

Guildhall Gainsborough
Lincolnshire DN21 2NA
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AGENDA

This meeting will be recorded and the video archive published on our website

Corporate Policy and Resources Committee
Thursday, 19th September, 2019 at 6.30 pm
Council Chamber - The Guildhall

Members: Councillor Giles McNeill (Chairman)
Councillor Mrs Anne Welburn (Vice-Chairman)
Councillor Owen Bierley
Councillor Matthew Boles
Councillor Stephen Bunney
Councillor David Cotton
Councillor Michael Devine
Councillor Ian Fleetwood
Councillor John McNeill
Councillor Mrs Mandy Snee
Vacancy
Councillor Robert Waller
Councillor Trevor Young

1. **Apologies for Absence**

2. **Public Participation Period**

Up to 15 minutes are allowed for public participation. Participants are restricted to 3 minutes each.

3. **Minutes of Previous Meeting/s**

To confirm as a correct record the Minutes of the previous meeting.

a) For Approval

Corporate Policy and Resources Committee meeting 25 July 2019 (PAGES 4 - 7)

- b) For Noting**
Joint Staff Consultative Committee meeting on 5 September 2019 (TO FOLLOW)
4. **Declarations of Interest**
Members may make declarations of Interest at this point or may make them at any point in the meeting.
5. **Matters Arising Schedule** (PAGE 8)
Setting out current position of previously agreed actions as at 11 September
6. **Public Reports for Approval:**
- a) Customer Hub Refurbishment** (PAGES 9 - 22)
- b) To introduce a Data Protection Appropriate Policy Document** (PAGES 23 - 35)
- c) CCTV Code of Practice - Policy** (PAGES 36 - 75)
- d) Modern Slavery Statement** (PAGES 76 - 87)
7. **Committee Work Plan** (PAGES 88 - 90)
8. **Exclusion of Public and Press**
To resolve that under Section 100 (A)(4) of the Local Government Act 1972, the public and press be excluded from the meeting for the following item of business on the grounds that it involves the likely disclosure of exempt information as defined in paragraphs 1 and 2 of Part 1 of Schedule 12A of the Act.
- a) SureStaff and West Lindsey Staffing Services** (TO FOLLOW)

Ian Knowles
Head of Paid Service
The Guildhall
Gainsborough

Wednesday, 11 September 2019

Corporate Policy and Resources Committee- 25 July 2019
Subject to Call-in. Call-in will expire at 5pm on 19 August 2019

WEST LINDSEY DISTRICT COUNCIL

MINUTES of the Meeting of the Corporate Policy and Resources Committee held in the Council Chamber - The Guildhall on 25 July 2019 commencing at 6.30 pm.

Present: Councillor Giles McNeill (Chairman)
Councillor Mrs Anne Welburn (Vice-Chairman)

Councillor Owen Bierley
Councillor Matthew Boles
Councillor Stephen Bunney
Councillor Michael Devine
Councillor Ian Fleetwood
Councillor Paul Howitt-Cowan
Councillor John McNeill
Councillor Mrs Mandy Snee
Councillor Trevor Young

In Attendance:
Alan Robinson Strategic Lead Governance and People/Monitoring Officer
Ellen King Senior Performance Officer
Sue Leversedge Business Support Team Leader
Darren Mellors Performance & Programme Manager
Rachel Parkin Home Choices Team Manager
James Welbourn Democratic and Civic Officer

Apologies: Councillor David Cotton
Councillor Stuart Kinch
Councillor Robert Waller

Membership: Councillor Paul Howitt-Cowan substituted for Councillor Robert Waller

10 PUBLIC PARTICIPATION PERIOD

None.

11 MINUTES OF PREVIOUS MEETING/S

The minutes of the Corporate Policy and Resources meeting held on 13 June were approved as a correct record.

The minutes of the Concurrent Meeting of Corporate Policy and Resources and Prosperous Communities committees held on 11 June were also approved as a correct record.

12 DECLARATIONS OF INTEREST

None.

13 MATTERS ARISING SCHEDULE

The matters arising report was noted.

14 PROGRESS AND DELIVERY REPORT - PERIOD 1 2019/20

Members considered the Progress and Delivery report for period 1 of 2019/20.

The below areas were highlighted:

- Performance remained below target for the average number of market stalls. An action plan for markets had been signed off, along with the relocation of the Farmers' Market;

Members were to receive a progress report on this area at Prosperous Communities Committee in December;

- A workshop had been held in April on the subject of Home Choices, and a number of areas had been highlighted for improvement actions.

Members then provided comment, and asked questions of officers. The following information was provided:

- Home Choices was an important area and both a national and district priority. A number of changes had been introduced with the aim of improving the service; one of these changes was taking the housing register back 'in-house'.
- The presentation and complexity of the housing need had altered dramatically. More individuals are presenting with drug, drink, debt and anti-social behavioural problems; something more was needed by Members and the public in terms of commentary;
- The Home Choices team now have the ability to compare themselves against other districts with help from the Ministry of Housing, Communities and Local Government (MHCLG) ;
- The criteria for homelessness was now different. There was a duty to assist everyone that presented to the Council, but this duty did not extend necessarily to finding housing. The rates attached to providing accommodation had declined because of the Homelessness Reduction Act.

The main areas of concern in the district were Gainsborough and Market Rasen;

- There had been an error within the report under 'Healthy District' - the number of people using the Leisure Centre. The numbers were still below target.

RESOLVED to note the report.

15 BUDGET MONITORING AND TREASURY PERFORMANCE PERIOD 1 2019/20

Members considered a report setting out the revenue, capital and treasury management activity from 1 April 2019 to 31 May 2019.

The following points were highlighted:

- There was a forecast surplus of £379,000, including an approved carry-forward of £19,000. £361,000 related to interest payable on borrowing;
- The purchase of an investment property had been completed; the impact of this purchase would be presented as part of the Treasury update at the November meeting of this committee;
- In terms of treasury management, a return of 1.663% had been achieved for the previous quarter. Investments totalled £16.5 million;
- Capital expenditure – the forecast outturn position was £31.813 million;
- Members discussed the merits of electric car charging points and whether it would be useful to have them in other parts of the district;
- A portion of the grant received for the High Street Community Clean-up was used for replacement bins on Gainsborough High Street. Members were keen to discover whether this would be extended to other parts of the district;
- Following enquiries from Members about the prevalence of blocks of flats within the district, it was revealed that there were no flats above three storeys in the socially rented sector.

RESOLVED to:

- a) accept the forecast out-turn position of a £379k net contribution to reserves as at 31 May 2019;
- b) accept the use of Earmarked Reserves during the quarter approved by the Executive Director of Resources using Delegated powers;
- c) approve the introduction of new fees and charges for Street Naming and Numbering;
- d) approve the use of General Fund Balances of £16.5k for the High Street Community Clean Up;
- e) approve the Capital Budget amendments and accept the current projected Capital outturn;
- f) accept the Treasury Management and Prudential Indicators to 31 May

2019.

16 PROPOSED CHANGE OF MEETING DATE - DECEMBER 2019

RESOLVED to change the date of December's Corporate Policy and Resources Committee meeting from Thursday 12 December to Wednesday 4 December.

17 COMMITTEE WORK PLAN

The workplan as at 17 July was noted by the Committee.

18 EXCLUSION OF PUBLIC AND PRESS

RESOLVED that under Section 100 (A)(4) of the Local Government Act 1972, the public and press be excluded from the meeting for the following items of business on the grounds that they involved the likely disclosure of exempt information as defined in paragraph 3 of Part 1 of Schedule 12A of the Act.

19 EXEMPT RECORD OF CONCURRENT MEETING FROM 11 JUNE 2019

The exempt record of the Concurrent meeting held on 11 June was noted.

The meeting concluded at 6.58 pm.

Chairman

Corporate Policy & Resources Committee Matters Arising Schedule

Purpose:

To consider progress on the matters arising from previous Corporate Policy & Resources Committee meetings.

Recommendation: That members note progress on the matters arising and request corrective action if necessary.

Meeting	Policy and Resources Committee
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Status	Title	Action Required	Comments	Due Date	Allocated To
Black	Reduced rent	At the CPR meeting on 25 July, Cllr Young requested further information on a reported loss of rental income of £56k for the year.	Sue to email this to CPR Members on 26 July	19/09/19	Sue Leversedge
Black	High Street Community Clean Up grant	At the CPR meeting on 25 July Cllr John McNeill asked officers whether there would be replacement bins in other parts of the District, and not just Gainsborough?	Sue emailed this to Members on 9 August.	19/09/19	Sue Leversedge

Agenda Item 6a



**Corporate Policy &
Resources**

19th September 2019

Subject: Customer Hub Refurbishment

Report by:

Executive Director of Resources

Contact Officer:

Michelle Carrington
Strategic Lead Customer First

michelle.carrington@west-lindsey.gov.uk

Purpose / Summary:

To provide a benefits analysis and financial business case for the refurbishment of the Customer Hub; and seek approval to commence refurbishment.

RECOMMENDATION(S):

That approval is given for the Council to:

1. Refurbish the Customer Hub;
2. Contract for further design and build activities under a SCAPE framework with Lindum Construction
3. Support project expenditure of up to £350k be funded from the Property Asset Fund Earmarked Reserve to cover the cost of the refurbishment and internal costs
4. To re-use the remaining earmarked reserve allocated originally to this project of £150K for refurbishment and changes to the 3rd Floor.

IMPLICATIONS

Legal:

(N.B.) Where there are legal implications the report MUST be seen by the MO

Framework Contract under SCAPE will require Legal involvement

Financial : FIN/76/20

Within the Capital programme there is a budget of £515k funded from the Property Asset Fund Earmarked Reserve. Estimated costs for the project total £324k , consideration of a formal budget of upto £350k should be considered to cover any price changes/contingencies (8%).

Any ongoing revenue implications would need to be built into the Medium Term Financial Plan, however at this stage cannot be quantified.

Formal approval to revise the current budget provision from £515k to £350k and to agree expenditure is required from Corporate Policy and Resources Committee.

Staffing :

(N.B.) Where there are staffing implications the report MUST have a HR Ref

Relocation impact on staff from Customer Services, Revenues and Benefits Teams

Equality and Diversity including Human Rights :

NB: Please explain how you have considered the policy's impact on different groups (for example: young people, elderly, ethnic minorities, LGBT community, rural residents, disabled, others).

Improved facilities and functions for those with diversity and equality considerations; providing better capability to the Council and partners to manage these groups.

Data Protection Implications :

No direct implications. PC provision improves overlooking situation in current layout.

Climate Related Risks and Opportunities :

None

Section 17 Crime and Disorder Considerations :

None

Health Implications:

Reduces H&S implications caused by current Hub set-up and dealing with difficult or aggressive customers.

Title and Location of any Background Papers used in the preparation of this report:

Risk Assessment :

Reduces H&S implications caused by current Hub set-up and dealing with difficult or aggressive customers.

Call in and Urgency:

Is the decision one which Rule 14.7 of the Scrutiny Procedure Rules apply?

i.e. is the report exempt from being called in due to urgency (in consultation with C&I chairman)

Yes

No

x

Key Decision:

A matter which affects two or more wards, or has significant financial implications

Yes

No

x

1. Background and Current Position

The Council's Customer Hub was last refurbished in autumn 2014, as a result of the decision for DWP Gainsborough Job Centre to re-locate into the Hub. At that time of the last refurbishment, the design of the Hub was based on a pure 'tenancy' allocation of space, rather than a design around the needs and functions of the partners and Customers within the Hub.

As well as WLDC and DWP, other partners located into the Guildhall (including VCS, CAB and Lincolnshire County Council) also make use of the Customer Hub for their Visitors / Customers; and utilise aspects of the Customer Hub facilities to service those visitors.

The Council also has arrangements with other third party organisations such as HMRC to provide (rent) space within the Hub for surgeries on either a regular or ad-hoc basis. These are seen to supplement a wider range of public sector services for our Customers.

Over the last four years, whilst visitor/customer numbers have stayed relatively stable, the demands of the visitors to the Hub has significantly changed, with more complex and varied needs becoming more prevalent, often requiring longer visit times. This has led to level of overcapacity within a relatively small area, partly influenced by the layout of the current Hub.

Over the same period, the nature of services delivered; and the aspirations of the Council and its Partners within the Hub have changed, and as a result, the current set-up and layout of the Hub is now limiting service delivery for all Hub operators. Appendix 1 sets out a summary of the problems being experienced by those operators. Appendix 2 sets out customer feedback on the issues that they experience.

These issues have had a more detrimental effect on the Council who are forced to compromise on their own delivery approach in order to ensure that tenancy requirements are met.

In terms of the future, there are a number of considerations which the Council need to take into account in terms of the management of the Hub.

1. The profile of customers for the Council and other Hub operators is changing, with a higher demand for more complex issues, needing a greater level of time and support. These customers may also have other considerations such as physical or mental health issues which need to be taken into account when dealing with that customer.
2. The increase of complex cases changes the nature of the facilities we need to provide, and more 'confidential' space is needed to accommodate those customers.
3. As Universal Credit continues to roll out within the West Lindsey District, the expectation is that visitors to the Hub will rise; as more customers outside of the existing customer base will require Council, DWP and CAB services. This will again increase customers who require 'lengthy' visits to the Hub.
4. Both DWP and the Council are moving to utilising online or digital capabilities for serving their customers, even within a face to face environment; and this will change the style of facilities required. However, both partners recognise that whilst digital capabilities can assist face-to-face visitors, there will always be some customers who require fully staff assisted service provision; and the Customer Hub must be able to support both methods.

