AGENDA

Meeting:	**STAFFING POLICY COMMITTEE**
Place:	Kennet Room - County Hall, Trowbridge BA14 8JN
Date:	Wednesday 8 July 2015
Time:	**10.30 am**

Please direct any enquiries on this Agenda to Roger Bishton, of Democratic Services, County Hall, Bythesea Road, Trowbridge, direct line 01225 713035 or email roger.bishton@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 Allison Bucknell
Cllr John Smale
Cllr David Pollitt
Cllr David Jenkins
Cllr Mike Hewitt

Cllr Jane Scott OBE
Cllr Stuart Wheeler
Cllr Bob Jones MBE
Cllr Graham Wright

Substitutes:

Cllr Mark Packard
Cllr Tony Trotman
Cllr Peter Evans
Cllr Bill Moss
Cllr Fleur de Rhé-Philipe

Cllr Desna Allen
Cllr Nick Blakemore
Cllr Stephen Oldrieve
Cllr Jeff Osborn
Cllr Ernie Clark

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PART I

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

1 **Apologies for absence**

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

   To confirm the minutes of the meeting held on 6 May 2015.   (Copy attached)

3 **Declarations of Interest**

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

4 **Chairman's Announcements**

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 the agenda (acting on behalf of the Corporate Director) no later than 5pm on **Wednesday 1 July 2015**. 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 **GROW - Learning and Performance Management System**

A demonstration of GROW, a new learning and performance management system will be provided at the meeting.

7   **CCTV and Vehicle Monitoring Policy** *(Pages 9 - 24)*

A report by the Associate Director, People & Business is attached.

8   **Delivering the Business Plan - March 2015** *(Pages 25 - 30)*

A report by the Associate Director, People & Business is attached.

9   **Date of Next Meeting**

To note that the next scheduled meeting of the Committee will be held on Wednesday 9 September 2015, starting at 10.30am.

10   **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

DRAFT MINUTES OF THE STAFFING POLICY COMMITTEE MEETING HELD ON 6 MAY 2015 AT KENNET ROOM - COUNTY HALL, TROWBRIDGE BA14 8JN.

Present:

Cllr Allison Bucknell (Chair), Cllr John Smale (Vice Chairman), Cllr David Pollitt, Cllr Mike Hewitt, Cllr Jane Scott OBE, Cllr Stuart Wheeler, Cllr Bob Jones MBE and Cllr Graham Wright

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21   Apologies for absence

There were no apologies for absence.

22   Minutes of Previous Meeting

Resolved:

To confirm and sign the minutes of the previous meeting held on 4 March 2015.

23   Declarations of Interest

There were no declarations of interest.

24   Chairman's Announcements

The Chairman announced with pleasure that Barry Pirie, Associate Director for People & Business Services had been elected as President of the Public Services People Managers' Association (PPMA), an association of human resources professionals from across the public sector.

Furthermore, staff in HR/OD won another prestigious national award the previous week in Bristol at the PPMA annual seminar 2015 titled "Our past, our present and our future." Colleagues were available to receive the coveted award, PPMA Excellence in People Management Awards 2015, Excellence in Staff Benefits and Reward.

The Chairman and members of the Committee offered their congratulations to Barry Pirie and his team on this outstanding success.

25   **Public Participation**

There were no members of the public present or councillors' questions.

26   **Social Worker Recruitment**

The Committee received a report by the Associate Director, People & Business, which provided an update on the progress of a targeted recruitment campaign to recruit social workers and social work managers, the lessons learnt from the campaign and details of the steps being taken to retain these key workers.

It was acknowledged that there had been significant difficulties nationally in recruiting social workers, particularly in respect of experienced practitioners and there were a number of recruitment campaigns taking place in councils across the country. In Wiltshire, there had been difficulties particularly in recruiting experienced social workers and social work managers across both adults and children's services. In particular difficulties existed in the safeguarding and assessment teams in children's services and competition for quality candidates in these roles was very high.

To help overcome these problems a recruitment campaign had commenced in August 2014, which had included a number of traditional and new approaches, including more wide scale use of social media in the advertising of the social work vacancies.

The first phase of the campaign ended in September 2014 and delivered some success in the recruitment of social work manager roles but was less successful in the recruitment of experienced social workers.

Phase 2 of the campaign was launched in October 2014 with the aim of recruiting to social worker and social work manager roles across both children's and adult services. At that stage there were 127 vacancies including 49 social work vacancies in the safeguarding & assessment teams.

Since the start of the campaign in August 2014, a total of 459 applications had been received of which 80 candidates had been offered and had accepted a role; 55 of these successful candidates had commenced employment.

A third phase of the campaign would be launched in Autumn 2015 in order to ensure that recruitment continued at a steady pace. The social work recruitment microsite, which had been developed, would remain live and all remaining vacancies would continue to be listed on the Council's careers website. It was noted that further financial investment and resources would be required to ensure that Wiltshire's position in this area of the recruitment market remained

prominent as a number of other neighbouring authorities also ran current social work recruitment campaigns.

Work to improve the retention of social workers had been progressing with the development of an academy for health and social care. The purpose of the Wiltshire Institute for Health & Social Care (WHISC) would be to help attract, recruit, develop and retain health and social care professionals across the county, in order to improve outcomes for our service users.

It was also noted that there might well be a pool of suitable candidates available with the return of military personnel to Wiltshire, particularly in the south east of the County.

Resolved:

To note the contents of the report.

