



Monitoring and Surveillance in the Workplace

Policy Statement

Newmarket Town Council is committed to developing a workplace culture where there is a respect for the private life, data protection, security and confidentiality of personal information, and **Newmarket Town Council** complies with the requirements of UK data protection legislation and Information Commissioner's Office (ICO) Employment Practices Code.

Newmarket Town Council is committed to treating all staff members fairly and this policy aims to provide consistency in the treatment of all staff. Serious infringement of data protection rules including in relation to the collection, content inspection, use and storage of data through the monitoring and surveillance systems in the workplace, will be treated as a serious disciplinary matter.

More details can be found in the 'Data protection policy' and/or 'Privacy notice' www.newmarket.gov.uk

Newmarket Town Council has appointed **Cathy Whitaker, Town Clerk** (townclerk@newmarket.gov.uk) as its data protection officer.

Scope of Policy

This policy applies to all staff who are employed at **Newmarket Town Council**.

Purpose

Newmarket Town Council recognises that there is a need to balance staff privacy in the workplace along with ensuring the health and safety of staff and that **Newmarket Town Council** is complying with regulatory and statutory obligations.

This policy sets out how **Newmarket Town Council** aims to provide this balance in the monitoring and surveillance undertaken in the workplace.

Telephones and ICT acceptable use

Newmarket Town Council recognises that employers will need to access telephones, mobile phones, ICT devices, services and software for **Newmarket Town Council's** emails and the internet (including for social media) for business use and that they provide an integral part of how **Newmarket Town Council** communicates with our service users/customers, the general public and stakeholders, and between staff.

Newmarket Town Council allows employees reasonable, limited, occasional and brief access to telephones, mobile phones, computers and other devices (including for internet, emailing and social media) for personal use during working times, as long it does not interfere with staff members' work. Employees are encouraged to limit such usage during their official rest breaks such as their lunch break/times.

Newmarket Town Council does not provide any guarantees regarding the privacy or security of any personal use of **Newmarket Town Council's** telephones, mobile phones, computers and other devices and employees do so at their own risk. Any material and information for personal use that is stored on **Newmarket Town**



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Council's telephones, mobile phones, computers and other devices can be accessed by **Newmarket Town Council** in the same way as it can access other material and information.

Unacceptable use of **Newmarket Town Council's** telephones, mobile phones, computers and other devices includes (but is not limited to) usage involving:

- unlawful or illegal activity
- creating, transmitting, downloading, displaying or storing offensive, obscene or indecent data or material
- creating, transmitting, downloading, displaying or storing of material that deliberately discriminates, bullies, harasses, victimises or encourages discrimination, bullying and harassment or victimisation
- creating or transmitting defamatory material
- creating or transmitting material that brings the **Newmarket Town Council** into disrepute
- obtaining, transmitting or storing material where this would breach the intellectual property rights of another party. This includes downloading and sharing music, video and image files without proper authority
- creation or transmission of material with the intent to defraud or which is likely to deceive a third party
- commercial uses unrelated to the interests of **Newmarket Town Council**
- uses that are likely to cause annoyance or inconvenience, e.g. sending unsolicited email chain letters
- inappropriate or careless use of data e.g. sharing information when not authorised to do so (especially special category personal data), or emailing information to the wrong recipient
- corrupting or destroying another user's data or violating their privacy
- deliberately introducing, executing or transmitting malware
- deliberately disabling or compromising **Newmarket Town Council's** security systems
- physical or other damage to **Newmarket Town Council's** telephones, mobile phones, computers and other devices.

Unacceptable use will be treated as a disciplinary matter.

Newmarket Town Council recognises that employees may wish to use their own mobile phones, computers and other devices (including for internet, emailing and social media) while they are at work. Employees are encouraged to limit such usage during their official rest breaks such as their lunch break/times.

Excessive use of **Newmarket Town Council's** telephones, mobile phones, computers and other devices or the employee's own mobile phones, computers and other devices for personal use during work time, so that it interferes with the employee's duties, may be dealt with through the disciplinary process.

Where employees make reference to **Newmarket Town Council** on social media in their personal life, it should not:

- bring the organisation into disrepute



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- breach confidentiality
- breach copyright
- deliberately discriminate, bully, harass or victimise others or encourage discrimination, bullying, harassment or victimisation

Such inappropriate use of social media may be dealt with through the disciplinary process.