5. The Councils Customer First transformation programme will change the way the Council provides interaction services to Customers, and the concept of the consolidated frontline and more defined backline will mean that any F2F space needs to be able to support those changes.
6. The Councils digital ambitions within the ICT programme means that the Hub will require different ICT capabilities to ensure that we can maximise digital opportunities within service provision.
7. As the volume of more complex customers increase; a strategy for management of those customers, needs to be agreed with all partners within the building; and customer management protocols revisited within any tenancy agreement.
8. The Council is increasingly engaging with a wider range of customers and stakeholders; and creating space within the Customer Hub for these activities creates a more multi-use location, and reduces the demand of meeting space elsewhere in the building;

As a result of these current issues and the needs and aspirations of the Council and its partners, the decision was made to review the layout of the Customer Hub, with a view to refurbishment.

2. Requirements for a Refurbished Hub

After consultation with Partners and Customers, the following were deemed important requirements for any refurbished Customer Hub and were included within the brief for the initial Architecture design:

1. Branding and design colour zoning of partners, functions and areas need to be included within the Hub design.
2. The initial reception/entry area should appear spacious, welcoming and be able to accommodate a number of meet and greet staff, waiting in the area.
3. The design should allow for good customer flow, and minimise congestion.
4. The layout of the Hub needs to support two types of customers, those that have quick and simple needs, and those that require more complex or lengthy needs and conversations. The design should accommodate these needs in different areas of the Hub if possible to reduce congestion.
5. The design needs to respect current tenancy arrangements where possible, in terms of space allocation and permissions.
6. There is a need to increase the 'private' conversational areas, by providing more discreet small meeting spaces away from busy or noisy areas.
7. Split seating/waiting areas to accommodate different partner's customers; and different waiting purposes will improve customer management and customer flow. Seating areas should be away from the main central area.
8. Multiple entry/exit options should be evaluated to improve customer flow, and reduce H&S concerns.

9. Space and function should be designed with multi use purposes and flexibility in mind, to ensure that the Hub can accommodate future changes over the next 10 years.
10. Flexible space to be created to support the need for larger group meetings or customer engagement/consultation/presentational situations, but which can also be used for other purposes, thereby not creating occasional use spaces or dead spaces.
11. ICT provision needs to support both quick turnaround queries, and those requiring the use of PCs for longer periods of use. Ideally these should be split into different stand-up and sit-down areas in different locations. Sit down areas should provide an element of screen privacy. It must also include space for new digital capabilities such as touch screen facilities, card payments, digital scanning, and improved upstairs visitor management.

3. Architectural Design Proposals

The Council appointed an Architect practise, Frank Shaw and Associates to undertake initial feasibility studies in options around refurbishment of the Upper and Ground Floors of the Guildhall.

The Architects, on the basis of consultation with all partners in the Guildhall, provided three outline design proposals and option 3 was considered the most preferable to all partners, and appeared to meet the brief and needs of the partners more fully.

In particular it:

- Retained the current tenancy arrangements with DWP
- Provided separate customer waiting areas, away from the main thoroughfare;
- Provided better manage customer flow, and addressed H&S concerns over incident management;
- Addressed the requirements for geographical areas designed to service quick turnaround customers and customers requiring longer visit times;
- Increased private discussion areas for use of all partners; whilst retaining good visuals of all spaces
- Removed customer congestion from the Marshalls Yard entrance and central areas;
- Addressed the ICT aspirations of both the Council and DWP;
- Provided flexible facilities which could be used for multiple uses, including group meeting demands and customer engagement/consultation opportunities.

The design has implications on other areas of the Ground Floor, including the Contact Centre, Post room, Kitchen and Rest Room areas. The small Kitchen area and the Post Room will be retained on the Ground Floor. The Contact Centre, and Staff Rest Room (currently behind the Customer Hub) will need to be relocated to alternative locations.

The DWP staff would have access to the rest room on the 1st floor, (which is already included within the existing lease). The Contact Centre will re-locate to the 2nd floor in the current R&B team area, with the Customer Services (WLDC) staff utilising the rest room on the 2nd floor.

The final version of the design is shown in Appendix 1.

4. Benefits of the Refurbishment

- a) A layout which accommodates the way partners want to deliver their customer service, and which reduces the issues raised by our customers.
- b) Greater floor space to accommodate the growing number of customers, and the more complex demands requiring longer appointment times.
- c) More flexible space, which allows a multi-use approach for areas of the Customer Hub, and provides flexibility and future resilience as needs and aspirations of the partners change.
- d) A more modern, fit for purpose environment, accommodating new ways of working, and future developments.
- e) A design which allows for the provision of 'quick request' related enquires at front of shop, and moving 'longer' transactions to the 'back of shop, reducing congestion in the central area.
- f) Less congestion in the central area:
 - a. reduces health & safety risks should incidents occur within the Hub;
 - b. provides the space to deliver 'meet and greet' customer assistance support to customers, improving the overall experience, and providing more dedicated assistance to those that need it;
 - c. improves the 'friendly & approachable' perception of the Hub;
- g) An increase in private areas for discussions with customers (a key element of the feedback from customers).
- h) More digital self service capabilities, including booking, payment and document capabilities to meet the digital aspirations of the Customer First strategy; and our partners digital strategies.
- i) Private ICT facilities, for completion of applications, claims and other such transactions, reducing the risk of sensitive information being seen by others.
- j) Improved waiting provision for both Customer Hub and Business Visitors.
- k) Improved meeting facilities to support customer engagement for both the Council and its partner's needs, removing the health and safety risk of transporting customers to 'closed' part of the building where no security facilities are in place. This also removes dependence on other Council meeting rooms, which are in demand.

5. Financial Considerations

Lindums were appointed under a SCAPE framework to provide design and build services. Outline design activities have been undertaken to identify the costs of delivering the design proposals.

The following section outlines the costs for the refurbishment (physical build) of the Customer Hub (refurbishment costs) and the internal costs related to the moving of staff, provision of ICT, CCTV and other such ancillary items.

Refurbishment Costs

The summary of design and build costs provided are as follows.

1.	Pre-construction charges	£5799.16
2.	Design Costs	£7875.00
3.	Construction	£240,610.58
		£254,284.74
4.	Risk Contingency	£13,500.00
	Total Project Feasibility Costs	£267,784.74

Internal Costs

The Council will also incur costs associated with internal works, including strip out of the Hub; temporary wiring and other requirements to support a phased delivery of the Hub refurbishment; and relocation of staff from the ground floor to the 2nd floor.

Known Costs associated with the move to the 2nd floor are:

1.	Relocation of Customer Services to 2 nd Floor	£17,809.85
2.	Disposal of furniture and other items	£1,400
3.	Potential removal of 2 nd floor meeting rooms	£2,000-£4,000
4.	Replacement (2 nd floor) smaller Desks	estimated £3000
5.	Noise cancelling desk dividers	estimated £2500
	Total Relocation Costs	£28,709

Note: Further work is required to ascertain whether any wiring and network connection work would be required within the space.

The design incorporates two revised ICT areas – sit down and self-service provision. The existing PCs could be reutilised (with design options for better service provision) for the sit down, although it is noted that these computers are out-dated and have not been included within the ICT refresh. However, there will be a need to buy additional digital equipment for the self-service ICT area and the meet and greet functions. These are estimated as follows:

1.	Self-Service desk computers and screens x6	£3420
2.	Meet and Greet Tablets	estimated £3000
3.	Payment card readers x 4	£2040
	Total ICT Costs	£8,460

There are also additional costs related to the provision of CCTV within the extended space of the Customer Hub.

1.	CCTV extension	Estimated £9000
	Total Extension Costs	£9000

In addition, to improve the overall experience and functional use of the new refurbished Hub, the following optional additions could be considered (but not essential to the refurbishment)

1.	Scanning Kiosk (to improve customer document handling)	estimated £500
2.	Display Screen in presentation area	estimated £6000
3.	Refreshed Sit-down Computers (as not covered by ICT refresh) x6	£3420
	Total Additional Option Costs	£9,920

Proposals could potential be made to DWP to fund the provision of the display screen within the presentation area.

Total Costs

Total cost of the refurbishment is

1.	Refurbishment Build Costs	£266,796
2.	ICT Provision	£8,460
3.	Extensions Costs	£9000.00
4.	2 nd Floor Relocation Costs	£28,709
	Total Cost excluding Options	£313,954
5.	Optional Additions	£9,920
	Total Cost including Options	£323,874

The Council has provision of £515,000 within reserves for the replacement or refurbishment of the Customer Service.

6. Refurbishment Plans

If approval is given to refurbish the space, the project would start in January 2020. The developments would be completed in three phases to allow for the use of the Customer Hub in limited capacity, with the back space being completed in Phase 1, the central area in Phase 2; and the DWP space in Phase 3. It is anticipated that the build would take approximately 24 weeks to complete the three phases.

7. Recommendations

That approval is given for the Council to:

1. Refurbish the Customer Hub;
2. Contract for further design and build activities under a SCAPE framework with Lindum Constructon;
3. Support for project expenditure of up to £350k be funded from the Property Asset Fund Earmarked Reserve to cover the cost of the refurbishment and internal costs – CP&R approval required. The remainder to be used for 3rd Floor amendments.

8. Annex 1 – Existing problems with the Customer Hub Layout

Some of the problems experienced are:

- a) When first entering the Hub, it can be confusing to visitors to know where to 'go' or who to talk to; due to the two reception points. Non-DWP Visitors are frequently required to liaise with more than one person before they are 'served' or passed to the person they are visiting.
- b) Queues can develop at the two reception points, and due to their location, means that the entrance into the Hub can at times be congested. As there is only one entrance /exit, then can cause further congestion as visitors already within the Hub struggle to exit. Civic Events can also cause complications when the area outside of the entrance is congested by those attending the event and in poor weather conditions the congestion occurs within the entrance area, as there is no immediate space in which to accommodate groups of attendees to the civic event.
- c) There is no differential between those visitors which would be considered as 'quick turnaround' and those that need more complex and lengthy services. Customers wait in 'queue' for their turn to be dealt with, which can extend the time that Customers are present in the Hub. This can again add to congestion in the area.
- d) Council Officers have raised concerns that high profile visitors to the Council are required to enter, queue and wait within the Hub, along with other Customers. Staff have also heard comments being made by these visitors about having to wait with the Hub Customers.
- e) The location of the current seating area in the central area of the Hub makes customer flow around the Hub more difficult, and can cause obstruction when dealing with a complex/challenging event whereby we need to restrain or remove customers from the Hub.
- f) A single seating area is problematic for officers of each Hub partner, as
 - a. It is difficult to identify 'their customers'. This can at times result in increased volume of noise as Officers have to 'shout out' for their customer;
 - b. It is also difficult to recognise when there is increasing numbers of customers waiting for any particular service or partner, needing management changes to service provision or an increase in available resources; or
 - c. To identify where customers have been waiting an unreasonable amount of time to be dealt with by partners, or to be picked up and taken to alternative locations in the building.
- g) At busy times, the seating area is exceeded, and Customers then
 - a. sit at the work tables, reducing service desks for use by partners;
 - b. or hang around the main entrance, doors into the lobby or around the computer terminals

All of the above means that the Hub appears congested and chaotic and leads to heightened stress levels for staff who have to then be aware of other potential issues.

- h) As the central area of the Hub is the 'gathering point' for waiting Customers, feedback from some customers has shown that this can feel quite a 'daunting' environment. It has to be recognised that for some customers coming to the Council or DWP can be a stigma, before experiencing a then daunting environment.
- i) There are limited interview rooms, and the Council provided work tables within the central part of the Hub to increase discussion facilities. However, these tables are not private, being located between the seating area, the reception areas, and the PCs, therefore providing little confidentiality. This is also a noisy area of the Hub. As such these tables are not popular or well used, and add to the cluttered appearance of the Hub; with resulting impact to customer flow.
- j) For Customers being dealt with in the main areas of the Hub (rather than private interview rooms, customers often do not feel that the space is private, and frequently talk quietly as they do not want their conversations overheard by others. This can make it difficult for staff to fully hear and understand the conversation, leading to other difficulties, when trying to deal with that Customer.
- k) DWP require group space to carry out a variety of weekly group training sessions; 18-21 youth coaching, job clubs, employer recruitment events and other such 'return to work' activities at times. These sessions last a minimum of 3 hours through to a full day depending on what is being done. Unless there are first floor rooms available, these activities have to be undertaken within the Hub. The layout of the Hub is not designed to accommodate these requirements, and result in the areas of the Hub being occupied by a group of people. This does not provide a 'conducive area' for learning or recruitment; and adds to the overall noise and congestion. For some significant events held recently, DWP have had to take these off site as no appropriate space was available in the Guildhall.
- l) Due to lack of private meeting areas and congestion, both VCS and CAB often resort to taking customers to their own offices. There is a H&S risk should any difficulties with those customers arise; and the Council have had to provide security (SIA) support on a number of occasions, which present challenges as this means that security trained staff are occupied on upper floors, reducing available staff on the ground floor to deal with any situation. This risk is likely to increase when CAB actively start to provide UC support services from May 1st, as there is potential for an increase in visitor numbers. Discussions have been held with CAB, who are looking to produce their own risk management strategy. However the availability of private meetings rooms made available for medium to high risks customers in the Hub would greatly reduce the risk for all parties within the Guildhall.
- m) The relocation of LCC Adult and Children's services into the Guildhall has increased the number of more complex customers to the Hub. Whilst, LCC indicated that they did not require anything other than meet and greet facilities, the actual expectations of LCC staff within the building are beyond the leased arrangements. Problems with responses from LCC regarding drop-in visitors, and a number of incidents relating to LCC customers has prompted H&S concerns for Council Officers and other partner Customers; which is to be addressed with LCC.
- n) In relation to these more complex or difficult customers, (this can include those with mental health issues, on drink or drugs, safeguarding issues and those with disabilities), the layout of the Hub; the limitations of private meeting space, and the

provision of only a single entry/exit route does give rise to H&S concerns when incidents occur.

