



WENDOVER PARISH COUNCIL

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PARISH COUNCIL MEETING AGENDA

4th April 2023 at 7.30pm

St Anne's Hall, Aylesbury Road, Wendover HP22 6JG

Membership: Councillors Ballantine, Bulpett (Chair), Durden-Moore, Gallagher, Goodall, Lloyd-Evans, Simmons, Standen, Thornton, Walker, Washington, Williams and Worth.

To all Members:

YOU ARE HEREBY SUMMONED TO ATTEND THE ABOVE-MENTIONED MEETING, WHEN IT IS PROPOSED THAT THE BUSINESS TO BE TRANSACTED SHALL BE AS SET OUT BELOW.

MEMBERS OF THE PUBLIC AND PRESS ARE INVITED TO ATTEND.

AGENDA

1) APOLOGIES FOR ABSENCE

To consider any apologies for absence received:

2) DECLARATIONS OF INTEREST

In accordance with Sections 30(3) and 235(2) of the Localism Act 2011 and the Wendover Parish Council Code of Conduct Councillors with declare their interest in relation to this meeting.

3) MINUTES

Consideration of approval of minutes of the meeting on 7th March 2023.

4) CHAIR'S ANNOUNCEMENTS

Complaint about the handling of the parking review sent to Bucks Council

5) PUBLIC PARTICIPATION - A maximum of 3 minutes per speaker will be allowed.

The Council is committed to community engagement and warmly invites members of the public to contribute. Members of the public should note that the Council is only allowed to take decisions on topics that are publicised on the agenda; items not on the agenda can be carried forward for a response later.

Members of the public are asked to respect the fact that this is a meeting to conduct Council business and interruptions during the remainder of the meeting are not permitted.

6) REPORTS FROM BUCKINGHAMSHIRE COUNCIL COUNCILLORS

7) CLERKS REPORT & CORRESPONDENCE

8) FINANCE AND PAYMENTS

- a) To consider the list of payments and sign cheques (these will be sent on the day of the meeting to cover as many payments as possible)
- b) To receive the latest I&E reports, EMR reports and Balance Sheet including a verbal month 12/EOY commentary.

9) REPORTS FROM MEETINGS WITH OUTSIDE BODIES

- a) Wendover Community Board

- b) Lionel Abel-Smith Trust
- c) Wendover Business Group
- d) Other organisations

10) REPORTS FROM STANDING COMMITTEES

- a) **PLANNING**
 - i) To note the draft minutes of the meeting on 21st March
- b) **AMENITIES**
 - i) To note the draft minutes of the meeting on 21st March
 - ii) To consider the install of a new Cesspit for the Site Safe at Ashbrook
 - iii) To consider the insulation of the Site Safe at Ashbrook
- c) **COMPLAINTS**
 - i) To note the draft minutes of the meeting on 21st March
- d) **STAFFING**
 - i) To note the draft minutes of the meeting on 7th March

11) REPORTS FROM WORKING GROUPS

- a) **HS2 Working Group**

To note any updates from the working group and consider the structure of the HS2 Working Group for 23/24
- b) **Parish Plan Working Group**

To note the work being undertaken, including analysis of the results from the Manor Waste Consultation and consider new Terms of Reference for the working group.
- c) **Transport Working Group**

To receive an update from the Transport working group.

12) OTHER ITEMS

- a) **Complaint Resolution**

To review the actions recommended by a Complaints Committee of June 2022 and ensure the case is complete and closed. Council is asked to consider changes to the Complaints Policy, Complaints Committee ToR and authorise the office to implement training for Councillors as a part of the completion of this complaint.
- b) **Risk Register**

To review the Strategic, Governance and Financial risks and consider approving the risk register for 2023/24
- c) **Health and Safety Policy and handbook**

To note the updated Health and Safety handbook and consider approving the updated Health and Safety Policy
- d) **Continuation planning**

To note that the Chair and Vice Chair will be stepping down and consider nominations to replace those roles.

13) NEXT MEETING AND AGENDA ITEMS FOR FUTURE MEETINGS

The next Parish Council meeting 7.30pm on Tuesday 2nd May 2023

14) CONFIDENTIAL ITEMS

The Public Bodies (Admission to Meetings) Act 1960 makes provision for excluding the public by resolution when confidential business is being considered or there are other special reasons and publicity would be prejudicial to the public interest.

a) Awards (sensitive personal information)

To note the nominees for the Community Awards and consider the nominations for the Parish Council award. To further consider approving a budget for gifts that can be given to winners.

15) CLOSURE OF MEETING

Signed by *Andy Smith*
Clerk to the Council

Date: 29th March 2023

WENDOVER PARISH COUNCIL

Minutes of the Parish Council Meeting

7th March 2023 at 7:30pm

Meeting held at St Annes Hall, Aylesbury Road, Wendover, HP22 6JG

Present: Councillors Ballantine, Bulpett (Chair), Durden-Moore, Standen, Thornton, Walker, Williams and Worth.

In attendance: Buckinghamshire Councillors Strachan with apologies from Councillor Newcombe and Bowles.

Clerk: Andy Smith

Chair: Councillor Bulpett

Members of Public: 5

1. APOLOGIES FOR ABSENCE

PC22/393 Apologies were received and **ACCEPTED** from Gallagher, Washington, Simmons. Noted that Councillor Lloyd Evans would be slightly late

2. DECLARATIONS OF INTEREST

PC22/394 It was noted that Councillor Bulpett has an interest in a company proposing electrical works in Item 12f and they would leave the room and not offer a vote during that section of the meeting

3. MINUTES

PC22/395 The minutes of the Parish Council of 7th February 2023 were **RESOLVED** as a true record and signed by the Chair.

4. CHAIR'S ANNOUNCEMENTS

PC22/396 There were no announcements

5. PUBLIC PARTICIPATION

PC22/397 A member of the public outlined that Bucks Council have made the decision on the parking review and wondered why WPC have not objected to that decision being made without their input. It was outlined by Council that the paper on today's agenda outlines the decision-making process.

The member of the public outlined that the complaints minutes that have been recently published contained 9 recommendations, and one has not been completed. Council responded that most have been covered and an update will be on the April agenda.

Another member of the public outlined that he had raised issues about the parking review. They asked that If Council conduct a review of the matter and the comments it should be noted that process did cause some resident's distress. That review should consider if the Council achieved its objectives. It appears the process was expensive and bureaucratic – can lessons be learned.

6. REPORTS FROM BUCKINGHAMSHIRE COUNCILLORS

PC22/398 Cllr Strachan outlined that there was a budget meeting that achieved a balanced budget for Buckinghamshire Council last month. It should be noted that Local Government is struggling and 93% of funding is coming from council tax and business rates with the remainder from

Government. It used to be more of 50/50 split in funding. The balanced budget is a good bit of news as local services will not be cut. An additional 5m has been guaranteed for potholes. It is noted that our roads are really being hammered particularly with East/West rail and HS2 construction traffic. The planned raise of council tax is in line with 80% of other councils. Councillor Strachan outlined that one of the reasons to come to this meeting is to engage and take feedback from the parish to Bucks Council.

7. CLERKS REPORT & CORRESPONDENCE

PC22/399 Hampden pond and dogs off lead – it was noted that a social media campaign can be run and the PC has got the powers to create bye laws that would ban dogs off leads. Further work will be done by the office and Parish Council kept updated.

8. FINANCE AND PAYMENTS

- a) **PC22/400** The payments to consider totalling £23,362.17 were **RESOLVED** and signed.
- b) **PC22/401** The financial reports were noted. It was further noted that the Council is looking like it will come in on budget for this final year.
- c) **PC22/402** It was noted that in previous years the Council had made virements so that all of the budget lines did not overspend. On advice from the internal auditor it was noted that this was not required and that by analysing overspends it would allow a better budget to be set for the future. It was **RESOLVED** not to vire overspent budgets.

9. REPORTS FROM MEETINGS WITH OUTSIDE BODIES

a) Wendover Community Board

PC22/403 The report was noted

b) Friends of Wendover Library

PC22/404 A verbal report from the Chair outlined the details of the latest FOWL meeting.

The Library now want to create a community garden in the space between the Craft Yard and Red Lion. The space is owned by the Red Lion and they have provisionally given permission for the Library to use the space. The library felt that they could not currently enter into a lease and were considering a relationship with the Parish Council to enter into the lease on their behalf. This may be a possibility for a future meeting if they want to progress the community garden. The garden will not happen until after the building works, currently set to be completed in Nov 2023.

c) Wendover Canal Trust

PC22/405 A verbal report from the Chair outlined the latest update from the trust.