27   **Delivering the Business Plan - December 2014**

The Committee received a quarterly workforce report, excluding fire, police and schools staff, for the quarter ending December 2014, concerning:-

Staffing Levels
Sickness Absence
New Health & Safety <u>RIDDOR</u> related injuries
New Disciplinary and Grievance Cases
Voluntary Staff Turnover
Employee Costs
Additional Financial Information
Employee Diversity

Resolved:

(1)   To note the contents of the report.

(2)   To request that meetings of this Committee be put back one month in order to obtain up to date information.

28   **New Careers Website**

A demonstration of the new Careers Website, which was to be launched on Monday 11 May 2015, was provided at the meeting.

It was noted that one of the principal aims of the new website would be to provide an opportunity for young people to discover what choice of careers was available from within the Council and it was planned to bring this new website to the attention of schools.

Members welcomed this new initiative and congratulated the officers on developing such a clear and comprehensive website.

Resolved:

To request a progress report in four months' time.

29   **Date of Next Meeting**

Resolved:

To note that the next meeting of this Committee was due to be held on Wednesday 8 July 2015 at County Hall, Trowbridge, starting at 10.30am.

30   **Urgent Items**

There were no items of urgent business.

(Duration of meeting: 10.30 - 11.20 am)

The Officer who has produced these minutes is Roger Bishton, of Democratic Services, direct line 01225 713035, e-mail roger.bishton@wiltshire.gov.uk

Press enquiries to Communications, direct line (01225) 713114/713115

WILTSHIRE COUNCIL

STAFFING POLICY COMMITTEE
8 July 2015

<u>**CCTV and vehicle monitoring policy**</u>

<u>**Purpose of Report**</u>

1.   To present the CCTV and vehicle monitoring policy, which has been produced in line with best practice, to meet ICO (Information Commissioners Office) guidelines.

<u>**Background**</u>

2.   Cameras are installed in council buildings and on council vehicles for preventing and detecting crime or acts of equivalent misconduct and for health and safety reasons such as ensuring our workforce is safe. The council ensures that all cameras are set up in a way that makes sure that there is minimal intrusion of staff privacy, and that any intrusion is fully justified.

3.   In areas of deployment of CCTV, signs are displayed prominently to inform employees and visitors that CCTV is in use and its purpose. This ensures that staff are fully aware that they are potentially subject to surveillance and can take appropriate steps to limit the impact of the CCTV with regard to their privacy within the workplace.

4.   Currently there is a CCTV code of conduct in place owned and currently being updated by facilities management. This provides detailed information regarding our CCTV use within Wiltshire Council. However, a policy is required to inform staff of its purpose, when and where it takes place, and how the information can be used.

5.   There have been recent cases where CCTV recordings have been used as evidence in disciplinary matters. CCTV evidence can be used where the council can show that it was acting fairly and lawfully. CCTV recordings will only be accessed where the council has a reasonable belief that there is suspected criminal activity, suspected gross misconduct, health and safety issues or to protect the council against fraudulent damage claims, or when a police crime reference number has been issued.

6.   Vehicle tracking devices are fitted to a number of council owned vehicles including waste, housing, highways, parking services and pool cars. Fleet traditionally use this to manage the fleet to ensure its cost effective running and to access to the right vehicles when required. This also helps prevent having to hire vehicles unnecessarily, when one of our own vehicles may be sat idle at another location. The use of vehicle tracking has evolved within some areas, e.g. waste, utilising the full benefits of the system to redevelop rounds and routes to maintain cost effective services to our customers, and to enable prompt resolution of any incidents as they occur. To this end staff

need to be aware that the tracking devices are in place, their purpose, and when the information can be used.

7.   The policy also refers to other devices which may be monitored where appropriate, such as hand held devices and council owned tablets and smartphones to ensure transparency.

Main considerations for the council

8.   In line with the above, the policy includes the following sections:

- Use of CCTV
- Where CCTV is installed
- Evidence from CCTV footage
- Storage of footage
- Covert CCTV monitoring
- Vehicle tracking devices
- Evidence from Vehicle tracking devices
- Hand held devices
- Roles and responsibilities

9.   The policy has been produced in consultation with the legal team and the information services/data protection teams to ensure there is no breach of the Data Protection Act or the Human Rights Act and that the council is acting fairly and lawfully.

10.   It highlights that when new methods of monitoring are introduced – CCTV or vehicle tracking – affected staff will be fully informed, ensuring that they understand the purpose of the monitoring and how the information will be used.

11.   When recorded data is used as evidence as part of a disciplinary process, the policy highlights what evidence can be used and when, ensuring data protection principles are followed and that data is only disclosed to the people who need to have access to it, in line with Wiltshire Council CCTV code of practice.

Consultation

12.   The policy was approved and ratified by JCC on 10th June 2015 following consultation with FM, HR, the legal team, union representatives and other key stakeholders.

Environmental Impact of the Proposal

13.   None

Equalities Impact of the Proposal

14.   No negative impacts have been identified.

Risk Assessment

15.   None

Options considered

16.   None

Recommendation

17.   To recommend that Staffing Policy Committee approve the CCTV and vehicle monitoring policy.

**Barry Pirie
Associate Director
People & Business**

Report Author: Rebecca Williams, Human Resources Policy & Reward team

The following unpublished documents have been relied on in the preparation of this report: None

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Wiltshire Council Human Resources

CCTV and vehicle tracking policy

> This policy can be made available in other languages and formats such as large print and audio on request.

What is it?

