

**RESOURCES, REMUNERATION AND
REGENERATION COMMITTEE
6 JANUARY 2011**

ITEM B5

ICT POLICIES REVIEW

Report of the Chief Executive

1. SUMMARY

Policy documents should be reviewed on a regular basis. This report reviews six key policies. None required major amendments.

2. RECOMMENDATION

That the Committee approves the revised Data Protection, Freedom of Information Policy and Publication Scheme, Anti-Virus and Email and Internet Usage and Monitoring Policies.

3. MATTER FOR CONSIDERATION

That the above mentioned policies have been reviewed and needed no major amendments or re-consultation. Amendments were primarily limited to changes of personnel at Derby City Council.

4. POLICY REVIEW IMPLICATIONS

This is a key policy of Derby Homes and is included in the Key Policy Review Schedule. In accordance with minute 10/51 this policy will be reviewed no later than 3 years from the date of this meeting.

The areas listed below have no implications directly arising from this report

- Consultation
- Financial and Business Plan
- Legal and Confidentiality
- Personnel
- Environmental
- Equalities Impact Assessment
- Health & Safety
- Risk

If Board members or others would like to discuss this report ahead of the meeting please contact the author, or the Chief Executive, phil.davies@derbyhomes.org - Tel 01332 711010

Author: Mark Fairweather /IT Manager/888601/mark.fairweather@derbyhomes.org

Background Information: None.

Supporting Information: None.



DATA PROTECTION ACT POLICY

Version 3.0

| | |
|-----------------------------------|------------------------------|
| Document owner | Mark Fairweather, IT Manager |
| Document author and enquiry point | Mark Fairweather, IT Manager |
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Document Review: November 2010

Summary of changes

| | | | |
|-----------|-----------------|---------|---|
| Section 6 | Contact Details | Updated | Contact details for DCC and DH updated Encourage use of Derbynet |
| Section 8 | Version history | Updated | Self explanatory |

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1. Introduction and scope

For Derby Homes to operate effectively, it must process information about its employees and customers – data subjects. It does this under the Data Protection Act 1998 and other related legislation.

Derby Homes acting as a holder - known as custodian - of personal data, recognises its moral duty to make sure that data is handled properly and confidentially at all times, whether it is held on paper or electronically. This covers the whole lifecycle, including:

- obtaining personal data
- storing and securing personal data
- using personal data
- disposing or destroying personal data.

Derby Homes also has a responsibility to make sure that data subjects have the appropriate access under the 1998 Act, to their personal information upon written request.

This policy applies to all employees and those acting on Derby Homes' behalf.

2. Actions

2.1 By following and maintaining strict safeguards and controls, Derby Homes will:

- acknowledge the rights of individuals to whom personal data relates and make sure that they can use these rights in accordance with the 1998 Act
- make sure that the collecting and using of personal data is done in a way that recognises the Fair Processing Code, which means that personal data is obtained fairly and lawfully
- only obtain and process personal data as specified in its notification
- collect and process personal data on a **need to know** basis making sure that it is accurate, not excessive and is disposed of at a time appropriate to its purpose
- make sure that for all personal data it takes the correct security measures – both technically and organisationally - to protect against loss, damage or abuse
- make sure that the movement of personal data is done in a lawful way, both inside and outside Derby Homes and that it has suitable safeguards at all times

3. Enablers

3.1 To support these actions, Derby Homes will use the services provided by the Council which will:

- have a **Data Protection Officer** responsible for gathering and distributing information and issues relating to information security, the Data Protection Act and other related legislation
- make sure that line managers are responsible or, where necessary, delegate responsibility to a nominated **Data Protection Liaison Officer**, for communications and issues relating to information security, the Data Protection Act and other related legislation within their own department
- make sure that all activities that relate to the processing of personal data have the correct safeguards and controls to ensure information security and compliance with the 1998 Act
- make sure that all contracts and service level agreements – SLAs – between the Council and external organisations, including contract staff – where personal data is processed – refers to the 1998 Act where necessary.

3.2 The Council and Derby Homes will also:

- make sure that all employees, including contract staff acting on Derby Homes' behalf, understand their responsibilities about information security under the 1998 Act
- make sure they receive appropriate training, instruction and supervision so they can perform these duties effectively and consistently
- make sure they only have access to personal information that is necessary to their duties
- make sure that all others acting on Derby Homes' behalf are only given access to personal information that is necessary to the duties they perform and no more.

3.3 The Council, and as appropriate Derby Homes, will:

- handle any requests for access to personal data courteously, promptly and appropriately, making sure that either the data subject or their authorised representative have the proper right to access under the 1998 Act
- make sure that information provided is clear and explicit
- work towards adopting, as best practice, the key principles of BS7799 – the **British Standard for Information Security**
- review this policy and the safeguards and controls that relate to it once a year to make sure that they are still relevant, efficient and effective.

4. Other relevant policies, standards and procedures

Data Protection Act 1998 Code of Practice
Information Security Policy

5. Compliance with the Data Protection Act Policy

- 5.1 The Data Protection Officer is responsible for monitoring compliance with this Policy.
- 5.2 If employees knowingly or recklessly fail to comply with this Policy, other Derby Homes policies, procedures or guidelines Derby Homes may take appropriate action under the Disciplinary Procedure.

6. Contact details

Please contact the Council's IT Security Officer/Data Protection Officer on 25 6262 or by e-mail to alison.moss@derby.gov.uk or any of the Central IT unit with enquires about this policy or any other referenced policy, procedure or law.

Central IT

| | | |
|---------------|----------------------|---------|
| Nick O'Reilly | ICT Director | 64 3254 |
| Terry Tinsley | IT Contracts Officer | 25 6204 |
| Alison Moss | IT Security Officer | 25 6262 |

Derby Homes IT

| | |
|------------------|---------|
| Mark Fairweather | 71 1132 |
|------------------|---------|

7. Version Control

To make sure you are using the current version of this policy please check on DHnet under Controlled Documents.

8. Version History

| Date Issued | Version | Status | Reason for change |
|-----------------|---------|--------|----------------------|
| 31 Oct 2002 | 1.0 | Issued | |
| 19 Sept 2003 | 2.0 | Issued | Reviewed and updated |
| 9 November 2010 | 3.0 | Issued | Reviewed and Updated |

Please tell use if you need this in large print, on audio tape, computer disc or in Braille. You can contact the Equalities Unit on 25 5384 or on minicom 01332 258427 or fax 25 6223.



FREEDOM OF INFORMATION ACT POLICY

PUBLISHED Version 2.1

| | |
|------------------------|---------------------------|
| Owner | Mark Fairweather |
| Author & enquiry point | Mark Fairweather |
| Authoriser | |
| Date | 13 December 2010 |
| Version | 2.1 |
| Classification | Public |
| Distribution | Public |
| Retention period | Until date of next review |
| Approval date | TBC |
| Review date | December 2011 |

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1. Introduction and scope

- 1.1 The Freedom of Information Act 2000 - FOI - comes fully into effect on 1 January 2005. The Act is intended to promote a culture of openness and accountability amongst public authorities by providing people with rights of access to all types of recorded information held by them. As wholly owned subsidiary of a public authority, Derby Homes has a responsibility to comply with the Act.
- 1.2 This document is a policy statement outlining our commitment and approach to FOI. The policy applies to all Board Members and employees, including temporary staff, who handle information on behalf of Derby Homes.
- 1.3 Separate documents are being produced which will set out procedures and provide guidance for Board Members and employees to make sure that FOI is managed correctly.
- 1.4 Derby Homes recognises the purpose and intentions behind FOI and will meet its obligations in accordance with those purposes and intentions.

2. Responsibility and compliance

- 2.1 The Chief Executive of Derby Homes has overall responsibility for FOI within Derby Homes. The Performance Management Officer has day-to-day responsibility for management and co-ordination of FOI.
- 2.2 The Freedom of Information Act Policy applies to all employees. If employees knowingly fail to comply with this Policy, or the Freedom of Information Act, Derby Homes may take appropriate action under the Disciplinary Procedure.

3. Requests for information

- 3.1 FOI is intended to cover all information that is not already subject to information access rights. In a number of areas information is already available under alternative access rights. Two significant examples are:

- personal information, which is covered by the Data Protection Act 1998
- information about the environment, which is covered by the Environmental Information Regulations 1992 - soon to be revised.

For further information on these kinds of requests, see item 13 - Further Guidance.

- 3.2 FOI requests must be made in writing. This can include fax and email. There is no requirement for people to mention FOI in their requests or to say why they need the information. If a request is unclear, we will try and clarify what is required.
- 3.3 Derby Homes acknowledges that it has a duty to confirm or deny to the applicant whether the information is held.

- 3.4 If the information can be provided and it is not subject to an exemption, we will provide the information within 20 working days of a request being received. However, if a charge is to be made for information, the time that it takes between Derby Homes sending out a fees notice and the payment being received, is not counted as part of the 20 working days.
- 3.5 Information will be provided in the most appropriate format. However, alternative formats can be requested. We will, however, consider the cost implications of such requests.
- 3.6 We have no obligation to comply with vexatious requests. Vexatious means repeated, unreasonable and nuisance requests.
- 3.7 We will use all reasonable efforts to assist an applicant to obtain the information required.

4. Publication Scheme

- 4.1 Derby Homes is required to produce and maintain a Publication Scheme. This will be available on our web site. This is a directory of information and publications that are routinely available. The Publication Scheme outlines:
- the way we intend to present the information
 - how we intend to publish it
 - whether we intend to make a charge and if so, what the charge is.
- 4.2 Information covered by the Publication Scheme should be obtained in the manner described in the Scheme.
- 4.3 We will review our Publication Scheme from time to time with the intention of increasing the scope and range of information covered by it.