Monitoring of telephones and ICT usage

Newmarket Town Council reserves the right to monitor the use of **Newmarket Town Council's** ICT, telephone and mobile phone services, and access any information stored on the ICT and telephone and mobile phone infrastructure (including apps), in line with relevant legislation and guidance provided by the Information Commissioner's Office, to fulfil legitimate business needs, such as (but not limited to):

- complying with regulatory and statutory obligations
- assessing compliance with the health and safety and security policies
- preventing and detecting unauthorised use or other threats to the ICT systems
- preventing and detecting crime
- monitoring system performance.

All monitoring will be conducted in accordance with a data protection impact assessment that **Newmarket Town Council** has carried out to ensure that monitoring is necessary and proportionate.

Content inspections can only happen after permission has been granted by the Town Clerk.

This includes access when a user is unexpectedly absent or is on annual leave. The staff member will be notified before any access is made. In these instances, **Newmarket Town Council** will inform the member of staff in writing when this access is taking place, what information is to be viewed, the reason for the access and who it is to be disclosed to.

Upon receipt of an approved request from the Town Clerk, a member of the ICT contractor will undertake a content inspection and will record:

- what information was inspected
- the computer or telephone on which the monitoring took place
- the start and the end time of the monitoring
- the identity of the person performing the inspection.

The information collected may only be shared with the individual being monitored, and the Town Clerk. It may be shared with the Human Resources Committee membership if appropriate and identified as not excessively intrusive.

Those who have access to the information will always be kept to a minimum and they must comply with the 'Data protection policy' at www.newmarket.gov.uk. They must receive training on data protection principles that arise when carrying out monitoring.



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The information collected will be stored securely and only for a limited time in order to complete an investigation. In normal circumstances it will be securely deleted after 28 days.

Newmarket Town Council will regard any attempt to conduct a content inspection that is not in accordance with this policy as gross misconduct.

Staff members have a right to access the ICT and telephone data held on them and to have data rectified or erased in some circumstances. Requests should be made as a subject access request, details included in the '**Data protection policy**' at www.newmarket.gov.uk.

CCTV

The use of CCTV is in line with relevant legislation and guidance provided by the Information Commissioner's Office and the Surveillance Camera Commissioner, to fulfil legitimate business needs, such as (but not limited to):

- complying with regulatory and statutory obligations
- assessing compliance with the health and safety policy
- preventing and detecting crime.

All use of CCTV will be conducted in accordance with a data protection impact assessment that **Newmarket Town Council** has carried out to ensure that monitoring is necessary and proportionate in order to address a specified problem.

Cameras will be located in **Memorial Hall foyer, stairwell, hall and at points outside the building and gardens and in the Pavilion building corridor and main room and at points outside the building** and signs will be displayed notifying staff and members of the public (as/where appropriate) of the CCTV use and who to contact about their operation.

Intrusion of staff privacy will always be kept to a minimum and surveillance will not take place in offices, staff kitchen or toilet areas.

CCTV footage will be stored securely and only for a limited time in order to complete an investigation. In normal circumstances it will be securely deleted after 28 days.

CCTV remote applications will not be downloaded onto any staff mobile devices, with the exception of the Town Clerk if felt appropriate/necessary to do so. The Town Clerk will only remote access for security instances, which will be logged as necessary as they occur.

Requests for access to the footage must be made in writing to the Town Clerk. The request must detail the reason for access and the information to be viewed.

The information collected may only be shared with the Town Clerk. It will only be shared with the Human Resources Committee members if appropriate and identified as not excessively intrusive.



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Those who have access to the footage will always be kept to a minimum and they must comply with the '**Data protection policy**' at www.newmarket.gov.uk . They must receive training on data protection principles that arise when carrying out monitoring.

Newmarket Town Council will regard any attempt to use CCTV that is not in accordance with this policy as gross misconduct.

Staff members have a right to view images of themselves recorded by the CCTV and to receive a copy of these images, and to have data erased in some circumstances. Requests should be made as a subject access request, details included in the '**Data protection policy**' at www.newmarket.gov.uk .

Covert Monitoring

Newmarket Town Council does not undertake covert monitoring in the workplace.

Responsibilities of managers

The Town Clerk should ensure that all staff members are aware of this policy and understand their own and the employer's responsibilities. Training on data protection and privacy issues is provided.

Newmarket Town Council should remind staff members at regular intervals of this policy and related policies and where to find them. **Newmarket Town Council** will provide induction and refresher staff training on the policy and compliance with the UK data protection legislation.