- o) There is no 'space' to allow for easy public consultations or promotional events, either in terms of wall space for information, or areas that customers can inspect information in relation to any consultations. This can include significant planning applications, which can attract much interest.
- p) The current IT provision is based on a range of PCs available for use.
 - a. The PCs are located along a long wall, meaning the use of the area in front of these PCs is limited.
 - b. As the PCs are in a long line, it is difficult for staff to keep an eye on customer use and whether there is inappropriate use of Public Computers.
 - c. The location of the PCs mean that screens are open for view by anyone in the near location. This puts Customers and the Council at risk if Customers are entering personal or sensitive information.
 - d. These PCs are not designed for 'service provision', and require knowledge of how to use the PC; and which websites to go to. As such, unless they are regular users, Customers require assistance to use the PCs. Previously digital volunteers were recruited to support customers in self-serving, funded by DWP. The funding was withdrawn in 2016 and since then it has fallen to Customer Service staff to support customers requiring that assistance. During busy times, it is difficult to retain this support in the current set-up; and customers are often put off using the PCs, limiting the Council's ability to encourage more digital enabled transactional capabilities.
 - e. They are not suitable for quick transactions, and this again limits the Council's ability to encourage more digital transactional capabilities; and to 'turnaround customers' quickly for simple transactions.
 - f. Payment capabilities are limited to the Payment Kiosk or utilising the online payment screens on these PCs, again reducing the ability to serve quick transaction customers.

Some other issues which the refurbishment could address include:

- q) There is no adjustment on lighting, which is stark and bright in areas. This can cause issues for some customers, for example those with autism find it difficult to function correctly in bright lights.
- r) In order for the area to be seen as a joined up space, branding was not originally included within the Hub. This has actually resulted in the opposite, with no visible presence of any partner organisation. This leads to confusion as to who is within the Hub, where and what they do. VCS and CAB often raise this as a limiting factor in their ability to work in partnership with the Council and DWP, and serve customers in the district, given their location on the first floor.

9. Annex 2 – Customer Feedback on the Customer Hub

1.	Privacy and Confidential issues	<ul style="list-style-type: none"> • I don't like the layout, it's not very private. • Use of rooms so that people aren't listening in on conversations. • Needs to be more private • It's big but has no privacy
2.	Reception & Initial Queuing	<ul style="list-style-type: none"> • It's too busy and no clear directions. • You need a queue area at reception • Reception desk not big enough • Desk 1 is too slow, too many people waiting and takes too long to get served. • No clear directions I was waiting for desk 1 for 40 mins. Thankfully a lady came out to sort it. • I don't like a lot about reception. Staff are ok though.
3.	Service Queuing & Wait Times	<ul style="list-style-type: none"> • Do something about waiting 2 hours for Home Choices • It wasn't very organised, nobody knew where to be, I had 4 people go up before me even though I was there 1st. It looked to me that the waiting area needs more people handling things when its busy to try and keep things organised. So people know where to go and who to see. • Not knowing who's turn it is in the queue or how long I am expected to wait. • Would be better if you could make appointments rather than drop-ins • The queue for housing benefit is long. • Waiting time for job centre • A ticket system for appointments would be good.
4.	Waiting Areas and Seating	<ul style="list-style-type: none"> • I don't like the seating. • The seating isn't so nice • Never anywhere to sit • More chairs please • Two chairs at the desks please



Revision	Date	Details	SR	Revised By
A	05.07.19	Schema Revised		

LINDUM BMS

Lindum Business Park, Station Road, North Hykeham,
 Lincoln LN6 3QX
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Client
West Lindsey District Council

Project
Guild Hall Ground Floor Alterations

Drawing
Proposed Plans

Date	June 2019	Scale	1:100
Drawn	IJH	Checked	-
Size	A2		

Status
FEASIBILITY

Drawing No.	Revision
31468 01	A

Main Entrance →

Not Part of Survey

Agenda Item 6b



**Corporate Policy and
Resources Committee**

**Thursday, 19 September
2019**

Subject: To introduce a Data Protection Appropriate Policy Document

Report by:

Executive Director of Resources

Contact Officer:

Steve Anderson
Data Protection Officer

steve.anderson@west-lindsey.gov.uk

Purpose / Summary:

This report focusses on new legal requirements governing how an organisation can process special category and criminal conviction data. It highlights the need for an Appropriate Policy Document to comply with the law and introduces a draft policy for consultation.

RECOMMENDATION(S):

CP&R Members are requested to:

1. Support the recommendations from JSCC and approve the Appropriate Policy Document at Appendix 1 for adoption and implementation across the authority.
2. Agree that delegated authority be granted to the Director of Resources to make minor housekeeping amendments to the policy in future, in consultation with the Chairman of the Corporate Policy and Resources committee and Chairman of the Joint Staff Consultative Committee.

IMPLICATIONS

Legal:

Financial: FIN/47/20/SL
There are no financial implications arising from this report.

Staffing:

Equality and Diversity including Human Rights:

Data Protection Implications:
This report introduces an Appropriate Policy Document to comply with the requirements of the Data Protection Act 2018, Schedule 1 Part 4.

Climate Related Risks and Opportunities:

Section 17 Crime and Disorder Considerations:

Health Implications:

Title and Location of any Background Papers used in the preparation of this report :

Risk Assessment :

Call in and Urgency:

Is the decision one which Rule 14.7 of the Scrutiny Procedure Rules apply?

i.e. is the report exempt from being called in due to urgency (in consultation with C&I chairman)

Yes

No

Key Decision:

A matter which affects two or more wards, or has significant financial implications

Yes

No

1 Background

- 1.1 On 25 May 2018 the General Data Protection Regulation (GDPR) became law across Europe. At the same time the UK enacted the Data Protection Act 2018 (DPA) which tailors the GDPR and sets out how specific elements apply in the UK.
- 1.2 This report focusses on new legal requirements governing how an organisation can process special category and criminal conviction data. It highlights the need for an Appropriate Policy Document to comply with the law and introduces a draft policy for consultation.

2 The legislative requirements in context

- 2.1 The GDPR states that personal data may also include special categories of personal data or criminal conviction and offences data. These are considered to be more sensitive and we may only process them in more limited circumstances. Special category data is data concerning:
 - race;
 - ethnic origin;
 - political opinions;
 - religious or philosophical beliefs;
 - trade union membership;
 - genetic data;
 - biometric data (where this is used for identification purposes);
 - health data;
 - sex life; or
 - sexual orientation.
- 2.2 Personal data can include information relating to criminal convictions and offences. This also requires a higher level of protection.
- 2.3 Schedule 1 of the Data Protection Act 2018 sets out in Parts 1, 2 and 3 the lawful conditions under which organisations can process special categories of personal data and criminal convictions data:
 - Part 1 – Employment, health and research
 - Part 2 – Substantial public interest
 - Part 3 – Criminal convictions etc
- 2.4 Part 4 of Schedule 1 makes provision about the processing of personal data carried out in reliance on a condition in Part 1, 2 or 3 that requires the controller to have an appropriate policy document in place.
- 2.5 Part 4, para 39 of Schedule 1 describes a compliant appropriate policy document as one that:

- a. explains the controller's procedures for securing compliance with the GDPR Principles (GDPR Article 5) when relying on the condition in question, and
 - b. explains the controller's policies as regards the retention and erasure of personal data processed in reliance on the condition, giving an indication on how long such personal data is likely to be retained.
- 2.6 Part 4, para 40 specifies that the appropriate policy document must be retained, reviewed and updated where required, and made available to the Information Commissioner on request.
- 2.7 Part 4, para 41 adds that a record must be maintained by the data controller under GDPR Article 30 in respect of processing which relies on a condition described above and this must include the following information:
 - a. Which condition is being relied on;
 - b. How the processing satisfies GDPR Article 6 (lawfulness of processing); and
 - c. Whether the data is retained and erased in accordance with the policies described in para 1.3 above and, if not, the reasons why not.

3 The Appropriate Policy Document

- 3.1 There are few examples of how a compliant appropriate policy document should look and no authorities in Lincolnshire have one in place yet. The Data Protection Officer at Lincolnshire County Council shared an example published by HMRC and the document at Appendix 1 is largely based on that.
- 3.2 The policy covers:
 - substantial public interest processing for WLDC's statutory and corporate functions;
 - employment, social security and social protection law for certain benefits and credits functions and processing for HR purposes;
 - processing for archiving, research and statistical purposes; and
 - law enforcement processing.
- 3.3 To meet the DPA requirements for an appropriate policy document, Appendix 1 sets out:
 - a. Definitions of special category and criminal conviction data;

- b. The conditions for processing special category and criminal convictions data;
- c. The substantial public interest conditions we use; and
- d. How we comply with the data protection principles.

4 Decisions

4.1 In order to process special category and criminal convictions data the DPA requires organisations to have an Appropriate Policy Document in place. Appendix 1 meets the requirements for such a document as set out in the DPA.

4.2 JSCC Members are requested to:

Support and endorse the Appropriate Policy Document at Appendix 1 and recommend to the Corporate Policy and Resources Committee that it is adopted and implemented across the authority.

Agree that delegated authority be granted to the Director of Resources to make minor housekeeping amendments to the policy in future, in consultation with the Chairman of the Corporate Policy and Resources committee and Chairman of the Joint Staff Consultative Committee.



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1 Scope

1.1 This policy has been developed for West Lindsey District Council (WLDC) to meet the requirement in the Data Protection Act (DPA) 2018 for an appropriate policy document. The Policy details the safeguards we have put in place when we process special category data, criminal conviction data, and sensitive data for law enforcement purposes.

1.2 This policy covers:

- substantial public interest processing for WLDC's statutory and corporate functions
- employment, social security and social protection law for certain benefits and credits functions and processing for HR purposes
- processing for archiving, research and statistical purposes
- law enforcement processing

1.3 WLDC is a statutory body with statutory functions and a statutory duty of confidentiality which are set out in the Council's Constitution. As part of WLDC's statutory and corporate functions, we process special category and criminal conviction data under:

- Article 6(a) of the General Data Protection Regulation (GDPR) (the data subject has given consent to the processing of his or her personal data for one or more specific purposes)
- Article 6(b) of the GDPR (processing is necessary for the performance of a contract to which the data subject is party or in order to take steps at the request of the data subject prior to entering into a contract)
- Article 6(c) of the GDPR (processing is necessary for compliance with a legal obligation to which WLDC is subject)
- Article 6(e) of the GDPR (processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in WLDC)

1.4 WLDC processes sensitive data for law enforcement purposes under section 35 of the DPA 2018.

1.5 The WLDC Privacy Notice has more information about WLDC's data protection policy and procedures, including the kind of information we hold and what it is used for.

2 Definition of special category, sensitive and criminal conviction data

2.1 Special category data (defined by Article 9 of the GDPR) and sensitive data (defined by section 35 of the DPA 2018) is personal data which reveals:

- racial or ethnic origin
- political opinions
- religious or philosophical beliefs
- trade union membership
- genetic data
- biometric data for the purpose of uniquely identifying a natural person
- data concerning health
- data concerning a natural person's sex life or sexual orientation

2.2 Section 11(2) of the DPA 2018 provides that criminal conviction data includes data which relates to the alleged commission of offences and related proceedings and sentencing.

3 Conditions for processing special category data and criminal conviction data

3.1 WLDC processes special category data under the following paragraphs of Article 9 of the GDPR:

- paragraph 2(a) (the data subject has given explicit consent to the processing of those personal data for one or more specified purposes)
- paragraph 2(b) (processing is necessary for the purposes of carrying out the obligations and exercising specific rights of WLDC or the data subject in the field of employment and social security and social protection law)
- paragraph 2(g) (processing is necessary for reasons of substantial public interest)
- paragraph 2(j) (processing is necessary for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes in accordance with Article 89(1))

3.2 Article 10 of the GDPR permits processing of personal data relating to criminal convictions and offences under the control of official authority. WLDC may therefore process criminal conviction data under Article 10 of the GDPR as it is exercising official authority within the meaning set out in section 8 of the DPA 2018.

4 Substantial public interest

4.1 Section 10(3) of the DPA 2018 sets out that in order for processing of special categories of personal data to be necessary for reasons of substantial public interest under Article 9(2)(g) of the GDPR, that processing must meet one of the conditions set out in Part 2 of Schedule 1.

4.2 WLDC processes special category data in the performance of its statutory and corporate functions when the following conditions set out in the following paragraphs of Part 2 of Schedule 1 to the DPA 2018 are met:

- paragraph 6 (Statutory etc and government purposes)
- paragraph 8 (Equality of opportunity or treatment)
- paragraph 10 (Preventing or detecting unlawful acts)
- paragraph 12 (Regulatory requirements relating to unlawful acts and dishonesty etc)
- paragraph 24 (Disclosure to elected representatives)

4.3 These conditions apply to WLDC's statutory and corporate functions. All processing is for the first listed purpose and might also be for others, depending on the context.

5 Employment, social security and social protection law

5.1 Section 10(2) of the DPA 2018 sets out that in order for processing of special categories of personal data to be necessary for the purposes of carrying out obligations and exercising specific rights of the controller or data subject in the field of employment, social security and social protection law under Article 9(2)(b) of the GDPR, that processing must meet one of the conditions set out in Part 1 of Schedule 1.

5.2 WLDC processes special category data for HR purposes when the condition set out in paragraph 1 of Part 1 of Schedule 1 to the DPA 2018 is met. This condition may also apply to WLDC's revenues and benefits, Wellbeing, and housing functions and to processing for HR purposes.