5. Charges

- 5.1 We provide most information free of charge, particularly that which is available on Derby Homes' web site. Some documents in the Publication Scheme are subject to a charge, usually intended to meet some or all of the cost of publication.
- 5.2 Regulations will allow us to charge for information to be provided following an information request under FOI. Typically, information that has to be prepared or extracted or which incurs copying costs will be charged in accordance with the regulations. We will tell the applicant if a charge is to be made.
- 5.3 The regulations currently state that if the estimated cost to provide information is more than £600, we are not obliged to fulfil the request. The £600 limit may be subject to change.
- 5.4 We have the right to withhold information if the required fee is not paid.

6. Exemptions

6.1 Certain information held by Derby Homes is exempt from FOI. There are 24 exemptions. These fall into two categories.

- **Absolute exemptions.** These exemptions are unconditional. Examples of these include information accessible by other means, information provided to Derby Homes in confidence and personal information covered by the Data Protection Act 1998. A full list is given below.

Section 21. Information accessible to applicant by other means.
Section 23. Information supplied by, or relating to, bodies dealing with security matters.
Section 32. Court records, etc.
Section 34. Parliamentary privilege.
Section 40. Personal information.
Section 41. Information provided in confidence.
Section 44. Prohibitions on disclosure.

- **Qualified exemptions.** This category of exemption is subject to a public interest test. In these cases we will look at whether the balance of public interest is weighted in favour of giving the information requested. Where this is found to be the case, the information will be given. Examples of qualified exemptions include commercially sensitive information and information that would prejudice the health and safety of an individual. A full list is given below.

Section 22. Information intended for future publication.
Section 24. National security.
Section 25. Certificates under ss. 23 and 24: supplementary provisions.
Section 26. Defence.
Section 27. International relations.
Section 28. Relations within the United Kingdom.
Section 29. The economy.
Section 30. Investigations and proceedings conducted by public authorities.
Section 31. Law enforcement.
Section 33. Audit functions.
Section 35. Formulation of government policy, etc.
Section 36. Prejudice to effective conduct of public affairs.
Section 37. Communications with Her Majesty, etc. and honours.
Section 38. Health and safety.
Section 39. Environmental information.
Section 42. Legal professional privilege.
Section 43. Commercial interests.

6.2 It is our intention to apply exemptions in appropriate circumstances.

6.3 For example, we recognise that some information supplied to us is confidential in nature or commercially sensitive. We will have regard to that in our application of exemptions.

- 6.4 We will make clear statements to parties contracting with Derby Homes to make sure they are aware of our obligations to disclose under FOI and we will resist attempts to impose confidentiality obligations on Derby Homes where the information is not confidential in nature.

7. If a request is turned down or refused

- 7.1 We will always confirm or deny whether or not we hold information requested and we will respond promptly to information requests. We will either provide the information requested or, if it is withheld, explain why it has not been provided, quoting the relevant exemption under the Act. We will only turn down a request or refuse to provide information in the following circumstances. If:
- it falls into one of the exemption categories
 - the request is considered vexatious
 - the required fee is not paid within three months.
- 7.2 If a request is refused, the applicant has the right to ask for that decision to be reviewed under Derby Homes complaints procedure appeals process.
- 7.3 If after the internal appeal, the information is still not disclosed, the applicant has the right to ask the Information Commissioner to review the decision.

8. Transferring a request to another body

- 8.1 If it is found that another public body holds the information requested, we will either transfer the request to that organisation or advise the applicant where that information can be obtained. Any part of the request that relates to Derby Homes will be handled in the normal way.
- 8.2 We will inform the applicant if all or part of an enquiry has been transferred to another public body.
- 8.3 In cases where there are reasonable grounds to believe that the applicant would object to a transfer, we will first ask for consent from the applicant.

9. Records Management

- 9.1 All Board Members and employees must make sure that information for which they are responsible is held in an organised and systematic way that will allow it to be identified and retrieved.

10. Other relevant policies and procedures

- 10.1 Data Protection Act 1998 Policy
 - Data Protection Act 1998 Code of Practice

11. Version Control

- 11.1 All copies will be updated for changes through the Performance Management Team.

12. Version History

| Date Issued | Version | Status | Reason for change |
|------------------|---------|-----------------------------------|---|
| 9 October 2004 | 0.1 | Draft | First issue |
| 1 December 2004 | 1.0 | Published | |
| 1 January 2005 | 2.0 | Published in controlled documents | Publishing to controlled documents |
| 13 December 2010 | 2.1 | Reviewed | Review and minor amendments to document owner and authoriser. |

13. Further guidance

- **Freedom of Information**

Derby Homes guidance on FOI for employees, Board Members and members of the public is currently being produced. When available, this will appear on the web site www.derbyhomes.org. If you have any queries you can contact:

Performance Officer

01332 711104

Email: foi.derbyhomes@derbyhomes.org

Further Information on FOI can also be found on the following Government web sites:

Ministry of Justice

www.justice.gov.uk/guidance/guidancefoi.htm

Information Commissioner's
Office:

www.ico.gov.uk

- **Data Protection Act 1998**

Derby Homes Data Protection Officer handles requests for information covered by the Data Protection Act 1998. For further information contact the IT Security/Data Protection Officer on 01332 256262.

- **Environmental Information Regulations 1992**

Various public bodies hold information covered by the Environmental Information Regulations. For more information you can contact:

The Information Commissioner's Office

Tel: 01625 545 700

Email: mail@ico.gsi.gov.uk

Website: www.ico.gov.uk/



FREEDOM OF INFORMATION ACT 2000

PUBLICATION SCHEME

Version No: 2.1

Please contact us if you need help reading this document or any part of it translating.

Hindi

यदि आपको इस दस्तावेज़ को पढ़ने या इसके किसी भाग का अनुवाद कराने के लिए सहायता चाहिए तो हम से सम्पर्क करें । 711118

Punjabi

ਜੇ ਤੁਹਾਨੂੰ ਇਸ ਦਸਤਾਵੇਜ਼ ਪੜ੍ਹਨ ਲਈ ਜਾਂ ਇਸਦੇ ਕਿਸੇ ਭਾਗ ਦੇ ਅਨੁਵਾਦ ਕਰਾਨ ਲਈ ਸਹਾਇਤਾ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੋ । 711118

Urdu

اگر آپ کو اس دستاویز پڑھنے میں مدد یا کسی حصہ کا ترجمہ کرانے کی ضرورت ہو،
تو ہم سے رابطہ کریں، 711118

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| | |
|---------------|--------|
| Contact us on | 711048 |
| Fax | 711001 |
| Minicom | 711080 |

housing.enquiries@derby.gov.uk

Or use the equipment at the library to convert this into voice and large print.
Please call the Library Service on 01332 716607 or Minicom 01332 256666 to find out which library the equipment is in at the moment.

DERBY HOMES

FREEDOM OF INFORMATION ACT 2000

PUBLICATION SCHEME

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PUBLICATION SCHEME

1. INTRODUCTION

Purpose

This is the Publication Scheme of Derby Homes for the purposes of Section 19 of the Freedom of Information Act 2000. Derby Homes is an arms length organisation set up to manage and maintain the housing stock of Derby City Council.

The Freedom of Information Act will give a general right of access to all types of recorded information held by public bodies such as government departments and local authorities. The rights of access will be subject to certain exemptions specified in the Act. These access rights will come into force in 2005.

In advance of those access rights Derby Homes is required to adopt and maintain a publication scheme setting out:

- the classes of information it publishes or intends to publish
- the way in which it intends to publish the information
- whether it might charge for the information.

People already have the right of access to information about themselves under the Data Protection Act 1998. The Publication Scheme sets out details of other information held by Derby Homes and which it makes available to the public or intends to make available in the future.

The Chief Officer responsible for the Publication Scheme is

Chief Executive Officer
Derby Homes Limited
South Point
Cardinal Square
10 Nottingham Road
Derby DE1 3QT

Day to day responsibility is with

Performance Management Officer
Derby Homes Limited
South Point
Cardinal Square
10 Nottingham Road
Derby DE1 3QT

to whom queries about this Scheme should be sent.

Structure

We have divided the Scheme into four sections each dealing with a different aspect of Derby Homes.

- About Derby Homes and how it works
- About Derby Homes' performance
- About Derby Homes' finances
- About Derby Homes' functions and services

Within each section we have included a subject heading, followed by one or more descriptions of classes or types of information available for that subject.

Each description is followed by:

- a description of any exclusions that might apply
- any statutory provisions governing the publication of information in that class of information
- where you may gain access to the information
- the formats in which we provide the information
- whether any charges might be made.

Whenever possible we have tried to describe information in general terms rather than just list the documents currently available. This means the Scheme is more flexible and allows us to bring future documents into it automatically.

When preparing this Scheme we arranged an audit to identify information that we already publish in some form or other. We have also tried to identify other information which is not formally published but which is readily accessible. Whenever possible we have included the information in the Scheme.

We will review the Scheme periodically with a view to refining or adding to the existing entries.

Exclusions

We have tried to keep the number of exclusions to a minimum but there are some situations where information might be included which should not be published. In those situations we have indicated the exclusions which we may apply.

Examples are:

- personal information about individuals. Usually such information is subject to the Data Protection Act 1998 which has separate provisions about the use and publishing of such information.
- commercially sensitive information. This covers a range of situations where publishing information could harm Derby Homes' or another party's interests. Examples include those where publishing the information might prejudice Derby Homes' contract negotiations or give an unfair advantage to one or more parties wishing to bid for a Derby Homes' contract. Some information is provided to Derby Homes on a confidential basis.
- information which if published might prejudice the health and safety of employees or the security of Derby Homes, its employees, systems, services or property.

We will only maintain an exclusion for as long as it is necessary.

Statutory provisions governing publication

There are a number of statutory provisions other than the Freedom of Information Act that already require Derby Homes to publish certain information or maintain public records. Those provisions often lay down how Derby Homes is to provide that information and what, if any, charges are payable.