It was noted that the canal trust has done the vegetation clearance at the Wharf Rd end of the canal. They have not yet got the funding for the wall and fencing.

d) Other organisations

PC22/406 A verbal report from Cllr Durden-Moore outlined the latest update from Wendover Business Group.

It was a good turnout and Wendover Society has joined the group. The main conversation is about the scope of the group. The conversation seemed to focus on a tourism strategy, in order to help the local businesses survive and grow. The one thing of interest was a discussion of curating the high street, how can we curate the high street so it has a look and feel a thriving local high street - a plan for the town as a whole. It is not so much about who owns the

land but engaging in a conversation, so the landlords and shop owners are talking to each other. It is a collaboration exercise.

A verbal report from Cllr Walker outlined the latest update from Aston Hill Bike Park.

Whilst not in the Parish it does benefit residents and Cllr Walker is keeping in touch with the organisation trying to save the park and make improvements.

A verbal report from Cllr Lloyd-Evans outlined the latest update from Climate Action Wendover

CLAW are about to become incorporated as a CIO and this will help them to progress. They are looking for someone from Council to do a walk around to identify locations for planting trees and hedges. It was noted that Council have already reviewed the open spaces and that we need to keep as much of the current open spaces as possible.

It was noted that BMKALC liaison meeting report has been previously distributed

10. REPORTS FROM STANDING COMMITTEES

a) PLANNING

PC22/407 The draft minutes of the meeting on 21st February were noted.

b) FINANCE

PC22/408 The draft minutes of the meeting on 21st February were noted.

c) STAFFING

PC22/409 The draft minutes of the meeting on 7th February were noted.

11. REPORTS FROM WORKING GROUPS

a) HS2 Working Group

PC22/410 The latest letter on the Schedule 17 for Small Dean has been sent and a reply has come in, just before tonight's meeting. The reply will be distributed to Council and we are awaiting for permission to publish the letter on the website.

The group is discussing if it needs to be a working group going forwards or an operate as an ad hoc meeting when required. It was noted that if you don't have the working group you would need to have someone on Council with the responsibility for keeping up to date with the HS2 agenda.

b) Parish Plan Working Group

PC22/411 Cllr Durden-Moore presented the report and it was noted that the consultation is open and already has 200 responses. Cllr Durden-Moore wanted to convey thanks to the working group for all their efforts and perseverance.

c) Transport Working Group

PC22/412 Cllr Goodall outlined that the EV charging strategy has been announced by Bucks Council. It was noted the project is at the beginning stages. There is a meeting on the 16th March to discuss what happens next with the EV charging project and identify locations, installation and further details. It was noted that currently there are no plans for the car parks as the pilot does not cover public charging.

There have been meetings with schools to start the traffic survey in the Wharf Rd area and a bid to the Community Fund has been made.

12. OTHER ITEMS

a) Parking Review Implementation

PC22/413 The paper was noted and Council considered the comments from the members of the public at the start of the meeting.

It was **RESOLVED** to send a letter outlining that the process led by Buckinghamshire Council has been difficult and unsatisfactory. Further, the decision was made before the Parish Council had fully agreed to the implementation.

It was **RESOLVED** to accept the implementation in line with the recommendations report. The vote was 6 in favour and 4 abstentions

It was **RESOLVED** to pay the consultation costs of £7508 from this years' budget.

b) Coronation event

PC22/414 It was **RESOLVED** to set the date and time of the Coronation Event on Sunday 7th May between 1pm and 4pm in line with the national Big Lunch events. It was **RESOLVED** to implement the engagement activities and delegate the organisation of the event to the Clock Tower staff team.

c) Wendover News

PC22/415 It was **RESOLVED** to take out the back page of the Wendover News for the next 12 months as per previous years for a total cost of £3600

d) Minor Grant

PC22/386 It was **RESOLVED** to award the minor grant to the Jack in the Box Preschool for the replacement of their vegetable growing planters. The vote was 9 for and 1 against.

e) Tree Removal

PC22/387 It was **RESOLVED** to undertake the work as set out by Quote 3 and that the contractor should be notified to complete the work before nesting season fully starts.

f) Clock Tower Heating

PC22/388 Because of a conflict-of-interest Cllr Bulpett left the room. It was noted that the office had attempted to get quotes from numerous contractors who either did not want the work or simply did not show up when arranged. It was further noted that the quote for the current work was more than reasonable and below market rates. It was **RESOLVED** to instruct the work as set out in the paper.

g) Best Kept Village Awards

PC22/389 It was **RESOLVED** to enter the best kept village awards for the current year.

13. DATES OF FUTURE MEETINGS

PC22/390 To note the next Parish Council meeting Tuesday 4th April 2023

14. CONFIDENTIAL ITEMS

PC22/391 It was **RESOLVED** to go into confidential session and members of the public were excluded from the meeting.

PC22/392 Two tenders have been received. It was noted that the proposal is for a partner and not a specific design; there is still the opportunity to engage with the community on design. It was further noted that due to the late submission of one of the tenders the scoring had not been completed. It was **RESOLVED** that Amenities was authorised to make the final decision to give the opportunity for the tenders to be scored as per the process.

15. CLOSURE OF MEETING

PC22/393 As all business was transacted the meeting was closed at 9.13pm

Signed by
Chair to the Parish Council

Date: Tuesday 4th April 2023

DRAFT

PAYMENTS TO CONSIDER		Month:	Mar	Parish Council 7/3/23
Date	To	Cheque No	Amount	Payment for
TOTAL CHEQUE AMOUNT			£0.00	
Date	To	Petty Cash	Amount	Payment for
02/03/2023	Andy Smith	CASH	£7.91	Office supplies - coffee and handwash (claimed as cash to run down petty cash float)
TOTAL Petty Cash AMOUNT			£7.91	
Date	To	BACS	Amount	Payment for
09/03/2023	Friends of the Ridgeway	BACS	£15.00	Annual fee
09/03/2023	Wendover Canal Trust	BACS	£350.00	Minor grant - approved by Finance Committee
09/03/2023	Val Mayland	BACS	£80.00	Clock tower cleaning
09/03/2023	Farol	BACS	£71.02	Mower servicing
09/03/2023	Bucks Council	BACS	£2,315.04	Dog waste bins emptying
09/03/2023	Buckinghamshire Nurseries	BACS	£30.51	Replacement trees for community orchard
09/03/2023	Sparkx	BACS	£291.00	Lamppost repair-4567
09/03/2023	Wendover Motor Spares	BACS	£1.00	Hose clip for pressure washer
09/03/2023	George Browns	BACS	£93.08	replacement shears and chain oil
09/03/2023	Sign Wizzard	BACS	£309.86	changes to park signage to include up to date contact details and an age guidance
09/03/2023	PawPrint	BACS	£140.40	Photocopier rental and print
09/03/2023	Numbers	BACS	£72.00	Payroll services
09/03/2023	LGPS	BACS	£830.36	Pension Mar
09/03/2023	HMRC	BACS	£3,158.39	Tax and NI Mar
09/03/2023	Salaries	BACS	£8,312.77	Salaries - Mar
09/03/2023	Marley Design	BACS	£300.00	Web and design
09/03/2023	Marley Design	BACS	£250.00	additional hours on Parish Plan WG consultation docs
09/03/2023	WEL Medical	BACS	£814.74	Replacement batteries for Defib
09/03/2023	Bucks Council	BACS	£334.16	Install a dog bin on Nash Lee Lane
09/03/2023	Bucks Council	BACS	£24.25	Emptying of dog bin on Nash Lee Lane
09/03/2023	St Annes Hall	BACS	£50.00	Hall Hire - Jan
09/03/2023	St Annes Hall	BACS	£50.00	Hall Hire - Feb
09/03/2023	Jack in the Box preschool	BACS	£999.00	Minor Grant - Veg garden replacement (only if approved by Council in item 12d)
S AMOUNT			£18,892.58	
Date	To	CARD	Amount	Payment for
15/02/2023	Amazon	CARD	£29.99	Eyewash for first aid kits (current eye wash out of date)
17/02/2023	Lebara	CARD	£5.00	Work mobile
20/02/2023	Enterprise skip hire	CARD	£396.00	Disposal of hedge works
27/02/2023	Budgens	CARD	£8.98	Office coffee and tea
28/02/2023	CPC	CARD	£115.20	Replacement electricals for fairs/markets and events
03/03/2023	Amazon	CARD	£192.18	Replacement monitors for office
15/02/2023	Wendover Motor Spares	CARD	£1.00	pressure hose clip for jet wash
02/03/2023	Amazon	CARD	£164.90	replacement litter pickers for broken ones in office
d AMOUNT			£913.25	
Date	To	Monthly DD/SO	Amount	Payment for
20 Feb 2023	MICROSOFT	DD	£75.60	Microsoft 365 Licenses Feb
03-Mar-23	SIDLEYS CLIENT THE	SO	£135.00	Sidleys garage rent
03-Mar-23	LEX AUTOLEASE	DD	£444.29	Hilux lease agreement
05-Mar-23	CASTLE WATER LTD	DD	£5.75	Site Safe Water
06-Mar-23	BE FUEL CARDS LTD	DD	£282.30	BP Fuel Card
07-Mar-23	SMART PENSION LTD	DD	£18.00	SMART pension admin fee
11-Mar-23	BT GROUP PLC	DD	£22.31	CREDIT NOTE - end of contract as it is now bundled free in new deal
12-Apr-23	SMART PENSION LTD	DD	£746.34	MAR - Smart pension contributions
13-Mar-23	JOHN DEERE BANK	DD	£363.05	Ride on Mower purchase (end date Apr 2023)
13-Mar-23	JOHN DEERE BANK	DD	£47.23	Ride on mower extended warranty
15-Mar-23	BG LITE	DD	£30.56	Manor Waste Electricity
15-Mar-23	BG LITE	DD	£217.31	Clock Tower Electricity
19-Mar-23	DRAX ENERGY SOLUTI	DD	£1,148.48	Street Lighting Electricity
19-Mar-23	BUCKS COUNCIL RECE	DD	£42.02	Waste Container emptying
28-Mar-23	CASTLE WATER LTD	DD	£14.81	Clock Tower Water
TOTAL DD & SO			£3,548.43	
TOTAL PAYMENTS			£23,362.17	SIGNED BY COUNCILLORS:
COUNCIL MINUTE NUMBER				



