

**Tools that may be used for monitoring activity**

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| **Tool** | **Examples of why we might implement monitoring** | **Where is it used** |
| Reporting tools within various internal and external computerised systems  | * Better performance of the business
* Prevention & detection of fraud
* To highlight training needs
* To identify misuse
 | All areas |
| E mail |
| Lync |
| Internet |
| Network log in |
| Printing |
| Mobile phone |
| Desk phone |
| Council access ID cards and key fobs | * Enable staff to gain access to their place of work
* identify themselves when representing the Council in their day-to-day duties
* Preventing and detecting crime
* Safeguarding of staff
* Protect the Council's properties and assets from unlawful use.
 | All areas |
| CCTV | * Prevention or detection of crime and disorder
* Apprehension and prosecution of offenders
* Interest of public and employee safety
* Protection of Council property and assets
 | All areas |
| QMAX  | * Staff shift scheduling
* Carry out day to day business
 | Customer Services |
| NetCall  | * Training
* Performance
* Carry out day to day business
 | Customer Services |
| Door entry systems(GDX and Salto) | * Enable staff to gain access to visit service users/tenants in Council property
* Preventing and detecting crime
* Safeguarding the Council's properties and assets from unlawful use.
 | Housing |
| Hand scanner equipment(FOCUS) | * Enable staff to gain access to their place of work
* Record times worked by staff
 | Direct Services |
| Vehicle tracker via GPS(SUPATrac) | * Check where vehicles are
* Fuel consumption education
* Employee health and safety
* Safeguarding the Council's properties and assets from unlawful use.
 | Direct ServicesEnvironmental DevelopmentHousing |