When such provisions apply to information included in the Publication Scheme, we will make the information available in accordance with those provisions.

Under each description we have indicated which statutory provision, if any, applies to any information within that description.

Access

We have included under each description a brief indication of where you may get the information described. Our full address and contact details are included in the appendix at the end of this document.

Derby Homes' web site is continually developed and we intend to make as much information as possible available through the web site. If you have Internet access please look to see whether the information you require is already available from Derby Homes web site at www.derbyhomes.org.

You can request information by e-mail to foi.derbyhomes@derbyhomes.org

Formats available

We publish information in a range of formats. Typically, hard copies may take the form of leaflets, booklets, posters or reports. Some information is available in electronic format such as a spreadsheet.

Under each description we have indicated the formats currently being used for that type of information. Not all information within that description will be published in each format mentioned but information will appear in at least one of those formats. If several are currently used we have merely said various.

As new information comes into existence we may decide to publish it in other formats. We may be able to provide alternative formats on request. For example we may be able to provide a Braille or audio version or in electronic form.

Charges

Much of the information we publish is freely available but sometimes we make a charge. If there is no current charge for information we have said none currently in the Scheme.

If any of the information within a particular description is chargeable we have indicated this.

Some charges are based on prescribed statutory fees while others are those set by Derby Homes. Those set by Derby Homes generally reflect the cost of copying or publishing the information. A few may reflect the cost of extracting the information from our records.

We do not usually charge for viewing information unless there is a statutory charge or it is not readily accessible without the use of employee resources.

We do not charge for information published on Derby Homes' web site.

Derby Homes reviews its charges regularly. Any specific charge mentioned in the Publication Scheme may be subject to change. Derby Homes may also decide to make a charge for information where none is currently made.

Retention of documents and information

We do not retain documents and information indefinitely. From time to time we destroy items that are no longer required by statute or regulatory bodies or that have ceased to have any relevance or purpose. Accordingly we may no longer have the documents or information that you request if they are not recent.

We are currently reviewing our policies for the retention and destruction of documents and information no longer required.

Copyright

Supply to you of any document, or information in any other format, through the Publication Scheme does not give you the right to use that document or information in a way that breaches the copyright in that document or information. For instance it does not give you the right to publish a document or otherwise use it for commercial purposes.

This does not restrict your rights under the fair dealing provisions of sections 29 and 30 of the Copyright, Designs and Patents act 19

2. ABOUT DERBY HOMES AND HOW IT WORKS

Appointments

Current appointments under Derby Homes' Constitution such as those of Leader, Board, chairs of committees and panel members.

| | |
|--|--|
| Exclusions | Personal data within the Data Protection Act 1998 other than the names of appointees |
| Statutory provisions governing publication | Companies Act 1985, |
| Format | Booklet, document |
| Where located | Cardinal Square |
| Charges | None currently |

Complaints

Derby Homes' current complaints procedure and associated guidance for complainants.

| | |
|--|--|
| Exclusions | None |
| Statutory provisions governing publication | None |
| Format | Booklet, leaflet |
| Where located | Cardinal Square, Local Housing Offices |
| Charges | None currently |

Constitution

Derby Homes' current adopted Constitution including memorandum and articles of association, standing orders, scheme of delegations, procedure rules and services agreement.

| | |
|--|---|
| Exclusions | None |
| Statutory provisions governing publication | Local Government Act 2000/Companies Act 1985 (as amended) |
| Format | Booklet, document, electronic file |
| Where located | Cardinal Square |
| Charges | £100.00 |

Board Members

Information about the identities of current serving Board Members and contact details.

| | |
|--|---|
| Exclusions | None |
| Statutory provisions governing publication | Companies Act 1985 as amended |
| Format | Document |
| Where located | Cardinal Square/Companies House 1985 (as amended) |
| Charges | None currently |

Data Protection

Derby Homes' current approved Data Protection Policy, Code of Practice, Information Security Policy and associated guidance issued to councillors, employees and public.

| | |
|--|--|
| Exclusions | Personal data within the Data Protection Act 1998 Commercially sensitive information Information that might prejudice the security of the Council, its employees, systems, services or property. |
| Statutory provisions governing publication | None |
| Format | Various |
| Where located | Cardinal Square, Local Housing offices |
| Charges | None currently |

Services Agreement.

Full details our agreement with Derby City Council.

| | |
|--|--|
| Exclusions | Personal data within the Data Protection Act 1998 Commercially sensitive information Information that might prejudice the security of the Council, its employees, systems, services or property. |
| Statutory provisions governing publication | Housing Act 1985 section 27 |
| Format | Word document/electronic file |
| Where located | Cardinal Square |
| Charges | £100.00 |

Meetings and decisions

In relation to formal meetings of the Board, Committees, and Local Housing Boards, the agenda and minutes of those meetings together with reports to those meetings and associated background papers within the access to information provisions of the Local Government Act 1972 but limited to the last four years.

| | |
|--|---|
| Exclusions | Minutes, reports and background papers which are exempt under the access to information provisions of for as long as the exemption applies. |
| Statutory provisions governing publication | Local Government Act 1972 |
| Format | Document |
| Where located | Cardinal Square |
| Charges | £25 |

Annual general meeting and extraordinary general meetings.

Yearly meetings and others required.

| | |
|--|---|
| Exclusions | Minutes, reports and background papers which are exempt under the access to information provisions of for as long as the exemption applies. |
| Statutory provisions governing publication | Constitution Part IV section 12.4 |
| Format | Document |
| Where located | Cardinal Square |
| Charges | £25 |

Details of forthcoming formal meetings of the Board, Committees and Local Housing Boards.

| | |
|--|--|
| Exclusions | None |
| Statutory provisions governing publication | Companies Act 1985 (as amended) |
| Format | Document |
| Where located | Cardinal Square, Local Housing Offices |
| Charges | None currently |

Derby Homes current Forward Plan of key decisions to be taken.

| | |
|--|--|
| Exclusions | None |
| Statutory provisions governing publication | Local Government Act 2000 |
| Format | Document |
| Where located | Cardinal Square, Local Housing Offices |
| Charges | None currently |

News and information

Current newsletters, information bulletins, news releases and other guides and publications aimed at telling the public about Derby, Derby Homes and the services it provides.

| | |
|--|--|
| Exclusions | None |
| Statutory provisions governing publication | None |
| Format | Various |
| Where located | Cardinal Square, Local Housing Offices |
| Charges | None currently |

Current guides on communications, corporate identity, Plain English, good service, the current Media Contacts Directory and the media relations protocol for the Council.

| | |
|--|--|
| Exclusions | None |
| Statutory provisions governing publication | None |
| Format | Booklet |
| Where located | Communications Unit, The Council House |
| Charges | None currently |

Personnel

Current job vacancies open to the public and associated recruitment information issued to potential job applicants.

| | |
|--|---|
| Exclusions | Personal data within the Data Protection Act 1998 |
| Statutory provisions governing publication | None |
| Format | Various |
| Where located | Cardinal Square/Local housing offices |
| Charges | None currently |

Anti Social Behaviour

Details of policy and procedure relating to Anti Social Behaviour. Details of complaint statistics and any other relevant information.

| | |
|--|--------------------------------|
| Exclusions | Personal Information |
| Statutory provisions governing publication | Anti Social Behaviour Act 2001 |
| Format | Documents/spreadsheets |
| Where located | Cardinal Square |
| Charges | None currently |

Community Watch Patrol/Neighbourhood Wardens

Details of it's service to the tenants of Derby and lists of it's aims and objectives.

| | |
|--|--|
| Exclusions | Personal data within the Data Protection Act 1998. |
| Statutory provisions governing publication | Crime and Disorder Act 1998 |
| Format | Various |
| Where located | Cardinal Square |
| Charges | None currently |

Floating Support

Descriptions/Objectives of the service which provides qualifying Derby Homes residents with extra support.

| | |
|--|-----------------|
| Exclusions | None |
| Statutory provisions governing publication | None |
| Format | Various |
| Where located | Cardinal Square |
| Charges | None currently |

Rent Arrears

Statistical and performance management information relating directly to rent arrears, locally, and city wide

| | |
|--|---------------------------------------|
| Exclusions | None |
| Statutory provisions governing publication | None |
| Format | Documents/Reports/Spreadsheets |
| Where located | Cardinal Square/Local Housing Offices |
| Charges | None currently |

Sheltered Housing

List of schemes and the services they provide.

| | |
|--|---|
| Exclusions | None |
| Statutory provisions governing publication | None |
| Format | Various |
| Where located | Cardinal Square/Sheltered Housing schemes |
| Charges | None currently |

3. ABOUT THE DERBY HOMES' PERFORMANCE

Best Value

Current approved Best Value Performance Plan, Best Value Review Programme, audited Best Value Performance Indicators – Audit Commission Return, additional performance indicators adopted by the Council, Audit Commission Best Value Inspection Reports and internal Best Value reports

| | |
|--|--|
| Exclusions | Personal data within the Data Protection Act 1998. Commercially sensitive information. Information that might prejudice the security of the Council, its employees, systems, services or property. |
| Statutory provisions governing publication | Local Government Act 1999 |
| Format | Various |
| Where located | Cardinal Square/Local Housing Offices |
| Charges | Yes – we may charge for copies. |

Performance Assessment

Current or most recent external performance assessment reports including Comprehensive Performance Assessment, CPA, and the Council's CPA Self Assessment

| | |
|--|-----------------|
| Exclusions | None |
| Statutory provisions governing publication | None |
| Format | Document |
| Where located | Cardinal Square |
| Charges | None currently |

Corporate Plan

Derby Homes current approved Corporate Plan

| | |
|--|-----------------|
| Exclusions | None |
| Statutory provisions governing publication | None |
| Format | Document |
| Where located | Cardinal Square |
| Charges | None currently |