ITEM 7 – CLERKS REPORT AND CORRESPONDENCE

Coronation event - stallholders

There has been a lot of correspondence with the office from a stallholder who felt they should have been invited to attend the coronation event. At one stage it looked like this may lead to a formal complaint but was clarified that they wanted it to be dealt with informally. I cannot provide further information in case the complaint does end up at Complaints Committee but the general issue of stalls for the event has been discussed by Amenities.

Freedom of Information

The following freedom of information request was made to the office:

Freedom of Information Request

Please could you give me a break down of the percentage of monies from the Precept that are spent on the Princess Mary Gate Estate in Wendover for 2022/23?

I understand you have 28 working days to reply.

The following reply was sent:

I have investigated this for you and tried to get the information you requested. However, the way the accounts system is setup and how we record our financial transactions mean that we do not hold the data you request and cannot answer the question you ask. However, I have attached our income and expenditure accounts to show how we do see the financial data.

I suspect that behind the question may be a concern at how the Parish Council prioritises different areas of Wendover and, if it helps, I would be happy to meet to discuss that question. I can go through how the Council works, how they set the priorities and talk through the accounts. I am also aware that PMG has frustrations around who is responsible for works on the site. It is a mix of Bucks Council, Housing Developers, RAF and the Parish Council and again I am happy to talk through that.

I am sorry I cannot answer your question, but I hope I can still be of help.

South Street/mini roundabout/Near miss reporting

After contact from a member of the Wendover Society outlining their concerns about the south street mini roundabout junction the Transport Working Group are going to keep each other informed about actions being undertaken and I am looking to confirm the format of a near miss reporting form which can be included on the website to gather evidence.

Skate Park

The successful bid has been informed and we have met to set out the next steps – this will predominantly focus on securing funding. The unsuccessful bid has also been informed and is happy to keep in touch for future projects. We are currently working on updating the bid for the Lionel Able-Smith Trust.

Devolved Services

The devolved services agreement has been extended by an additional year and the fee payable has increased by 9%, which is above the prediction made for budgeting purposes but well below current rate of inflation and the increase in salary costs for the estates team. The total additional income is £1056 which will help keep to a balanced budget with ongoing



cost pressures that are predicted for the 23/24 financial year. The full devolved services agreement is due for a fundamental review after the new contractors start for Buckinghamshire Council. Informal ideas about Wendover PC undertaking works for neighbouring Parishes has been floated but nothing in writing and I suspect it will all change with the new contractors.

Meeting with St Mary's Church

I met with the vicar of St Mary's Church on the 28th March. Whilst we have been in correspondence we both recognised we haven't formally introduced ourselves and there was a recognition that our events could link together, so have agreed to regular updates.

Correspondence from CCLA

I apologise for the number of acronyms (although technically they are initialisms!) in the next bit of the report.

The Parish Council receives income from the Witchell Trust, who in turn, benefit from monies invested with the CCLA (Churches, Charities and Local Authorities (CCLA) Investment Management Limited). The investment is in the COIF (Charities Official Investment Fund) and is listed in our accounts as COIF income from the Witchell Trust. We have received forms from CCLA to ensure we meet with AML (Anti Money Laundering) legislation. As well as forms for the Witchell Trust we have also had forms for: T.Mallison Non Ecclesiastical Charity and Joan Bradshaw. Both funds are active and paying into a bank account (not ours) and are identified by CCLA as being ours.

I have been in communication with the CCLA to resolve this issue and it is a complex investigation. It seems the T.Mallison account was merged into something called Wendover Amalgamated Charities at which the Council used to send 2 Councillors as representatives until about 2011. I have not been able to trace the Joan Bradshaw account any further. Whilst we are technically responsible for providing the information back to CCLA and have been involved with these funds; there is only so much I will be able to do and I will have to go back to CCLA with what I can discover.

Engagement with the parish - newsletters

We are now sending monthly newsletters to residents who sign up to the website. The newsletter is a reformat of the back page of the Wendover News and is an additional channel to reach our parish.

Wendover Football Club

An enquiry forwarded to the Council from the Community Board came in from the Football Club. They are having difficulty securing pitches and were wondering if they could use our open spaces. I sent the following reply:

We can have a look into it for you.

My first thought is the schools as they have marked pitches but that is at a cost. Our spaces are public parks and so all people are entitled to use them, however they are not designed to have regular areas cordoned off and for intensive use (football) and would not be able to be marked and have nets so...

I have copied [sic] in our estates and events manager and we can perhaps meet up and discuss your needs.

Lionel Abel-Smith Trust (LAST) Annual Meeting

The office staff and estates team have been invited to the LAST annual meeting meet and greet and will be attending to meet members of the Trust on the 26th April 2023



Meeting with Wendover Business Forum

The Clerk attended a meeting of the business forum on the 27th March – this is covered in meetings with outside bodies.

Clock Tower Heating

The heating in the Clock Tower is now updated with the old inefficient/broken storage heaters removed. There needs to be some decorative touch up works where the new units are not the same size, but this will be done in house.

Woodhenge

We have had a contact from a resident who has been inspired by the HS2 discovery of a Woodhenge and who would like to recreate one for the local area as an attraction. Council has been copied into the correspondence and a meeting has been set up.

Welcome to Wendover - 1st Wendover Apollo Scouts

The group noticed they were not on the Welcome To Wendover website and this has now been corrected. I hope more organisations are starting to look and check as this will only help the site grow and become a useful local resource. If you are involved with any local organisations, I urge you to check and let me know.

Staff training

The staff are undergoing their annual health and safety refresher programmes, which consist of a number of different online units with tests at the end. All staff are nearly complete. The estates team are in the process of scheduling a RPII Level 1 Playground inspection course which will be undertaken at the clocktower with the “exam” being held at the Hampden Playground.

HS2 and PRoW

Someone is working with the Library to work out a HS2 Version of the local footpaths to include closures and diversions. I have asked HS2 for their list of closures and linked the library person to the PRoW team so that they can work on this together.

Crossing point btw Hampden Meadow and Witchell by the Cricket field

An email came in about the safety of this crossing point. Whilst we have no logged issues with this and no incidents, we are looking at site lines. The design of the gates themselves prevent children running out unsupervised but there could be some vegetation clearance to improve sight lines that may help.

Hogtrough Lane Allotments

The start of spring and new allotment tenancies have brought up the access issues with the state of the roads and the muddy entrance. The Wendover Shed has also brought that into focus with additional traffic. The road is a private road and the landowner has expressed no desire to make any changes to the road type and structure. The estates team have ordered some larger rubble to fill the holes in the road and put into the mud at the entrance to prevent vehicles bogging down and churning up the ground. This is not a permanent fix but should help in the short/medium term. Further some of the allotmentees have expressed concern about the new neighbour with worries about it disturbing the peaceful nature of the site. We are on an ongoing monitoring status and we know the Shed has some engagement events scheduled with their new neighbours.