Privacy

Newmarket Town Council recognises that staff have a legitimate expectation that they should be able to keep their private lives private and that they are entitled to a degree of privacy in the workplace. Therefore, this monitoring policy will always be used in a way that is consistent and compliant with the UK data protection legislation, the UK Information Commissioner's Office (ICO) Employment Practices Code and the Human Rights Act and any other relevant legislation in place.

Newmarket Town Council guarantees the privacy of emails sent to and from the Town Clerk's e-mail addresses, and phone calls to and from the Town Clerk's telephones numbers.

Review and monitoring

Newmarket Town Council will ensure that all new staff members will receive induction training on the policy.

Adequate resources will be made available to fulfil the aims of this policy. The policy will be widely promoted, and copies will be freely available and displayed in **Newmarket Town Council's** offices and on the council's website.

This policy will be reviewed by Council, on a regular basis.



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Further information

Information Commissioner's Office (ICO) www.ico.org.uk

Signatories

This agreement comes into force on:

DATE:.....18th December 2023

This agreement will be reviewed
annually or more often, if deemed
necessary

SIGNED.....for ***Newmarket Town Council***

DATE:

SUFFOLK CONSTABULARY

REDESIGNING THE LOCAL POLICING
OPERATING MODEL TO KEEP SUFFOLK SAFE

Public Information Booklet



**SUFFOLK
CONSTABULARY**



**Suffolk Police and
Crime Commissioner**

Making Suffolk a safer place to live, work, travel and invest

Introduction

Suffolk Constabulary will be changing its local policing model from December 2023 to ensure we continue to provide the best possible service for the public.

We understand it is crucial for officers to be where people need them to be, when they are needed the most.

The demands on neighbourhood policing have risen enormously over the last few years, increasing the pressure on our teams.

Our priority will always be to do all we can to keep the public safe and bring criminals to justice. To achieve that we need to evolve.

This reshaping of our local policing structure will enhance the way we respond to emergencies, deal with other incidents, investigate offences, prevent crime, and interact with communities across Suffolk.

The new model will be comprised of three parts: Community Policing Teams, Response Investigation Teams, and a County Partnership and Prevention Hub.

Community Policing Teams

Community policing is the bedrock of all we do. There are 50 new Community Policing Areas with 80 Community Policing Officers. They will be more visible and have local ownership of the areas they serve. Officers, supported by Police Community Support Officers, will be embedded in their specific Community Policing Areas. This will enable them to understand better the public's concerns and target our activity where it is needed most.

The constabulary's existing Rural and Wildlife Team and Kestrel Teams, which proactively target neighbourhood crime across the county, will remain unchanged. They will support the Community Policing Teams.

Response Investigation Teams

Officers working in our Neighbourhood Response Teams will no longer only respond to emergencies. They will now be part of Response Investigation Teams, who will have additional officers moved from the current Safer Neighbourhood Teams. They will continue to be responsible for emergency and non-emergency calls, but they will also tackle high-volume crime investigations.

County Partnership and Prevention Hub

The hub will co-ordinate the work between police and partners across Suffolk and will provide consistent delivery of frontline policing across the county. Among its responsibilities will be anti-social behaviour, hate crime, and issues with children and young people, along with neighbourhood policing.

We strive to do all we can to listen to our communities, and to live up to their expectations. The remodelled local policing structure is being put in place as a result of extensive research, including analysis of our demand.

The new model will not increase the number of officers and staff we have in local policing. What it will do is ensure they have the best opportunity to be in the right place at the right time, doing the things the public expect from us.

Our vision has always been, and will continue to be, to ensure Suffolk remains a safe place to live, work, travel, and invest.

If you have a view to share about the new operating model, please email at ccoperatingmodel@suffolk.police.uk