Public Service Agreement

Current Local Public Service Agreement and summary

| | |
|--|--|
| Exclusions | None |
| Statutory provisions governing publication | None |
| Format | Document |
| Where located | Cardinal Square/Local housing offices. |
| Charges | None currently |

4. ABOUT DERBY HOMES' FINANCES

Accounts

Most recent approved Annual report and financial statements including external auditors report on accounts.

| | |
|--|---|
| Exclusions | None |
| Statutory provisions governing publication | Local Government and Housing Act 1989 Audit Commission Act 1998 Companies Act 1985 (as amended) |
| Format | Document |
| Where located | Cardinal Square |
| Charges | £25 |

Budgets

Approved revenue and capital expenditure budgets for the current financial year including HRA Budget and Capital Programme Summary

| | |
|--|--|
| Exclusions | None |
| Statutory provisions governing publication | Management Accounts and other financial reports for DH Ltd |
| Format | Document |
| Where located | Cardinal Square/Companies House |
| Charges | £25 |

5. ABOUT DERBY HOMES' FUNCTIONS AND SERVICES

Equalities

Current approved Codes of Practice, policies and guidance on equalities within Derby Homes.

| | |
|------------|--|
| Exclusions | Personal data under the Data Protection Act 1998 |
|------------|--|

| | |
|--|------|
| Statutory provisions governing publication | None |
|--|------|

| | |
|--------|---------|
| Format | Various |
|--------|---------|

| | |
|---------------|--|
| Where located | Cardinal Square/Local housing offices. |
|---------------|--|

| | |
|---------|----------------|
| Charges | None currently |
|---------|----------------|

Statutory reports, advice and guidance on home energy matters in Derby.

| | |
|------------|--|
| Exclusions | Personal data under the Data Protection Act 1998 |
|------------|--|

| | |
|--|------------------------------|
| Statutory provisions governing publication | Home Energy Conservation Act |
|--|------------------------------|

| | |
|--------|---------|
| Format | Various |
|--------|---------|

| | |
|---------------|---------------------------------------|
| Where located | Cardinal Square, Local Housing Office |
|---------------|---------------------------------------|

| | |
|---------|----------------|
| Charges | None currently |
|---------|----------------|

Current approved Housing Strategy and findings of housing needs studies for Derby.

| | |
|------------|------|
| Exclusions | None |
|------------|------|

| | |
|--|------|
| Statutory provisions governing publication | None |
|--|------|

| | |
|--------|----------|
| Format | Document |
|--------|----------|

| | |
|---------------|---------------------------------------|
| Where located | Cardinal Square, Local Housing Office |
|---------------|---------------------------------------|

| | |
|---------|----------------|
| Charges | None currently |
|---------|----------------|

APPENDIX – DERBY HOMES LOCATION AND TELEPHONE NUMBER

The postal address for Derby Homes' main office is:

Derby Homes
2nd Floor
South Point
Cardinal Square
10 Nottingham Road
Derby
DE1 3QT

| | |
|-------------------|--|
| General Enquiries | 01332 711000 |
| Minicom | 01332 711080 |
| Fax | 01332 711001 |
| Email | foi.derbyhomes@derby.gov.uk |

Our Enquiry Centre is open 8 am – 8 pm Monday to Friday, 9 am – 12 pm
Saturday

Our offices are closed on public holidays.



ANTI-VIRUS POLICY

Version 3.1

| | |
|---------------------------------|--------------------------------------|
| Document owner | John Cornall, Assistant Director ICT |
| Document author | Alison Jones, IT Security Officer |
| Document authoriser | Mike Thompson, Head of ICT |
| Date of document | September, 2003 |
| Version | 2.0 |
| Document classification | Internal |
| Document distribution | Internal |
| Document retention date | Until date of next review |
| Review date of document | September, 2004 |
| | |
| Derby Homes edition | December 2010 |
| Derby Homes Resources Committee | December 2010 |

Document review: December 2010

Summary of changes

- Document Reviewed
- Revision date altered

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1. Introduction and scope

Computer viruses are a threat to any organisation including Derby Homes. With the huge expansion in the use of the Internet and e-mail, the spread of viruses has increased and there are now over 50,000 different computer viruses. In most cases, the damage is trivial and merely annoying. However, in some cases the damage to files and personal computers – PCs - is so great that many weeks of work are lost if you have not backed up the data. Repairing the effects of viruses can waste a lot of time.

The policy applies to all Derby Homes employees, including Board Members who may use an e-mail account and/or access to the Internet using one of the computers connected to our network.

2. Policy objective

2.1 The objective of this policy is to make users aware of their responsibilities and the things they should – or should not – do to minimise the risk of virus infection. It will raise awareness on:

- how viruses are introduced
- how to recognise a virus infection
- the consequences of a virus infection.

2.2 By understanding and implementing our responsibilities we will, minimise the risk of:

- a virus infection
- data loss should a virus break through our defences.

2. Definitions

| | |
|----------|--|
| Virus | A program designed to replicate and spread on its own, usually without a user's knowledge. They spread by attaching themselves to another program, such as a word processing or spreadsheet program, or the boot sector of a disk. When you open an infected file or the computer is started from an infected disk, the virus itself takes effect. |
| Macro | A macro is an instruction that carries out program commands automatically. Many common applications, for example word processing and spreadsheets, make use of macros. |
| Firewall | A system designed to prevent unauthorised access to or from a private network. Firewalls can be implemented in both hardware and software, or a combination of both. Firewalls are frequently used to prevent unauthorised |

| | |
|--|---|
| | Internet users from accessing business networks connected to the Internet. All messages entering or leaving the network pass through the firewall, which examines each message and blocks those that do not meet the specified security criteria, or have known viruses attached. |
|--|---|

4. How viruses are introduced

4.1 Viruses can be introduced to a PC by any of these ways:

- floppy disks and Compact Disks – CDs - from magazines or from other organisations
- floppy disks and CDs moving between departments
- floppy disks and CDs used on home PCs and laptops and then brought into work
- e-mails and e-mail attachments from unknown external sources
- downloading files from the Internet containing file viruses or macro viruses that automatically run when opened.

4.2 E-mail messages – not just attachments – may also carry viruses. Visual Basic Script – a programming language – viruses such as ***Kakworm*** are hidden in a normal looking e-mail message. The hidden script can run as soon as the message is read or even previewed. ***Check your PC or laptop has virus protection.***

5. Recognising a virus infection

Indication of a possible virus infection include:

- inexplicable changes to data, for example wandering text or unusual symbols or sounds, characters moving about the screen
- total failure of the PC
- lost files
- slow response time
- files greatly increasing in size to the extent that some may not load.

6. Consequences of a virus infection

This list is not comprehensive but the consequences of a virus infection usually include:

- lost productivity
- lost data and access
- unreliable applications
- system crash
- PCs unavailable
- locked up screens
- corrupted files
- loss of confidence in the data
- financial loss
- legal implications.

7. Virus hoaxes

7.1 Virus hoaxes usually take the form of an 'urgent virus warning' e-mail message. They usually contain false reports about new undetectable viruses and urge recipients to forward the warning to as many people as possible. This mass forwarding then produces similar effects to a true virus infection and could potentially overload an e-mail server. Another common virus hoax is when an e-mail tells you to look for certain files on your PC and delete them and then e-mail everyone in your address book. If you follow the instructions without checking if it is a hoax, you may delete essential system files which are necessary to run your PC. This list is not comprehensive but some known virus hoax e-mails are in the list below:

- Bad frogs screen saver
- badtimes
- wobbler
- WTC survivor
- nokia screensaver
- a virtual card for me
- bugbear
- jdbgmgr.exe

7.2 Forward all suspected e-mail hoaxes to the Council's IT Security Officer at alison.moss@derby.gov.uk who will decide what action to take.

7.3 All genuine virus warnings will be issued by the IT Security Officer to departmental IT Liaison Officers and will look similar to the e-mail message at Appendix 2.

8. Responsibilities

8.1 Follow these basic rules to keep the risk of a virus infection to a minimum:

- never load software that has not been agreed with your IT Liaison Officer or Central IT
- never leave a disk in a PC when switching off
- never open an e-mail attachment from an unknown external source
- always virus scan incoming floppy disks and CDs – see Appendix 1 for guidelines
- always virus scan floppy disks and CDs that have been used on a home PC or laptop before using at work.

8.2 Remember to:

- take regular backups of personal files held on the hard drive of the PC so data can be restored onto another machine if an infection occurs
- log any virus or suspected virus incident with the IT Unit and the Council's IT Security Officer.

8.3 If your PC becomes infected with a virus:

- stop using the PC immediately
- place a freeze on the movement of all floppy disks and CDs
- recall any floppy disks or CDs that have been shared
- report the infection to the IT Unit and the IT Security Officer
- do not attempt to use the PC again until it has been certified as virus free by a Serco engineer.

9. Our defences

McAfee Anti-Virus software is installed on all Derby Homes' PCs and servers connected to the Council network. Anti-virus software is also installed on the Firewall system.

10. Compliance with the Anti-Virus Policy

Every Derby Homes PC user must comply with this policy. If employees knowingly fail to comply with Derby Homes policies, procedures or guidelines, Derby Homes may take appropriate action under the Disciplinary Procedure.

11. Other relevant policies, standards and procedures

Information Security Policy
E-mail and Internet User Policy
E-mail and Internet Monitoring Policy

12. Contact details

IT Manager 013323 888601

13. Document version control

To make sure you are using the current version of this policy please check on Derby Homes intranet site DHnet.

