O'Neill and Cllr Ricky Rogers

31 Apologies for Absence

Apologies for absence have been received from:

- Cllr Helen Belcher OBE
- Cllr Tamara Reay

32 Minutes of Previous Meeting

The minutes of the previous meeting held on 9 May 2023 were considered.

Members queried when an update would be provided with regard to Minute 27. In response, officers stated that further information needed to be gathered and as such, Members would be contacted outside of the meeting.

Following which, it was:

Resolved

The Committee approved and signed the minutes of the previous meeting held on 9 May 2023 as a true and correct record.

33 Declarations of Interest

There were no declarations of interest.

34 Chairman's Announcements

There were no Chairman's announcements.

35 Public Participation

There were no questions or statements submitted.

36 Unwanted Behaviour Policy

Paul Collyer, Head of Occupational Health & Safety, introduced the item and provided a brief summary on the aims of the policy. It was explained that the policy was developed due to the increased frequency in which public facing Council staff were experiencing episodes of unwanted behaviour from members of the public. Officers had identified that existing health and safety policies focussing on the prevention and management of risks to staff did not adequately cover this topic. Therefore, after further investigation into the level of inconsistent reporting of episodes and requests from managers for increased support, the new policy sought to provide a clear and concise framework for reporting and managing unwanted behaviour from members of the public to further safeguard staff.

It was confirmed that the policy had been developed and reviewed following consultation with managers from relevant departments, Heads of Services Forum, Joint Consultative Committee, Legal Services, and the Corporate Leadership Team. Officers explained that upon approval, high levels of bespoke training would be delivered to staff and volunteers on risk assessments, proportional reporting of incidents, and the escalation processes. It was emphasised that staff should be supported as much as possible post experiencing episodes of unwanted behaviour. Furthermore, the Council has a duty to comply with health and safety regulations by providing sufficient training and preventative measures to protect staff.

In response to a query, officers confirmed that the existing systems and policies in place for public facing departments were audited by Occupational Health and Safety officers, however it was emphasised that this new policy sought to bring attention to the issue and to mitigate the likelihood of different approaches by providing clear guidance on the application of remedial or responsive action. Furthermore, Members were informed that the Council utilised an intelligence network of nominated officers within each relevant department to share knowledge of particular perpetrators. Members discussed the intelligence network and highlighted that they were not privy to said information and emphasised the importance of communication and cross-sharing between departments to help draw attention to any particular situations and to inform further preventative work. Members were reassured that discussions between officers in the Occupational Health & Safety, Legal and Information Governance Teams were being undertaken with regard to the recording, retaining and reviewing of intelligence information and an internal governance document clarifying these processes was being developed. It was further stressed that in certain circumstances statutory services could not be withdrawn or restrictions put in place despite members of staff experiencing unwanted behaviour, social care being used as an example.

Officers noted that Councillors had access to the internal Employee Safety Database and could also utilise the corporate reporting route and its automatic escalation processes that flag incidents for further investigation and scrutiny. Members further queried the inclusion of Councillors within the policy and officers noted that they would review this alongside other similar policies

employed by neighbouring local authorities and could revisit it with Members outside of the meeting.

It was suggested that formally reported incidents could be recorded within the quarterly accidents' reports created by Occupational Health & Safety officers, thusly, triggering discussions and raising awareness of the issues which could be circulated across departments, volunteers, and Town and Parish Councils. If Members wished to have any further information on recent incidents or specific issues, then they were encouraged to contact officers who could share examples outside of the meeting. Members discussed if and how the policy would be advertised to members of the public to which officers noted that a message was available on the website and all promotional opportunities would be utilised to give the Council's approach to the topic a greater profile.

At the conclusion of the debate, Members stressed the seriousness of these challenges and risks, and that the importance of preventing harm to staff was imperative and noted that the wording of the policy needed to be as unambiguous and succinct as possible.

Following which, it was:

Resolved:

The Committee approved the Unwanted Behaviour from Members of the Public Policy, subject to delegation to the Director of HR & OD and the Head of Occupational Health & Safety, in consultation with the Chairman, to make minor amendments to reflect points raised during the meeting.

37 **Changes to the Pay Policy Statement**

Tamsin Kielb, Director of HR & OD, provided an update on the upcoming changes to the Pay Policy Statement.

It was explained that in May 2022, statutory guidance on the making and disclosure of Special Severance Payments by local authorities in England was issued by the Department of Levelling Up, Housing and Communities. The guidance stated that paying public sector workers additional, discretionary sums on top of other redundancy entitlements should only be considered in exceptional circumstances and where there was a clear justification for doing so, while ensuring all relevant internal policies and procedures and all alternative actions were fully followed, explored, and documented. Consequently, it set out the accountability and disclosure requirements of local authorities to ensure clear and transparent agreements and reporting on exit payments.

As such, officers highlighted to Members that Wiltshire Council's Pay Policy Statement had been updated accordingly. Additionally, it was noted that a further internal HR guidance document would be drafted to ensure that the provisions set out in the statutory guidance were being followed, and the

Finance Team were making changes to the disclosure and reporting of such payments in the Statement of Accounts.

38 **Update on Tusker**

Tamsin Kielb, Director of HR & OD, notified Members that the Tusker scheme would be implemented from 1 August 2023 following further scrutiny and discussions being undertaken post approval by the Committee in January 2023.

Members queried whether the scheme would be extended to include Councillors, however it was highlighted that at a meeting of the Committee on 6 November 2013, Committee Members had agreed that Councillors should not be eligible for any Council staff benefits. At the end of the discussion, Members reaffirmed this sentiment.

39 **Update on Provision of Workforce Analytics**

Tamsin Kielb, Director of HR & OD, informed Members that the officer responsible for analysing workforce data had left the Council. Therefore, as their replacement was not due to start until the end of September 2023, an update on the provision of workforce analytics could not be given at the next meeting of the Committee. However, officers reassured Members that this resourcing issue had been identified, would be rectified, and an update would be provided as soon as possible.

40 **Urgent Items**

There were no urgent items.

(Duration of meeting: 2.00 - 3.00 pm)

The Officer who has produced these minutes is Ellen Ghey - Democratic Services
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Employee Volunteering policy

Purpose

1. The purpose of this report is to update SPC on the new Employee Volunteering Scheme policy.

Background

2. Wiltshire Council's Volunteering Strategy (2017-2021) vision was to increase the number of people who volunteer in Wiltshire and outlined our commitment to explore ways in which employees can contribute to Wiltshire communities through volunteering.
3. In February 2020, CLT approved an employee volunteering scheme, and this was then agreed by JCC in February 2020 and SPC in March 2020. The scheme agreed provided employees with one paid day per annum, pro rata for part-time employees, to take part in voluntary activities which support Wiltshire communities.
4. The launch was postponed owing to the uncertainties presented by the COVID-19 pandemic. In May 2023, following the easing of restrictions, CLT reconfirmed their corporate approach to the volunteering scheme, aligned to the business plan and vision to create stronger communities in Wiltshire. As such, the Employee Volunteering Scheme policy has been developed to provide a framework for the scheme.