6 Archiving purposes in the public interest

6.1 Under Article 9(2)(j) of the GDPR, WLDC may process special category data where it is necessary for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes in accordance with Article 89(1) based on Union or Member State law which shall be proportionate to the aim pursued, respect the essence of the right to data protection and provide for suitable and specific measures to safeguard the fundamental rights and the interests of the data subject. We may also process criminal conviction data for these purposes under the DPA 2018.

6.2 Under section 10(2) of the DPA 2018, WLDC may process special category data and criminal conviction data for the purposes of archiving, research and statistics when a condition set out in Part 1 of Schedule 1 to the DPA 2018 is met.

7 Law enforcement processing

- 7.1 Section 31 of the DPA 2018 defines the law enforcement purposes as the prevention, investigation, detection or prosecution of criminal offences or the execution of criminal penalties, including the safeguarding against and the prevention of threats to public security. WLDC is listed as a competent authority for the purposes of law enforcement in paragraph 1 of Schedule 7 to the DPA 2018 and does not rely on the consent of the data subject to process sensitive data.
- 7.2 Section 35(5) of the DPA 2018 sets out that where processing is strictly required for law enforcement purposes, WLDC must meet at least one of the conditions in Schedule 8. WLDC processes data for the law enforcement purposes when the conditions set out in the following paragraphs of Schedule 8 to the DPA 2018 are met:
- paragraph 1 (Statutory etc purposes)
 - paragraph 3 (Protecting individual's vital interests)
 - paragraph 5 (Personal data already in the public domain)
 - paragraph 6 (Legal claims)
 - paragraph 8 (Preventing fraud)
 - paragraph 9 (Archiving etc)
- 7.3 All processing is for the first listed purpose and might also be for others dependent on the context.

8 WLDCs compliance with the data protection principles

- 8.1 In accordance with the accountability principle, WLDC maintains records of processing activities under Article 30 of the GDPR and section 61 of the DPA 2018. We carry out data protection impact assessments where appropriate in accordance with Articles 35 and 36 of the GDPR and section 64 of the DPA 2018 for law enforcement processing to ensure data protection by design and default.
- 8.2 WLDC follows the data protection principles set out in Article 5 of the GDPR, and Part 3, Chapter 2 of the DPA 2018 for law enforcement processing, as follows:

8.2.1 Lawfulness, fairness and transparency

8.2.1.1 We are a district council and our purpose is to serve our citizens and make decisions on their behalf in an open, lawful and transparent manner. We have a number of powers and duties which are primarily set out in the Local Government Act 1972.

8.2.1.2 The Council's Constitution sets out WLDC's functions.

8.2.1.3 We provide clear, transparent information to all those who provide personal data to us in the [WLDC Privacy Notice](#). We publish an internal Staff Data Privacy Notice.

8.2.2 Purpose limitation

8.2.2.1 WLDC does not process personal data for purposes that are incompatible with the purposes for which it is collected. When we process personal data to fulfil our statutory functions, we do so in accordance with all relevant legislation.

8.2.2.2 Generally, processing by local authorities will fall under what is known as a 'public task', providing the data processing relates to the local authority's statutory functions, as this basis can be relied upon when *"the processing is necessary for the data controller to perform a task in the public interest or for their official functions, and the task or function has a clear basis in law"* (Article 6(1)(e) of the GDPR). The public task basis will be the routine lawful basis for local authorities to rely on when processing personal data to provide a social care service.
<https://www.localgovernmentlawyer.co.uk/information-law/344-information-law-features/38893-gdpr-and-civil-claims>

8.2.2.3 When we share special category data, sensitive data or criminal conviction data with another controller, processor or jurisdiction, we will ensure that the data transfers are compliant with relevant laws and regulations and use appropriate international treaties, data sharing agreements and contracts.

8.2.3 Data minimisation

8.2.3.1 We collect personal data that is adequate, relevant and limited to the relevant purposes for which it is processed. We ensure that the information we process is necessary for and proportionate to our purposes.

8.2.4 Accuracy

8.2.4.1 Personal data shall be accurate and, where necessary, kept up to date. Where we become aware that personal data is inaccurate or out of date, having regard to the purpose for which it is being processed, we will take every reasonable step to ensure that data is erased or rectified without delay.

8.2.5 Storage limitation

8.2.5.1 WLDC retains special category data, criminal conviction data and sensitive data for law enforcement processing in accordance with the [WLDC retention and disposal schedule](#), published on West Lindsey's website. These categories of personal data may be retained for longer than WLDC's default standard retention period if required by statutory, regulatory, legal or security reasons.

8.2.6 Integrity and confidentiality

8.2.6.1 We have put in place appropriate technical, physical and managerial procedures to safeguard and secure the information we collect about individuals. We have strict security standards, and all our staff and other people who process personal data on our behalf get regular training about how to keep information safe. We limit access to your personal information to those employees, or third parties who have a business or legal need to access it.

8.2.6.2 Third parties or contractors that WLDC engages will only process your personal information on our instructions or with our agreement, and where they do so they have agreed to treat the information confidentially and to keep it secure. We will also disclose personal data to an agent if we receive the consent of the individual to whom the data concerns.

9 Policy review statement

9.1 This policy will be periodically reviewed and updated, with delegated authority granted to the Director of Resources to make minor housekeeping amendments to the policy in future, in consultation with the Chairman of the Corporate Policy and Resources Committee and the Chairman of the Joint Staff Consultative Committee.



**Corporate Policy &
Resources Committee**

**Thursday, 19 September
2019**

Subject: CCTV Code of Practice

Report by:	Executive Director for Economic and Commercial Growth
Contact Officer:	Grant White Enterprising Communities Manager grant.white@west-lindsey.gov.uk
Purpose / Summary:	Introduce updated CCTV Code of Practice

RECOMMENDATION(S):

- 1. Approve updated CCTV Code of Practice**
- 2. Delegated authority be granted to the Executive Director of Resources to make minor housekeeping amendments to the policy in future, in consultation with the Chairman of the Corporate Policy & Resources committee and Chairman of JSCC**

IMPLICATIONS

Legal:

- General Data Protection Regulation (GDPR)
- Data Protection Act 2018
- Freedom of Information Act 2000
- British Standards: BS7958 and BS7858
- Procedures and Investigations Act 1996
- Regulation of Investigatory Powers Act 2000
- Surveillance Camera Commissioner's CCTV Code of Practice

(N.B.) Where there are legal implications the report MUST be seen by the MO

Financial : FIN/58/20

There are no financial implications arising from this report.

(N.B.) All committee reports MUST have a Fin Ref

Staffing : HR090-7-19

All CCTV staff shall receive a training update on the CCTV Code of Practice. This includes explaining to staff that disciplinary action may be taken for any breached of the CCTV Code of Practice.

(N.B.) Where there are staffing implications the report MUST have a HR Ref

Equality and Diversity including Human Rights :

NB: Please explain how you have considered the policy's impact on different groups (for example: young people, elderly, ethnic minorities, LGBT community, rural residents, disabled, others).

Data Protection Implications :

Climate Related Risks and Opportunities :

Section 17 Crime and Disorder Considerations :

Health Implications:

Title and Location of any Background Papers used in the preparation of this report:

Risk Assessment :

Call in and Urgency:

Is the decision one which Rule 14.7 of the Scrutiny Procedure Rules apply?

i.e. is the report exempt from being called in due to urgency (in consultation with C&I chairman)

Yes

No

Key Decision:

A matter which affects two or more wards, or has significant financial implications

Yes

No

1. Background

- 1.1 To meet legal requirements and national British Standards the Council must maintain an effective Code of Practice for the operation of public space CCTV systems. The Code of Practice must ensure quality controls, transparency and accountability measures are in place and followed at all times.
- 1.2 The Code of Practice governs the daily operations of the CCTV Service and provides set policies and procedures that all staff, partners and other agencies must follow.
- 1.3 The Code of Practice is already in use and this report introduced an updated version (Version 1.3). In this new version the following items have been changed:
 - References to the Data Protection Act have been updated to reflect the new General Data Protection Regulations (GDPR) and the Data Protection Act 2018. Pages: 5, 10, 12, 26, 27, 32

2. Risks

- 2.1 Having an up to date CCTV Code of Practice is essential to provide sufficient and effective quality control, transparency and accountability. In addition the Council completes Data Protection Impact Assessments on a regular basis for the operation of public space CCTV.

The risks of not having an effective CCTV Code of Practice in place include:

- Failure to meet legislative requirements
- Failure to meet British Standards for CCTV
- Failure to comply with the Surveillance Camera Commissioner's Code of Practice
- Breach of media, data and secure information by staff or partners
- Collapse or dismissal of criminal proceedings as a result of inadequate Code
- Reputational risk and damage of a service not meeting standards
- Reputational risk of being publicly highlighted as not complying with standards
- Reputational risk with partners, Police, businesses and customers

3. Code of Practice – Version 1.3

- 3.1 The new Code of Practice Version 1.3 has been written to fully comply with all legislative requirements and national standards

Copy of Code of Practice Version 1.3 attached as **APPENDIX 1**.

- 3.2 Summaries of the British Standards this Code of Practice meets are attached as **APPENDIX 2** and **APPENDIX 3**.

4. Financial Implications

- 4.1 There are no financial implications of adopting this new Code of Practice. All functions will be met within existing service operations and budgets.

5. Implementation Plan

- 5.1 Upon adoption the Code of Practice Version 1.3 will apply immediately. All staff, partners and Police will be updated and provided a copy of the Code of Practice.
- 5.2 For the purposes of clarification in the Code of Practice the following roles are currently being performed by designated officers:

The Manager – Communities Manager

The Supervisor – Communities Manager

Responsible Officer (DPO) – Data Protection Officer

- 5.4 A copy of the new Code of Practice will be published on the Council's website.
- 5.5 Confirmation of the new Code of Practice will be communicated to Members using the most appropriate method.
- 5.6 The new Code of Practice may be submitted to the Surveillance Camera Commissioner as part of the Third Party Certification Scheme.
- 5.7 The new Code of Practice shall be submitted to the Joint Staff Consultative Committee to approval.

6. Recommendations

- 6.1 Approve updated CCTV Code of Practice
- 6.2 Delegated authority be granted to the Executive Director of Resources to make minor housekeeping amendments to the policy in future, in consultation with the Chairman of the Corporate Policy & Resources committee and Chairman of JSCC

West Lindsey CCTV & Monitoring



Code of Practice

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1. Introduction and Definitions

1.1 Introduction

West Lindsey District Council provides monitored CCTV services for the benefit of the wider public, partner agencies and customers. We use the latest in CCTV technology to deliver high quality surveillance that keeps people, property and assets safe.

Our CCTV Control Centre monitors and records all footage from our camera network. With direct communication links to the police and other agencies we use camera footage to prevent and detect incidents of crime, public disorder, anti-social behaviour, theft and more.

This Code of Practice applies to the operation of our CCTV Service.

1.2 Ownership

The CCTV Service is owned by West Lindsey District Council who is responsible for the management, administration and security of the system. The Council will ensure the protection of individuals and the public by complying with this Code of Practice.

1.3 CCTV Service Purpose

We create safety by providing CCTV Services for people, partners and businesses. The Council is committed to providing services in line with the most current British Standards and the Surveillance Camera Commissioner's CCTV Code of Practice.

1.4 Code of Practice Purpose

To inspire public confidence by ensuring that all public area CCTV systems which are linked to the CCTV Service are operated in a manner that will secure their consistent effectiveness and preserve the civil liberty of law abiding citizens at all times.

The Code of Practice ensures the Council complies with British Standards for CCTV Monitored Services in public places and meets the 12 Principles of CCTV as detailed in the Surveillance Camera Commissioner's CCTV Code of Practice.

The Code of Practice is reviewed annually to ensure continued compliance with all standards, codes and best practice nationally.

1.5 Definitions

- 1.5.1** **CCTV Control Centre** shall mean the secure area of a building where CCTV is monitored and where data is retrieved, analysed and processed. It is also the location where radio systems are controlled and accessed.
- 1.5.2** **CCTV Service** shall mean the totality of the arrangements for CCTV in the locality and is not limited to the technological systems, staff and operational procedures.
- 1.5.3** **GDPR** is the General Data Protection Regulations and **DPA 2018** is the Data Protection Act 2018.
- 1.5.4** **CCTV system** means the surveillance items comprising cameras and associated equipment for monitoring, transmission and controlling purposes.
- 1.5.5** **Data** shall mean all information, including that about a person in the form of pictures, and any other associated linked or processed information.
- 1.5.6** **Personal Data** shall mean any data which related to a living individual who can be identified:
- a) From that data
 - b) From that data and other information which is in the possession of or is likely to come into the possession of, the data controller
- 1.5.7** **Sensitive personal data** is personal data which is deemed to be sensitive such as bio-metric data (images) when used for ID purposes. The most significant of these, for the purposes of this code are information about:
- a) The commission or alleged commission of any offences
 - b) Any proceedings for any offence committed or alleged to have been committed, the disposal of such proceedings or the sentence of any court in such proceedings
- 1.5.8** **An Incident** is an activity that raises cause for concern that the safety or security of an individual or property including vehicles that me be compromised or that an offence has been, is being or is about to be committed, or that an occurrence has taken place warranting specific action by an operator.
- 1.5.9** **The Owner** is West Lindsey District Council, the organisation with overall responsibility for the formulation and implementation of policies, purposes and control of the service.
- 1.5.10** **The Manager** has the responsibility for the implementation of the policies, purposes and methods of control for the CCTV Service.
- 1.5.11** **Data Controller** means a person who (either along or jointly or in common with other persons) determines the purposed for which and the manner in which any personal data are or are about to be processed.
- 1.5.12** **Contractor** is a party contracted by the owner to undertake the day to day operation of their CCTV system, either utilising the owner's facilities or supplying a full monitoring service.
- 1.5.13** **Operators** work in the CCTV Control Centre and carry out the physical operation of controlling the CCTV system and the data generated. All operators are screened, trained and licensed to required standards.