14. Version history

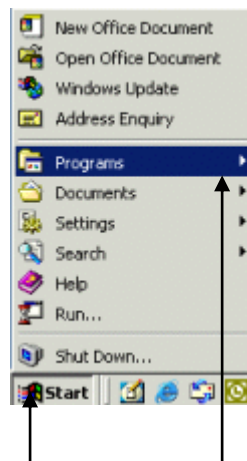
| Date Issued | Version | Status | Reason for changes |
|------------------|---------|--------|-------------------------------|
| 31 Oct 2002 | 1.0 | Issued | |
| 19 Sept 2003 | 2.0 | Issued | Document reviewed and updated |
| 13 December 2010 | 3.1 | Issued | Document Reviewed and updated |

Please tell us if you need this in large print, on audio tape, computer disc or in Braille. You can contact the Equalities Unit on 25 5384 or on minicom 01332 258427 or fax 25 6223.

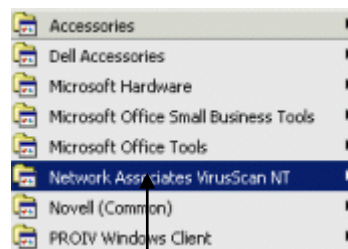
Appendix 1

WINDOWS 2000

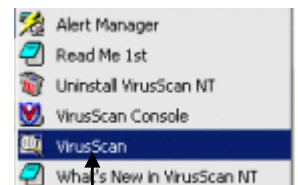
Insert CD and follow the instruction.



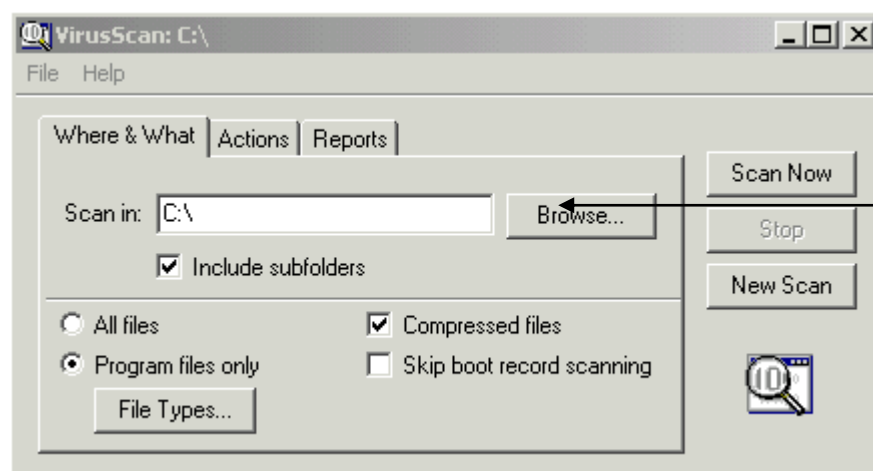
Click **Start Programs**



Network Associates

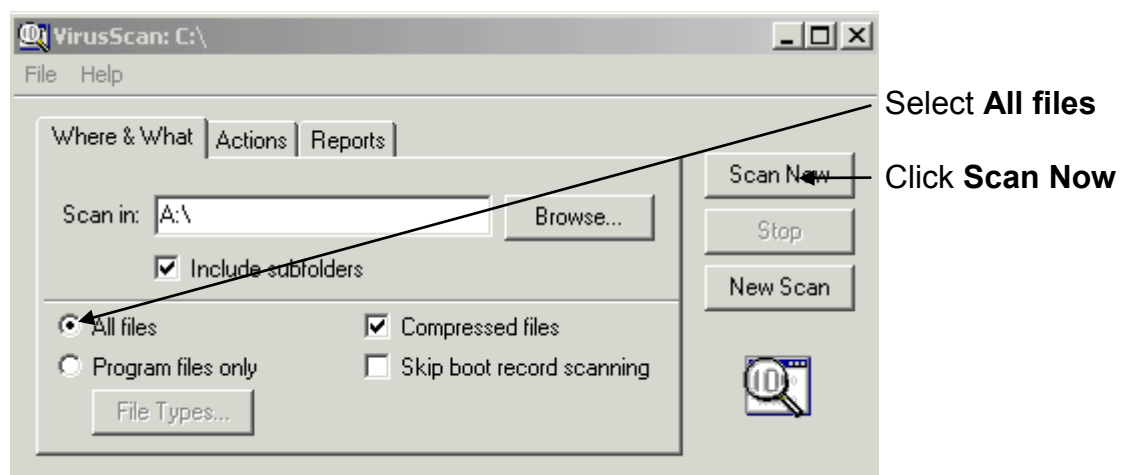
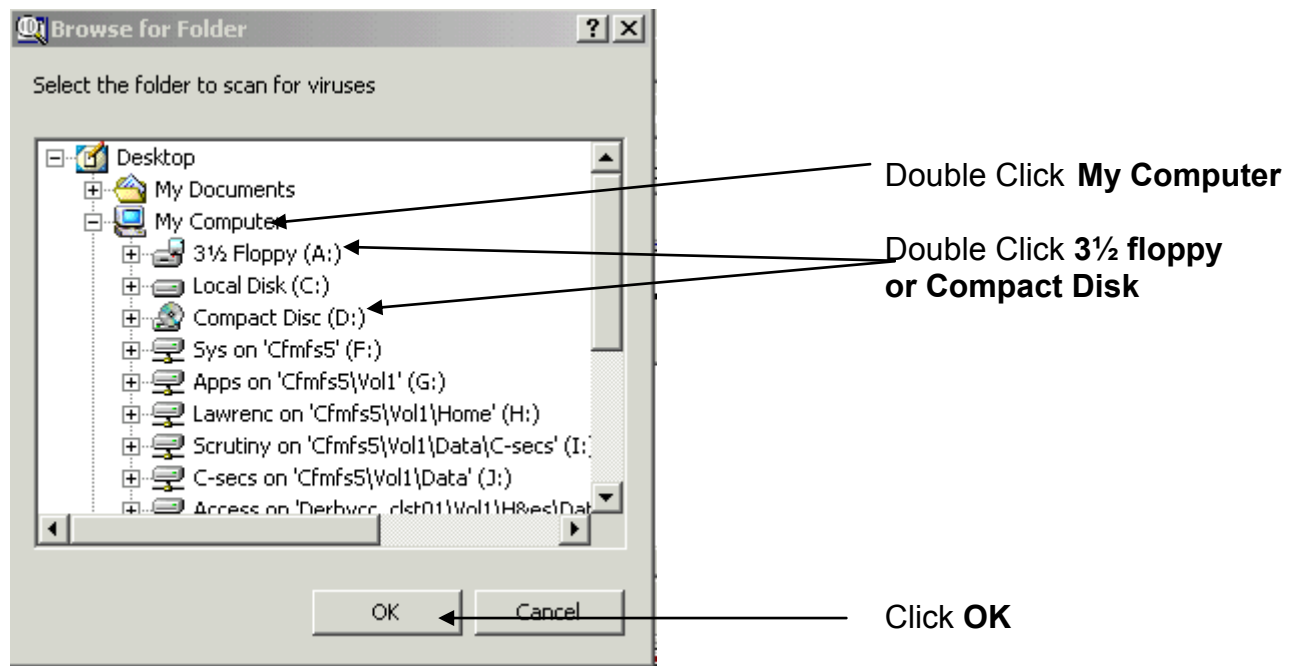


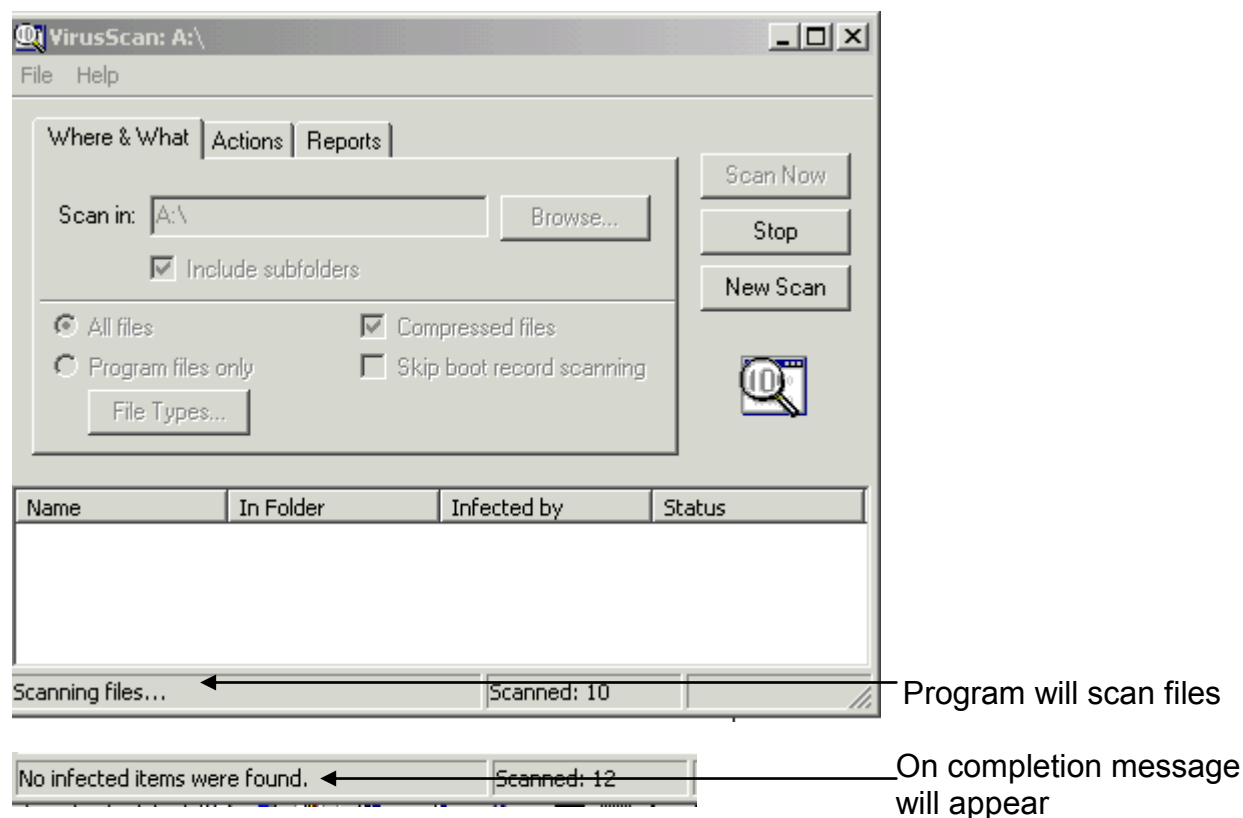
VirusScan



Click **Browse**

ANTI-VIRUS POLICY





If infected items are found please report it to either your IT Liaison Officer or the Serco Helpdesk and the Council's IT Security Officer

Click the  in the top right hand corner to close the program.