This policy outlines Wiltshire Council's use of CCTV monitoring, vehicle tracking and use of data from hand held devices in the workplace. It explains the purpose of CCTV monitoring (building and vehicle), vehicle tracking and use of data from hand held devices, and outlines when and where it takes place, and describes how the information can be used.

Go straight to the section:

- Use of CCTV
- Where CCTV is installed
- Evidence from CCTV footage
- Storage of footage
- Covert CCTV monitoring
- Vehicle tracking devices
- Evidence from vehicle tracking devices
- Hand held devices
- Other monitoring
- Roles and responsibilities

Who does it apply to?

This policy applies to all Wiltshire Council employees, with the exception of teaching and non-teaching staff employed in locally managed schools.

All agency staff and contractors must familiarise themselves with this policy. Whilst they are not an 'employee' of Wiltshire Council they should be aware where CCTV monitoring and vehicle tracking takes place, and be aware that evidence may be discussed with their employer or passed to the police, should a disciplinary or criminal matter arise.

Volunteers should also be made aware of where CCTV monitoring takes place and if applicable, where vehicle tracking occurs. Data may be passed to the police where criminal activity is suspected or a criminal matter arises.

When does it not apply?

This policy does not apply to members of the public or visitors. The Code of Practice for Closed Circuit Television Systems in Council Hub Buildings covers the general use of CCTV on Council land and property to which the public have access.

What are the main points?

Use of CCTV

1. Cameras are installed in council buildings and on council vehicles for preventing and detecting crime or acts of equivalent misconduct and for health and safety reasons such as ensuring our workforce is safe. The council will ensure that all cameras are set up in a way that makes sure that there is minimal intrusion of staff privacy, and that any intrusion is fully justified.

2. In areas of deployment of CCTV, signs will be displayed prominently to inform employees and visitors that CCTV is in use and its purpose. They will also include the information that Wiltshire Council is operating the system along with a contact telephone number for any queries. This ensures that staff are fully aware that they are potentially subject to surveillance and can take appropriate steps to limit the impact of the CCTV with regard to their privacy within the workplace.

Where CCTV is installed

3. Examples of where CCTV is in operation include:

    *   Refuse collection vehicles
    *   Council owned hubs – e.g. County Hall, Bourne Hill, Monkton Park
    *   Leisure centres
    *   Wiltshire History Centre
    *   Depots
    *   Libraries
    *   Car parks – council owned

    (Full list available in the FM CCTV Code of Practice)

4. Apart from car parks, many of the locations have stand-alone systems installed. They will generally cover entrances, exits and external areas; however in some cases they will also cover public or communal areas. The CCTV cameras are not continuously monitored, and the CCTV cameras record images only and not sound.

5. When new CCTV monitoring is installed all affected staff will be fully informed, ensuring that they have information about the purpose of the monitoring and how the information will be used.

Evidence from CCTV footage

6. CCTV evidence can be used where the Council can show that it was acting fairly and lawfully. CCTV recordings will only be accessed where the Council has a reasonable belief that there is suspected criminal activity, suspected gross misconduct, health and safety issues or to protect the council against fraudulent damage claims, or when a police crime reference number has been issued.

7. CCTV footage may be used in disciplinary proceedings if the council is investigating a serious incident, such as criminal activity, gross misconduct, behaviour which puts themselves and others at risk (H&S), or discloses activities that an employer could not reasonably be expected to ignore.

8. Use of CCTV data will only be considered as evidence following consultation with the appropriate HR case adviser, in order to establish whether it is an essential part of the investigation.

9. Retrieval of CCTV images from buildings is strictly limited to the following job roles:

    - Facilities support officers
    - Technical officers
    - Facilities delivery managers (operations)

10. Requests to view CCTV data from buildings should be made using the appropriate form. However where there are time constraints and the manager/supervisor already has access to the data due to the nature of their role, clear records (time/date/reason) of why the data was viewed should be kept.

11. CCTV images from waste vehicles are viewed in response to concerns raised about health and safety, where complaints from the public are received regarding accusations of damage to property, or where residents claim the council have missed collections. When the vehicle involved returns to the depot, the data is viewed by the supervisor or waste collection manager, and action taken where necessary. This may include passing the data to the insurance team.

12. Where CCTV evidence forms part of a disciplinary case against you, you will be shown a copy of the images, and you will be given the opportunity to respond to them, as part of the disciplinary procedure. You will be provided with a copy only where there is adequate protection for other employees or members of the public who may also appear in the recording.

13. The CCTV footage will only be disclosed to those employees who need access to it as part of the disciplinary process. This would usually include relevant parties who may require sight of the footage, e.g. your line manager, and once it forms part of the disciplinary process;

    - Investigating manager
    - HR case adviser supporting investigating manager
    - Employee's representative where the employee consents to such a disclosure
    - Hearing manager
    - HR case adviser supporting hearing manager
    - Appeals hearing manager
    - HR case adviser supporting appeals hearing manager
    - Note taker for disciplinary investigation, hearing and appeal

14.	Where CCTV exonerates employees of any wrong doing, the images will only be retained until the matter is concluded and the business feels it is no longer necessary to retain the images.

15.	Where there is evidence of criminal activity, recordings may be provided to the police or other enforcement agencies, if requested. Any such disclosure would be made in accordance with the Data Protection Act.