1.6 System Description

1.6.1 The CCTV systems referred to in this document operate in the West Lindsey District Council area. Whilst the service is owned by the Council, it's implementation and/or expansion is supported by the following bodies:

- Lincolnshire Police
- Gainsborough Town Council
- Market Rasen Town Council
- Local Businesses
- Local Charities

The owner, contractors, operators and all partners will work in accordance with this Code of Practice. The partners will have no involvement in the operating of the system with the exception of the Police and authorised and trained personnel.

1.6.2 This Code of Practice shall apply to CCTV systems known as the West Lindsey CCTV Service.

1.6.3 The system consists of static and fully functional (pan, tilt and zoom) cameras and either a fibre optic or wireless transmission system which sends pictures to the Control Centre.

1.6.4 Images from all cameras are recorded simultaneously 24 hours and 365 days each year.

1.6.5 The system has a dedicated CCTV transmission link to local police stations and Police Control Rooms where live pictures and events can be monitored.

1.6.6 The physical and intellectual rights in relation to any and all material recorded within the Control Centre shall at all times remain the ownership of the Council.

1.6.7 The system includes the use of deployable CCTV cameras which can be used for specific time periods in areas subjected to or at risk of crime. Images on deployable cameras shall only record at agreed key times to meet the deployment need.

2. Changes to the Code of Practice

2.1 Consultation

Any major changes to this Code of Practice will take place only after consultation with the relevant management group and upon agreement of all organisations with a participatory role in the operation of the CCTV Service.

2.1.1 Major changes to this Code of Practice are defined as changes that affect its fundamental principles and shall be deemed to include:

- a) Significant legal implications
- b) Matters which have privacy implications
- c) Additions to permitted uses criteria (e.g. purposes of the service)
- d) Changes in the right of access to personal data, except statutory requirements

2.1.2 Minor changes to this Code of Practice are defined as operational and procedural matters which do not affect the fundamental principles and purposes. These include:

- a) Additions and omissions of contractors
- b) Additional clarifications, explanations and corrections
- c) Additions in order to conform to the requirements of any statutory Acts and changes in criminal legislation

A minor change may be agreed between the Manager and owner of the service. This Code of Practice will be subject to annual review which will include compliance with the relevant legislation and standards.

2.2 Supplementary Documentation

This Code of Practice will be supplemented by the following documents:

- a) CCTV Operations Manual
- b) Operators Equipment Manual

Each document contains instructions and guidance to ensure that the objectives and principles set out in this document are achieved. These documents will be restricted to the staff and authorised partners.

3. Purpose of the Code of Practice and CCTV Service

3.1 Purpose of and Compliance with the Code of Practice

- 3.1.1** This Code of Practice is to detail the management, administration and operation of the CCTV Service and the associated Control Centre.
- 3.1.2** The Code of Practice has a dual purpose, in that it will assist owners, management and operators to understand their legal and moral obligations whilst reassuring the public about the safeguards contained within it.
- 3.1.3** The owners, CCTV Operators and users of the CCTV systems and associated safety and security equipment connected to the Control Centre shall be required to give a formal undertaking that they will comply with this Code of Practice and act in good faith with regard to the basic principles contained within it.
- 3.1.4** The owners, CCTV Operators, users and any visitors to the Control Centre will be required to sign a formal confidentiality declaration that they will treat any viewed and/or written material as being strictly confidential and that they undertake not to divulge it to any other person.

3.2 Purpose of the CCTV Service

We will use CCTV systems to:

- a)** Make West Lindsey a safe and clean place in which to live, work and visit
- b)** Reduce anti-social behaviour, drug and alcohol misuse and provide public reassurance
- c)** Gain evidence of environmental crimes such as graffiti, vandalism, littering, fly-tipping and dog fouling
- d)** Ensure that traffic flows easily and safely on the road network
- e)** Provide traffic management support and gain evidence for the enforcement of moving traffic offences
- f)** Provide assistance and direction in the event of any emergency incident
- g)** Support police investigations and civil investigations when appropriate
- h)** Ensure the safety and security of Council and partner agency assets

4. Fundamental Principles and Policies

4.1 Rights of Privacy

West Lindsey District Council and partners support an individual's right to privacy and will insist that all agencies involved in the provision and use of public surveillance CCTV systems connected to the Control Centre accept this fundamental principle as being paramount.

4.2 Principles of Management of the Service

- 4.2.1 Prior to the installation of cameras an 'Impact Assessment' to determine whether CCTV is justified and how it will be operated will be undertaken in compliance with the Surveillance Camera Commissioners CCTV Code of Practice.
- 4.2.2 Cameras will be sited to ensure that they can produce images of the right quality, taking into account technical and environmental issues.
- 4.2.3 The operational requirements of the system will be considered at the time of completing the 'Impact Assessment' for each proposed camera to determine the quality of images required.
- 4.2.4 Sufficient safeguards and encryption will be used for wirelessly transmitted data to protect from unauthorised access.
- 4.2.5 The service will be operated fairly, within the applicable law and only for the purposes for which it is established or which are subsequently agreed in accordance with this Code of Practice.
- 4.2.6 Operators are aware of the purpose(s) for which the Service has been established and that the CCTV equipment is only used to achieve the identified purposes.
- 4.2.7 The service will be operated with due regard for the privacy of the individual.
- 4.2.8 Before cameras are placed in residential areas the residents in that area will be informed or consulted concerning the proposed system.
- 4.2.9 The public interest in the operation of the Service will be recognised by ensuring the security and integrity of operational procedures.
- 4.2.10 All operators will hold the relevant Disclosure and Barring Service certificate, Police vetting and Security Industry Authority (SIA) as required.

4.3 Policy of the Service and Signage

The service aims to provide surveillance of the public areas within the West Lindsey District Council area in order to fulfil the stated purposes of the service. The area protected by CCTV will be indicated by the presence of signs. The signs will be placed so that the public are aware that they are within an area covered by surveillance equipment. The signs will state the organisation responsible for the Service, the purposes of the Service and a contact telephone number. Data will not be held for longer than necessary and disposal of information will be regulated.

4.4 Point of contact

Should the public wish to make contact with the owners of the service they may write to:

West Lindsey CCTV Service
The Guildhall
Marshall's Yard
Gainsborough
DN21 2NA

4.5 Release of information to the public

Information will be released to third parties, itemised in Section 8 who can show legitimate reasons for access. They will be required to request any information with reasons in writing and identify themselves. Information will only be released if the data captures identifiable individuals or information relating to individuals and the reasons are deemed acceptable, the request and release of information complies with current legislation and on condition that the information is not used for any other purpose than that specified.

Individuals may request to view information concerning themselves held on record in accordance with GDPR. The procedure is outlined in Section 8.9 of this Code of Practice.

4.6 Release of information to statutory prosecuting bodies

The policy is to assist statutory prosecuting bodies such as the Police, and other agencies where it is deemed by the Data Controller that disclosure is to be made in compliance with the exemptions detailed within DPA 2018. Such agencies and prosecuting bodies may have access to information, permitted for disclosure, on application to the owner of the service or the Manager, and provided the reasons and statement of purpose, accord with the objectives of the Service and conditions outlined in section 8.0. The information will be treated as evidential exhibits.

4.7 Annual policy review

There will be an annual policy review covering the following aspects:

- a) Whether the purpose and objectives statements remain valid
- b) Change in extent of the Service
- c) Contracts with suppliers
- d) A review of the data protection or legal requirements
- e) Maintenance schedule and performance test of the system
- f) Service evaluation findings
- g) Complaints procedure and evaluation

5. Data Protection Act and other legislation

5.1 Data Protection Registration

The service is registered with the Information Commissioner's Office. The service will be managed in accordance with the principles of the General Data Protection Regulation (GDPR) and DPA 2018.

Article 5 of the GDPR sets out seven key principles. The following is a summary of these principles:

5.1.1 a) Lawfulness, fairness and transparency

Processed lawfully, fairly and in a transparent manner in relation to individuals.

5.1.2 b) Purpose limitation

Collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes; further processing for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes shall not be considered to be incompatible with the initial purposes.

5.1.3 c) Data minimisation

Adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed.

5.1.4 d) Accuracy

Accurate and, where necessary, kept up to date; every reasonable step must be taken to ensure that personal data that are inaccurate, having regard to the purposes for which they are processed, are erased or rectified without delay.

5.1.5 e) Storage limitation

Kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed; personal data may be stored for longer periods insofar as the personal data will be processed solely for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes subject to implementation of the appropriate technical and organisational measures required by the GDPR in order to safeguard the rights and freedoms of individuals.

5.1.6 f) Integrity and confidentiality

Processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures.

5.1.7 Accountability

The accountability principle requires organisations to take responsibility for what they do with personal data and how they comply with the other principles. We must have appropriate measures and records in place to be able to demonstrate our compliance.

5.2 Data Processing

In order to lawfully process special category data we have identified lawful bases under Article 6 GDPR as listed below:

For CCTV in public spaces:

6(e) The processing is necessary for you to perform a task in the public interest or for your official functions and the task or function has a clear basis in law

For CCTV in private locations or provided through contract:

6(f) The processing is necessary for your legitimate interests or the legitimate interests of a third party unless there is a good reason to protect the individuals personal data which overrides those legitimate interests

To process special category data we have also identified the following lawful conditions of Article 9 GDPR:

9(2)(a) Explicit consent

9(2)(b) The obligations of employment, social security and social protection law

9(2)(f) Processing is necessary for the establish, exercise or defence of legal claims or whenever courts are acting in their judicial capacity

9(2)(g) Processing is necessary for reasons of substantial public interest

9(2)(i) Processing is necessary for reasons of public interest in the area of public health

These should be read alongside the DPA 2018 which add more specific conditions and safeguards. Schedule 1.1 contains specific conditions under Article 9(2)(b) and (i). Schedule 1.2 contains specific substantial public interest conditions for Article 9(2)(g).

5.3 Human Rights Act 1998

The system will be operated by or on behalf of a public authority, the authority has considered the wider human rights issues and in particular the implications of the European Convention on Human Rights, Article 8 (the right to respect for private and family life).

1. Everyone has the right to respect for his private and family life, his home and his correspondence.
2. There shall be no interference by a public authority with the exercise of this right except such as is in accordance with the law and is necessary in a democratic society in the interests of national security, public safety or the economic well-being of the country, for the prevention of disorder or crime, for the protection of health or morals, or for the protection of the rights and freedoms of others.

Therefore, to comply with Article 8 (1), and Article 8 (2) the Council will always considers the following contained within this document:

Proportionality - Sections 4.2.1, 4.2.2, 4.2.3 and 4.2.5

Legality - Sections 4.2.6 and 4.2.7

Accountability - Sections 4.2.9 and 4.2.10

Necessity/Compulsion - Section 4.2.3

5.4 Criminal Procedures and Investigations Act 1996

The Criminal Procedures and Investigations Act 1996 came into effect in April 1997 and introduced a statutory framework for the disclosure to defendants of material which the prosecution would not intend to use in the prosecution of its own case (known as unused material) but disclosure of unused material under the provisions of this Act should not be confused with the obligations placed on the data controller by Section 7 of the Data Protection Act 1998, (known as subject access).

5.5 Freedom of Information Act 2000

If a request for images is received via a FOIA application and the person requesting is the subject, these will be exempt from the FOIA and will be dealt with under The Data Protection Principles.

Any other requests not involving identification of individuals can be disclosed but only if it does not breach the data protection principles.

5.6 Regulation of Investigatory Powers Act 2000

Introduction

The Regulation of Investigatory Powers Act 2000 came into force on 2nd October 2000. It places a requirement on public authorities listed in Schedule 1: Part 1 of the act to authorise certain types of covert surveillance during planned investigations.

Background

General observation forms part of the duties of many law enforcement officers and other public bodies. Police officers will be on patrol at football grounds and other venues monitoring the crowd to maintain public safety and prevent disorder. Officers may also target a crime "hot spot" in order to identify and arrest offenders committing crime at that location.

Trading standards or HM Customs & Excise officers might covertly observe and then visit a shop as part of their enforcement function to verify the supply or level of supply of goods or services that may be liable to a restriction or tax. Such observation may involve the use of equipment to merely reinforce normal sensory perception, such as binoculars, or the use of cameras, where this does not involve **systematic surveillance of an individual**. It forms a part of the everyday functions of law enforcement or other public bodies. This low-level activity will not usually be regulated under the provisions of the 2000 Act. Neither do the provisions of the Act cover the normal, everyday use of **overt** CCTV surveillance systems. Members of the public are aware that such systems are in use, for their own protection, and to prevent crime. However, it had not been envisaged how much the Act would impact on specific, targeted use of public/private CCTV systems by 'relevant Public Authorities' covered in Schedule 1: Part 1 of the Act, when used during their planned investigations.

The consequences of not obtaining an authorisation under this Part may be, where there is an interference by a public authority with Article 8 rights (invasion of privacy), and there is no other source of authority, that the action is unlawful by virtue of section 6 of the Human Rights Act 1998 (Right to fair trial) and the evidence obtained could be excluded in court under Section 78 Police & Criminal Evidence Act 1984.

The Act is divided into five parts. Part II is the relevant part of the act for CCTV. It creates a system of authorisations for various types of covert surveillance. The types of activity covered are "intrusive surveillance" and "directed surveillance". Both types of surveillance if part of a pre-planned operation will require authorisation from specified persons named in the Act. In addition, the reasons for such surveillance must be clearly

indicated and fall within the criteria outlined by this legislation. A procedure is in place for regular reviews to be undertaken into authorisation.

The Council and the CCTV Service will observe the criteria laid out in the legislative requirements.