WINDOWS 95/98

Put the CD or Diskette into the relevant drive and click on the file to be opened. Once the file is opened your PC will automatically scan for viruses.

If a virus is detected the AV Software will disinfect it.

Report any virus infection to the IT Unit and the Council's IT Security Officer.

Appendix 2

SAMPLE OFFICIAL VIRUS WARNING E-MAIL MESSAGE

Subject: New Virus Warning

Dear All

I have had notification today of a new, particularly nasty virus called **W32/Bugbear also known as Tanut**.

It is a mass mailing virus and appears to have the ability to disarm or disable AV software.

Capita are updating our AV Software and Firewall as we speak. Please warn users of hot mail, yahoo or similar e-mail accounts as the update from Serco will only cover Corporate e-mail.

Regards
Alison Moss

IT Security Officer
Tel: 01332 25 6262
Fax: 01332 25 6267

The advice contained in this e-mail is the personal view of the sender and cannot be considered to be the formal advice of the Director of Finance. All formal advice provided by, or on behalf of, the Director of Finance, will be in written form, incorporating the signature of the officer responsible. If formal written advice is required, please advise the sender of this e-mail.



E-MAIL AND INTERNET USER POLICY

Version 4.1

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| 5. Monitoring | 3 |
| 6. Guidelines on acceptable use | Error! Bookmark not defined. |
| 7. Unacceptable e-mail and Internet use | 4 |
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| E-mail | 5 |
| Internet | 7 |
| Derbynet – the Council's Intranet | Error! Bookmark not defined. |
| 9. Virus protection | 7 |
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| 10. Other relevant policies, standards and procedures | 8 |
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1. Introduction and scope

Derby Homes provides access to Information Systems and IT facilities for business purposes. Employees have access to the latest data and technology on the basis that these are necessary tools to help you do your job faster and more efficiently. Likewise, e-mail, DHnet and Derbynet are standard tools available to anyone provided with a computer connected to the Council's network. Wider internet access is usually available on all Derby Homes' PCs.

2. Definitions

- The Council – Derby City Council
- Should – indicates a recommendation or good practice
- Must – indicates that something has to be done to satisfactory requirements and is mandatory
- Must not – indicates that something must not be done and is mandatory.
- RSS Feeds - is a family of Web feed formats used to publish frequently updated content including, but not limited to, blog entries, news headlines, and podcasts.

3. Limited personal use

Derby Homes allows limited, occasional personal use of the e-mail and Internet to employees working on Derby Homes PC's and linked to the Council network. Personal use of the e-mail and Internet is not allowed when that would involve any direct cost to Derby Homes and the Council. Personal use is only allowed before and after work hours, during lunch breaks and during flexi leave.

4. Expectations

Derby Homes expects employees to use the e-mail, Internet, DHnet, Derbynet and other technology responsibly at all times. If employees misuse it, or use it excessively for personal reasons, Derby Homes and the Council may restrict or terminate their access. Derby Homes may also take appropriate action under the Disciplinary Procedure.

5. Monitoring

Derby Homes and The Council reserve the right to monitor and log e-mail and Internet activity. This is generally required for quality control or identifying inappropriate use for training purposes. However, if we have evidence of misuse through monitoring, we will investigate it thoroughly and take appropriate action under the Disciplinary Procedure. A copy of the E-mail and Internet Monitoring Policy is held within the controlled documents site on DHnet.

Derby Homes and The Council allows limited, occasional personal use, provided that employees follow these rules.

Personal use is allowed provided that it:

- is carried out before or after work hours, during lunch breaks or flexi leave
- does not damage Derby Homes' and the Council's interests
- does not involve **deliberately viewing or storing**, sending or receiving any material that Derby Homes and the Council considers offensive
- does not conflict with Derby Homes and the Council's equalities or harassment policies
- is lawful under the **Protection from Harassment Act 1997**, the **Sex Discrimination Act 1975**, the **Disability Discrimination Act 1995**, the **Race Relations Act 1976**, the **Race Relations Amendment Act 2000** and the **Human Rights Act 1998**
- is not used to store, transmit or publish any material that is legally 'obscene' under the **Obscene Publications Act 1959** or anything that breaches **The Childrens Act 1978**
- does not interrupt, disturb, inconvenience or degrade the service
- does not get in the way of the work of Derby Homes and the Council
- does not get in the way of other employees doing their jobs
- does not break any of the conditions in section 7 of this policy.

7. Unacceptable e-mail and Internet use

You **must not** use e-mail or the Internet for knowingly doing anything that is illegal under **any** law or for any of the purposes listed:

- promoting any commercial ventures, causes or organisations unless expressly authorised by Derby Homes' Chief Executive
- promoting any private or personal interests such as selling possessions or property or promoting a social activity not connected to Derby Homes or the Council.
- publicising anything that, totally or partly, appears to be designed to influence public support for a political party. This could be political publicity, campaigning or lobbying
- taking part in activities, make statements, deliberately visit web sites or share or retrieve information or software containing material of a discriminatory nature, which would create an intimidatory working environment, based on **sex, race, sexual orientation, age, disability, national origin, religious or political beliefs** – unless you have to do this as part of your job
- sending messages or material using language or including images that are **obscene, pornographic, sexually orientated,**

derogatory, offensive, threatening, insulting, harassing or harmful to recipients. Derby Homes and The Council uses technology to detect and block unsuitable e-mail and Internet content.

- copying, distributing or receiving copyrighted or confidential material without the owner's consent
- describing techniques for criminal terrorist acts
- representing values which are contrary to any Derby Homes and Council policy
- breaking through security controls, whether on Derby Homes and Council equipment or on any other computer system – hacking
- deliberately accessing or transmitting a computer virus, worm, Trojan horse, trap-door program code or similar software
- knowingly do anything that could block or interrupt networks or systems, including sending chain or 'junk' e-mail
- deliberately hide your identity when sending e-mails or pretend to be someone else when using the Internet
- using e-mail to create or vary an existing contract on behalf of Derby Homes or the Council
- downloading or running entertainment software, games, screen savers or images and videos unless clearly authorised to do so – if and when detected these will be removed
- paying for Derby Homes and Council goods or services on the Internet, until notified otherwise
- Knowingly downloading or distributing pirated software or data.
- Really Simple Syndication (RSS) feeds should only be subscribed to with a manager's written permission and should only be work related.

This list is not comprehensive. Use it as a guide only. It will be updated when necessary.

8. General conditions

E-mail

- 8.1** Employees should recognise that e-mail is not a secure way of exchanging information especially if it is private, confidential, personal or sensitive. Be aware of your responsibilities under the **Data Protection Act 1998** – DPA, and treat messages appropriately.
If you are not sure of your responsibilities under the DPA please check on Derby Homes' controlled documents site on DHnet.
- 8.2** Do not put anything into an e-mail, or an attachment, that you would not put on Derby Homes' headed notepaper. E-mail can be used as evidence in criminal cases so be aware of how it would sound if read out in court. If in doubt, don't send it!

- 8.3 Recognise that the legal responsibility for defamation or false statements applies to e-mail. You must not knowingly make a libellous or false statement about any individual in e-mail as you personally **and/or** Derby Homes could be held responsible and liable for any damage it causes to the reputation of the victim.
- 8.4 To avoid introducing viruses into the network, do not open e-mail attachments from unknown external sources.
- 8.5 All user emails should only be sent by limited authorised staff. Please refer to the Marketing and Communications Manager.
- 8.6 Keep e-mail and network passwords secure and change them regularly. Do not reveal, write them down or share them with anyone. Set permissions within your mailbox if you require other people to have access to your mail. Make suitable plans for others to access your e-mail when you are on annual or flexi leave and set your Out of Office Assistant. Advice for setting your Out of Office Assistant is at Appendix 5.
- 8.7 It is a criminal offence under the **Computer Misuse Act 1990** to access a computer system without authority to do so. Do not read, delete, copy or change the contents of anyone else's mailbox without their permission. This includes when someone is unexpectedly away from the office. If you need to set someone's Out of Office Assistant, line managers can complete Form S1 and fax to Central IT on 01332 256267. The form is on Derbynet under **Document Library/Policy & Strategy/Codes & Protocols**. An example of the form is at Appendix 5.
- 8.8 Lock your PC screen when you are away from your desk, using the ctrl-alt-delete key sequence.
- 8.9 All external e-mails have a disclaimer message automatically attached - see Appendix 2 for updated disclaimer detail.
- 8.10 External e-mail messages must always contain your name and contact details - see Appendix 3 for the standard format.
- 8.11 You must not re-route personal e-mails from a personal e-mail address to your work e-mail address without the written permission of your manager. Remember, if you receive personal e-mail at work, you can only respond to it during your own time - before and after work hours, during lunch breaks and during flexi leave.
- 8.12 Employees are advised to delete any personal mail from their inbox before leaving the employment of Derby Homes. Derby Homes may require access for business reasons to an e-mail account after an employee has left.

