

WEST LINDSEY DISTRICT COUNCIL

MINUTES of a Meeting of the Joint Staff Consultative Committee held in the MS Teams on Thursday, 11 September 2025 commencing at 4.00 pm.

Members:	Councillor John Barrett Councillor Matthew Boles Councillor Moira Westley
Staff Representatives:	James Deacon (Vice-Chairman) Brad Bishell
In attendance:	Lisa Langdon, Assistant Director People and Democratic (Monitoring Officer) Lynne Thomsett, People Services Manager Peter Davy, Director of Finance and Assets (Section 151 Officer) Jannine Nixon, Senior Customer Services Officer Molly Spencer, Democratic & Civic Officer
Apologies:	Councillor Mrs Jackie Brockway (Chairman)

14 **MEMBERS' DECLARATION OF INTEREST**

There were no declarations of interest made.

15 **MINUTES**

Having been proposed, seconded and voted upon, it was

RESOLVED that the minutes of the Joint Staff Consultative Committee held on Thursday, 11 September 2025, be confirmed as an accurate record.

16 **MATTERS ARISING SCHEDULE**

An update was provided by the Assistant Director of People and Democratic Services regarding staff awareness of the Whistleblowing Policy. It was reported that, following the policy's approval by both the Joint Staff Consultative Committee and the Corporate Policy and Resources Committee, a staff awareness session had been delivered to Team Managers. This session had been designed to enable Team Managers to cascade the relevant information to their respective teams.

With no further comments or questions the Matters Arising Schedule was **DULY NOTED**.

17 **TELEPHONE AND SCREEN RECORDING PROCEDURE & POLICY**

The CSS Business Officer presented the policy, which aimed to enhance transparency and support complaint handling, investigations, coaching, and performance monitoring. It was confirmed that all calls across Customer Services, Revenues, and Benefits teams were recorded, with screen recording limited to Customer Services due to data sensitivity.

NOTE: Cllr Boles joined at the meeting at 4.11pm.

It was explained that call recordings were retained for six months, screen recordings for three months. Access was restricted to authorised personnel, and screen recordings were excluded from Subject Access Requests due to the presence of sensitive IT data.

The policy complied with GDPR, the Data Protection Act, the Human Rights Act, and PCI DSS standards. A Data Protection Impact Assessment had been completed and would be reviewed annually.

Operational benefits included improved service quality, staff development, and system error resolution. Customers were informed of recording practices via privacy notices and call greetings.

A Member expressed support for the policy and queried whether the information presented would be made available to the public. The CSS Business Officer confirmed that amendments to the website were planned to ensure customer awareness.

The Member asked whether staff had been fully informed. The CSS Business Officer confirmed that staff within the Contact Centre had been consulted during the implementation phase, with several meetings held to address concerns and explain the purpose of the recordings. It was noted that Revenues and Benefits staff were not currently using the system due to data sensitivities.

The Member highlighted the importance of the policy in protecting staff from malicious complaints. The CSS Business Manager agreed, noting that staff had responded positively to the system, which provided reassurance and evidence in cases of dispute. It was further noted that staff could request retrospective reviews of calls where safeguarding concerns or uncertainties had arisen, supporting both service quality and staff wellbeing.

The Vice-Chairman sought clarification on the screen recording functionality, and it was confirmed by the CSS Business Officer that recordings ceased immediately once the call ended.

Further discussion was held regarding the retention of recordings in the context of safeguarding concerns or malicious complaints. The Vice-Chairman queried how an investigation would be defined in relation to a customer's request for data deletion. The CSS Business Officer advised that clarification would be sought, noting that the policy had been drafted primarily with ongoing customer complaints in mind.

The Assistant Director of People and Democratic Services confirmed that while individuals had the right to request erasure of their data under UK GDPR, this right was not absolute. Recordings may be retained where there was a legitimate interest or legal basis, such as an active investigation. It was agreed that the wording of the relevant section would be reviewed and refined in consultation with the Data Protection Officer to ensure clarity and legal compliance.

With no further comments or questions, it was

RESOLVED that

- a) the Telephone Call and Screen Recording Policy and appendices within this report be **RECOMMENDED** to the Corporate Policy and Resources Committee to formally accept the changes to provide the right guidance to employees and customers regarding this matter; and
- b) any future minor housekeeping amendments be delegated to the Director of Change, ICT and Regulatory Services in consultation with the Chairs of the Joint Staff Consultative and Corporate Policy and Resources Committees.

18 **WORK PLAN**

With no comments or questions the Work Plan was **DULY NOTED**.

The meeting closed at 4.26 pm.

Chairman