Main considerations

5. As outlined in the policy, the scheme allows employees to take one day a year or equivalent paid time off to volunteer, pro-rata for part-time employees. Employees can only use the volunteering allowance to take part in voluntary activities which support Wiltshire communities, including environment and conservation projects for local community projects or charities, community care activities.

Reason for the policy/ changes to the policy

6. In October 2019, a business case was presented to the Corporate Leadership Team (CLT) for developing an employee volunteering scheme for Wiltshire Council employees, to enhance social cohesion and community engagement, increase employee engagement and retention, and improve our employer brand which supports with attraction.

Environmental impact of the proposal

7. Key priority areas have been identified for approved activities including community depreciation and climate change. Any activity which falls within the areas will have a positive impact on our local environment.

Equalities impact of the proposal

8. The EIA did not identify issues throughout the policy proposal, a variety of activities to be offered allowing employees across all groups to be matched when applicable to an approved opportunity to volunteer.

Risk Assessment

9. To ensure that any activity does not result in job displacement, key priority areas have been identified by the Extended Leadership Team (ELT) and the Executive Office:
 - Social Care
 - Community Conversations
 - Corporate Parenting
 - Community Depreciation
 - Climate Change.
10. It has been identified that measurement of the impact and benefits will be key to mitigate risk, and this will be completed through our staff engagement and wellbeing survey.
11. To ensure this scheme is communicated effectively, a communications plan will be developed to ensure we are able to promote the volunteering work and this will be used to support our recruitment and retention strategy.

Financial Implications of the proposal

12. There is no additional funding or cost associated with the introduction of this policy, save the release time of volunteers which is the equivalent of an additional day's annual leave for a member of staff.

Recommendations

13. It is recommended that SPC support the implementation of this new policy.

Tamsin Kielb
Director HR&OD

Report Author: Stacey Sanderson – Strategic Projects & Policy Officer

Employee Volunteering Scheme Policy

This policy can be made available in other languages and formats such as large print and audio on [request](#).

What is it?

Wiltshire Council supports employees who wish to undertake volunteering activities within the community or for charitable organisations.

Employee volunteering helps Wiltshire Council build strong relationships with the community, enhances social cohesion and develops a 'sense' of belonging whilst creating a more resilient community. It also supports with staff engagement and gives employees the chance to develop skills and to play a more active role in Wiltshire communities.

The scheme allows employees to take one day a year or equivalent paid time off to volunteer, pro-rata for part-time employees. Employees can only use the volunteering allowance to take part in voluntary activities which support Wiltshire communities, including environment and conservation projects for local community projects or charities, community care activities.

Go straight to the section

- [Who does it apply to?](#)
- [When does it apply?](#)
- [When does it not apply?](#)
- [What are the main points?](#)
- [Employee responsibilities](#)
- [Line manager responsibilities](#)
- [Human Resources responsibilities](#)
- [FAQs](#)

Who does it apply to?

This policy applies to all Wiltshire Council employees, unless a separate contractual policy applies to a transferred employee to whom separate TUPE terms and conditions of employment apply. This policy does not apply to casual members of staff, teaching and non-teaching staff employed in maintained schools or academies.

When does it apply?

It applies to employees who undertake or who wish to undertake volunteering opportunities aligned to the business plan priorities. This includes key priority areas such as

- Social Care
- Community Conversations
- Corporate Parenting
- Community Depreciation

- Climate Change

When does it not apply?

This policy does not apply to:

- Volunteering activities that employees are involved in outside of their normal hours of work.
- Volunteering activities that employees are involved in outside of Wiltshire.
- Civic duties such as school governance, magistrate duties and jury service which are covered by the [Time off for Civic Duties policy](#).
- Time off to assist at elections which is covered in the [Time off for Elections policy](#).

What are the main points?

Allowance

1. Employees are entitled to one paid day off per year or the equivalent of 7.4 hours for full time employees, to volunteer.
2. The allowance will be pro-rata for part-time employees, in the same way as annual leave.
3. The one-day allowance must be taken within the calendar leave year which runs 1 January to 31 December.
4. The allowance can be taken as one full day or two half days, pro rata if you work part time. You will need to discuss this with your manager to ensure it fits with your work commitments and your services needs.
5. If you exceed your normal working hours on the day that the volunteering takes place, you will not be entitled to claim for these.

Carrying over a volunteering day

6. A volunteering day cannot be carried over from one year to the next.

Scope of volunteering

7. The activity must benefit the community, environment, individual or groups in Wiltshire in line with the Council's business plan. The framework has been developed and should be used to ensure the volunteering opportunity meets the relevant criteria and ensure no conflict of interest arises e.g., Employees participating in volunteering that directly impacts a close relative. Each opportunity must align with one of Wiltshire Council's Business Plan's Missions or Guiding Themes.

8. Activities undertaken must be with organisations which are “not for profit”. These may include registered charities, religious or faith groups, local schools, community or grassroots groups, village halls, national parks, animal rescue or wildlife centres, environmental projects, food banks, care homes, youth groups, museums and local libraries, scouts’ and other uniform groups, emergency services, etc.
9. Examples of activities may include:
 - Mentoring looked after children and vulnerable people
 - Supporting vulnerable adults and disabled people
 - Reading and listening activities at a school
 - Outdoor activities e.g. environmental clean ups, recycling initiatives, tree planting
 - Supporting of one off events for youth club, scouts, guides or similar group
 - Organising sports activities or events for a charity
 - Decorating or gardening for a community centre
10. There must be no conflicts of interest e.g., political campaigning.
11. The activity must take place within your normal hours of work. If you volunteer outside of your non-working hours, you will not be entitled to claim time off in lieu.
12. The activity must not disrupt or adversely affect service delivery.
13. The activity must not replace council jobs.
14. The activity must not bring Wiltshire Council into disrepute.
15. The activity must not put the employee at risk of harm or injury.

Where to find volunteering opportunities

16. Opportunities identified through Wiltshire Council in line with the business plan will be available to view via HR Direct Employee Volunteering page.

Requesting time off and approving requests

17. All requests for time off must be approved by your line manager at least two weeks in advance of undertaking the volunteering activity. As with annual leave requests, the needs of the service must be considered, and you must obtain agreement for time off before committing to an activity.
18. You must complete and submit the Microsoft application form on the HR Direct Employee Volunteering page to be considered for any pre-approved volunteering opportunities.

- Once received you will be matched against any opportunities suitably available.
 - This will be based on various criteria such as your location, DBS consideration, travel ability etc.
 - Both you and your manager will be notified of any potential match and approval from your manager is required.
19. Where possible, managers are expected to support volunteering activities, but business operations must take precedence and there may be some services where it will not be possible to release employees to volunteer.
20. Managers may refuse your request to take time off if there is a detrimental impact to service delivery or to other team members.

Recording time off for volunteering

21. Once you have agreed the time off for volunteering with your manager, your manager will record it on Oracle using 'Volunteering day' as the absence reason.