5.7 **Surveillance Camera Code of Practice**

The Code of Practice was a requirement of the Protection of Freedoms Act 2012 and sets out guidelines for CCTV and Automatic Number Plate Recognition (ANPR) systems to ensure their use is open and proportionate and that they are able to capture quality images that give police a better chance to catch criminals and cut crime.

The code has been built upon 12 guiding principles, which provide a framework of good practice that includes existing legal obligations. Those existing obligations include the processing of personal data under the Data Protection Act 1998, a public authority's duty to adhere to the Human Rights Act 1998 and safeguards under the Regulation of Investigatory Powers Act 2000 associated with the use of directed and covert surveillance by a public authority.

The use of a surveillance camera system must:

1. Always be for a specified purpose which is in pursuit of a legitimate aim and necessary to meet an identified pressing need
2. Take into account its effect on individuals and their privacy
3. Have as much transparency as possible, including a published contact point for access to information and complaints
4. Have clear responsibility and accountability for all surveillance activities including images and information collected, held and used
5. Have clear rules, policies and procedures in place and these must be communicated to all who need to comply with them
6. Have no more images and information stored than that which is strictly required
7. Restrict access to retained images and information with clear rules on who can gain access
8. Consider any approved operational, technical and competency standards relevant to a system and its purpose and work to meet and maintain those standards

9. Be subject to appropriate security measures to safeguard against unauthorised access and use
10. Have effective review and audit mechanisms to ensure legal requirements, policies and standards are complied with
11. Be used in the most effective way to support public safety and law enforcement with the aim of processing images and information of evidential value, when used in pursuit of a legitimate aim
12. Be accurate and kept up to date when any information is used to support a surveillance camera system which compares against a reference database for matching purposes.

5.8 Crime & Courts Act 2013

The Crime and Courts Act became law on 1st October 2013 and replaced the Serious Organised Crime and Police Act 2005. CCTV Control Rooms, RVRC's and the like are under Section 7 of the Crime & Courts Act 2013 required by law to share information (CCTV images) to the National Crime Agency (NCA). If a request is received from the NCA then the Council MUST comply with the request and provide the data.

Section 7, Subsection (3) provides information obtained by the NCA in connection with the exercise of any NCA function may be used by the NCA in connection with the exercise of any other NCA function. For example, information obtained in the course of gathering criminal intelligence may be used in connection with NCA's crime reduction function.

Section 7, Subsection (4) provides that the NCA may disclose information in connection with the exercise of any NCA function if the disclosure is for any "permitted purpose" as defined within Section 16(1) of the Act. This would apply in situations where, for example, the NCA has received information on suspected criminal activity (such as a 'Suspicious Activity Report' – which help banks and financial institutions protect themselves and their reputation from criminals and help law enforcement to track down and arrest them) and has decided to share this information with an organisation or person outside the NCA (such as a financial institution) for the purpose of preventing or detecting crime.

NOTE: any information which falls within the scope of RIPA Act 2000 will still require the necessary authority prior to the release of images.

6. Accountability

6.1 Support of Principles

The Council and the Partners support the principle that the community at large should be satisfied that the public surveillance CCTV systems are being used, managed and controlled in a responsible and accountable manner and that in order to meet this objective there will be independent assessment and scrutiny. It is the responsibility of all parties to maintain a continuous review of its integrity, security, procedural efficiency, methods of operation and retention and release of data.

6.2 Hierarchy of Responsibilities

6.2.1 The Owner (West Lindsey District Council)

The owner shall be responsible for policy, effective management and public relations of the Service. They shall produce a written policy and be responsible for its implementation. This shall be carried out in consultation with users of the Service and provide for the release of information relating to the operation of the system. The owner is responsible for dealing with complaints, and ensuring a fair system of staff selection and recruitment is adopted for staff employed in the service. The role of owner also includes all statutory responsibilities including the role of “data controller” as prescribed by the Data Protection Act 1998 Section 1 Subsection 1(1)

6.2.2 The Manager

The Manager or designated member of staff should undertake regular reviews of the documented procedures to ensure that the provisions of this Code of Practice are being complied with. These should be reported back to the owner of the Service. To facilitate this, regular minuted meetings will be held with the Supervisor to go through the points listed below.

The Manager is the person who has direct control of the Service and as such he/she will have authority for the following:

- Staff management
- Observance of the policy and procedural practices
- Release of data to third parties who have legal right to copies
- Control and security clearance of visitors
- Security and storage of data
- Security clearance of persons who request to view data
- Release of new and destruction of old data and tapes

- Liaison with police and other agencies
- Maintenance of recording and monitoring equipment

The Manager should retain responsibility for the implementation of procedures to ensure that the Service operates according to the purposes for which it was installed and in accordance with the objectives identified for the Service.

The Manager shall also ensure that on a day-to-day basis all equipment is working correctly and that the operators of the Service comply with the Code of Practice and Procedural Manual. Dealing with breaches of the codes and disciplinary measures shall lie with the Manager.

6.2.3 The Supervisor

The Supervisor has a responsibility to ensure that at all times the Service is operated in accordance with the policy and all procedural instructions relating to the Service, and for bringing to the immediate attention of the Manager any matter affecting the operation of the Service, including any breach or suspected breach of the policy, procedural instructions, security of data or confidentiality. In the Managers absence the Supervisor will have responsibility for:

- Staff management
- Release of data to third parties who have legal right to copies
- Control and security clearance of visitors
- Security and storage of data
- Security clearance of persons who request to view data
- Release of new Media
- Liaison with police and other agencies

The Supervisor should ensure that at all times operators carry out their duties in an efficient and responsible manner, in accordance with the objectives of the Service. This will include regular checks and audit trails to ensure that the documentation systems in place are working effectively. These systems include:

- Media logs
- Fault log
- Visitor log
- Log book
- Audit logs
- Witness statements
- The security of data

The Supervisor should ensure operators comply with Health and Safety Regulations.

6.2.4 The Operators

The operators will be responsible for complying with the code of practice and procedural manual. They have a responsibility to respect the privacy of the individual, understand and comply with the objectives of the Service. They are required to be proficient in the control and the use of the CCTV camera equipment, recording and playback facilities, data erasure, and maintenance of all logs. The information recorded must be accurate, adequate and relevant to the purpose of the Service. They should bring to the attention of the CCTV maintenance contractor immediately any equipment defect that may occur.

6.2.5 Contractor's Responsibilities

There are a number of contractors responsible for Maintenance of CCTV equipment. The response provided by contractors is subject of a written contract and records of responses are maintained.

6.3 Accountability

The Manager shall be accountable to the owner of the Service and will provide periodic progress reports on the Service. The Manager will resolve technical matters. The Manager or Supervisor will resolve operational matters.

Failure of the operators to comply with the procedures and code of practice should be dealt with by the Manager or Supervisor. Person(s) misusing the Service will be subject to disciplinary or legal proceedings in accordance with the Councils employment policy or contractor contract arrangements.

6.4 Audit

Regular independent random audits will check the operation of the service and the compliance with the code of practice. It will consider the following:

- The level of attainment of objectives and procedures
- Random audits of the data log and release of information
- The review policy
- Standard costs for the release of viewing of material
- The complaints procedure

6.5 Complaints

A member of the public wishing to make a complaint about the service may do so through West Lindsey District Councils complaint procedure. Copies of the complaints procedure are available to view on the Council's website.

A report on the numbers of complaints will be collated by the Manager or designated member of staff in order to assess public reaction to, and opinion of, the use of the Service. The annual report will contain details of the numbers of complaints received, the time taken to acknowledge and respond to complaints, the method of receiving and handling complaints and the degree of satisfaction in handling complaints.

6.6 Personnel

6.6.1 Security screening

All personnel employed to control/operate or manage the Service are or will be security screened in accordance with British Standard 7858: *Code of practice for screening of personnel in a security environment*. In addition, they will also be subject to vetting to none police staff anti-terrorist security screening standards.

6.6.2 Training

Where necessary operators are or will be trained to the criteria required by the private Security Industry Act 2001 and licensed by the Security Industry Authority for Public Space Surveillance systems.

All staff are trained to the highest available standard. Training and annual refresher training includes:

- The use of all appropriate equipment
- The operation of the systems in place
- Terms of employment of the Council or Third Parties
- The disciplinary policy of the Council or Third Parties
- Recognise and understanding privacy and disclosure issues
- All relevant legal issues including Data Protection and Human Rights
- The management of recorded material including requirements for handling and storage of material needed for evidential purposes

6.6.3 Contractor's

There are special condition's imposed upon contractor's carrying out works on the system. These are detailed in the Procedural Manual. Wherever possible CCTV installation and maintenance contractors should not have sight of any recorded data.

7. Control Centre Management and Operation

7.1 Access to Control Centre

Access to the Control Centre will be strictly controlled and the security of the facility shall be maintained at all times. Only those persons with a legitimate purpose will be permitted access to the control and monitoring Room.

The Manager or in his/her absence the Supervisor, is authorised to determine who has access to the Control Centre. This will normally be:

- Operating staff
- The Manager and Supervisor
- Police officers requiring to view footage of an incident, or collecting/returning media being considered for intelligence or evidential purposes. These visits will take place by prior appointment only.
- Engineers and cleaning staff
- Independent Inspectors appointed under this Code of Practice may visit the control room without prior appointment
- Organised visits by authorised persons in controlled circumstances

All visitors to the Control Centre, including Police Officers, will be required to sign a visitors log and a declaration of confidentiality.

7.2 Response to an incident

7.2.1 The Procedural Manual details:

- a) What action should be taken
- b) Who should respond
- c) The time scale for response
- d) The times at which the observation should take place

7.2.2 A record of all incidents will be maintained in the incident log. Information will include anything of note that may be useful for investigative or evidential purposes.

7.3 Who makes the response and the time scale

Incidents of a criminal nature will be reported to the appropriate Police Force. The response will be made by the Police Service in accordance with their policies.

7.4 Observation and recording of incidents

Recording will be throughout the 24 hour period in time lapse mode. Wherever possible the Service will be monitored 24 hours a day. In the event of an incident being identified there will be particular concentration on the scene.

7.5 A successful response

7.5.1 The criteria for measuring a successful response are:

- a) A good observational record of the incident
- b) A short time scale for response to the incident
- c) Identification of a suspect
- d) The prevention or minimisation of injury or damage
- e) Reduction of crime and disorder
- f) Improving public safety
- g) Restoration of tranquillity

7.6 Operation of the System by the Police

There is a live feed monitor installed at specific Police Stations and the Police Control Rooms. Under certain circumstances the Police may make a request to view a number of cameras to which this Code of Practice applies. The Police communications Supervisor will provide sufficient information to the operator of the genuine need for such surveillance.

In the event of the police requesting use of the equipment from within the CCTV Control Centre to monitor situations, the Control Centre will continue to be staffed and equipment operated by, only those personnel who are authorised to do so and who fall within the terms of this Code.

In very extreme circumstances such as a major incident a request may be made for the Police to take total control of the system in its entirety, including the staffing of the Control Centre and personal control of all associated equipment; to the exclusion of all representatives of the system owners. A request for total exclusive control must be made in writing by a Police Officer not below the rank of Superintendent (or designated deputy).

Once the police undertake any of the above they become responsible under the Data Protection Act 2018.

Telephone and Police radio systems are used to effectively relay information on incidents that arise. All radio systems are licensed and appropriate procedures are followed for their secure use.

8. Privacy and Disclosure Issues

8.1 Privacy

Cameras should not be used to infringe an individual's rights of privacy. The cameras generally are sited where they will not be capable of viewing the internal areas of residential properties. If it is found there is a possibility that cameras would intrude in private areas, privacy zones may be programmed into the cameras where possible and CCTV operators trained to recognise privacy issues.

8.2 Disclosure Policy

8.2.1 The following principles must be adhered to:

- a) All employees will be aware of the restrictions set out in this Code of Practice in relation to access to, and disclosure of, recorded images
- b) Images not required for the purposes of the service will not be retained longer than necessary. However, on occasions it may be necessary to retain images for longer periods, where a law enforcement body is investigating a crime to give them the opportunity to view the images as part of an active investigation.
- c) The Data controller will only disclose to third parties who intend processing the data for purposes which are deemed compatible with the objectives of the CCTV Service
- d) Monitors displaying images from areas in which individuals would have an expectation of privacy will not be viewed by anyone other than authorised employees of the user of the equipment
- e) Recorded material will only be used for the purposes defined in the objectives and policy
- f) Access to recorded material will be in accordance with policy and procedures
- g) Information will not be disclosed for commercial purposes and entertainment purposes
- h) All access to the medium on which the images are recorded will be documented
- i) Access to recorded images will be restricted to those staff who need to have access in order to achieve the purpose(s) of using the equipment
- j) Viewing of the recorded images should take place in a restricted area

8.2.2 Before data is viewed by a third party the Manager or Supervisor should be satisfied that data is:

- a) The subject of a complaint or dispute that is unanswered
- b) The original data and the audit trail is maintained throughout
- c) Not part of a current criminal investigation by Police, or likely to be so
- d) Not part of a civil proceeding or likely to be so
- e) Not removed or copied without proper authority
- f) The image obtained is aimed at identifying individuals or information relating to an individual

8.3 Access to recorded images

Access to recorded images will be restricted to the Manager or designated member of staff who will decide whether to allow requests for access by third parties in accordance with the disclosure policy.

8.4 Viewing recorded images

Viewing of recorded images should take place in a restricted area. Other employees should not be allowed to have access to that area when viewing is taking place.

8.5 Operators

All operators are trained in their responsibilities in relation to access to privacy and disclosure issues. All operators are required to sign a Confidentiality Statement to work in the Control Centre.

8.6 Removal of media for viewing

The removal of media on which images are recorded, for viewing purposes, will be documented in accordance with Data Protection principles and the procedural manual.