Internet

- 8.13** Employees need their line manager's written permission before subscribing to any bulletin board, newsgroups or any other Internet Service. Newsgroups are public forums so you must not reveal any confidential Derby Homes or service user information. If you subscribe to receive regular business newsletters by e-mail make sure you select the 'plain text' option. Any other option may get blocked.
- 8.14** Employees must not participate in discussions that are politically sensitive or controversial and must not give advice or information that is known to be different to Derby Homes' and the Council's policies or interests.
- 8.15** Do not install standalone PC's with Internet connections without authority from Central IT.
- 8.16** Always disconnect your Internet access when not in use. Always log off or use a password-protected screensaver if you need to leave your PC unattended for any length of time.
- 8.17** Line managers are responsible for informing the IT Liaison Officer or Capita and/or departmental system administrators immediately of any employee who no longer requires access to e-mail or the Internet.
- 8.18** If employees use the Internet during their own time to buy goods or services Derby Homes or the Council will not accept liability for default of payment or for the security of any personal information you give, for example credit or debit card details.
- 8.19** If you use a business credit card to make purchases over the Internet, make sure the website is secure. Do not send credit card details by e-mail to anyone. See Appendix 6 for guidelines.

9. Virus protection

Everyone has a responsibility to make sure that the Council network and IT systems stay virus free by complying with Derby Homes' Anti Virus Policy. The current version of this policy is on Derby Homes' controlled documents site on DHnet.

In summary:

- never open e-mail attachments from an unknown source
- check all diskettes for viruses before use
- make sure you have the latest version of the Council's anti-virus software – details in the Anti-Virus policy
- always report incidents on virus infection to IT Business Support and the Council's IT Security Officer.

10. Other relevant policies, standards and procedures

Information Security Policy
Data Protection Act Policy
Anti-virus Policy
E-mail and Internet Monitoring Policy
Process for setting Out of Office Assistant
Data Protection Act 1998 Code of Practice
All User Message Guidelines

All these documents are on Derby Homes' controlled documents site on DHnet.

11. Contact details

Please contact the IT Manager for any further information or advice. - see Appendix 1 for contact numbers.

12. Document version control

To make sure you are using the current version of this policy please check on Derby Homes' controlled documents site on DHnet.

| Date issued | Version | Status | Reason for change |
|------------------|---------|--------|--|
| 31 July, 2003 | 2.0 | Issued | Document review and update. Summary of changes included. |
| 13 December 2010 | 4.1 | Issued | Document reviewed and minor amendments made. |

13. Appendices

- appendix 1 – IT Departmental Liaison Officers
- appendix 2 – e-mail disclaimer details
- appendix 3 – Council standard e-mail formats
- appendix 4 – Good User Guide - e-mail
- appendix 5 - request for setting an Out of Office Assistant
- appendix 6 – how to recognise a secure web site.

14. Glossary

| Term | Definition |
|---------|---|
| Hacking | The term given to someone who tries to gain unauthorised access to a computer system in order to steal or |

| | |
|------------------------|--|
| | corrupt data |
| Trap-door program code | A trap-door is a code that allows a programmer to gain access to a secure computer system at some later date – it is also known as back door program code |
| Trojan Horse | A destructive program that pretends to be a benign application. Unlike a virus, Trojan horses do not replicate themselves but they can be just as destructive. One of the most dangerous types of Trojan horse is a program that claims to rid your computer of viruses but instead introduces viruses on to your computer |
| Virus | A program designed to replicate and spread on its own, preferably without a user's knowledge. They spread by attaching themselves to another program, such as word processing or spreadsheet programs, or the boot sector of a diskette. A more dangerous type of virus is one capable of transmitting itself across a network and bypassing security systems – see Worm |
| Worm | A program that spreads itself over a network, duplicating itself as it goes |

Appendix 1

CONTACTS

Central IT

| | |
|---------------------|---------|
| IT Security Officer | 25 6262 |
|---------------------|---------|

Derby Homes IT

| | |
|------------|--------|
| IT Manager | 888601 |
|------------|--------|

Appendix 2

DERBY CITY COUNCIL E-MAIL DISCLAIMER

Disclaimer at the **beginning** of all external messages:

*** Before reading, or acting on this e-mail, or opening any attachment, please read Derby City Council's disclaimer and confidentiality statement at the end of this e-mail ***

Disclaimer at the **end** of all external messages:

The views expressed in this e-mail are personal and may not necessarily reflect those of Derby City Council, unless explicitly stated otherwise.

This e-mail, and any files transmitted with it, are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this e-mail in error, please notify me immediately.

If you are not the intended recipient of this e-mail, you should not copy it for any purpose, or disclose its contents to any other person.

This footnote also confirms that this e-mail message has been swept by MIMESweeper for the presence for computer viruses. However, we cannot accept liability for viruses that may be in this e-mail. We recommend that you check all e-mails with an appropriate virus scanner.

Appendix 3

DERBY HOMES STANDARD E-MAIL ADDRESS FORMAT

firstname.lastname@derbyhomes.org

In exceptional circumstances when there may be two or more employees with the same name, a number may be included following the last name.

firstname.lastname1@derbyhomes.org

Use this format when using the 'signature' facility on Outlook:

Amendment 02/08/2007

Concern has been raised that emails from Derby Homes are not consistent or helpful when it came to signatures.

Therefore all Derby Homes staff are requested to adopt the signature below. Please use this for all internal and external emails.

Follow the instructions in the attached document to start using this new signature.

DO **NOT** CHANGE THE FONT OR THE TEXT COLOUR (If they are an issue please use the Action Log and be constructive in your suggestions for change.)

Your Name | Job Title | Derby Homes Limited, South Point, Cardinal Square,
10 Nottingham Road, Derby DE1 3QT | Telephone 01332 ?????? | Mobile
????? ?????? | www.derbyhomes.org

Derby Homes - Working in partnership to deliver excellence in housing services

Before you print think about the ENVIRONMENT

Appendix 4

E-MAIL GOOD USER GUIDE

Do:

- maintain your mailbox correctly:
 - open e-mails at least once a day
 - if you cannot respond to an e-mail immediately, send a holding response within 2 working days
 - follow up a holding response within 10 working days or give an estimated date when a full response will be made
 - set your 'out of office' message if you are going to be out of the office for longer than 1 day
 - set permissions for others to see your mailbox if you want them to have access
 - clear your 'Deleted Items' folder daily.
- use a password protected screen saver to avoid unauthorised access to your PC or e-mail
- make sure you are aware of the sensitivity of e-mail contents or attachments before sending. An unrestricted or unclassified e-mail message can disguise a highly sensitive attachment.
- make sure the 'subject' field holds a meaningful title



- develop orderly filing systems for messages you need to keep
- keep messages brief and to the point. Some people find it harder to read from the screen than from paper
- make sure you are sending your message to the correct person.

Don't :



- print out e-mails unless you really need to
- send a message in capital letters. It is the electronic version of **SHOUTING!**
- assume the message has been received or read just because it has been sent
- reproduce the message sent to you unless it is really necessary
- send large attachments – this can slow down or even stop the e-mail system.



Remember:

- your responsibilities when using e-mail and the Internet
- the Council reserves the right to monitor e-mail and Internet activity
- never share passwords
- it is an offence under the **Computer Misuse Act** to access someone else's mailbox without their permission
- your responsibilities under the **Data Protection Act** and never disclose personal or sensitive information in an e-mail message
- never open an e-mail attachment from an unknown source
- always add your contact details to external e-mail messages
- e-mails already have a disclaimer message attached when sending externally so you don't have to add your own

- even experienced e-mail users make mistakes so always check that the e-mail you are about to send:
 - communicates the intended message
 - has the appropriate tone
 - is addressed only to the correct recipients
 - has had the spelling checked.
- it is your responsibility to check the sensitivity of the message or the attachment. Always check before sending . . .
 - is the message sensitive?
 - is the attachment sensitive?
 - am I sending it to one person or a list of recipients? If a list, is everyone on the list entitled to see the message? Do I want them all to see the message?
 - if the message is too sensitive, should I be using e-mail at all? Consider a controlled fax message or telephone call, followed by normal mail.
- check your e-mail size if sending attachments
- always be careful when forwarding e-mails – particularly if you don't want the original writer, or someone else on the circulation list, to see your comments. Clicking on the 'reply to all' option could reveal confidential or embarrassing information to employees, customers or suppliers. Remember to:
 - double check where your mail is going
 - read every recipient's name before you send it
 - when everything is checked and you are sure it is correct, then send the message. If in doubt, don't send it!
- If in doubt about anything, ask. Contact the IT Security Officer on 25 6262 or by e-mail to alison.moss@derby.gov.uk.



Appendix 5

Request for setting Out of Office Assistant *

Requestor Name:

Job Title:

Department:

Date:

Signature: _____

User Name:

Reason for request:

Contact details to be entered on Out of Office: **'I am unable to respond to your e-mail at this time. Please forward all queries to or telephone**

Fax completed form to Central IT on **01332 25 6267**

Send original completed form to **IT Security Officer, Central IT, Room 213, Council House, PO Box 6291, DE1 2ZL**

To be completed by Central IT:

Date request received:

Call Reference Number:

Time & Date logged:

Signature:

Time & Date call resolved:

Informed requestor: Y N

*Requestor must be Line Manager or above to make authorised request

Advice for setting Out of Office Assistant

The following advice is relevant for your business 'Out of Office' message as well as your personal e-mail accounts at home if you have the facility.

Never

- say you are away on holiday or out of the country
- put alternative 'personal' contact details in your message
- put home address or personal numbers in your message
- set 'away' messages on your home/personal PC e-mail accounts.

Remember

- keep messages simple
- redirect enquiries to a colleagues business telephone number
- always prepare for your absence and prewarn key contacts personally of your holiday and/or set permissions on your e-mail inbox for someone else to monitor your e-mail.

The recommendation for setting 'Out of Office' auto-replies –

I am unable to respond to your e-mail until at the earliest.