Rachel Kearton

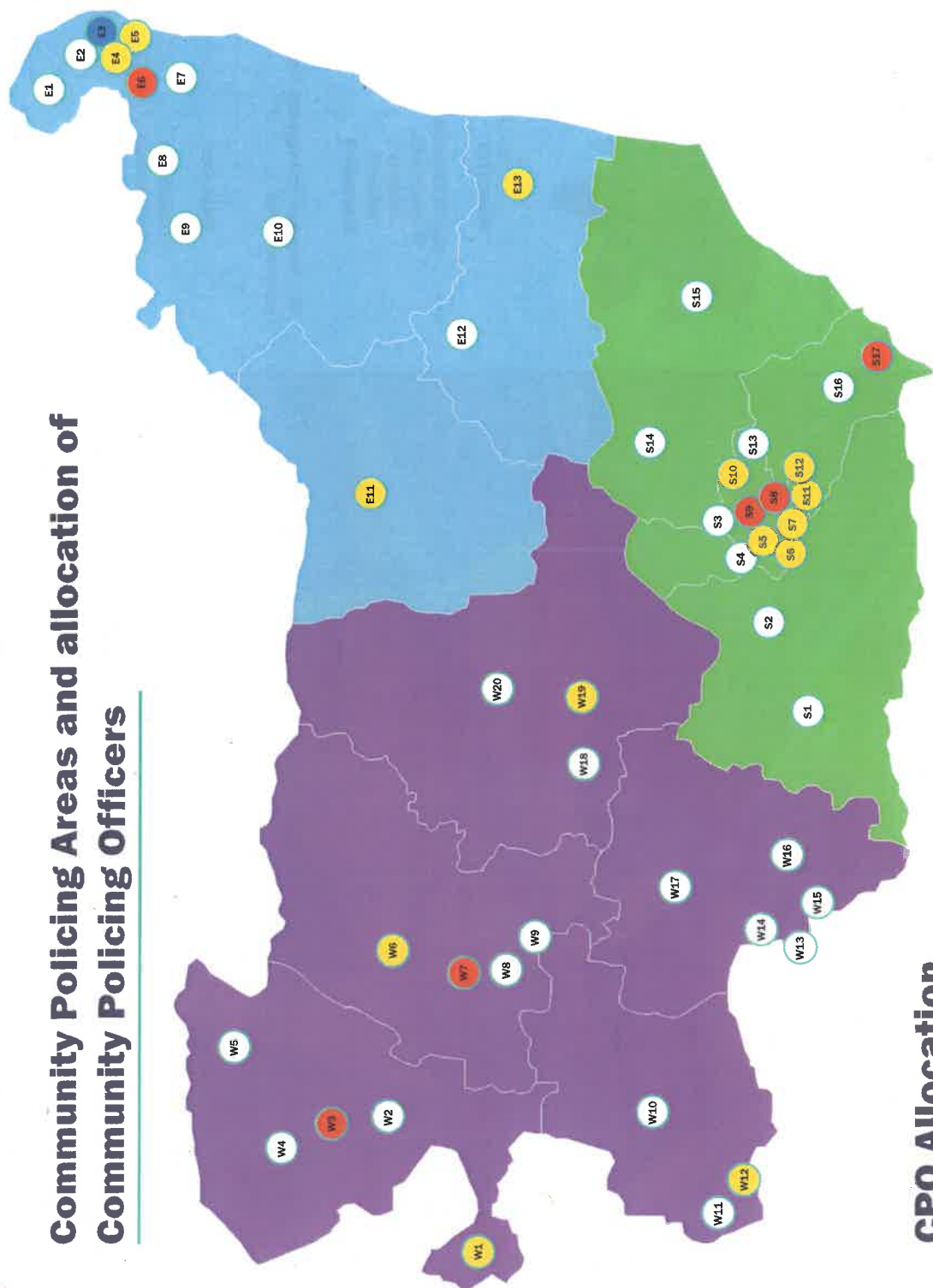
Chief Constable Rachel Kearton
www.suffolk.police.uk

Tim Passmore

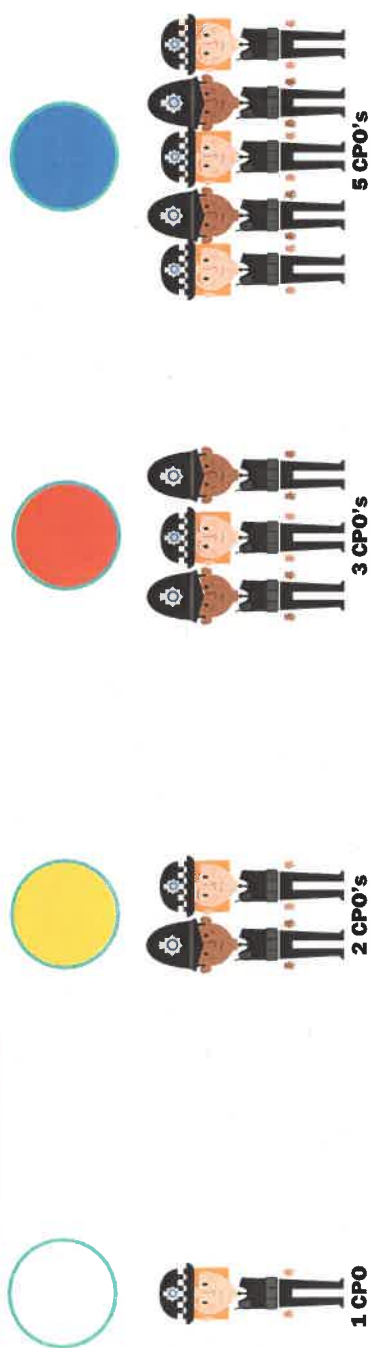
Police & Crime Commissioner Tim Passmore
www.suffolk-pcc.gov.uk