Storage of CCTV footage

16.	Images from CCTV footage will be securely stored and only authorised personnel will have access to them. The images will be retained for the designated time of their system after which it will be automatically overwritten. (Typically 7-30 days)

17.	In an investigation, in accordance with data protection principles, images will only be retained long enough for the incident to be investigated and concluded in respect of the Council's internal processes and/or at the end of any legal or other process which requires the data to be retained.

18.	For further details please refer to: Code of Practice for Closed Circuit Television Systems in Council Hub Buildings.

Covert CCTV Monitoring

19.	Covert CCTV monitoring is when CCTV monitoring takes place but those subject to it are unaware that it is happening. For this reason the use of covert CCTV will not normally be considered. It will only be justified in limited circumstances where there is reasonable suspicion that a crime or serious misconduct is taking place and where CCTV use is likely to be a proportionate means of securing evidence.

20.	The Council will comply with the relevant provisions in the ICO Employment Practices Code, including:

- A privacy impact assessment to consider whether the proposed surveillance can be justified as proportionate to the needs identified. Consultation is also a key element of this process. The impact assessment will be completed by business area/project owner
- Associate director authorisation gained in conjunction with the associate director for people and business
- Ensuring that any covert monitoring is strictly targeted and limited in scope and time
- Limiting the number of people involved in the investigation
- Prior to the investigation setting up clear rules limiting the disclosure and access to information obtained

21.	Where covert monitoring is being considered, advice must be sought in advance from the legal and HR advisory teams. They will consider whether there is an alternative, more suitable solution.

22. In some cases covert CCTV monitoring installed for one investigation may reveal evidence of other criminal behaviour or disciplinary offences. The footage will only be used where the offence is criminal activity, gross misconduct, putting others at risk or reveals activities that an employer could not reasonably be expected to ignore.

23. CCTV will not be operated in toilets, office areas or changing rooms, unless this is necessary for the investigation of a serious crime, or there are circumstances in which there is a serious risk to health and safety or to the operation of the council's business. The only time where CCTV will be operated in these places is where covert CCTV monitoring is justified and only where it is a proportionate means of achieving the aim in question.

24. All covert CCTV monitoring equipment will be removed once the investigation is complete.

Vehicle tracking devices

25. A number of council owned vehicles are fitted with tracking devices, including vehicles in the waste team, parking services, highways, housing, the tanker service and pool cars.

26. Devices can record or transmit information such as the location of a vehicle, the distance it has covered and information about the users driving habits.

27. Tracking data may be used to protect the council against fraudulent damage claims, (especially in the case of refuse collection vehicles), and as a management tool to help redesign rounds to ensure all tracked vehicles are fully utilised during the working day. This is essential to maintain the cost effective management of the fleet.

28. Should there be a reasonable belief that there are unusual patterns of activity or non-activity, the tracking device data may be used to investigate the reason for this.

Evidence from Vehicle tracking devices

29. Any evidence used from the tracking device in the investigation into unusual patterns of activity/non activity may be produced as evidence in any subsequent disciplinary process, where appropriate, if the data shows activities by employees, that an employer could not reasonably be expected to ignore. (Refer to **Evidence from CCTV footage)**

30. Use of vehicle tracking data will only be considered as evidence following consultation with the appropriate HR case adviser, in order to establish whether it is an essential part of the investigation.

31. Where vehicle tracking data is not used daily as a management tool, e.g. waste, retrieval of vehicle tracking data as part of a disciplinary investigation is limited to fleet services. They will supply required data as necessary in line with the policy.

32.   Where access is not part of a daily management tool, requests to view vehicle tracking data should be made using the appropriate form, However where there are time constraints and the manager/supervisor already has access to the data due to the nature of their role, clear records (time/date/reason) of why the data was viewed should be kept.

33.   Where vehicle tracking evidence forms part of a disciplinary case against you, you will be shown a copy of the tracking report, and you will be given the opportunity to respond to it, as part of the disciplinary procedure. You will be provided with a copy only where there is adequate protection for other employees shown in the data.

34.   The vehicle tracking information will only be disclosed to those employees who need access to it as part of the disciplinary process. This would usually include relevant parties who may require sight of the report, e.g. your line manager, and once it forms part of the disciplinary process;

- Investigating manager
- HR case adviser supporting investigating manager
- Employee's representative where the employee consents to such a disclosure
- Hearing manager
- HR case adviser supporting hearing manager
- Appeals hearing manager
- HR case adviser supporting appeals hearing manager
- Note taker for disciplinary investigation, hearing and appeal.

35.   Where there is evidence of criminal activity, data may be provided to the police or other enforcement agencies, if requested. Any such disclosure would be made in accordance with the Data Protection Act.

36.   When new methods or use of vehicle tracking information are introduced all affected staff will be fully informed, ensuring that they have information about the purpose of the monitoring and how the information will be used.

37.   There are circumstances where Wiltshire Council is under a legal obligation to monitor the use of a vehicle, e.g. the tachograph on a lorry.

Hand held devices

38.   As with vehicle tracking devices, hand held devices, as used by civil enforcement officers for example, can transmit information about the users' location.

39.   Should there be a reasonable belief that there are unusual patterns of activity or non-activity, the tracking device data may be used to investigate the reason for this.

40.   Any evidence used from the tracking device in the investigation into unusual patterns of activity/non activity may be produced as evidence in any subsequent disciplinary process, where appropriate, if the data shows

activities by employees, that an employer could not reasonably be expected to ignore. (Refer to **Evidence from CCTV footage & vehicle tracking devices**)

Other monitoring

41.   Please refer to the acceptable usage policy for email, internet and computer use for information regarding monitoring of email and internet usage.