If you need help please contact (name) on Derby (01332) xxxxxxxx or by email to – firstname.lastname@derby.gov.uk

'I am unable to respond to your e-mail until ----- . For urgent matters, please contact ----- on tel ----- or e-mail -----, otherwise I shall respond to your e-mail on my return.'

Appendix 6

How to recognise a secure web site

You must make sure that any transactions you make over the Internet are only with those sites using secure sockets layer (SSL) to encrypt your card details. When placing an order, you may get a pop-up Security Alert informing you that you are about to view pages over a secure connection and any information you exchange with the site cannot be viewed by anyone else on the Internet. You will also see the Internet address in your URL/web address bar prefixed with https:// rather than http:// and, depending on the Internet browser you use you will also notice the following:

Internet Explorer:

You will see a yellow security padlock towards the bottom right hand side of the browser. If you hover your mouse cursor over the padlock, it should display a pop-up of 'SSL Secured (xxx bits). If it is less than 128 bits please download the Internet Explorer High Encryption pack, this should take approximately 3 minutes to download from the Microsoft website.



E-MAIL AND INTERNET MONITORING POLICY

Version 2.1

| | |
|---|--|
| Document owner | John Cornall, Derby City Council Assistant Director ICT |
| Document author and enquiry point | Alison Jones, DCC IT Security Officer |
| Document authoriser | Mike Thompson, DCC Head of ICT |
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1 Introduction

The purpose of this policy is to explain to every IT system user how Derby Homes works with the Council to monitor electronic communications in accordance with relevant and appropriate legislation.

2 Scope

- 2.1 This policy covers the monitoring of sent and received external e-mail only and all Internet traffic.
- 2.2 The policy applies to all Derby Homes' employees, and those of the Council, who have an e-mail account and/or access to the Internet.

3 Responsibilities and accountabilities

- 3.1 The Council's Director of ICT has overall responsibility for defining and setting security policies, standards and procedures. Derby Homes has a contract with the Council and must adhere to them.
- 3.2 All line managers have responsibility to make sure that employees who have authorised access to IT systems are aware of all relevant policies, standards and procedures.
- 3.3 Every IT system user is responsible and accountable for following these policies, standards and procedures.
- 3.4 The Council's IT Security Officer has overall responsibility for monitoring the use of the Council's e-mail system and the Internet. Derby Homes IT Manager has a secondary responsibility for monitoring Derby Homes use of the internet.
- 3.5 Access to e-mail and Internet monitoring resource will be limited to nominated authorised personnel.

4 Compliance with legal and contractual requirements

- 4.1 The Council has an obligation to make sure that monitoring is carried out in line with the terms of current, relevant legislation - documented at Appendix 3.
- 4.2 If you are not sure of your responsibilities under any of the laws listed, contact the Council's IT Security Officer for further information.

5 Monitoring and recording

5.1 The Council uses automated software to monitor, filter and record e-mail and Internet traffic. Derby Homes also uses software to monitor its use of the internet.

5.1.1 The Council and Derby Homes will monitor and may record for the purposes listed, to:

- identify inappropriate use for training purposes
- make sure of compliance with regulatory practices or procedures – for example record keeping in relation to financial services
- make sure employees are complying with usage standards as stated in the E-mail and Internet User Policy – by using a system of spot and sample checking on blocked e-mails
- investigate or detect the unauthorised use or misuse of our systems – for example hacking, fraud or excessive personal use
- prevent or detect criminal activity
- make sure of the effective operation of our systems – for example checking for viruses.

E-mail monitoring

5.2 The Council monitor, and may block, external e-mails, both received and sent, that contain:

- language that the Council and Derby Homes considers to be pornographic, obscene or sexually orientated
- language that conflicts with the Council's and Derby Homes' equalities or harassment policies
- web pages or e-mails that contain HTML – Hypertext Mark up Language - scripts
- video clips
- executable files
- encrypted or password protected text or files that cannot be scanned for viruses.

5.2.1 Blocked e-mails are handled automatically by the software and treated in the following manner . . .

- E-mails blocked owing to inappropriate language are held in quarantine for 30 days
 - notification is made to the Web Monitor mailbox along with 'Text Analysis' results. This means that e-mails do not routinely need to be opened and read to identify content

- senders of these e-mails will receive a receipt from Web Monitor stating the e-mail has been blocked owing to **'words that have been restricted'**
 - legitimate business e-mails that have been inappropriately blocked can be retrieved and released, see Appendix 1 for the process to release blocked e-mails
 - any e-mail requested to be released will be retrieved and manually checked by authorised personnel before the e-mail is released.
- Blocked e-mails that contain HTML enabled script, video or executable attachments will be automatically stripped of the attachment before notification is made to Web Monitor
 - notifications will be held for 30 days
 - e-mails **cannot** be retrieved or released
 - senders of these e-mails will receive a receipt from the Web Monitor informing them their e-mail has been blocked.
 - Blocked encrypted e-mails are held in quarantine for 30 days
 - senders and intended recipients of these e-mails will receive a receipt from Web Monitor stating the e-mail has been blocked owing to restriction on encrypted content
 - legitimate business e-mails that have been inappropriately blocked can be retrieved and released. See Appendix 1 for the process to release blocked e-mails.
 - any e-mail requested to be released will be retrieved and manually checked by authorised personnel before the being released.
- 5.3 Individuals' use of the e-mail system will be investigated when messages repeatedly get blocked for any of the reasons stated in 5.2.
- 5.4 Access to e-mail logs are strictly controlled and limited to authorised personnel only.

Internet monitoring

- 5.5 The Council and Derby Homes monitor and log all Internet activity. The Council and Derby Homes block access to websites that have been classified under any of these headings:
- adult material
 - abused drugs, excluding prescribed medications
 - alcohol and tobacco
 - gambling
 - games
 - hacking

- illegal
- militancy and extremist
- MP3 – music and audio
- proxy avoidance – the ability to bypass our internal monitoring process
- racism and hate
- tasteless
- URL translation sites
- violence
- weapons
- web chat
- web hosting
- any other classifications decided by the Council.

5.6 Access to Internet logs is strictly controlled and limited to authorised personnel only.

5.7 Internet logs record details of:

- user ID
- websites visited
- attempted visits to blocked websites
- dates
- times.

5.8 Reports are created on attempted visits to blocked websites only for the purposes stated in 5.1.1.

5.8.1 Users will be aware they have tried to access a blocked website by being directed to the blocked page screen. It will look similar to this:

Access to this web page is restricted at this time.

Your attempt to access this page has been logged.

Repeated access attempts will be investigated.

Please e-mail monitoring.web@derby.gov.uk if you need access to this page for business purposes.

Please read the E-mail and Internet user policy for guidelines on acceptable use.

Reason: The Websense category 'Weapons' is filtered.

URL: <http://www.guns.com/>

- 5.8.2 The Council, and Derby Homes, will investigate **repeated** attempted visits to similar categories of blocked websites by an individual user. A single attempted visit to a blocked website in error will be allowed and no further action will be taken.
- 5.8.3 Anyone who has a legitimate business reason for needing access to a website which is blocked due to its category, can send an e-mail to **Web Monitoring** stating the reasons why access is required and the full website address.
- 5.9 The Council, and Derby Homes may do spot and sample checking on reports created on websites visited for the purposes stated in 5.1.1.
- 5.10 If, through spot and sample checking, or any other means, we find evidence of misuse, we will investigate thoroughly and Derby Homes may take appropriate action under the Disciplinary Procedure.
- 5.11 All Internet logs will be deleted after three months unless information is required for ongoing investigation purposes.

6 Compliance with policies, procedures and guidelines

If employees knowingly fail to comply with Derby Homes policies, procedures and guidelines, Derby Homes may take appropriate action under the Disciplinary Procedure.

7 Other relevant policies, standards and procedures

E-mail and Internet User Policy
Anti-Virus Policy
Information Security Policy
Data Protection Act 1998 Policy

All these documents are on Derby Homes' intranet site DHnet.

8 Contact details

Please contact the IT Manager for more information. See Appendix 2 for contact details.

9 Document version control

To make sure you are using the current version of this policy please check on Derby Homes' controlled documents site on DHnet.

10 Document version history

| Date Issued | Version | Status | Reason for change |
|------------------|---------|--------|--|
| 11 June 2003 | 0.2 | Draft | Plain English & GW comments |
| 21 Nov 2003 | 0.3 | Draft | Definitions and comments following CSW |
| 13 December 2010 | 2.1 | Issued | Reviewed and minor amendments made. |
| | | | |

PROCESS TO REQUEST THE RELEASE OF A BLOCKED E-MAIL

1. In certain circumstances legitimate business e-mails that have been blocked can be retrieved and released.
2. The Council can only retrieve e-mails that have been blocked due to:
 - restricted words
 - encryption or password protection.
3. Send a request for a release to **Web, Monitoring** mailbox. The Council need to know:
 - why the e-mail was blocked
 - what time the e-mail was blocked
 - sender
 - intended recipient(s).
4. As stated in the E-mail and Internet Monitoring Policy all e-mails will be retrieved and manually checked by authorised personnel before being released.

Contact details

Central IT

| | |
|----------------------|---------|
| Head of IT | 25 5565 |
| Business Analyst | 25 6260 |
| IT Contracts Officer | 25 6204 |
| IT Security Officer | 25 6262 |

Derby Homes IT

| | |
|------------|--------|
| IT Manager | 888601 |
|------------|--------|

Compliance with legal and contractual requirements

The following current legal or contractual requirements apply when monitoring e-mail and Internet.

- Copyright, Designs and Patents Act 1988
- Data Protection Act 1998
- Telecommunications (Lawful Business Practice) (Interception of Communications) Regulations 2000
- Human Rights Act 1998
- Regulation of Investigatory Powers Act 2000 (RIPA)
- Computer Misuse Act 1990
- The Protection of Children Act 1978.

This list will be updated as and when we have to comply with new contractual requirements or when new legislation is passed through Parliament.