Travel and subsistence expenses

22. Wiltshire Council will not pay for any travel or subsistence expenses associated with performing volunteering activities.
23. You will need to discuss out of pocket expenses with the organisation with which you are volunteering.

Disclosure and Barring Service (DBS) checks

24. Certain volunteering activities that involve supporting young people or vulnerable adults may require you to have a DBS check. The organisation that you are volunteering with will indicate if this is necessary.
25. If a DBS check is required, the organisation that you are volunteering with will need to apply for one on your behalf. Wiltshire Council will not be responsible for undertaking DBS checks for employees who volunteer.
26. If you have an existing DBS check, the organisation that you are volunteering with will need to check if it is suitable for the activities you will be undertaking.

Training and induction including health and safety

27. The organisation for which you volunteer is responsible for providing any induction or other training to allow you to perform your volunteering role and remain safe.
28. If an additional day off is required to attend any training or induction, you will need to discuss this with your manager and use annual leave or flexi-time.

Code of conduct

29. When volunteering, you are expected to act in accordance with Our Identity and code of conduct, recognising that your actions may have an impact on your role and the reputation of the council.

Absences

30. Employees will need to comply with the relevant Wiltshire Council policy if they are unable to attend the volunteering activity and it is one of their normal working days e.g. reporting sickness in line with the sickness absence management policy.

After volunteering

31. You may wish to discuss your volunteering activity and share the experience with colleagues. You can also send pictures alongside a brief summary of what you did to EPIC@wiltshire.gov.uk for your experience to be shared on our social media sites.

Roles and responsibilities

Employee responsibilities

32. If you want to request time off from work to volunteer, you should discuss this with your manager before completing the application and consider any impact on your team workload.
33. Any request for time off needs to be approved by your manager before the activity takes place. Your manager may refuse your request as set out in para 19.

Line manager responsibilities

34. Make sure your employees are aware they need to give you advance notice if they intend to request time off as volunteering leave so that you can make sure there is adequate business cover.
35. Maintain records of time off granted, recording this on Oracle and also retain records and the reasons for any requests refused.

HR responsibilities

36. Provide advice to managers on issues raised in connection with this policy via Oracle Helpdesk.

Frequently asked questions

37. I am a manager and I have had multiple requests from my team to have time off on the same day for one specific activity. I can't approve all the requests because of service cover. What do I do?

If several of your employees want to volunteer on the same day you will need to handle requests the same as you would annual leave requests and consider the needs of the service first.

If it is not possible to approve multiple requests for time off on the same day, you will need to discuss the requests with the relevant team members to see if any compromise can be made.

Possible courses of action could include:

- deciding on a first come first serve basis.
- picking names out of a hat.
- if you have to refuse an employee's request consider giving that individual priority at another time.

38. I am a manager. Do I need to keep a record of the time off my team has taken to volunteer?

Yes. Once you have agreed the time off for an employee to undertake a volunteering activity, you will need to record it on Oracle as 'Volunteering day' under absences, in the same way as you would record sickness absences and annual leave.

39. I am a manager and my team have suggested that we use our one-day allowance to paint a community hall as a team-building activity. Are we able to do this?

Yes, as long as there is no detrimental impact to service delivery and there is adequate business cover. You will need to discuss it with your head of service and get their agreement before making any arrangements. You will also need to check that nobody in the team has already used up their allowance for the year. This activity should not be undertaking work that would otherwise be carried out by the council (e.g. refurbishing a council owned building).

40. I have employees who already volunteer under other schemes, can they also apply for the extra day using the employee volunteering policy?

Yes, staff can also apply for this extra day to volunteer on top of other instances e.g., Magistrates duties, however service delivery is priority and this request may be rejected by managers on application if there is a negative impact or lack of cover within their team on the chosen dates.

41. **I want to take part in an approved activity which exceeds the hours of my working day, what can I do?**

Any activity where participation exceeds an employee's normal working day hours would need to be covered using employees own time or flexi time. The Council will only cover the hours of each employee normal working day whether full or part time.

42. **I want to take my team for a team building day. Can I use a pool car to transport them to and from the volunteering day?**

Pool cars cannot be used as these would only be in place of being paid mileage expenses which is not covered in the policy. Personal vehicles would need to be used in their place for personal and domestic use rather than business use, drivers would need to ensure they check with their vehicle insurance company just in case there are special conditions. Public transport could also be used.

43. **I have a volunteering opportunity to put forward how can I do this and would it be approved?**

There is a template for proposing potential volunteering opportunities on the HR Direct Employee Volunteering page that would need to be completed to request this. Once submitted ELT/Executive office will check whether it meets framework criteria and advise whether it's a suitable option.

Equal Opportunities

This policy has been [Equality Impact Assessed](#) to identify opportunities to promote equality and mitigate any negative or adverse impacts on particular groups.

Managers will make any necessary adjustments to ensure that all employees are treated fairly. For further information see the [guidance on equal opportunities](#).

Relevant legislation

Equality Act 2010

Health and Safety at Work etc Act 1974

Police Act 1997

Rehabilitation of Offenders Act 1974

Working Time Regulations 1998 (SI 1998/1833)

Management of Health and Safety at Work Regulations 1999 (SI 1999/3242)

Fixed-term Employees (Prevention of Less Favourable Treatment) Regulations 2002 (SI 2002/2034)

Part-time Workers (Prevention of Less Favourable Treatment) Regulations 2000 (SI 2000/1551)

Police Act 1997 (Criminal Records) Regulations 2002 (SI 2002/233)

General Data Protection Regulation (2016/679 EU)

This policy has been reviewed by our legal team to ensure compliance with the above legislation and our statutory duties.

Further information

There are a number of related policies and procedures that you should be aware of including:

- [Time off for elections](#)
- [Code of conduct policy](#)
- [Politically restricted posts policy and procedure](#)
- [Equality and Diversity policy and procedure](#)
- [Annual leave and bank holiday entitlement policy](#)

For further information please speak to your supervisor, manager, or for further guidance and support visit the Oracle Helpdesk.

DRAFT

WILTSHIRE COUNCIL

AGENDA ITEM NO.

Staffing Policy Committee

Date 8th November 2023

Long Service Awards policy

Purpose

1. The purpose of the report is to update SPC on the policy updates for the Long Service Awards policy.

Background

2. It is proposed that:
 - The voucher amount awarded at 25 years' service is increased from £150 to £250.
 - The milestones of 15, 20, and 25 years' service are recognised with a certificate of recognition and a badge.
 - Wiltshire Rewards is used as the council's long service voucher provider going forward, with each directorate contributing to a central pot to cover these and other awards.
3. The current arrangement is that employees are given a voucher to the value of £150 upon reaching 25 years' service with Wiltshire Council. This arrangement has been in place since before the move to unitary status in 2009, with the previous Wiltshire County Council policy continuing to apply.
4. The council's current provider for long service vouchers is Edenred (formerly Capital Incentives) which provides an online voucher ordering system at no cost to the council.
5. The arrangement has been reviewed in recent years, however the focus has been on the process for payment rather than the amount awarded.