Detailed Income & Expenditure by Budget Heading 27/03/2023

Month No: 12

ITEM 8b - INCOME AND EXPENDITURE

	Actual Current Mth	Actual Year To Date	Current Annual Bud	Variance Annual Total	Committed Expenditure	Funds Available	% Spent	Transfer to/from EMR
100 Amenities Income								
1000 Allotment Rent	0	1,630	1,432	(198)			113.8%	
1005 Charter Fair	0	220	200	(20)			110.0%	
1010 Cricket Club Lease	0	225	300	75			75.0%	
1021 Markets - Local Produce	0	1,400	2,000	600			70.0%	
1022 Markets - Weekly Market	0	8,906	10,400	1,494			85.6%	
1030 Other Rental (Ashbrook)	0	1,599	1,500	(99)			106.6%	
1035 BCC Devolved Footpaths Income	0	17,613	17,613	(0)			100.0%	
1214 Christmas Trees	0	2,053	0	(2,053)			0.0%	
1260 Xmas event income	0	589	500	(89)			117.7%	
1261 Rifle Club Lease	0	100	100	0			100.0%	
Amenities Income :- Income	0	34,333	34,045	(288)			100.8%	0
Net Income	0	34,333	34,045	(288)				
125 Events Expenditure								
4100 AnnualParishMeeting excl refs	0	36	500	464		464	7.3%	
4105 Christmas Decorations	0	5,165	5,000	(165)		(165)	103.3%	
4109 Promo Materials	0	8	500	492		492	1.5%	
4110 Entertainment & Events ex s137	250	2,426	2,000	(426)		(426)	121.3%	
4112 Floral Display	0	3,724	5,000	1,276		1,276	74.5%	
4122 Markets - Local Produce	0	388	500	112		112	77.6%	
4124 Markets - Business Rates	0	1,098	1,300	202		202	84.4%	
4125 Markets - Water	29	56	50	(6)		(6)	112.3%	
4126 Markets - Electric	0	380	230	(150)		(150)	165.4%	
4130 Quiz	0	311	100	(211)		(211)	310.9%	
4132 Christmas Celebration Event	0	2,259	2,200	(59)		(59)	102.7%	
Events Expenditure :- Indirect Expenditure	279	15,851	17,380	1,529	0	1,529	91.2%	0
Net Expenditure	(279)	(15,851)	(17,380)	(1,529)				
130 Highways Expenditure								
4200 Bus Shelters	0	0	1,000	1,000		1,000	0.0%	
4210 Refuse Bins	0	0	500	500		500	0.0%	
4211 Sever weather (salt etc	0	0	500	500		500	0.0%	
4215 Street Furniture - Purchase	0	755	2,000	1,245		1,245	37.8%	
Highways Expenditure :- Indirect Expenditure	0	755	4,000	3,245	0	3,245	18.9%	0
Net Expenditure	0	(755)	(4,000)	(3,245)				

Detailed Income & Expenditure by Budget Heading 27/03/2023

Month No: 12

ITEM 8b - INCOME AND EXPENDITURE

	Actual Current Mth	Actual Year To Date	Current Annual Bud	Variance Annual Total	Committed Expenditure	Funds Available	% Spent	Transfer to/from EMR
135 Street Lighting Expenditure								
4300 Electricity	957	11,528	10,500	(1,028)		(1,028)	109.8%	
4305 Maintenance	0	9,615	6,000	(3,615)		(3,615)	160.3%	
4315 New Columns (not LEDs)	243	2,270	8,280	6,010		6,010	27.4%	
4320 Streetlighting Inspections	0	1,005	1,000	(5)		(5)	100.5%	
Street Lighting Expenditure :- Indirect Expenditure	1,200	24,417	25,780	1,363	0	1,363	94.7%	0
Net Expenditure	(1,200)	(24,417)	(25,780)	(1,363)				
140 Recreation Expenditure								
4400 Dog Bin Emptying	2,228	2,228	2,000	(228)		(228)	111.4%	
4405 Maintenance - Fences, etc	0	420	1,500	1,081		1,081	28.0%	
4410 Maintenance - Groundworks	56	2,154	5,000	2,846		2,846	43.1%	
4416 Pond Works	0	83	1,500	1,417		1,417	5.6%	
4417 Tree Works	0	1,114	2,500	1,386		1,386	44.6%	
4418 Tree Inspections	0	0	1,800	1,800		1,800	0.0%	
4421 Orchard Maintenance	0	1,122	600	(522)		(522)	187.0%	
4425 Capital Expenditure (asset pur	733	12,023	12,000	(23)		(23)	100.2%	
4430 Mower Maintenance	106	2,290	2,000	(290)		(290)	114.5%	
4440 Play Equip - Repairs & Maint	258	1,618	5,000	3,382		3,382	32.4%	
4450 Premises - Garage Rent	135	1,565	960	(605)		(605)	163.0%	
4455 Premises - SiteSafe Electrics	0	326	150	(176)		(176)	217.5%	
4465 Premises - SiteSafe Water, etc	6	271	100	(171)		(171)	271.2%	
4475 Misc - Fuel	248	2,908	1,800	(1,108)		(1,108)	161.6%	
4480 Misc - Materials & Tools	354	1,510	2,500	990		990	60.4%	
4481 Machinery/Tool Service Repair	0	1,180	3,500	2,320		2,320	33.7%	
4485 Misc - Protective Clothing	0	168	400	232		232	42.0%	
4490 Misc - Refuse Bins	42	796	1,200	404		404	66.3%	
4495 Misc - Sundries Recreation	0	706	1,200	494		494	58.8%	
4497 Defibrillators	679	1,502	800	(702)		(702)	187.8%	
Recreation Expenditure :- Indirect Expenditure	4,846	33,986	46,510	12,524	0	12,524	73.1%	0
Net Expenditure	(4,846)	(33,986)	(46,510)	(12,524)				
200 Finance & General Income								
1205 Witcheil Trust Grant	0	261	200	(61)			130.4%	
1210 Interest Received ex Deposits	0	2,460	1,000	(1,460)			246.0%	
1215 Miscellaneous Income	0	1,326	0	(1,326)			0.0%	
1250 Precept Received	0	326,328	326,328	0			100.0%	
1266 VAHT Streetlight Income	0	406	600	194			67.7%	
Finance & General Income :- Income	0	330,781	328,128	(2,653)			100.8%	0
Net Income	0	330,781	328,128	(2,653)				

Detailed Income & Expenditure by Budget Heading 27/03/2023

Month No: 12

ITEM 8b - INCOME AND EXPENDITURE

	Actual Current Mth	Actual Year To Date	Current Annual Bud	Variance Annual Total	Committed Expenditure	Funds Available	% Spent	Transfer to/from EMR
<u>220 Finance & General Expenditure</u>								
4496 Professional Support (HS2 etc)	0	688	2,000	1,312		1,312	34.4%	
4550 Communications - Publicity	400	6,342	5,750	(592)		(592)	110.3%	
4555 Communications - Website	150	1,592	1,500	(92)		(92)	106.2%	
4560 Financial - Bank Charges	0	426	580	154		154	73.4%	
4565 Financial - Fees - Audit	0	361	2,300	1,939		1,939	15.7%	
4570 Financial - Fees - Legal	0	(750)	2,000	2,750		2,750	(37.5%)	
4575 Financial - Insurance	0	7,932	5,700	(2,232)		(2,232)	139.2%	
4580 Financial - Software	0	751	800	49		49	93.9%	
4582 End of Year Support RBS	0	0	700	700		700	0.0%	
4615 Office - Broadband/Tel/Fax	5	1,921	1,600	(321)		(321)	120.1%	
4620 Office - Copier	117	1,404	1,850	446		446	75.9%	
4621 Office - Equipment - Expend	385	3,370	5,500	2,130		2,130	61.3%	
4625 Office - Equipment Capital	0	162	1,000	838		838	16.2%	
4630 Office - Postage & Stationery	11	497	500	3		3	99.4%	
4640 Office - Testing - Electrical	0	60	75	16		16	79.3%	
4645 Office - Testing - Fire	0	248	300	52		52	82.7%	
4650 Office - Utilities - Electric	207	2,244	1,700	(544)		(544)	132.0%	
4655 Office - Utilities - Water	0	98	150	52		52	65.4%	
4660 Property Mgt - Clock Tower	1,024	3,769	2,000	(1,769)		(1,769)	188.5%	944
4665 Property Mgt - Manor Waste	15	44	1,000	956		956	4.4%	
4670 Property Mgt - SiteSafe	0	0	1,000	1,000		1,000	0.0%	
4675 Property Mgt - War Memorial	0	0	500	500		500	0.0%	
4685 Subscriptions and Donations	15	2,130	2,000	(130)		(130)	106.5%	
4690 Misc - Chairman's Expenses	0	714	1,200	486		486	59.5%	
4691 Misc - Councillor Expenses	0	0	200	200		200	0.0%	
4695 Misc - Room Hire	100	545	1,000	455		455	54.5%	
4700 Misc Sundry Expenses Finance	8	164	800	636		636	20.5%	
4705 Misc - Travel Staff & Cllrs	0	(23)	300	323		323	(7.8%)	
4707 H&S	149	233	3,000	2,767		2,767	7.8%	
Finance & General Expenditure :- Indirect Expenditure	<u>2,587</u>	<u>34,922</u>	<u>47,005</u>	<u>12,083</u>	<u>0</u>	<u>12,083</u>	<u>74.3%</u>	<u>944</u>
Net Expenditure	<u>(2,587)</u>	<u>(34,922)</u>	<u>(47,005)</u>	<u>(12,083)</u>				
6000 plus Transfer From EMR	944	944						
Movement to/(from) Gen Reserve	<u>(1,642)</u>	<u>(33,977)</u>						
<u>230 Grants out - S137</u>								
4585 Grant-Churchyard Care-NOT137	0	7,000	7,000	0		0	100.0%	
4586 Grants Out - Wendover Youth Ce	0	7,000	7,000	0		0	100.0%	