42.   The information security team will monitor the use of council provided mobile phones and smartphones, carry out checks and highlight any inappropriate use. Refer to personal use of work mobile phones and smartphones.

43.   Although not routinely monitored, access card data can be used in conjunction with CCTV data if required, as part of a disciplinary investigation.

Roles and responsibilities

Facilities Management responsibilities

44.   Ensure correct signage in place alerting employees and public to where CCTV monitoring is in place.

45.   Ensure FM code of practice up to date.

46.   Ensure that appropriate team members are trained in the use and retrieval of CCTV.

47.   Ensure data protection principles are followed and that CCTV recordings are only disclosed to the people who need to have access to them, in line with the Wiltshire Council CCTV code of practice.

Waste team managers and supervisors

48.   Ensure that managers and supervisors are trained in the use of data retrieval from vehicle tracking devices.

49.   Ensure data protection principles are followed and that CCTV recordings and vehicle tracking data is only disclosed to the people who need to have access to it.

Fleet responsibilities

50.   Ensure all vehicles have appropriate signage/stickers showing whether they have CCTV/tracking devices.

51.   Ensure data protection principles are followed and that vehicle tracking data is only disclosed to the people who need to have access to it.

Employee responsibilities

52. Ensure they have read and understood the policy.

Line manager responsibilities

53. Ensure teams are aware where CCTV or tracking devices are in operation – especially where the team does not have ready access to HR Direct.

54. When new methods of CCTV monitoring or tracking are introduced ensure that relevant affected staff are fully informed, ensuring that they have information about the purpose of the monitoring and how the information will be used.

55. Ensure, where appropriate, that a privacy impact assessment has been carried out prior to implementation of new monitoring systems.

56. Regularly remind staff that CCTV or tracking devices are in operation.

57. When intending to use recorded data for disciplinary purposes ensure that advice has been sought from your HR case adviser as to whether this is appropriate and required.

58. Ensure clear records are kept showing when data has been viewed and for what purpose. Use the request form where relevant.

HR responsibilities

59. Liaise with managers where CCTV or other recorded data evidence is requested.

60. Consider alternative methods of reaching same end result without CCTV.

61. Ensure data protection principles are followed and that CCTV recordings are only disclosed to the people who need to have access to it, in line with Wiltshire Council CCTV code of practice.

Frequently asked questions

62. Who manages CCTV monitoring at Wiltshire Council?
The facilities management team or building champion, (an individual who carries out the duties of the 'responsible person' from the service operating the building, i.e. leisure centres) manage the monitoring of CCTV cameras across the hubs and council owned buildings. The waste team control and monitor CCTV for waste vehicles.

63. How will I know if I am being monitored by CCTV?
There will be clear signage showing where there is CCTV coverage.

64. Can I request to look at CCTV footage?

If you want to look at CCTV footage and it does not form part of any investigation, you will need to apply to the Corporate Information Team (CIT) in line with the Wiltshire Council Code of Practice for Closed Circuit Television Systems in Council Hub Buildings. They will decide whether they can assist with your request. This is necessary to protect other employees or members of the public who may also appear in the recording.

65. What happens with the recordings?

The systems are unmanned and not constantly monitored. The recordings are kept on the system usually between 7 and 30 days and then overwritten.

66. Who can look at the CCTV recordings?

Only authorised employees are allowed to look at CCTV recordings, in line with the Wiltshire Council Code of Practice for Closed Circuit Television Systems in Council Hub Buildings. If the recordings are to be used as evidence in a disciplinary only those involved in the case will be able to view them. Data or footage may also be passed to the insurance team or to the police should a criminal matter arise.

67. Why can I not be just given a copy of a CCTV recording as a matter of course if it is being used in a disciplinary?

In the majority of cases you will be shown the footage or data and given a copy as part of the disciplinary report. There may be exceptions to this where it is not possible. This is because it is necessary to protect other employees or members of the public who may also appear in the recording.

68. Why do Wiltshire Council vehicles other than waste vehicles need tracking devices on them?

Our vehicles are a major asset costing thousands of pounds to maintain, insure and run. This is a limited asset in high demand and we need to know where our vehicles are at any one time. If we need to respond to an incident promptly we need to know how we can get there and have access to the most appropriate vehicle. We cannot afford for vehicles to be sat idle in one location when it is needed in another, or to hire additional vehicles when we could avoid doing so with better management of the fleet.

69. Who monitors the vehicles with tracking devices?

For the majority of council owned vehicles the fleet team is responsible for monitoring their movement. However, where there is a business need to monitor vehicles to maintain cost effective service provision, the management team with the related activity will monitor them. e.g. in waste.

70. I have heard people say that CCTV recording and vehicle tracking is a breach of privacy and human rights. Is this the case?

No. At Wiltshire Council we have a clear code of practice and policy on CCTV use and vehicle tracking. These have been developed taking the Data Protection Act and ICO Code of Practice into account. As such we ensure that staff know where CCTV cameras or monitoring equipment is in place, why it is being used and circumstances when it will be used. Staff are fully informed that the use of CCTV is justified as it is for preventing and detecting crime or acts of equivalent misconduct, and for health and safety reasons such as ensuring our workforce is safe.

71. **When would covert monitoring be used?**
The examples below highlight when covert monitoring may or may not be suitable.

Example 1: There is reasonable suspicion that an employee is stealing IT equipment from the store room as equipment is missing. It would be appropriate to install CCTV in this room, as it will not involve continuous or intrusive monitoring and is proportionate to the problem.