Main considerations and reason for changes to the policy

Long service awards and tax liability

6. As a long service award is given as a non-cash award in the form of a non-cash voucher, there is no tax liability as long as the following apply:
 - the employee has worked for the organisation for at least 20 years
 - the award is worth less than £50 per year of service

- the employee has not received any other long service award in the previous 10 years.
7. As a result, there is no tax liability associated with increasing the value of the non-cash voucher award from £150 to £250.

Benchmarking and review of voucher amount

8. Benchmarking of local pay and reward groups has been carried out to determine common practice with regards to the approach to recognising long service. On the basis of this benchmarking, it is recommended to increase our long service award amount to £250 in line with that awarded at Bath & North East Somerset Council, a close neighbouring local authority. The cost associated with increasing our 25-year long service award from £150 to £250 is indicated in the table below, based on figures from the last three financial years.

Financial year	No. employees who achieved 25 years' service	Actual cost to Wiltshire Council under current policy (voucher amount: £150)	Cost under proposed policy (voucher amount: £250)
Apr 20 – Mar 21	24	£3600	£6000
Apr 21 – Mar 22	20	£3000	£5000
Apr 22 – Mar 23	24	£3600	£6000

Recognising lower service milestones

9. Employee habits are changing, and employees are less likely to achieve high service milestones. As such, the option to introduce monetary recognition in the form of a £50 voucher for 10 years' service has been explored. However, non-cash awards that are received within an employee's first 20 years of service are liable to tax and National Insurance. A P11D form would need to be completed by Payroll and submitted to HMRC for each non-cash award, with Class 1A National Insurance paid on the full value of the award. Due to the impact of this on the value of the award, as well as the resulting additional administrative burden, it is not recommended that a voucher award is introduced for 10 years' service.
10. It should be noted that the council already recognise 5 years' service by granting an additional 5 days' annual leave.

Non-monetary recognition for 15 and 20 years' service

11. Benchmarking indicates that some local authorities, including Dorset Council, Hampshire Council, and West Sussex County Council, recognise long service milestones in non-monetary ways, such as with a certificate of recognition.

12. Increasing the number of long service increments that are recognised will communicate to employees that their service to the organisation is noted and appreciated. This would support with engagement and retention.
13. It is therefore recommended that the council recognises 15 and 20 years' service with a certificate of recognition and a badge. Employees who achieve 25 years' service should receive a certificate of recognition and badge alongside their voucher award.
14. The table below details the number of employees who reached these milestones in recent financial years. In recognition of 15 or 20 years' service, the certificate of recognition and badge would be presented to the employee by their Director or Corporate Director as appropriate, within an in-service forum. In recognition of 25 years' service, the certificate of recognition and badge would be presented to the employee by the Chief Executive at the annual Winners of Wiltshire (WOW) awards ceremony.

Financial year	No. employees who achieved 15 years' service	No. employees who achieved 20 years' service	No. employees who achieved 25 years' service
Apr 20 – Mar 21	119	57	24
Apr 21 – Mar 22	105	55	20
Apr 22 – Mar 23	162	92	24

Voucher ordering and budgeting

15. The current process for ordering a long service voucher is managed through Edenred. A review of this process took place in September 2022 and it was determined that Edenred would remain as the current provider, with tweaks to the information held on HR Direct to provide further clarity to managers.
16. Issues with the process have persisted, with managers requiring regular support from colleagues in Strategic HR, Payroll, Procurement, and Finance. Vouchers have been delayed, risking counteracting the awards' aim of making long-serving employees feel appreciated.
17. It is therefore recommended that long service vouchers are included under the Wiltshire Rewards online benefits platform, through our partnership with the provider Reward Gateway. It should be noted that this would represent an increase in cost; Reward Gateway provide the service as a chargeable product at an approximate cost of £1,275, whilst Edenred offer the process at no charge to the council.
18. Current long service award budgets are managed in-service, with managers ordering and funding the award within their staffing budget. In order to use the Wiltshire Rewards benefits platform, this would require the funding of vouchers to be managed corporately. Consideration has already been given to the development of a central pot, paid into by all directorates, which would remove the administrative burden of reclaiming funds from the services. It is

recommended that each directorate contributes to the central pot to support employee recognition and embed the 'celebrating success' element of Our Identity. This total amount would cover long service awards and offset some of the cost associated with the WOW awards, as well as any other events the organisation may wish to hold to celebrate success.

Environmental impact of the proposal

19. None identified.

Equalities impact of the proposal

20. This policy was taken to an equality impact assessment panel on 12th October 2023. All comments from this panel were considered.

Risk Assessment

21. Employees' sense of their value to the organisation may be impacted if the recommendations proposed to SPC are not approved. This could negatively affect engagement, morale, and potentially loyalty and retention.

22. In addition, as noted above, employee habits are changing, and employees are less likely to achieve high service milestones. By revising how we recognise service, we continue to align the council's practice to the changing workforce.

Financial Implications of the proposal

23. It is important to note that any increase in the voucher award will impact on service budgets, as long service is budgeted from services rather than funded corporately. If the recommendation of annual directorate contribution to a central pot is approved, this will impact directorate budgets.

24. Although any increase in voucher amount is expected to be minimal given the small number of employees reaching 25 years' service compared with the total council workforce, the impact on services will vary depending upon the demographics of each particular service workforce.

25. In addition, consideration needs to be given to the effective date of any changes and whether any change in amount will be backdated as this will further impact on service budgets. It is recommended that the change in amount is not backdated, and takes effect from 1st January 2024.

Recommendations

26. It is recommended that SPC support the updates to this policy, as summarised:

- The voucher amount awarded at 25 years' service is increased from £150 to £250, in line with a revised published policy effective from 1st January 2024.
- The milestones of 15, 20, and 25 years' service are recognised with a certificate of recognition and a badge, effective from 1st January 2024
- Wiltshire Rewards is used as the council's long service voucher provider going forward, effective from 1st January 2024, with each directorate contributing to a central pot to cover these and other awards.

Tamsin Kielb
Director HR&OD

Report Author: Francesca Hyde, Strategic Projects and Policy Officer

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Long service awards policy

This policy can be made available in other languages and formats such as large print and audio on [request](#).

Who does it apply to?

This policy applies to all Wiltshire Council employees, with the exception of those on TUPE terms and conditions, and teaching and non-teaching staff employed in maintained schools or academies.

What are the main points?

1. All Wiltshire Council employees who have completed 25 years' service are entitled to an award of £250 in voucher form.
2. All Wiltshire Council employees who have completed 15, 20, or 25 years' service will receive a certificate of recognition and a badge.

Former district council employees

3. For employees who TUPE transferred to Wiltshire Council from a former district council as part of the unitary merger in April 2009, and subsequently moved onto Wiltshire Council terms and conditions, any previous service with that district will count for the purposes of long service awards.
4. For former district council employees who joined Wiltshire County Council of their own accord prior to the unitary merger, service with their previous authority will not be counted.