Detailed Income & Expenditure by Budget Heading 27/03/2023

Month No: 12

ITEM 8b - INCOME AND EXPENDITURE

	Actual Current Mth	Actual Year To Date	Current Annual Bud	Variance Annual Total	Committed Expenditure	Funds Available	% Spent	Transfer to/from EMR
4590 Grants Out - Major	0	14,150	15,000	850		850	94.3%	
4611 Grants Out - Minor	1,349	3,494	5,000	1,506		1,506	69.9%	
Grants out - S137 :- Indirect Expenditure	<u>1,349</u>	<u>31,644</u>	<u>34,000</u>	<u>2,356</u>	<u>0</u>	<u>2,356</u>	<u>93.1%</u>	<u>0</u>
Net Expenditure	<u>(1,349)</u>	<u>(31,644)</u>	<u>(34,000)</u>	<u>(2,356)</u>				
320 Staffing								
4800 Staffing - Amenities - Wages	5,043	61,716	54,408	(7,308)		(7,308)	113.4%	
4801 Staffing - Amenities - NIC	487	6,270	4,353	(1,917)		(1,917)	144.0%	
4802 Staffing - Amenities-Pension	749	8,983	7,475	(1,508)		(1,508)	120.2%	
4810 Staffing - F&G - Wages	5,855	76,926	96,354	19,428		19,428	79.8%	
4811 Staffing - F&G - NIC	603	8,131	7,979	(152)		(152)	101.9%	
4812 Staffing - F&G - Pension	284	3,570	7,979	4,409		4,409	44.7%	
4816 Staffing F&G Student Loan	28	151	0	(151)		(151)	0.0%	
4818 Temporary Staff	0	2,111	1,890	(221)		(221)	111.7%	
4845 Payroll Charges	60	612	660	48		48	92.7%	
4855 HR Consultancy Fees	0	3,294	3,200	(94)		(94)	102.9%	
4860 Training Staff & Cllrs	45	2,649	2,500	(149)		(149)	105.9%	
4861 Uniform	239	306	500	194		194	61.1%	
4862 Smart Pension Admin Fee	15	165	200	35		35	82.5%	
Staffing :- Indirect Expenditure	<u>13,407</u>	<u>174,884</u>	<u>187,498</u>	<u>12,614</u>	<u>0</u>	<u>12,614</u>	<u>93.3%</u>	<u>0</u>
Net Expenditure	<u>(13,407)</u>	<u>(174,884)</u>	<u>(187,498)</u>	<u>(12,614)</u>				
980 Amenities Reserves								
9110 EMR - Clock Tower Fountain/wal	0	1,196	0	(1,196)		(1,196)	0.0%	1,196
9112 EMR - Waste Bin Replacement	0	3,476	0	(3,476)		(3,476)	0.0%	3,476
9114 EMR - Parking Review	7,437	(71)	0	71		71	0.0%	
9127 EMR - New Christmas Tree Light	0	2,498	0	(2,498)		(2,498)	0.0%	2,498
9128 EMR - Climate Action	0	775	0	(775)		(775)	0.0%	775
Amenities Reserves :- Indirect Expenditure	<u>7,437</u>	<u>7,875</u>	<u>0</u>	<u>(7,875)</u>	<u>0</u>	<u>(7,875)</u>		<u>7,946</u>
Net Expenditure	<u>(7,437)</u>	<u>(7,875)</u>	<u>0</u>	<u>7,875</u>				
6000 plus Transfer From EMR	0	7,946						
Movement to/(from) Gen Reserve	<u>(7,437)</u>	<u>71</u>						
Grand Totals:- Income	0	365,114	362,173	(2,941)			100.8%	
Expenditure	31,104	324,333	362,173	37,840	0	37,840	89.6%	
Net Income over Expenditure	<u>(31,104)</u>	<u>40,781</u>	<u>0</u>	<u>(40,781)</u>				
plus Transfer From EMR	944	8,890						
Movement to/(from) Gen Reserve	<u>(30,159)</u>	<u>49,671</u>						

Earmarked Reserves

Account	Opening Balance	Net Transfers	Closing Balance
320 Ear Marked Reserves	0.00		0.00
321 Witchell C/Park Hedge EMR	0.00		0.00
322 Foothpath Ashbrook EMR	0.00		0.00
323 Playground Improvements EMR	0.00		0.00
324 Streetlights EMR	0.00		0.00
325 Adult Fitness Equipment EMR	0.00		0.00
326 Neighbourhood Planning EMR	0.00		0.00
327 Clock Tower EMR	0.00		0.00
328 Highway Trees	0.00		0.00
329 Manor Waste EMR	0.00		0.00
330 Witchell Car Park EMR	0.00		0.00
331 Wildflower EMR	0.00		0.00
332 HS2 Research & Evidence EMR	5,000.00		5,000.00
333 Wendover App EMR	0.00		0.00
334 Christmas Event EMR	0.00		0.00
335 Heron Path Railings Instal EMR	0.00		0.00
336 White Entry Point Gates EMR	0.00		0.00
337 War Memorial EMR	0.00		0.00
338 Hampden Pond EMR	5,000.00		5,000.00
339 RAF Freedom Parade EMR	0.00		0.00
340 Clock Tower Window Screen	0.00		0.00
342 Heron Path EMR	0.00		0.00
343 Library Noticeboard EMR	0.00		0.00
344 Community Info Boards EMR	0.00		0.00
345 Clock Tower Clock Repairs EMR	0.00		0.00
346 Clock Tower Fountain and Wall	25,000.00	-16,196.00	8,804.00
347 Ste Safe Extension EMR	0.00		0.00
348 Waste Bin Replacment EMR	5,000.00	-3,475.93	1,524.07
349 CAW Trees EMR	0.00		0.00
350 Parking Review EMR	0.00	0.00	0.00
351 GNS Wardens Event EMR	0.00		0.00
352 COVID Crisis Fund EMR	0.00		0.00
353 PMG Highway Signage EMR	0.00		0.00
354 Canal Path Repairs EMR	0.00		0.00
355 Actuary Consultation EMR	0.00		0.00
356 LGPS Cessation EMR	25,000.00		25,000.00
357 Skate Park EMR	15,000.00		15,000.00
358 Library Extension EMR	8,000.00		8,000.00
359 20 MPH Consultation	10,000.00		10,000.00
360 Clock Tower Heating EMR	5,000.00	-944.25	4,055.75
361 MVAS EMR	5,000.00		5,000.00
362 New Cesspit Ashbrook	10,000.00		10,000.00
363 Christmas Lights EMR	5,000.00	-2,498.33	2,501.67
364 Climate Action EMR	10,000.00	-775.43	9,224.57
	133,000.00	-23,889.94	109,110.06