Community Policing Areas and allocation of Community Policing Officers



CPO Allocation



East	Ref	Locality
Guntton, Oulton and Lothingland	E1	Lowestoft
St. Margarets	E2	Lowestoft
Harbour	E3	Lowestoft
Normansdon	E4	Lowestoft
Kirkley	E5	Lowestoft
Pakefield and Whitton	E6	Lowestoft
Carlton Colville and Kessingland	E7	Lowestoft
Beccles and Worlingham	E8	Lowestoft
Bungay and Wainford	E9	Lowestoft
Halesworth and Southwold	E10	Halesworth
Debenham and Eye	E11	Halesworth
Framlingham and Yoxford	E12	Halesworth
Leiston, Saxmundham and Aldeburgh	E13	Halesworth
South	Ref	Locality
Hadleigh and Nayland	S1	Ipswich West
Claydon, Copdock and Peninsula	S2	Ipswich West
Whitton and Castle Hill	S3	Ipswich West
Whitehouse	S4	Ipswich West
Gipping	S5	Ipswich West
Stoke Park and Sprites	S6	Ipswich West
Bridge	S7	Ipswich West
Alexandra	S8	Ipswich Central
Westgate and St. Margaret's	S9	Ipswich Central
Rushmere and St. Johns	S10	Ipswich East
Gainsborough and Holywells	S11	Ipswich East
Priory Heath	S12	Ipswich East
Kesgrave and Bliley	S13	Ipswich East
Woodbridge and Wickham Market	S14	Ipswich East
Deben and Orford	S15	Ipswich East
Martlesham and Orwell	S16	Ipswich East
Felixstowe	S17	Ipswich East
West	Ref	Locality
Newmarket	W1	Forest Heath
Manor and Red Lodge	W2	Forest Heath
Mildenhall	W3	Forest Heath
Lakenheath and the Rows	W4	Forest Heath
Brandon	W5	Forest Heath
Bury Rural North	W6	Bury St Edmunds
BSE Town - North	W7	Bury St Edmunds
BSE Town - South	W8	Bury St Edmunds
Bury Rural South	W9	Bury St Edmunds
Haverhill Rural and Suffolk South West	W10	Sudbury & Haverhill
Haverhill Town - North and West	W11	Sudbury & Haverhill
Haverhill Town - South and East	W12	Sudbury & Haverhill
Sudbury Town - South	W13	Sudbury & Haverhill
Sudbury Town - North and East	W14	Sudbury & Haverhill
Great Cornard	W15	Sudbury & Haverhill
Waldingfield, Boxford and Bures	W16	Sudbury & Haverhill
Sudbury Rural North	W17	Sudbury & Haverhill
Mid-Suffolk South and West	W18	Stowmarket
Stowmarket	W19	Stowmarket
Mid-Suffolk North and East	W20	Stowmarket



Response Investigation Teams

What is changing?

The current Neighbourhood Response Teams (NRT) will become the Response Investigation Teams (RIT). The change in name brings renewed focus on quality investigations and there will be an increase in officers in the RIT's, moving across from the current Safer Neighbourhood Teams.

The RIT will respond to incoming demand of both emergency and non-emergency calls, including missing people and will investigate volume crime that is not allocated into the Criminal Investigations Department or the Safeguarding Investigation Units.

The RIT will investigate some volume crime that was previously investigated by the Safer Neighbourhood Teams.

Where will the Response Investigation Teams be based?

The Response Investigation Teams will be based right across Suffolk.



West Area

Bury St Edmunds
Forest Heath
Sudbury
Haverhill
Stowmarket

South Area

Ipswich West/Central
Ipswich East & Woodbridge
Felixstowe

East Area

Lowestoft
Halesworth

The Response Investigation Teams will consist of the following numbers across 5 teams in each command area:

West Area

5 Inspectors
25 Sergeants
155 Police Constables

South Area

5 Inspectors
25 Sergeants
170 Police Constables

East Area

5 Inspectors
15 Sergeants
95 Police Constables

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