8.7 Access to data by third parties

8.7.1 Access to images by third parties will only be allowed in limited and prescribed circumstances. For this service disclosure will be limited to the following:

- a) Law enforcement agencies where the images recorded would assist in a specific criminal enquiry
- b) Prosecution agencies
- c) Legal representatives

- d) The media, where it is assessed by the Police that the public's assistance is needed in order to assist in the identification of victim, witness or perpetrator in relation to a criminal incident. As part of that assessment the wishes of the victim of an incident should be taken into account.
 - e) The people whose images have been recorded and retained (Data Subject) unless disclosure to an individual would prejudice criminal enquiries or criminal proceedings.
 - f) Where the relevant legislation allows access
 - g) Public bodies that wish to pursue civil cases
 - h) CCTV Service customers in accordance with this document and any customer service agreement
- 8.7.2** All requests for access or for disclosure will be recorded. If access or disclosure is denied, the reason shall be documented.
- 8.7.3** If access to or disclosure of the images is allowed, details shall be documented.
- 8.7.4** Recorded images should not in normal circumstances be made more widely available, for example, they should not be routinely made available to the media or placed on the internet.
- 8.7.5** If it is intended that the images will be made more widely available, that decision should be made by the Manager or designated member of staff and the reason documented.
- 8.7.6** The owner should not unduly obstruct a bone fide third party investigation to verify the existence of relevant data.
- 8.7.7** The owner should not destroy data that is relevant to a previous or pending search request which may become the subject of a subpoena.
- 8.7.8** The owner should decide which other agencies, if any, should have access to data and it should be viewed live or recorded but a copy should never be made or released.

8.8 Disclosure in the public interest

Requests to view personal data that do not fall within the above categories but that may be in the public interest should be considered. Examples may include public health issues, community safety or circumstances leading to the prevention or detection of crime. Material released to a third party for the purposes of crime prevention or detection, should be governed by prior written agreement with the Chief Constable.

Material may be used for bona fide training such as Police or staff training.

8.9 Data subject access disclosure

8.9.1 All staff involved in operating the equipment must be able to recognise a request for access to recorded images by data subjects and be aware of individual's rights under this section of the Code of Practice.

8.9.2 Data subjects requesting access will be provided with a Subject Access Request Form and Guidance Notes describing the types of images recorded and retained and the purposes for recording and retention.

8.9.3 Subject access rights are governed by the General Data Protection Regulation (GDPR) and include the following provisions:

- a) Person gives sufficient and accurate information about a time and place
- b) Information required as to the identification of the person making the request
- c) The Data Controller only shows information relevant to the search

8.9.4 If a copy is requested, it will be necessary to ascertain whether the images obtained are aimed at learning about the Data Subjects activities. If this is not the case and there has been no captured images of identifiable individuals or information relating to individuals then this may not fall within the GDPR and DPA 2018 and access may be denied. Any refusal should be documented

- 8.9.5** If on the other hand images have been obtain and CCTV used to focus on the activities of particular people either by directing cameras at an individual's activities, looking out for particular individuals or examining recorded CCTV images to find things out about the people in them such as identifying a criminal or a witness or assessing how an employee is performing. These activities will still be covered by the GDPR and DPA 2018.
- 8.9.6** Only data pertaining to that person is copied unless consent from all third parties is received. The subject access request will be dealt with promptly and in any case within 28 days of receipt of the request or within 28 days of receiving all the information required
- 8.9.7** All subject access requests should be dealt with by the Manager or designated member of staff.
- 8.9.8** A search request should provide sufficient information to locate the data requested (e.g. within 30 minutes for a given date and place). If insufficient information is provided a data controller may refuse a request until sufficient information is provided.
- 8.9.9** Under certain circumstances in compliance with GDPR the Manager or designated member of staff can decide that a subject access request is not to be complied with. In such cases the refusal will be documented.

8.10 Provision of data to the individual

The Manager having verified the validity of a request should provide requested material to the individual. Only that personal data specific to the search request should be provided. Other individuals should be blanked off by electronic screening or manual editing on the monitor screen. As there is no on site means of editing out other personal data the material would have to be sent to an editing house for processing.

If the individual agrees it may be possible to provide subject access by viewing only. If this is the case:

- a)** Viewing should take place in a controlled environment
- b)** Material not relevant to the request should be masked or edited out

8.11 Other rights

- 8.11.1 All staff involved in operating the equipment must be able to recognise a request from an individual to prevent processing likely to cause substantial and unwarranted damage to that individual.
- 8.11.2 In relation to a request to prevent processing likely to cause substantial and unwarranted damage, the Manager or designated member of staff's response should indicate whether he or she will comply with the request or not.
- 8.11.3 The Manager or designated member of staff must provide a written response to the individual within 21 days of receiving the request setting out their decision on the request.
- 8.11.4 If the Manager or designated member of staff decide that the request will not be complied with, they must set out their reasons in the response to the individual.
- 8.11.5 A copy of the request and response will be retained.

8.12 Media Disclosure

Disclosure of images from the CCTV Service must be controlled and consistent with the purpose for which the Service was established. For example, if the Service is established to help prevent and detect crime it will be appropriate to disclose images to law enforcement agencies where a crime needs to be investigated, but it would not be appropriate to disclose images of identifiable individuals to the media for entertainment purposes or place them on the internet. Images can be released to the media for identification purposes; this will not generally be done by anyone other than a law enforcement agency.

9. Recorded Material Management

9.1 Retention of Images

Images, which are not required for the purpose(s) for which the equipment is being used will not be retained for longer than is necessary. As mentioned previously, on occasions, images may need to be retained for longer periods as a requirement of an investigation into crime. While images are retained access to and security of the images will be controlled in accordance with the requirements of the GDPR and DPA 2018.

9.1.1 Recorded material should be of high quality. In order for recorded material to be admissible in evidence total integrity and continuity must be maintained at all times.

9.1.2 Security measures will be taken to prevent unauthorised access to, alteration, disclosure, destruction, accidental loss or destruction of recorded material.

9.1.3 Recorded material will not be released to organisations outside the ownership of the Service other than for training purposes or under the guidelines referred to previously.

9.1.4 Images retained for evidential purposes will be retained in a secure place where access is controlled.

9.2 Quality and Maintenance

In order to ensure that clear images are recorded at all times the equipment for making recordings and the associated security equipment will be maintained in good working order with regular servicing in accordance with the manufacturer's instructions. In the event of a malfunction the equipment will be repaired within specific time scales which will be scheduled within the maintenance agreement. All documentation relating to the equipment and its servicing and malfunction is retained in the control room and will be available for inspection and audit.

9.3 Media Log

A Media Log will be maintained at all times to document and track all material recorded and produced. The log shall record the following:

- a) Unique reference number(s)
- b) Time/date/person producing material for third party request
- c) Time/date/person removing material from secure storage
- d) Time/date/person returning material to secure storage
- e) Additional comments (e.g. destruction, handed to law enforcement)

9.4 Making Recordings

Details of the recording procedures are contained in the Procedural Manual.

Recording mediums containing original incidents should not be replayed, unless absolutely essential, to avoid any accident, damage or erasure. If recorded images need to be reviewed the reasons and details of those present will be logged and the medium returned to secure storage, if appropriate.

9.5 Image Prints

Image prints will only be made when absolutely necessary. All video prints will remain the property of the service owner. The taking of image prints will be recorded in the Media Log located in the Control Centre.

10. Documentation

10.1 Log books must be sequential in order that pages or entries cannot be removed and full and accurate records kept.

10.2 Incident Log Book

An accurate log of operator working times will be maintained. Each operator will maintain a log of any event or occurrence including:

- a) Change of operator identifying the operator on duty at that workstation and showing that:
 - 1. That the correct time was being displayed
 - 2. That the recording equipment appeared to be operating correctly
- b) Incidents including details of time, date, location, nature, name of operator dealing and action taken
- c) Routine camera patrols, whether taken manually or through the utilisation of pre-set times
- d) Privacy zones, detailing where, for any reason, it is necessary to encroach on private areas that are not part of the contractual patrol

10.3 Administrative documents

The following documents and logs shall be maintained at all times:

- a) Fault Log
- b) Staff Rota
- c) Media Log
- d) Visitor Log Book
- e) Maintenance Log
- f) Incident Log Book
- g) Equipment Inventory

Version Control

Version	Changes/Comments	Officer	Approved by	Date adopted
1.0	New Code of Practice to replace old 2009 version.	Grant White	GCLT	01/04/2016
1.1	DBS requirement updated to meet level required.	Grant White	CCTV Manager	15/04/2016
1.2	S6.6.2 - Staff training requirement updated to match legal requirement on SIA S1.6.7 - Use of deployable CCTV cameras added	Grant White	CCTV Manager	06/07/2017
1.3	DPA references updated to reflect GDPR.	Grant White		

BS7958 – Closed Circuit Television (CCTV), Management and operation code of Practice

This British Standard gives recommendations for the operation and management of CCTV within a controlled environment such as a control room. It applies where data that might be offered as evidence is received, stored, reviewed or analysed. It also applies to the monitoring of traffic regulations.

The standard provides recommendations on best practice to assist users in obtaining reliable information that can be used as evidence. Compliance the Data Protection Act is strongly recommended, particularly where schemes include an element of observation of the public

It applies to CCTV schemes used in public places such as the following:

- Areas where the public are encouraged to enter or have a right to visit, such as town centres, shopping malls, public transport, health establishments, etc.
- Schemes that overlook a public place, such as traffic monitoring schemes
- Private schemes where a camera view includes a partial view of a public place.

The standard also provides good practice for all other CCTV schemes and has been drafted to incorporate the 12 guiding principles in the Surveillance Camera Code of Practice.

Download from <http://shop.bsigroup.com/Browse-By-Subject/Security/Electronic-Security-Systems/cctvstandards/>

BS7858 – Security screening of individuals employed in a security environment. Code of Practice

This British Standard helps employers to screen security personnel before they employ them. It gives best-practice recommendations, sets the standard for the security screening of staff in an environment where the safety of people, goods or property is essential. This includes data security, sensitive and service contracts and confidential records. It can also be applied to situations where security screening is in the public's interest.

It sets out all the necessary requirements to conduct a security screening process. It covers ancillary staff, acquisitions and transfers, and the security conditions of contractors and subcontractors. It also looks at information relating to the Rehabilitation of Offenders and Data Protection Acts.

Download from <http://shop.bsigroup.com/Browse-By-Subject/Security/Electronic-Security-Systems/cctvstandards/>



**Corporate Policy and
resources Committee**

**Thursday 19th September
2019**

Subject: Modern Slavery Statement

Report by:

Executive Director for Economic and Commercial
Growth

Contact Officer:

Rachel Parkin
Home Choices Team Manager

rachel.parkin@west-lindsey.gov.uk

Purpose / Summary:

To implement a Modern Slavery statement
across all working practices of the Authority.

RECOMMENDATION(S):

1. That Members of Corporate Policy and Resources Committee support the Modern Slavery Statement and proceed to formal adoption across all operations of West Lindsey District Council.
2. That delegated authority be granted to the Executive Director of Resources to make minor housekeeping amendments to the policy in future, in consultation with the Chairman of the Corporate Policy & Resources Committee and the Chairman of the Joint Staff Consultative Committee (JSCC).

IMPLICATIONS

Legal: None

Financial : FIN/65/20

No financial implications as a direct result of report.

Staffing : None

Equality and Diversity including Human Rights :

Data Protection Implications :

Climate Related Risks and Opportunities:

Section 17 Crime and Disorder Considerations:

Health Implications:

Title and Location of any Background Papers used in the preparation of this report :

None.

Risk Assessment :

Call in and Urgency:

Is the decision one which Rule 14.7 of the Scrutiny Procedure Rules apply?

i.e. is the report exempt from being called in due to urgency (in consultation with C&I chairman)

Yes

No

Key Decision:

A matter which affects two or more wards, or has significant financial implications

Yes

No

1. Background

- 1.1 Modern slavery is the recruitment, movement, harbouring or receiving of children, women or men through the use of force, coercion, abuse of vulnerability, deception or other means for the purpose of exploitation.
- 1.2 In March 2015 the Modern Slavery Act gained royal assent which enabled enforcement agencies to pursue allegations of modern slavery under one piece of legislation instead of several different complicated ones. It gave prominence to the offence and meant statutory guidance was issued in how to identify victims and the type of services to be offered to victims.
- 1.3 Section 54 of the Modern Slavery Act 2015 requires certain organisations to develop a slavery and human trafficking statement each year. The slavery and human trafficking statement sets out what steps organisations have taken to ensure modern slavery is not taking place in their business or supply chains.
- 1.4 October 2019 will see the publication of the Serious Adult Review (SAR) into Modern Slavery across Lincolnshire. This will include the involvement of West Lindsey District Council (WLDC) during the criminal prosecutions related to Operation Pottery, which included offences relating to activities on the Drinsey Nook site within West Lindsey as well as further involvement of all agencies across the broader term of modern slavery across Lincolnshire.
- 1.5 As a result of this SAR a list of recommendations will be published to ensure future learning is taken on board within agencies who may come into contact with modern slavery. Part of the recommendations will be a modern slavery charter which is in a draft version at Appendix 2. The modern slavery statement will form part of this charter and ensure that West Lindsey District Council is committed to identifying and working with partners to prevent and stop practices of modern slavery.

2. Current practice and monitoring

- 2.1 All identified members of staff have either undertaken or are planning to undertake training on spotting signs of modern slavery. This is in line with training outlined by the Lincolnshire Adults Safeguarding Board.
- 2.2 The statement ensures that all services operated, and all policies initiated by the Authority have reference to understanding any potential risks to the Authority in regards to practices of “modern slavery”. It ensures that there is a formal commitment by West Lindsey District Council to acknowledge the crime and impact of modern slavery within the District, whilst ensuring that the Authority does not unwittingly

support or further any acts of modern slavery by employing persons or companies who commit such acts.