Detailed Balance Sheet - Excluding Stock Movement

Month 12 Date ITEM 8b - BALANCE SHEET

<u>A/c</u>	<u>Description</u>	<u>Actual</u>	
	<i>Current Assets</i>		
105	VAT Control A/c	4,308	
200	Current Bank Account	36,696	
202	Flagstone	220,399	
	Total Current Assets		261,402
	<i>Current Liabilities</i>		
515	Allotment Deposits	1,881	
	Total Current Liabilities		1,881
	Net Current Assets		259,522
	Total Assets less Current Liabilities		259,522
	<i>Represented by :-</i>		
300	Current Year Fund	40,781	
310	General Reserves	109,631	
332	HS2 Research & Evidence EMR	5,000	
338	Hampden Pond EMR	5,000	
346	Clock Tower Fountain and Wall	8,804	
348	Waste Bin Replacment EMR	1,524	
356	LGPS Cessation EMR	25,000	
357	Skate Park EMR	15,000	
358	Library Extension EMR	8,000	
359	20 MPH Consultation	10,000	
360	Clock Tower Heating EMR	4,056	
361	MVAS EMR	5,000	
362	New Cesspit Ashbrook	10,000	
363	Christmas Lights EMR	2,502	
364	Climate Action EMR	9,225	
	Total Equity		259,522

WENDOVER PARISH COUNCIL

Minutes of the Planning Committee Meeting

21st March 2023 at 7.00pm

St Anne's Hall, Aylesbury Road, Wendover, HP22 6JG

Present: Councillors Bulpett, Standen, Washington, Worth

Clerk & Minutes: Phoebe Sharps

Chair: Councillor Bulpett

Members of Public: 0

1. APOLOGIES FOR ABSENCE

P22/131 Apologies were received from Councillors Walker and Ballantine and they were accepted.

2. DECLARATIONS OF INTEREST

P22/132 It was NOTED that Councillor Worth knew one of the applicants personally so did not comment or vote on the application.

3. PUBLIC PARTICIPATION

P22/133 No public participation.

4. MINUTES

P22/134 The minutes of the Planning Committee Meeting held on 21st February 2023 were RESOLVED as a true record and the Chair could sign the minutes.

5. PLANNING DECISIONS

P22/135 The planning decisions made by Buckinghamshire Council as listed on the agenda of the meeting of the 21st March 2023 were NOTED.

6. CLERKS REPORT INCLUDING HISTORY AND CORRESPONDENCE

P22/136 The report was NOTED. It was further NOTED that there are other signs on High Street businesses both temporary and permanent that the office will investigate.

7. PLANNING APPLICATIONS

P22/137 23/00627/APP Peyrelevade Hale Lane Wendover Buckinghamshire HP22 6QP
Wendover Parish Council - Support

23/00651/APP Woodside Little London Wendover Buckinghamshire HP22 6QQ
Wendover Parish Council - Neutral

23/00587/ALB 115 Tring Road Wendover Buckinghamshire HP22 6NY
Wendover Parish Council - Support

23/00586/APP 115 Tring Road Wendover Buckinghamshire HP22 6NY
Wendover Parish Council – Support

23/00687/PAPCR 35 High Street Wendover Buckinghamshire HP22 6DU

It was NOTED that in the Wendover Neighbourhood Plan, under Policy B1 Change of Use from Business to Residential, it states proposals that result in the loss of an existing business will be supported where it can be demonstrated that its continued use is no longer viable. And the site has been marketed at open market value for a period of at least 12 months. Therefore, for this reason and that it is a retrospective application the Council object.

Wendover Parish Council – Object

23/00664/APP 38 Thornton Crescent Wendover Buckinghamshire HP22 6DQ

Wendover Parish Council – Neutral

23/00745/APP 2 Pumping Station Cottages London Road Wendover Buckinghamshire HP22 6PZ

Wendover Parish Council – Neutral

23/00793/APP Dunsmore Lodge Dunsmore Lane Wendover Buckinghamshire HP22 6QJ

Wendover Parish Council – Neutral

8. OTHER MATTERS

a) RESPONSE TO LOCAL PLAN

To note the request for feedback from Buckinghamshire Council and consider the response from Wendover Parish Council.

P22/138 It was NOTED that the committee was impressed by the response, there was one comment from the Council that edits to paragraphs, adding spaces, were needed. It was **RESOLVED** to agree to the response from the Council and send the response to the planning team with the noted edits.

b) RESPONSE TO PLANNING APPLICATIONS

To note a change in how Buckinghamshire Council Collect feedback and comments on planning applications and resolve to change how the Planning Committee responds to Buckinghamshire Council

P22/139 It was **RESOLVED** to respond to planning applications with either “object”, “support” or “neutral”

9. HS2

To receive any updates.

P22/140 It was NOTED that there was a meeting which gave an update on the London Road closures. It was further NOTED that HS2 have been contacted by a local resident who was concerned about trees blowing over on the roundabout at the junction of Small Dean Lane/London Road/Wendover Bypass. HS2 are happy to replace the trees and will look at completing this work between 3-7 April when we have the full closure of London Road and the bypass in operation

10. CLOSURE OF RAF HALTON

To receive any updates.

P22/141 Councillor Worth gave a verbal update which was NOTED

11. DEVELOPMENT MANAGEMENT MEETINGS AND STRATEGIC PLANNING MINUTES

P22/142 The meeting dates were NOTED.

12. CLOSURE OF MEETING

P22/143 As all business was transacted and the meeting closed at 7:24pm

Signed by
Chair to the Planning Committee

Date: 4th April 2023

WENDOVER PARISH COUNCIL

Minutes of the Amenities Committee Meeting 21st March 2023 at 7:30pm

St Anne's Hall, Aylesbury Road, Wendover HP22 6JG

Present: Councillors Worth (Chair), Bulpett, Williams, Standen and Washington

Absent: Cllrs Walker, Ballantine and Lloyd-Evans

Clerk: Phoebe Sharps

Members of Public: 1

1. APOLOGIES FOR ABSENCE

A22.108 Apologies were received from Councillors Walker and Ballantine and they were accepted.

2. DECLARATIONS OF INTEREST

A22.109 None.

3. MINUTES

A22.110 The minutes of the meeting of 17th January 202 were **RESOLVED** as a true record and were signed by the Chair.

4. PUBLIC PARTICIPATION

A22.111 A representative from Wendover Shed gave an update of their progress at Hogtrough allotments and gave a summary of the proposal for an extension, this was item 8f in the agenda and this was **NOTED**.

5. UPDATE REPORT FROM THE CLERK

A22.112 The report presented by the Clerk was **NOTED**. It was **NOTED** that the Clerk gave an update that a coffee provider was not happy with the decision regarding the Coronation Event drink vendor, but the Amenities Committee agreed they are happy for the Estates and Events Manager to book different local vendors for the Coronation event.

6. FINANCE

To consider the list of payments and sign cheques

A22.113 – The payments to consider totalling £9589.90 were **RESOLVED** and signed.

7. OPEN SPACES AND HAMPDEN POND

a) Tree Health and Safety Inspection

To consider quotes for a health and safety inspection on Parish Council trees.

A22.114 – It was **RESOLVED** to accept quote 3 for the work.

b) Disabled Access to Witchell Meadow

To consider giving authority to the office to look into designs and quotes to enable disabled access to Witchell Meadow.

A22.115 – It was **NOTED** that the potential disabled access could also assist pushchairs accessing the field. It was **RESOLVED** to authorise the office to explore the costs and different options.

c) Flower Displays 2023

To note the revised quotes, including additional works for flower displays in 2023 and consider approving that work. **A22.116** – It was **RESOLVED** to:

- Accept the revised quote for the flower displays for Summer and Winter 2023.
- Accept the quote for flower displays for Summer and Winter 2023 for the built-in planters with integrated seating.

d) Cess Pool Installation

To consider the quotes for the installation of a new cess pool at Ashbrook Park site safe and appoint a contractor to undertake the work.

A22.117 – It was **RESOLVED** to accept quote 1 for the work in principle. It was **RESOLVED** to take to Full Council for approval.

e) Hampden Meadow Play Park Inspection

To note the remedial work required on Hampden Meadow Play Park as identified by the inspection and consider approving the contractor to undertake the work.

A22.118 – It was **NOTED** that the office would go back to the company and ask for specific details regarding fixing the gate in Hampden Meadow playpark, with what the quote includes and details of the Health and Safety regulations regarding the gate. It was **RESOLVED** to agree the cost of £454.20 for the contractor to undertake the work on the balance beam and the sea saw surface.

8. OTHER MATTERS

a) Dog Bins – Princess Mary Gate

To consider dates for 2023 events.