Example 2: There is reasonable suspicion that employees are making mobile phone calls during working hours, against council policy, and the council considers installing CCTV cameras near desks to monitor them throughout the day. This would be intrusive and disproportionate. Continuous monitoring will only be used in very exceptional circumstances, for example where hazardous substances are used and failure to follow procedures would pose a serious risk to life.

Definitions

Equal Opportunities
This policy has been equality impact assessed (link to EIA for policy) to identify opportunities to promote equality and mitigate any negative or adverse impacts on particular groups.

If appropriate:
Managers will make any necessary adjustments to ensure that all employees are treated fairly. For further information see the guidance on equal opportunities in (link to equal opps guidance)

Legislation

Data Protection Act 1998
Human Rights Act 1998
Regulation of Investigatory Powers Act (RIPA) 2000

This policy has been reviewed by an external legal organisation to ensure compliance with (the above legislation and) our statutory duties.

Advice and guidance

If you require help in accessing or understanding this policy [or completing any of the associated forms] you should contact your line manager or trade union representative if you are a member.

If, due to the nature of your query, it is not appropriate to contact your line manager you should contact your head of service who will nominate an appropriate manager or colleague to help you.

See [guidance for managers – giving advice on policies](#).

Further information

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

- [Code of Practice for Closed Circuit Television Systems in Council Hub Buildings.](#)

- [Disciplinary policy & procedure](#)

- [IT - Acceptable usage policy](#)

- [ICO Code of Practice](#)

- [FOIA – Freedom of information Act](#)

There is also a ==toolkit== including manager guidance and supporting documents to use when following this policy and procedure.

For further information please speak to your supervisor, manager, service director or contact your HR case adviser.

Policy author	HR Policy and Reward Team – ==(RW)==
Policy implemented	DD-MM-YYYY
Policy last updated	12-6-15

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QUARTERLY WORKFORCE REPORTING

Report for Wiltshire Council relating to the quarter ending March 2015.

Notes on the figures:

- All reported figures exclude casual employees and agency/professional services staff (unless stated).

- Wiltshire Council figures exclude Schools:

  - **Headcount** = Number of positions that are filled, not individual people.
  - **FTE** = "Full Time Equivalents" which take into account actual working hours to show accurate staffing levels.

- The **voluntary staff turnover** section does not include information for those who leave due to statutory retirement, ill health, compulsory or voluntary redundancy, dismissals, end of contract, unsatisfactory probation and TUPE transfers as these are classified as compulsory reasons. Only voluntary leavers are included as these are the individuals that have decided to leave for their own reasons and therefore it may not be in Wiltshire's best interest. Overall turnover rates will be higher and can be analysed upon request.

- Although the cost associated with turnover is not readily available, CIPD estimate that the recruitment cost of replacing a leaver is £2,930. Based on this year's turnover rate (10.4%) we could estimate that 524 employees will leave Wiltshire Council during 2015-16 resulting in costs of **£1,533,960**.

- **% <1 year turnover rate:** The cost of turnover in this group is generally higher as the investment in recruitment, induction and training is unlikely to be recovered within such a short time period.

- The measures relating to **last year** refer to figures from the same quarter one year ago.

- The quarters refer to the following periods:　　Quarter 1: April – June 2014
  　　　　　　　　　　　　　　　　　　　　　　　Quarter 2: July – September 2014
  　　　　　　　　　　　　　　　　　　　　　　　Quarter 3: October – December 2014
  　　　　　　　　　　　　　　　　　　　　　　　Quarter 4: Jan – March 2015
  　　　　　　　　　　　　　　　　　　　　　　　Last year: Jan – March 2014

- Last year is shown on measures that can show seasonal variances e.g. we expect sickness figures to be lowest during January to March and then highest April to June which means an increase in line with the same period last year should not be seen as a concern.

- The benchmark used is that received from DLA Piper (37 local authorities). Although we don't detail the exact benchmark difference we use a traffic light system to show how we compare:

  10%+ Positive Variation Green

  Less than 10% variation Amber

  10%+ Negative Variation Red

- The **sickness measure** given is the number of FTE days lost per FTE during each quarter; this figure is **not annualised**. Adding up the four quarters gives a full rolling years days lost per FTE.

If you have any queries on these reports or requests for further information, please contact:
Michael Taylor
01225 718091
michael.taylor@wiltshire.gov.uk

Wiltshire Council (excl. Schools)
Quarter ended: 31st March 2015

HR Information Team Observations:

Headcount	*1*	The headcount across Wiltshire Council has seen an increase since last quarter of 34 employees (+0.7%), with the headcount now at 5034. Operational Children's Services saw the largest increase in headcount (32) whilst Commissioning, Performance and School Effectiveness saw the second largest increase (7). The majority of the increase in headcount in Operational Children's Services was in Children's Safeguarding and Assessment service (18) – 13 of which were social worker roles (including assistant team managers and team managers associated with social work). This is as a result of the success of the continued recruitment campaign efforts for social workers in Children's Services. Waste and Environment saw the largest decrease in headcount (-8).
		In line with the increase in headcount, the FTE has increased this quarter by 14. The service specific increases in FTE were in line with the increase in headcount, however Communities and Communications saw the highest decrease in FTE (-8.7 FTE) – followed closely by Waste and Environment (8.6 FTE). Both in line with decreases in headcount and employees reducing working hours.
Sickness Absence	*2*	Sickness rates have stayed consistent this quarter at 2.4 days per FTE. This is still 0.1 days per FTE below the benchmark for a local authority. The highest levels of sickness absence remain within Adult Social Care Operations and Waste and Environment (3.8 and 3.3 days per FTE respectively). However the largest increase in sickness absence occurred within Highways and Transport which saw an increase of 1.3 days per FTE from the October – December 2014 quarter, this has taken them above the benchmark at 3.0 days per FTE. The largest decreases in sickness absence were in Finance and Legal and Governance, both of which saw reductions of 1.0 days per FTE in the quarter; to 1.6 and 1.0 days per FTE respectively.
		This quarter, 40.8% (-4.0%) of all absence days lost were due to long term absences (greater than 20 days). This is 15% below the benchmark for a local authority. Operational Children's Services had the highest proportion of long term sickness (53.4%); however this is still below the benchmark figure (55.8%). Corporate Function, Procurement and Programme Office had the lowest proportion of long term sickness absence (18.8%).
		20.1% (-6.2%) of all absence days lost were due to 'stress/depression/mental health/fatigue'; of which 43.4% (+2.0%) was recorded as not work related, whilst 19.6% (-2.2%) was recorded as work related. 'Cold/flu and other infections' was again the second most common reason for an absence between January and March 2015, with 18.3% of absences attributed to this reason (+5.3%).
Increase in voluntary turnover	*3*	The voluntary turnover rate has increased to 2.7% this quarter (+0.5%). This is 1.0% above the benchmark voluntary turnover rate for local government.
		Public Health had the highest voluntary turnover this quarter at 4.8% (+1.4%), this was followed by Communities and Communications at 3.9% (+1.0%). The number of employees leaving voluntarily in Public Health has increased by 11 this quarter to 37 leavers. The majority of this increase was seen within the Leisure service (32 leavers; +9 from last quarter); predominantly from activity/exercise coaches on variable contracts (+8).

38.7% (53) of all voluntary leavers during the quarter resigned for alternative employment not with a local authority (an increase of 20 resignations). The second most common reason for leaving the council voluntarily (18.2%, 25 leavers) resigned and did not give a reason (a decrease of 7 resignations from last quarter). Resignations due to family commitments/domestic/personal also saw a large increase in voluntary leavers; this quarter there were 24 leavers for this reason, equating to 17.5% of all voluntary leavers (an increase of 10 voluntary leavers from last quarter).

The ratio of starters to leavers (FTE) has increased this quarter to 1:0.9 (an increase from 1:0.7). This means that again there were more starters than there were leavers; which would explain why the headcount and FTE have both increased this quarter.

Disciplinary and grievance *4* The number of new disciplinary cases opened this quarter has increased to 33 (+6). Adult Social Care Operations continues to have the highest number of new disciplinary cases this quarter with 8 (-2). 6 of the new cases were in Head Of Service Adult Care Operations, with no stand out reasons.

There was a significant decrease in the number of new grievance cases in the quarter. There were 3 grievance cases raised, a reduction of 8. Adult Social Care Operations had the highest number of new cases with 2. The other case came from Commissioning, Performance and School Effectiveness.

Increase in non-casual wage bill *5* The non-casual wage bill has increased this quarter by £316,625 and currently sits at £26.40m. This is in line with the increase in headcount (34). The majority of this increase was seen in Operational Children's Services whose pay bill increased by £171,618 (54% of the overall increase seen across Wiltshire Council) to £4.50m. This is due to the large increase in headcount seen across Operational Children's Services in the last quarter (+32). The second highest increase in non-casual wage bill was seen in Economy and Planning (+£42,434 to £1.71m). This is again due to an increase in headcount within the service (+5), with both Economy and Planning and Operational Children's Services both having median salaries well above the Wiltshire Council median salary of £19,742 (£27,123 and £24,472 respectively). People and Business saw the largest decrease in non-casual wage bill since last quarter (-£37,491) and sits at £3.16m. This is due to a reduction in headcount (-4) and a large reduction in working hours seen across the service which resulted in an annual cost reduction of £55,774 (around £13,944 for the quarter).

Casuals wage bill decrease *6* The casual wage bill has decreased by £63,232 this quarter to £346,926. Adult Social Care Operations (£0.12) continue to have the largest casual wage bill, but has seen a reduction of £29,692 since last quarter). This is followed by Public Health (£0.09m, a reduction of £4,079 from last quarter). The average across all associate directorate areas is around £0.02m.

Decrease in agency spend *7* The agency spend has reduced significantly this quarter to £2.57m, a reduction of £211,894. This is in line with the reduction in agency use (-24 FTE).

The largest decrease in agency spend was seen in Waste and Environment (-£111,247) with the service using 21.3 FTE less than last quarter in agency staff through Comensura. The second highest decrease in agency cost was seen in Adult Social Care Operations which saw a decrease of £57,928 to £0.22m, this is again in line with a reduction in agency use (-3 FTE). Operational Children's Services continue to have the highest agency spend; at £0.91m, this has increased £32,192 from last quarter through Comensura (in line with a 2.4 FTE increase in use of agency workers). This is primarily from level 3 social workers in the Children's Safeguarding & Assessment

service which saw a £54,664 increase (+2.0 FTE) from last quarter; whilst reductions elsewhere saw this increase diminish.