- 2.3 It outlines who has responsibility for updating the statement and ensures the Authority adheres to any changes in legislation or emerging risks.
- 2.4 The statement allows the Authority to have a set procedure in terms of governance and outlines the key areas where there is a need to be aware of risks.

3. Future actions

- 3.1 To ensure the statement is embedded across all new and existing Authority practices including the Sure Staff Recruitment Agency.
- 3.2 To ensure the statement is kept up to date and is relevant. This will be the responsibility of the Safeguarding Coordinator.

Appendix 1

Modern Slavery Statement

Appendix 2

Draft Modern Slavery Charter

Appendix 1

Modern Slavery Act Transparency Statement for the Financial Year Ending 2019/20

Commitment

This Statement sets out West Lindsey District Council's (WLDC) commitment to understanding and addressing all potential modern slavery risks related to its business and its planned actions to ensure that there is no slavery or human trafficking in its own business or supply chains. This Statement relates to actions and activities during the financial year 1 April 2019 to 31 March 2020. It also relates to actions to be taken during the financial year 1 April 2020 to 31 March 2021.

The Council recognises its responsibility to take a robust approach to modern slavery and human trafficking as an employer, commissioner and contractor of other bodies, and acknowledges its duty to notify the Secretary of State of suspected victims of slavery or human trafficking as required by section 52 of the Modern Slavery Act 2015. The Council is absolutely committed to preventing and taking action against identified slavery and human trafficking in its corporate activities, its supply chains and the wider community, and ensuring these are free from slavery and human trafficking. This Statement sets out the Council's existing policies and practices and specific actions in response to the Modern Slavery Act.

Organisation Structure and Responsibilities

This statement covers the full activities of WLDC as determined by the Council's Organisational Structure.

Modern Slavery Transparency Statement: Executive Director of Operations

The Executive Director of Operations is responsible for the Council's Modern Slavery Statement.

Developing and Updating the Statement: Lead Safeguarding Officer/HR

The Lead Safeguarding Officer, in conjunction with HR, monitors and updates the Modern Slavery Statement in line with national guidelines and organisation development priorities.

Risk Assessments and Prevention: Lead Safeguarding Officer and Safeguarding Coordinator

are responsible for:

- working with Service Managers to identify high risk activities and appropriate actions relating to modern slavery and human trafficking;
- ensuring appropriate information and training for staff and councillors;
- ensuring that this Statement and resulting actions are embedded within the Council's Safeguarding Policies and Procedures and Strategic Plan.

Early Identification and Notification: Team Managers

Team Managers will notify any suspected modern slavery concerns encountered in the course of their work, via the Safeguarding report a concern mechanism. They will ensure that they and their staff complete all relevant training.

Investigations: Safeguarding Coordinator

The Safeguarding Coordinator will lead on collating initial information where there is the potential of an investigation in relation to any confirmed or suspected incidents of modern slavery and will be responsible for the appropriate reporting of these

incidents in line with the Council's Early Help, Safeguarding Children and Adults and Domestic Abuse Policy and Procedures.

Identifying and Reporting Concerns: All Staff and Councillors

As with all safeguarding concerns, all staff and councillors are required to share these in order that they can be investigated and action taken as required.

Scope

The following policies and procedures are considered to be key in meeting the requirements of the Modern Slavery Act:

Constitution, Financial Procedures and Procurement Regulations

The Council's constitutional arrangements are regularly reviewed and updated to take account of legislative requirements and best practice. Financial and Contract Procedure Rules are clearly articulated to support best practice and prevent financial abuse and ensure transparency and probity in all matters.

Corporate Strategy

The Council's Corporate Plan states its aim to support the most vulnerable people and to grow the local economy. It prioritises resources to services which seek to deliver these ambitions and is therefore well paced to act, and to refer, any incidents it becomes aware of. The Council's Corporate plan also clearly states its aim to support and develop the people it employs, growing their knowledge and skills, now and for the future. The Council's People Strategy explains how it does this.

HR / Employment Policies and Practices

The Council has a robust and ongoing Policy Review Programme with input from HR Advisors, team Managers, Team Leaders, Employees and Unions, reporting to the Joint Consultative Committee and Management Team. The Programme reviews all HR policies on a rolling programme, ensuring that these comply with national legislation and guidance. This includes Recruitment and Whistleblowing.

Recruitment

The Council's recruitment processes are transparent and reviewed regularly. Robust procedures are in place for vetting new employees and confirming their identities and qualifications, and ensuring that they are paid directly into an appropriate, personal bank account.

Agency Workers

The Council uses only reputable employment agencies to source labour and verifies the practices of any new agency before accepting workers from them.

Pay

The Council operates a Job Evaluation Scheme which ensures that all employees are paid fairly and equitably. In 2015/16 the Council introduced the Living Wage.

Employee Code of Conduct

The Employee Code of Conduct is reviewed updated regularly. On renewal, this is circulated to all staff who are asked to sign a copy to confirm that they are aware of and work within the Code. The Code makes clear to employees the actions and behaviours expected of them when representing the Council. The Council strives to maintain the highest standards of employee conduct and ethical behaviour. Breaches are investigated and may lead to disciplinary action or, in extreme cases, dismissal.

Councillor Code of Conduct

All Councillors are expected to demonstrate the highest standards of conduct and behaviour, in line with a formal Code of Conduct. Breaches are investigated by the Council's Monitoring Officer.

Councillors Declarations of Interests

All Councillors must record and declare personal and prejudicial interests.

Complaints and Whistleblowing

The Council encourages all its employees, customers and other business partners to report any concerns related to the direct activities or the supply chains of the Council. The Council's whistleblowing procedure aims to make it easy for employees to make disclosures, without fear of retaliation.

Safeguarding Policy

The Council embraces its responsibility to develop, implement and monitor policies and procedures to safeguard the welfare of children and vulnerable adults and protect them from harm. The Council has a comprehensive policy which all staff and councillors are expected to read and work within, which includes information relating to Modern Slavery and Human Trafficking. The Council works within local multi-agency partnerships to protect and safeguard people. The policy is reviewed on an annual basis to ensure it is robust and clearly provides details of reporting mechanisms, internally and externally, regarding suspected or confirmed instances of Modern Slavery.

Councillors Induction and Training

Councillors complete induction training on election, including Equality and Diversity Training. Safeguarding training is also provided.

Training

The Council has a programme of induction and ongoing mandatory training that all employees must complete, including Safeguarding Awareness Training and modern slavery and human trafficking. This enables officers in community-facing roles to identify and know how to report incidents of abuse and neglect, including modern slavery and human trafficking. Training on Trafficking, Exploitation and Modern Slavery is also included in year 3 of the training programme to be undertaken by all Council employees in line with the Lincolnshire Safeguarding required training.

Contractors and Service Providers

The Council is committed to ensuring that its contractors adhere to the highest standards of ethics. The Council expects its key contractors to have safeguarding policies, procedures and training in place.

Partnership Working

The Council works in partnership with a wide range of agencies to prevent neglect and abuse, to detect and report occurrences and to support victims.

Awareness Raising

The Council will promote the annual Modern Slavery Awareness Day held annually in October through an awareness campaign to all employees.

Review

The statement will be reviewed annually and minor housekeeping amendments approved by the Director of Resources in consultation with the Chairman of the Corporate Policy and Resources Committee and the Chairman of the Joint Staff Consultative Committee. The actions contained within this will be adopted formally each September, to align with the review of the Safeguarding Policy.

Approval

This statement has been approved by the Council's Management Team and will be reviewed and updated annually.

Any major policy changes to be agreed by Prosperous Communities Committee; Governance and Audit Committee to be responsible for any actions/ audits on this subject.

Appendix 2

Multi Agency Modern Slavery Charter 2019 - 201 & Implementation Plan

West Lindsey District Council is committed to protecting individuals from modern slavery and to identifying and preventing serious crimes being committed in perpetrating this abuse. **West Lindsey District Council** recognises that modern slavery encompasses slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.

West Lindsey District Council recognises that the Modern Slavery Act (2015) Schedule 3; section 43, places **West Lindsey District Council** under a duty to co-operate with the Independent Anti-slavery Commissioner. **West Lindsey District Council** will work with the Safer Lincolnshire Partnership and demonstrate commitment by;

	Standard	Current position Red, Amber, Green	Actions to achieve the standard	Timescale	New Position Red, Amber, Green
1.	West Lindsey District Council understands the full breadth of modern slavery and its impact on and cost to services and vulnerable individuals.				
2.	Modern Slavery material is displayed by West Lindsey District Council in different languages relevant to local communities and is also available in alternative formats such as large print upon request.				
3.	Information about modern slavery is included on West Lindsey District Council website(s) with links to				

	the national modern slavery helpline and salvation army available to the public.				
4.	West Lindsey District Council has an effective modern slavery policy or procedure in place detailing how West Lindsey District Council will respond to disclosures or suspicion of modern slavery. This includes the process for notifying Lincolnshire Police & onward action as per Lincolnshire multi-agency modern slavery process.				
5.	West Lindsey District Council have identified staff who require training in awareness, identification and action to be taken related to disclosures or suspicion of modern slavery. That this training includes the information detailed in standard 4 & 6.				
6.	West Lindsey District Council have a process for recording & highlighting all disclosures or suspicions of modern slavery including victims and perpetrator information.				
7.	West Lindsey District Council have a process for escalating concerns related to modern slavery where appropriate action is believed not to have occurred to protect an individual.				
8.	West Lindsey District Council will attend and contribute to Safer Lincolnshire Partnership priority group or other safeguarding modern slavery forum as requested.				
9.	<i>Requires something about employment standards to prevent MS.</i>				

Red = Very little or no progress made towards meeting this standard
Amber = Some progress made towards meeting this standard
Green = Standard met

DRAFT

CPR Workplan as at 11 September

Purpose:

This workplan provides an overview of reports for Corporate Policy and Resources Committee up until Annual Council May 2020..

Recommendation:

1. That members note the report.

Date	Title	Lead Officer	Purpose of the report
7 NOVEMBER 2019			
7 Nov 2019	Review of Recruitment & Selection Policy	Emma Redwood, People and Organisational Development Manager	To review the council's recruitment & selection policy and update as required
7 Nov 2019	Caistor Southdale Development	Karen Whitfield, Communities & Commercial Programme Manager	To approve plans for GP and residential development
7 Nov 2019	5-7 Market Place Refurbishment	Wendy Osgodby, Senior Growth Strategy & Projects Officer	The refurbishment of 5-7 Market Place, including significant structural works.
7 Nov 2019	Locally Defined Discount for Almshouses	Alison McCulloch, Revenues Manager	Report following motion at full council for CP
7 Nov 2019	Progress and Delivery Report - Period 2 2019/20	Mark Sturgess, Executive Director of Operations	To present performance of the Council's key services against agreed performance measures and indicate where improvements should be made, having regard to the remedial action set out in the report.
7 Nov 2019	MAINTENANCE POLICY of Property & Physical Assets	Gary Reeve, Property & Assets Manager	New policy and guidance documents relating to the maintenance of WLDC property and land
7 Nov 2019	Proposed Fees & Charges 2020/21	Sue Leversedge, Business Support Team	proposed fees and charges for CP

Leader

7 Nov 2019	Budget and Treasury Monitoring Mid Year Review 2019/20	Tracey Bircumshaw, Strategic Finance and Business Support Manager, Sue Leversedge, Business Support Team Leader	Forecast outturn position as at 30th September 19
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12 DECEMBER 2019

12 Dec 2019	National Non Domestic Rates, Sundry Debtors, Council Tax and Housing Benefit Overpayments Write Offs	Alison McCulloch, Revenues Manager	Report detailing debts which are irrecoverable
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20 Jan 2020 (this is the date of the Council Decision)	Local Council Tax Support Scheme for 2019/20	Alison McCulloch, Revenues Manager	To determine the local council tax support scheme for 2019/20
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JANUARY 2020

9 Jan 2020	Whistleblowing Policy	Emma Redwood, People and Organisational Development Manager	To review the council's Whistleblowing Policy
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9 Jan 2020	Review of Earmarked Reserves and Revenue Grants Unapplied	Sue Leversedge, Business Support Team Leader	To consider the proposals informed through the annual review of reserves process.
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6 FEBRUARY 2020

6 Feb 2020	Corporate Policy & Resources Committee Draft Budget 2020/21 & estimates to 2024/25	Sue Leversedge, Business Support Team Leader	draft budget for PC & CPR budgets 2020/21 - 2024/25
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6 Feb 2020	Progress and Delivery Report - Period 3 2019/20	Mark Sturgess, Executive Director of Operations	To present performance of the Council's key services against agreed performance measures and indicate where improvements should be made, having regard to the remedial action set out in the report.
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6 Feb 2020	Compassionate Leave Policy	Emma Redwood, People and Organisational Development Manager	To write a Compassionate Leave Policy for the council
6 Feb 2020	Budget and Treasury Monitoring Period 3 2019/20	Tracey Bircumshaw, Strategic Finance and Business Support Manager, Sue Leversedge, Business Support Team Leader	forecast outturn position as at 31st December 2019
9 APRIL 2020			
9 Apr 2020	Budget and Treasury Monitoring Period 4 2019/20	Tracey Bircumshaw, Strategic Finance and Business Support Manager, Sue Leversedge, Business Support Team Leader	to report final outturn position 2019/20
Apr 2020	Stress Management Policy	Emma Redwood, People and Organisational Development Manager	To review the council's stress management policy and update as required
9 Apr 2020	Officer Code of Conduct	Emma Redwood, People and Organisational Development Manager	To review the officer code of conduct and update as required