A22.119 – It was **RESOLVED** to approve the installation of two dog bins in the specified locations in Princess Mary Gate.

b) 2023 Event Dates

To consider revising the Carols around the Tree event date, and to consider the date for the Light Switch On recommended by the Christmas Event Working Group.

A22.120 – It was **RESOLVED** to:

- Change the date of the Carols Around the Tree event to the 22nd of December 2023.
- Hold the Christmas Celebration/Light Switch On event on Saturday the 2nd of December 2023.

c) Event and Open Space Hire

To consider the hire requests.

A22.121 – It was **NOTED** that the Council asked the office to approach the fitness business about the option of offering some free sessions on a regular basis. It was **RESOLVED** to approve the fitness class hire request, and suggest it is held in Hampden Meadow. It was **NOTED** that the Council want the office to reiterate to the River Thames Conservation Trust that permission is needed for hire requests on Wendover Parish Council land. It was **RESOLVED** to approve the River Thames Conservation Trust event request.

d) Coronation Event – Fundraising

To consider the option of not charging a pitch fee for food and drink vendors and asking them for a 5% donation of takings to be donated to Wendover Cricket Club.

A22.122 – It was **RESOLVED** to agree to free pitches for food and drink vendors for a 5% donation of the day's takings to Wendover Cricket Club.

e) Site Safe Insulation

To note the quotes for the insulation of the site safe and consider appointing a contractor to undertake the work. **A22.123** – It was **RESOLVED** to:

- Accept quote 2 for the insulation in principle.
- Accept quote 2 for the shipping container hire in principle.
- Take to Full Council for approval.

f) Wendover Shed Proposal for Extensions

To consider the proposal for extensions to current usage of Hogtrough Lane site.

A22.124 – It was **RESOLVED** to:

- Agree to update the lease to include the extra land needed for the extensions.
- Agree to proposed extensions.

g) Community Service

To note the options of Community Service Projects for Wendover Parish Council and consider approving a trial project.

A22.125 – It was **NOTED** that the Council have had a previous negative experience with a Youth Offenders scheme. It was further **NOTED** that as this is community service, and the groups are smaller than the previous time that the Council that the council agree to running a trial project. It was **RESOLVED** to authorise the office to organise a trial community service project.

9. ITEMS FOR NEXT AGENDA

A22.126 None

10. DATE OF NEXT MEETING

A22.127 The next scheduled meeting of the Amenities Committee is 18th April 2023.

11. CONFIDENTIAL ITEMS

A22.128 It was **RESOLVED** to go into confidential business.

A22.129 It was **RESOLVED** to approve the award of the Tender One for the Skate Park. It was **RESOLVED** to authorise the team to project manage the design and build process and come back to Council with key decisions, community engagement feedback and final design.

12. CLOSURE OF MEETING

A22.130 As all business was transacted the meeting was closed at 8.30pm

Signed by
Chair to the Amenities Committee

Date: 18th April 2023



ITEM 10b ii) – CESS POOL INSTALLATION

BROUGHT BY

Office/Amenities

SUMMARY

To consider the quotes for the installation of a new cess pool at Ashbrook Park site safe and appoint a contractor to undertake the work.

PARISH COUNCIL BACKGROUND

The Cess Pool on Ashbrook Park has a fault, it is filling up frequently, it had to be emptied twice in the space of 2 weeks in 2022. According to the details we have from original installation it should only need to be emptied once every 6 months.

These were only 2 quotes we have been able to obtain in the last three months of contacting contractors and businesses. At Amenities on 21st March Quote 1 was agreed to sent to Council for approval

DETAILS

Quote 1

1. To supply and install a **825 Gallon Cess Pool** in accordance with the manufacturer's specification. The said unit will be installed in the area as agreed.
2. Carry out all earthworks to suit the said plant, this includes sheeting, shoring and pumping.
3. To supply and encase in shingle all pipework in association with the said unit. This will come from a new 90° bend down to the tank 6metres away.
4. To carry out all electrical connections at the landlord's supply and at the unit with adequate protection. This would only be needed if you have a high-level alarm.
5. To dispose of all excess spoil OFF site as discussed. The finish around the top of the tank shall be laid to earth.

Total Cost: £6,000 + VAT

The quote covers the decommissioning of the old tank, it will be emptied and infilled with arisings from the dig, tracked over and compacted.

EXTRAS:

- **Muck away from site - £350 + VAT per 8-wheel grab**
- **Building Control approval – AT COST**



FINANCIAL CONSIDERATIONS

- There is an EMR of £10,000 for this work for the financial year 2023/24.

LEGAL AND OTHER IMPLICATIONS

- Potential Health and Safety implications if the Cess Pool keeps filling quickly.

PROPOSAL

To resolve to:

- Approve the recommendation of Amenities committee and install the new Cess Pool, appointing the contractor who provided Quote 1



ITEM 10b iii) – INSULATION OF THE SITE SAFE

BROUGHT BY

Office/Amenities Committee

SUMMARY

To note the quotes for the insulation of the site safe and consider appointing a contractor to undertake the work.

PARISH COUNCIL BACKGROUND

The need for insulation in the site safe on Ashbrook Park was highlighted in the Clerks report at the January Amenities Committee meeting, saying that the temperature went down to -14 degrees late last year and the condensation once the weather warmed up meant minor damage to some equipment in the site safe.

Cleaveland Site Safe, the supplier of the site safe suggested closed cell spray foam.

These are the only 2 quotes we have been able to obtain in the last three months of contacting contractors and businesses.

The office has decided to assess the benefits of the insulation before looking into rubber matting for the site safe.

Amenities approved the install of closed cell spray foam as per quote 2 (shown below) on the 21st March 2023. The install would mean temporary hire of a container to house the contents of the site safe whilst the work was undertaken and quote 2 - option 2 (50 mm) was approved by Amenities.

DETAILS

Quote 2

All figures are plus VAT (0% residential or 20% commercial) and are for “supply and fit” of the product:

Total area of roof and walls: 187m² (including 2.5% for very slight pitch and 15% for profile):

1) 25mm of Closed Cell insulation. We can install this for £18 per m² plus VAT. **Total: £3,366 plus VAT.** – This will completely prevent surface condensation and provide some thermal performance (1-day installation)
OR

2) 50mm of Closed Cell insulation. We can install this for £24 per m² plus VAT. **Total: £4,488 plus VAT.** – This will completely prevent surface condensation and provide great thermal performance (1-day installation)

- We would just add the caveat that any extra meterage would be charged at the applicable per m² rate.
- The installation will be guaranteed by ourselves for 25 years.
- The above figures do not include any access equipment that may be required. A tower is usually in the region of £250 plus VAT and a cherry picker is around £500 plus VAT for 1 weeks hire.

Shipping container for site safe storage –

20ft shipping container - 1 week hire, delivery, and collection.



Quote 2

Total £886.00 + VAT

Recommendation from Amenities

Insulation – Quote 2, 50mm of Closed Cell insulation, Total: £4,488 plus VAT. The communication with the office has been helpful, this company has provided a full specification and advice for the insulation.

Shipping container – Quote 2, the communication with the office has been efficient, and I can see from reviews that they are experienced.

Full job total - £6,136.00 + VAT including potential extra costs for machinery.

FINANCIAL CONSIDERATIONS

- There is a 23/24 EMR of £6,500 for this work.
- If the work is not completed there could be damage to tools and equipment which would need to be replaced.

LEGAL AND OTHER IMPLICATIONS

- Potential Health and Safety implications if work not complete, with extreme temperatures.

PROPOSAL

To resolve to:

- Accept the recommendation of Amenities Committee, appoint the contractor who provided quote 2 and hire the container as per quote 2.

WENDOVER PARISH COUNCIL

Minutes of the extraordinary Complaints Committee Meeting

7th March 2023 at 7:00pm

Meeting held at St Annes Hall, Aylesbury Road, Wendover, HP22 6JG

Present: Councillors Goodall (Chair), Ballantine, Standen

Clerk: Andy Smith

Members of Public: 5

1. ELECTION OF CHAIR

C22/30 Councillor Goodall was elected as Chair for the meeting.

2. APOLOGIES FOR ABSENCE

C22/31 Apologies from Cllr Gallagher and Washington were received and **ACCEPTED**

3. DECLARATIONS OF INTEREST

C22/32 None declared

4. PUBLIC PARTICIPATION

C22/33 A member of the public stated that the minutes did not record that 2 Councillors had stated before the meeting that Council had done nothing wrong. None of the committee could remember that happening. When asked for clarification of when this had happened the member of public identified it was after the Councillors had declared any interests. Again this could not be recalled, and it was highlighted that the minutes were thorough and detailed and if this had happened it would have been recorded.