Calculation of service

5. Service must be exclusively with Wiltshire Council (or as set out in paragraphs 3-4). Service with other employers, whether public or private, will not count.
6. A break in service will not disqualify a person for an award. Service may be aggregated. This does not include resignation and re-employment.
7. Part-time employees qualify irrespective of the number of hours worked. Variable hours contracts are quite common, and the intention of the scheme is to reward

anyone who has served the council for a prolonged period with an appropriate award.

8. Employees with multiple posts at Wiltshire Council will not receive a long service award for multiple posts.
9. Where an employee has multiple posts with different start dates, the employee will receive a long service award on achieving the milestone in their first post. If they later achieve a long service milestone in their other posts, they will not receive an additional long service award for these.
10. Where an employee has multiple posts with the same start date, the employee will receive a long service award only once.

Administration and finance

11. Each individual service area is responsible for the administration of the scheme. For the sake of fairness, no service area may opt out, nor should any service area introduce a scheme superior to the standard scheme.
12. Awards will be funded by a corporate pot, paid into by all directorates, which will be used to fund all costs relating to employee recognition, including the annual Winners of Wiltshire (WOW) awards ceremony.
13. Employees that are eligible for a long service award or certificate of recognition and badge will be identified to line managers by HR Payroll and provided with a prompt to purchase the vouchers or issue the certificate.
14. In recognition of 15 or 20 years' service, managers will need to arrange for the certificate of recognition and badge to be presented to the employee by their Director or Corporate Director as appropriate, within an in-service forum. In recognition of 25 years' service, the certificate of recognition and badge will be presented to the employee by the Chief Executive at the annual WOW awards ceremony. The template certificate is available on HR Direct.
15. In recognition of 25 years' service, managers will need to order vouchers for the value of £250. These vouchers must be ordered online through Wiltshire Rewards. A purchase order must be raised before the order is placed; to do this, please email ProcurementUnit@wiltshire.gov.uk, and provide the service's cost code. Once the order has been completed on Wiltshire Rewards, managers should send invoices to the Strategic Procurement team at BSAccountsPayable@wiltshire.gov.uk.

16. A flowchart detailing the order process is available at appendix A. In the event of any issues with the platform, managers can liaise with the HR Strategy and Insight team via policyandreward@wiltshire.gov.uk or contact Wiltshire Rewards support team directly via the Support tab on Wiltshire Rewards: [Help & Support | Wiltshire Rewards \(rewardgateway.co.uk\)](#).

Liability to tax

17. An award in the form of a tangible asset (or voucher) creates no liability providing the value of the award does not exceed £50 for each year of service and there has been no other similar award made to the individual within 10 years. Any reward received above this amount will be subject to tax and national insurance.

18. An award paid in cash is liable to deductions for income tax and national insurance.

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Acceptable Use Policy

Purpose

1. The purpose of the report is to update SPC on changes which need to be made to the Acceptable Use Policy, including the introduction of Multi-Factor Authentication (MFA).

Background

2. The Acceptable Usage Policy was last updated in 2021.
3. This policy needs to be reviewed regularly to ensure that the council continues to employ the most robust security tools available, to prevent successful cyberattacks.
4. The changes made in this version of the policy – most notably the introduction of MFA – are designed to not only help Wiltshire Council comply with data protection laws, and the expectations set by Central Government around how Local Authorities should meet their Cyber Security aims, but also to embed good cyber security practices, which will improve our overall cyber security resilience.
5. There are also growing expectations from third party suppliers and partners, that MFA will be a requirement of gaining access to their information and systems.

Main considerations

6. Multi Factor Authentication (outlined in section 11.1 of the policy).
 - 6.1. MFA confirms a person is who they say they are by using more than one authentication method. Something they know (a password) as well as something they have (another device) or something they are (biometrics) this way if a password is compromised, they would still need access to another form of authentication to gain access.
 - 6.2. To set MFA, employees have the option (in addition to their existing password) to pick one or more of the following methods:
 - App-based authentication (Preferred) – Download an authentication app onto their mobile device.

- SMS-based authentication – Request an SMS text message to a mobile device
 - Phone Call (landline and mobile) – Request a phone call to a number without an auto attendant, such as a direct dial or landline number.
- 6.3 If all the above methods are not suitable to the employee, then they should speak with their line manager and an authorisation token can be purchased and charged to the service.
- 6.4 MFA will launch to employees in October 2023, and the first cloud application that will utilise this will be Oracle, launching under the programme Evolve in November 2023.
7. The introduction of a Secure Email section within the policy (section 6.1 of the attached policy) will make employees aware of how this provision has changed, and what they need to do to check if secure email has been setup for the external company they are working with. This means that ICT have carried out checks on the email address or domain, before setting up a secure email connection to send personal or special category information. This helps the council be compliant with data protection legislation.
8. The introduction of a Phishing and Spear-Phishing section (section 6.2 of the attached policy) to provide up to date information on what to do and what not to do if you receive a suspicious email. This supersedes previous advice relating to use of Mimecheck.
9. The addition of an ID badges section (section 10 of the attached policy) to highlight when to wear and when to remove Wiltshire Council ID badges to raise awareness of the security risks presented when ID badges are worn outside of council sites.
10. There have also been some minor wording improvements to make other sections of the policy easier to read, or to reflect changes in how services can be accessed – however these do not make any significant changes to the content, or the expected behaviours.

Reason for the policy/ changes to the policy

11. Changes have been made to the policy to reflect increasing need for measures such as MFA, and to provide updated information about phishing and spear phishing.

Environmental impact of the proposal

12. Potential environment implications of rolling out MFA, where colleagues do not opt to use the default MFA provision.

Equalities impact of the proposal

13. No impact. AUP assessed at the Equalities Analysis Panel on 12th October.

Risk Assessment

14. In relation to MFA - Employees may not want or have a suitable means to add an authentication app to their personal device and in this instance they can either select to receive an SMS text message or request a callback to a mobile or landline number. Again, if this step is not acceptable then an authentication token can be purchased and cross charged to the service.

Financial Implications of the proposal

15. Potential financial implications of rolling out MFA, where colleagues are not able/prepared to use the default MFA provision. In this case token cost will be charged to the appropriate service area.

