Tools that may be used for monitoring activity

Tool	Examples of why we might implement monitoring	Where is it used
Reporting tools within various internal and external computerised systems E mail Lync Internet Network log in Printing Mobile phone Desk phone	• Better performance of the business • Prevention & detection of fraud • To highlight training needs • To identify misuse	All areas
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 Services Environmental Development Housing