Decrease in agency use *8* The agency worker use has decreased this quarter to the equivalent of 139 full time employees (-24 FTE). Waste and Environment continue to have the highest agency worker use; at 46 FTE, however they have seen a large decrease from the previous quarter (-21 FTE). Refuse loaders made up the majority of this agency use (39 FTE), whilst loader team leader roles made up the rest of the agency use. Operational Children's Services had the second highest agency worker use; with 40 FTE used over the quarter (+2 FTE – the highest increase seen by any service). Social Workers made up the majority of this agency use (30 FTE).

Increase in sick pay *9* The cost of sick pay has increased this quarter by £98,817 to £788,425. Although sickness absence has stayed consistent over the period. The majority of the cost increase came from Operational Children's Services with a £58,245 increase in sick pay. This is due to the fact that they had a notable increase in sickness absence (+0.4 days lost per FTE from the previous quarter) and the roles that did increase incurred a significant cost.

The MASH service had the largest increase (£17,733) through costly roles such as; senior social workers and assistant team managers. This increase in sick pay in MASH was from an increase of 0.6 days lost per FTE. Whilst services within Operational Children's Services who had large decreases in sickness absence only saw minimal cost reductions in comparison; such as CIC South (-2.9 days lost per FTE, -£4,105 in sick pay) and Adoption Services (-0.5 days lost per FTE, -£835 in sick pay).

QUARTERLY WORKFORCE REPORTING

Staffing Levels				
Measure	**Quarter 1**	**Quarter 2**	**Quarter 3**	**Quarter 4**
Headcount	4985	4993	5000	5034
FTE	3744	3722	3788	3802
Agency worker use (equivalent number of FTE's used during quarter)	146	148	163	139
Ratio of managers to employees	1:9	1:9	1:9	1:9
FTE of managers	534	521	516	526
Number of redundancies made during quarter	20	75	43	3
Ratio of starters to leavers (FTE)	1:0.6	1:1	1:0.7	1:0.9

Sickness Absence					
Measure	**Quarter 1**	**Quarter 2**	**Quarter 3**	**Quarter 4**	**Last year**	**Benchmark**
Working days lost per FTE	2.0 days	2.1 days	2.4 days	2.4 days	1.9 days	A
% of total absences over 20 days	56.5%	52.2%	44.8%	40.8%	42.6%	G

New Health and Safety RIDDOR related injuries					
Measure	**Quarter 1**	**Quarter 2**	**Quarter 3**	**Quarter 4**	**Benchmark**
No. of workplace incidents/injuries reported	2	3	2	1	G

New Disciplinary and Grievance Cases					
Measure	**Quarter 1**	**Quarter 2**	**Quarter 3**	**Quarter 4**	**Benchmark**
Disciplinary cases	28	34	27	33	G
Grievance cases	4	5	11	3	G
Absence cases	105	109	128	124	n/a

Voluntary Staff Turnover					
Measure	**Quarter 1**	**Quarter 2**	**Quarter 3**	**Quarter 4**	**Last year**	**Benchmark**
% staff turnover	2.3%	3.4%	2.2%	2.7%	2.2%	R
% <1 year turnover rate	3.6%	4.4%	3.6%	5.5%	3.6%	n/a
% Under 25's voluntary turnover	5.3%	5.7%	3.7%	6.2%	4.3%	n/a
Average leavers' length of service	7.3 years	7.5 years	7.6 years	5.5 years	9.0 years	n/a

QUARTERLY WORKFORCE REPORTING

Employee costs

Measure Relating to Quarter	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Last year
Total paid in salaries to employees (non casual)	£25.39m	£25.66m	£26.08m	£26.40m	£24.72m
Total paid in salary to casual employees	£0.50m	£0.51m	£0.41m	£0.35m	£0.52m
Total salary pay	£25.90m	£26.18m	£26.49m	£26.75m	£25.23m
Total paid to agency workers	£2.13m	£2.25m	£2.78m	£2.57m	£2.22m
Median employee basic salary	£19,317	£19,317	£19,317	£19,742	£18,638

Why this is important: Clear budgetary restraints mean that keeping track of this information is vital. Whilst we are seeing a reduction in contracted employees we may see some services using alternative resourcing options on a more regular basis such as agency workers, consultants or casuals. This information will highlight whether this is happening or not.

Additional financial information

Measure (If the figure is negative a saving has been achieved)	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Cost of sick pay	£0.58m	£0.57m	£0.69m	£0.79m
FTE change due to employee hour changes	0.4	-30.8	-2.8	-8.6
Cost/saving of employee hour changes	-£8,230	-£621,891	£9,532	-£199,026

Why this is important: Sick pay amounted to £2,662,599 across Wiltshire Council during the 2013-14 financial year and therefore this is a substantial area of spend that should be minimised whenever possible. Some services may also be looking to employees to work more hours than they previously have done to cover gaps where a reduction in the headcount of employees has been made. It is therefore important that we keep track of the change in FTE resulting from employees changing their hours.

Employee Diversity

Measure	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Last year
% < 25	7.4%	7.4%	7.6%	7.2%	7.6%
% 55 and over	22.8%	23.0%	23.2%	23.4%	22.7%
% Female	69.2%	69.6%	69.5%	69.8%	69.3%
% Part-time	44.1%	44.2%	43.5%	44.0%	44.5%
% Temporary contracts	9.0%	9.0%	9.0%	9.1%	9.3%
% Black or Minority Ethnic	2.1%	2.0%	1.9%	1.9%	2.1%
% Disabled	2.6%	2.5%	2.6%	2.7%	2.5%