Recommendations

16. It is recommended that SPC approve the Acceptable Use Policy.

Tamsin Kielb
Director HR&OD

Report Author: Sarah Davis-Solan, Information Assurance & Monitoring Lead

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Acceptable Usage Policy for email, internet and access to information

DRAFT

Document Control

Version: 3.1	Status: Draft	Author(s): Sarah Davis-Solan
Amendments	<p>2.1 References to GCSX were removed, and advice around email updated</p> <p>3.0 Policy updated in line with changes to practice and to make the information clearer. Addition of Policy in a Page</p> <p>3.1 Changes to phrasing throughout to make the document more accessible, and relevant to cyber security requirements, including a new introduction. Removal of specific policy links to reduce need for frequent changes to this document. Wording doesn't reflect any behaviour changes, just aims to make information more relevant and understandable. New Sections are: MFA, Secure Email, Phishing and Spear-Phishing, and ID badges.</p>	
Document objectives: To provide clear guidance on the acceptable use of Wiltshire Council's systems and equipment to ensure good information security		
Intended Recipients: Employees, councillors, contractors, and any third parties who handle paper or electronic data (of which Wiltshire Council is the data controller), or who are users of any of the council's computer systems or equipment.		
Ratifying Body and Date Ratified	Senior Information Risk Owner (SIRO) Information Management Governance Board (previously the IG Board) Unions and Staffing Policy Group for approval	
Date of Issue	Oct 2023	
Review Date	Oct 2028 or when required	
Contact for Review	Information Assurance and Monitoring Lead	
SIRO signature		

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1 Introduction and purpose

The behaviours set out in this policy are designed to not only help Wiltshire Council (the council) comply with data protection laws, but to embed good cyber security practices which will improve our overall cyber security resilience (our ability to protect against potential attacks, or to recover from a successful attack).

Everyone who works for or with the council has a personal responsibility to help protect the confidentiality, integrity, and availability of our information, to enable the council to continue to provide key services to residents. Adhering to these responsibilities and following the guidance will support recovery in the event of a cyber-security attack or other incident.

The aim of this policy is to help people understand how to play their part by only using council information, systems, software and equipment in ways which:

- a) Protect council information and equipment from abuse or misuse,
- b) Protect the personal information which the council collects, stores, or processes,
- c) Help the council to protect against, or recover from, a cyber security attack or other incident.

Understanding and adhering to this policy is a requirement of having access to council information and equipment. Not adhering to this policy may lead to disciplinary action and could result in a referral to the Information Commissioner's Office, or other regulatory body.

The policy sets out individual and organisation-wide responsibilities around information management and governance to enable service areas to work autonomously whilst staying legally compliant.

If you need further information or advice about any topics covered in this policy, please contact the IG team (informationgovernance@wiltshire.gov.uk) who will be happy to assist.

2 Scope

This policy applies to:

- a) All employees of the council, and other workers not directly employed by the council (e.g., agency workers, contractors, self-employed consultants, authorised third party suppliers or partners and authorised visitors) who access council information and equipment,
- b) The council's ICT infrastructure and estate, both digital and physical,
- c) Any device which connects to council networks, including devices authorised under the Bring your own device (BYOD) policy,
- d) Any council information, systems, software, hardware, telephony, digital or online services, paper records,
- e) Council ID badges.

This policy covers basic principles. Reference should be made to the policies, procedures, and training materials available on the intranet.

2.2 Employee responsibilities

As an employee, you are responsible for reading and adhering to this policy. If you think this policy is not being adhered to, you should notify your line manager. If this is not possible due to the nature of your concern, you should contact the Information Governance (IG) team directly.

You must undertake any Information Governance (IG) related training the council considers necessary to keep your knowledge up to date and to meet our compliance requirements. The mandatory IG e-learning modules must be completed annually, as a minimum.

You are responsible for any information you share, internally or externally. Always follow team, Service or Directorate processes around information sharing. Talk to your line manager if you have concerns about what information is shared, or the ways in which it is shared.

If you think this policy is not being adhered to, you should notify your line manager. If this is not possible due to the nature of your concern, you should contact the IG team directly.

2.3 Line manager responsibilities

As a line manager, you must ensure all employees have read and understood this policy, as soon as possible after joining the council, and before they have access to personal, special category, or confidential information. This applies to temporary or agency employees, or partners, as well as full-time employees.

You should complete all HR processes relating to staffing changes in good time to ensure that employees have the right level of access for their job role. Failure to comply with starter or leaver processes can result in colleagues not having the right access to do their job, or could result in a data breach, should anyone retain access they no longer need.

Make sure all council equipment and ID badges are returned to ICT and FM as soon as they are no longer required.

You must ensure all employees undertake any Information Governance-related training which is made available. If your team require further training, please contact IG.

Ensure all employees understand the risks relating to information security and data protection and know how to report data incidents or breaches in your absence.

If a member of your team believes this policy is not being adhered to, or feels this policy stops them from completing their work, please follow up accordingly, in line with this policy. Contact the IG team for advice or assistance if necessary.

3 Acceptable use

Access to council information and equipment is provided purely to enable employees to conduct the council's business. They are not provided for personal use.

Acceptable use is about behaving in specific ways to ensure the security of council information and equipment.

Do

- a) Use council information and equipment appropriately and securely, in line with this policy,
- b) Only use council information and equipment to conduct your work,
- c) Consider others in line with our Equality, Diversity, and Inclusion Strategy.

Don't

- a) Use council information or equipment for inappropriate, offensive, indecent, or unlawful purposes,
- b) Use council information or equipment for any personal or private non-council business.

3.2 Monitoring and Auditing

Monitoring and auditing take place to identify and respond to information security risks.

Certain activities, including but not limited to - logging on, sending email, using the internet, and accessing council information - are automatically recorded and may be audited at any time.

These records are routinely monitored to allow us to identify and address activities which might have a negative impact on the council or the people we provide services to, for example a potential data breach where information is being shared non-securely.

If routine monitoring activity identifies any activity which breaches the Acceptable Use Policy, this activity will be followed up and may lead to disciplinary action.

4 Data protection

Personal data is information relating to individuals - including customers, clients, employees and third parties - and is used by the council to provide services to the residents and businesses of Wiltshire.

Data protection laws require that we can demonstrate that we use this type of information fairly and responsibly. The legislation requires us to understand what we collect and use personal data for. We are also required to take "appropriate technical measures" to protect information, when we store it or share it.

Do

- a) Ensure personal information is collected only for a specific purpose, and that any personal information we hold is accurate, relevant, held securely, and is not retained for any longer than necessary,
- b) Bear in that an individual has a legal right to access their personal information, including what is said about them in emails, Team chats, and other recorded information – even if that information is held on a personal phone or device,
- c) Dispose of personal information securely e.g., using the confidential waste bin,
- d) Use the IG app to check whether an email domain is secure, before you share personal or special category information you share by email,
- e) Minimise, redact, or use a password to protect information you are sharing to a non-secure email address,
- f) Check whether we're allowed to use our information in new ways or for a new purpose before you do so,
- g) Read the IG guidance on Data Protection (see [Appendix – IG Portal](#) for links).

Don't

- a) Leave your laptop or other device unlocked, when you walk away – even if only for a moment,
- b) Let anyone else use your access to information; if they require access, they should request it via official channels,
- c) Share any personal information unless there is a clear legal reason to do so. If you're unsure, check with your line manager prior to sharing.

5 Data Incidents and Data Breaches

A data breach is defined as: a breach of security leading to accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, personal data. This is the case whether the breach is accidental or deliberate.

A data incident (or near miss) happens when there is a security breach, but there is no impact on personal data. Data incidents are how we learn where we need to improve our information security or our cyber security.

All data incidents or breaches must be reported using the IG App, even if you or your line manager thinks they are a near miss. The IG team will support you through responding to the incident or breach, and we'll work with you to look at how to reduce the likelihood of the incident being repeated.

Contact the IG team for advice or if you are unsure how to report an incident.

Data incidents include, but are not limited to:

- a) Theft or loss of council information, or equipment which is used to access council information,
- b) Accidental or deliberate transfer or disclosure of information to someone who shouldn't have access to it, whether they are internal or external to the council. This includes:
 - i. sending an email to - or sharing information with - the wrong person,
 - ii. sharing information which you didn't mean to share,
 - iii. failing to use BCC when there is a need to keep email addresses private from other recipients,
 - iv. failing to protect information when sending it to non-secure addresses (including members of the public),
- c) Compromise of login or password for any system used to access or process council information,
- d) Any attempt (failed or successful) to gain unauthorised access to council information or systems,
- e) Connection of any equipment, hardware, or device other than those provided by, or appropriately approved by, the council,
- f) Non-compliance with the acceptable use policy and associated procedures.

Do

- a) Report data incidents, without delay, using the IG App (see [Appendix – IG App](#))
- a) Read the IG guidance on protecting council information (see [Appendix – IG Portal](#)).

5.2 If you think you have a computer virus

ICT use a variety of technical measures to protect against, and detect, viruses or other security issues. However, if you think you have discovered a virus you must immediately:

- a) Stop using the laptop or other device and disconnect from the network, either by removing the network cable or by switching off your Wi-Fi connection,
- b) Contact the ICT Service Desk without delay to allow any investigation and resolution to take place straight away.

It is better to be vigilant and report something which turns out to be nothing, rather than ignoring something because you're worried you might have it wrong. If you do report in error, you will be treated with respect.

6 Email

Access to council email is provided purely to enable you to carry out council business. When you send emails, you are acting as a representative of the council; defamatory emails, or emails which breach confidentiality can be used in legal proceedings against the council.

Bear in mind that emails, like other work communications, are subject to Data Protection legislation, the Freedom of Information Act and Environmental Information Regulations and could be shared with members of the public.

In the event of a long absence, your email account may be accessed by authorised staff, to ensure business continuity. This access will be strictly controlled and logged.

Email usage is monitored, and your account may be accessed in the event of an investigation or disciplinary procedure, or in response to non-compliance with council policy.

Do

- a) Use council email accounts only for work-related activities,
- b) Conform to any departmental procedures for the sharing information,
- c) Only send personal, special category or otherwise confidential data to an external agency or person if there is a data sharing agreement, partnership working and/or contract in place,
- d) Notify your line manager, or an HR advisor, if you receive an email which you believe to be offensive, defamatory, harassing, discriminatory or intimidating,
- e) Regularly delete emails you no longer need; retaining email for longer than necessary increases our storage requirements, and creates more work when it comes to responding to requests for information, such as FOI, or Subject Access Requests,
- f) Do set an 'out-of-office' message if you are going to be out of the office for half a day or longer,
- g) Be courteous, polite, and succinct when drafting emails,
- h) Go to a council hub if you need to print, it's not ok to send work home to print.

Don't

- i) Use your council email addresses for any personal or private use (personal email sites are accessible via your web browser),
- j) Send any council information or work to a personal or private email address to work on, or for your own purposes.
- k) Open unexpected attachments or links, and attachments and links from unknown sources,
- l) Read other people's emails without their permission; if you receive an email in error, do not read it. Notify the sender straight away, and then delete the email (the sender is required to report this to IG as a data incident),
- m) Auto-forward emails unless you have been authorised to do so by IG. People emailing you directly won't expect their email to be forwarded, and this may result in a data incident,
- n) Create or forward chain letters, spam, jokes, or similar unsolicited emails e.g., hoax virus warning messages,
- o) Create, send, or forward email that is offensive, defamatory, harassing, discriminatory, intimidating, or which breaches confidentiality or contract requirements.

6.1 Secure Email

When we send personal or special category information by email, whether it's to a trusted third party, or to a person we are supporting, we're required by law to take appropriate technical steps to protect it.

Many organisations we work with are already on our Secure Email Allow List. This means that ICT have carried out checks on the email address or domain, before setting up a secure email connection.

If an email address is not listed as secure, then will need to take steps to protect the sensitive information you're sharing, such as: password protecting, redacting, or minimising the sensitive information.

Do

- a) Use the IG app to check whether an email address is secure before you share information,
- b) Take appropriate steps to protect personal or special category information if you're sending it to a non-secure address,
- c) Protect sensitive information, even if you're sending it to the person it relates to,
- d) Report a data incident to IG if you share information non-securely,
- e) Read the IG guidance on Secure Email (see [Appendix – IG Portal](#)).

Don't

- a) Send personal or sensitive information non-securely. There is a risk that information shared non-securely can be intercepted, and misused.

6.2 Phishing and Spear-Phishing

Phishing is when you receive a fraudulent email, text or message which tries to tempt you to click on a link, or to provide some sensitive info. Very often it's something which sounds too good to be true, such as winning a prize, even though you didn't enter a competition. If it sounds too good to be true it usually is.

Spear phishing messages are more sophisticated and are designed to target a specific person or organisation. These attacks often use a few basic techniques to call you to action. Some spear phishing messages are impossible to spot.

Do

- a) Be vigilant. Stop and think before you click:
 - i. Check the email address and other details, are they what you'd expect?
 - ii. Is this an email you'd expect from that sender?
 - iii. Does the email prompt you to take urgent action?
 - iv. Does the wording and writing style match what you'd expect?
- b) Delete dodgy emails without forwarding or replying, there is no need to inform ICT or IG unless you click on a link or reply to an email,
- c) Read the IG guidance on dodgy emails (see [Appendix – IG Portal](#)).

Don't

- a) Click on links you're unsure of, or not expecting to receive,
- b) Reply to, or forward on, dodgy emails. If you need to get advice from someone, you can share your screen.

7 Internet Use

Internet access is provided primarily for official council business. However, at the discretion of your line manager, occasional and reasonable personal use is permitted, if this doesn't interfere with the performance of your duties or the work of others.

- a) Certain websites or categories of websites are blocked to protect the user and/or network e.g., gambling sites or pornographic sites,
- b) Personal online banking and credit card usage is conducted at your own risk,
- c) Personal email sites such as Gmail, Hotmail, Yahoo are accessible.

Do

- d) Be responsible and sensible about what you do whilst using council internet access,
- e) Close the web browser or tab immediately if you unintentionally access an offensive, obscene, or indecent website, and notify your line manager.

Don't

- a) Use council internet access for private business, commercial purposes, or criminal activities,
- b) Use council internet access to watch streamed entertainment such as YouTube, Netflix, etc., unless it is for work purposes,
- c) Deliberately visit, view, download or circulate material from any website which is offensive, obscene, or indecent e.g., pornographic, sexist, or racist, etc.,
- d) Post inappropriate material on the internet,
- e) Download or install software, systems, or add-ins without authorisation from IG/ICT,
- f) Upload any council information to online storage sites such as Google Drive or Dropbox, or WeTransfer without authorisation from IG.

8 Working remotely and home working

When you work from home, or another remote location, you are still required to adhere to council policy. The requirements around sensitive or private conversations, and locking your phone or laptop are just as important whether you're in the office, in a public area or working from home.

Do

- a) Make sure you maintain the confidentiality, integrity and availability of council information, no matter where you work,
- b) Read the IG checklist (see [Appendix – IG Portal](#)).

Don't

- c) Allow anyone to see or overhear council information if they are not entitled to do so.

9 Equipment and Software

Any device or equipment you use to connect to or access council systems or information should be provided by, or approved for use by, ICT, with the exception of devices which are registered as a Bring Your Own Device (BYOD). If you wish to use a personal device to access council information, read the Bring Your Own Device (BYOD) policy and talk to your line manager before raising a request with ICT.

This includes cameras, usb storage, pen drives, printers, mobile phones, and CD readers/writers. Any device requiring usb read and/or write access should be requested using the ICT Self Service Portal. Peripherals such as a mouse, keyboard, or headset device will not require approval.

If you believe you require additional hardware or software, talk to your line manager before raising a request via the ICT self-help portal on the intranet.

Do

- a) Notify ICT straight away if any device used to access or store council data, is lost or stolen, so they can take steps to protect the council,
- b) Agree to any software updates or configuration changes as soon as possible,
- c) Lock your laptop or other device if you're going to be away from it,
- d) Keep your laptop or other device locked away when not in use, and keep equipment out of sight, where possible, when you transport it off-site,
- e) Return any council equipment when you leave the council, or if you no longer use it.

Don't

- f) Try to reconfigure any settings on council devices or software,
- g) Install additional software on any council device. If you require extra software, talk to your line manager, before contacting ICT,
- h) Don't allow anyone other than council ICT staff to connect to or remotely take control of your device,
- i) Leave any council equipment in your vehicle overnight.

10 ID Badges

Council ID badges are on show in the Leisure Centres and at main hubs, so that people know who you are. It's important that members of the public know who to speak to, and equally important that colleagues can identify you.

Keeping our ID badges out of sight when we're not at work is one of our first lines of defence.

Do

- a) Put your badge when you enter a council building,
- b) Remove your badge when you finish for the day, or if you pop out on a break or for lunch,
- c) Read the IG checklist (see [Appendix – IG Portal](#)).

Don't

- a) Wear your badge outside unless you are on council business and there is a requirement to do so,
- b) Wear your badge when you are in a vehicle.
- c) Let your badge be captured in photographs, not even work ones.

11 Systems Access

You should have appropriate access to all systems and software you require to do your job. If this is not the case, talk to your line manager before contacting ICT or the team responsible for access to that system.

Do

- a) Use only your own User ID and password,
- b) Keep your passwords secret. If you believe your account or password has been compromised, reset your password and follow the Data Incident Reporting Procedure,
- c) Inform your line manager if you have greater access to information than you need to conduct your job,
- d) Read the IG checklist (see [Appendix – IG Portal](#)).

Don't

- a) Share your login details with other people or use anyone else's account. Never allow your account to be used by anyone else,
- b) Use an easy to guess or obvious password,
- c) Use the same password for work as you use for private purposes,
- d) Allow family or friends to use your council equipment when you are working off-site or at home,
- e) Try to access systems or data you don't need to conduct your role.

11.1 Multi Factor Authentication

Multi Factor Authentication (MFA) is a way to provide an additional level of security when someone wants to login or access information, by validating that the right person is logging in.

This is sometimes described as getting you to provide “something you know” (your login and password) plus something you're sent (such as a code sent by SMS, or email). MFA can also be achieved by using an application like MS Authenticator.

Where MFA is available, it is strongly recommended that you use it. As cyber security threats continue to increase, it is more likely that council systems, both those developed internally, and those provided by third parties, will require that people be using some form of MFA.

- a) To set MFA, employees have the option (in addition to their existing password) to pick one or more of the following methods:
- b) App-based authentication (Preferred) – Download an authentication app onto their mobile device.
- c) SMS-based authentication – Request an SMS text message to a mobile device
- d) Phone Call (landline and mobile) – Request a phone call to a number without an auto attendant, such as a direct dial or landline number.

Where the above methods are not practical, employees should raise with their manager who will discuss alternative access methods with the Information Governance Team.

12 Data Creation and Storage

Always save information to appropriate SharePointOnline sites or relevant line of business software, as required.

If you are working offline, it's ok to temporarily save data locally, but you must move the data to an appropriate location at the earliest opportunity.

Any content created or record, may be subject to various legislation which means it may be shared with members of the public, or on public-facing websites. Make sure you're only creating or recording content for appropriate work reasons.

13 Appendix – IG App

The IG App is provided to enable you to check the Secure Email Allow List or submit new email addresses for checking. The app is also where you need to report data incidents and breaches.

You can either:

- a) access the app from the Apps icon on the left-hand side of Teams, or:
- b) you can open the app in your browser, using this [link](#).

Either way, you'll be prompted to allow access, so please click through, and allow, as the app requires that access to work.

You can also find the link to Report a Data Incident at the top of the EPIC Hub home page (it will take you to the app), so even if you don't bookmark the app, it's easy to find.

14 Appendix – IG Portal

IG provide lots of information and guidance to supplement this policy.

- a) [Introduction to the IG App](#)
- b) [How to use Secure Email](#)
- c) [Cleansing your data](#)
- d) [Play your part - and help to keep our information safe](#)
- e) [Sharing Information securely and password protection](#)
- f) [Dodgy emails - Phishing and Spear-Phishing](#)

15 Appendix – Associated policies and legal framework

Policies

As well as the Acceptable Use Policy, there are council policies and strategies that set expectations about behaviours and ways of working, which you are required to follow and adhere to.

These documents can be found on the council's Epic Hub intranet pages.

Legal framework

- a) Computer Misuse Act 1990
- b) General Data Protection Regulation 2018
- c) Freedom of Information Act 2000
- d) Regulation of Investigatory Powers Act 2000

16 Appendix - Policy in a page

The following list gives a summary of key points from the acceptable usage policy.

- a) Keep your login details and passwords private,
- b) Never let someone else use your login details,
- c) Always wear your ID badge inside council offices,
- d) Never wear your ID badge outside,

- e) Only ever use council email for work purposes,
- f) Regularly delete emails you no longer need; if you need to retain them, save them in the right place,
- g) Never send council work files home or to a personal address,
- h) Always check whether an email address is secure, before you share personal or sensitive information. If the address is not secure, you will need to password protect, redact, or minimise the information you're sharing,
- i) Only share information when there is a legal need to do so – don't overshare,

- j) Think before you type, remember - emails, Teams chats, and other any other record may be shared with members of the public under FOI, or SAR,
- k) Don't download or try to install software or apps, unless ICT have made them available,
- l) Don't use copyright protected images or information.

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