Another member of the public highlighted some issues in the process that required further information. They agreed to contact the Clerk to discuss those issues in the first instance. It was noted that this member of the public was keen to ensure the Council was following the principles of fairness and transparency and that the Council should look to talk to people more and use informal resolutions where appropriate

5. MINUTES

C22/34 It was noted again that the minutes were a comprehensive account of the meeting. It was **RESOLVED** to accept the minutes as a true and accurate record of the meeting.

6. CLOSURE OF MEETING

PC22/386 As all business was transacted the meeting was closed at 7:13

Signed by
Chair to the Parish Council

Date: Tuesday 4th April 2023

WENDOVER PARISH COUNCIL

Minutes of the Staffing Committee Meeting

Tuesday 7th March 2023 8:45pm

Meeting held at St Annes Hall, Aylesbury Road, Wendover, HP22 6JG

Present: Councillors Durden-Moore, Ballantine, Gallagher, Thornton, Williams (Chair), Worth and Washington.

Clerk: Councillor Bulpett

Members of Public: None

1. APOLOGIES FOR ABSENCE

S22/89 Apologies were received and **ACCEPTED** from Councillors Gallagher and Washington

2. DECLARATIONS OF INTEREST

S22/90 None declared

3. PUBLIC PARTICIPATION

S22/91 No public were present.

4. CONFIDENTIAL ITEMS

S22/92 It was **RESOLVED** to go into confidential session and members of the public were excluded from the meeting.

a) Annual Remuneration Review

S22/93 The paper was discussed and it was noted that the request was outside of normal procedure. It was further noted that backdating of the review was not discussed or agreed at any stage of the process. The cost-of-living increase was backdated in line with normal process and it was believed this was where the confusion had occurred. It was **RESOLVED** not to progress the request.

5. CLOSURE OF MEETING

S22/94 As all business was transacted the meeting was closed at 9:47

Signed by:

Chair to the Staffing Committee

Date:



ITEM 11a – HS2 WORKING GROUP

BROUGHT BY

HS2 Working Group/HS2 MAG

SUMMARY

To note the changing role of the HS2 working group and the request from the HS2 MAG for closer engagement and consider approving negotiations to develop a new format for the HS2 working group.

PARISH COUNCIL BACKGROUND

- a) **HS2 Working Group**
PC22/410 The latest letter on the Schedule 17 for Small Dean has been sent and a reply has come in, just before tonight's meeting. The reply will be distributed to Council and we are awaiting for permission to publish the letter on the website.
- The group is discussing if it needs to be a working group going forwards or an operate as an ad hoc meeting when required. It was noted that if you don't have the working group you would need to have someone on Council with the responsibility for keeping up to date with the HS2 agenda.

DETAILS

The letter from WHS2 is shown in the appendices and highlights many of the issues that are currently faced at a time when HS2 is causing significant disruption. The letter outlines the need for a better relationship but also for the group to be more responsive and timelier in its actions, which the Parish Council processes can sometimes hinder.

Parish Council notes how CLAW have been setup. There is a good relationship, funding where necessary and links with the Council. This has allowed more people to be involved, greater range of actions and activities and much needed environmental improvements in the Parish as they can focus solely on their mission without having the many Parish Council considerations that a working group has to take on board.

Therefore it is envisaged that the Council would support the group and it's mission but not necessarily each individual actions and correspondence so it would allow the group to respond in a more timely fashion. For consideration as a part of the agreement is:

- The group should have a nominated Council liaison and likewise the Council should have a HS2 representative.
- The Council should request that a member of the group attend the fortnightly liaison meetings alongside the Clerk and the HS2 nominated member of Council.
- There should be a monthly report to Council under reports with outside bodies.
- The group should be able to request to put things on the Council agenda via the Clerk and request funding either as a grant (through the grant process) or propose, for consideration, that the Council undertake a specific action, resourced by the Council.
- That the group run any public communications in which the Council is mentioned past the Clerk and there be consideration of what goes into Wendover news so there is no duplication.
- That the Council and the group come to an agreement that they can hold different opinions on specific issues but that would not undermine the agreement as a whole.



FINANCIAL CONSIDERATIONS

- Currently the Parish Council have “normalised” the budgets so that responding to HS2 operations are a part of the operating budgets and do not have a specific EMR.

LEGAL AND OTHER IMPLICATIONS

The status of the group would need to be clarified and it would not be able to make responses to HS2 on our behalf without specific consent, but it would be able to respond as a “Council supported” group.

PROPOSAL

To resolve to:

- Approve the office to work with WHS2 to create an agreement to bring back to Council and sign taking into account the points listed above.



27th March 2023

Sheila Bulpett,
Chair,
Wendover Parish Council,
The Clocktower,
High Street,
Wendover,
HP22 6DU

HS2 related support for Wendover Parish Council

The Wendover HS2 Mitigation Action Group would like to propose closer engagement with Wendover Parish Council during 2023-24 to improve the support available to the local community in the light of imminent HS2 construction activities.

Background

In the minutes of the Parish Council on 7 March, the future of the HS2 Working Group was put in some doubt. WWS2 thinks it's important to have an ongoing monitor of EKFB's activities to inform and protect the local community. WWS2 would like to volunteer to be that monitor on behalf of the Council, so that the appropriate statutory action can be taken if, if needed.

With the submission of "Schedule 17(3)" designs to Bucks Council, and their now limited ability to modify the project, consideration needs to be given as to how WPC can best serve the interests of the local community during the Construction phase.

WPC has a recognised statutory stakeholder position enabling engagement with the Contractor (EKFB) and HS2 Ltd, but little in depth knowledge of the project by Councillors and Staff. The Wendover HS2 Mitigation Action Group (WWS2) has complementary skills, covering both breadth and depth of understanding of the project. However, it lacks the statutory positioning enjoyed by WPC.

The outcome is that various activities are duplicated, and there has been insufficient communication between WPC and WWS2 to effectively hold EKFB to account. During 2022-23 members of WWS2 joined the Council's HS2 Working Group, but in the absence of involvement by the appropriate Council representatives there has been little value added for the local community.

Proposal

WWS2 would like to propose a revised operational model to take effect from April '23 involving closer working with WPC Councillors and Staff for mutual advantage.

WWS2 is willing to make available support to the Council across all aspects of the project, to enhance the Council's ability to challenge EKFB at the regular update reviews, including briefing of Council



staff and attendance at these sessions if needed. Similarly WHS2 can advise Council staff regarding handling enquiries raised by members of the public.

WHS2 would propose to continue to produce monthly public updates about the project activities currently delivered through Wendover News, but could also provide material that could be hosted on the WPC website or social media feeds to maintain the currency of the information available to the public. Additionally, WHS2 would continue to have the freedom to make timely interventions that might not be possible for the Council to undertake based on the restrictive legislative regime.

Closer engagement with the WPC would allow WHS2 to received feedback about the community's requirements; and align its activities accordingly.

The suggested operational model would be similar to that being provided by Climate Action Wendover, where that group handles technical activities on behalf of the Council while retaining a distinct public identity.

Next steps

WHS2 would welcome an opportunity to discuss the proposal with key Council members to determine what information needs to be presented to a wider audience to progress the initiative.

Yours faithfully

A handwritten signature in black ink, appearing to read 'R. Petersen'.

Ron Petersen

Chair Wendover HS2 Mitigation Action Group

CC: Clerk, Wendover Parish Council



WENDOVER PARISH COUNCIL

Parish Plan Working Group

Update for Full Council Meeting 4th April 2023

30th March 2023

Introduction to the 5 Year Parish Plan

The last updated Community Action Plan (which is usually an annual plan) was updated prior to covid lockdowns, but much has changed in the Parish since then, so the 5 Year Parish Plan Working Group (WG) set about updating this for the future Strategy and direction for the Parish.

In order to ensure due diligence was undertaken, esp. as there was largely a new Council in place, in 2021, the WG developed a long-term vision and mission for the Parish and the role which the Parish Council will play in delivery thereof. The Community Action Plan (CAP) was then written based on this direction and an associated budget allocated. This CAP was set for a period of 18 months given the incessant pace of change - this document can be accessed on the parish council website.

What is the remit of the WG for 2022/23?

Primary Purpose: To examine and recommend matters relating to the 5Y Parish Plan:

Specifically, the working group should aim to:

1. Review the Parish Climate Action Plan, update and execute for 2023
2. Ensure implementation of the new policy for Community Engagement
3. Develop Economic & Social Regeneration Strategy & execute for 2023
 - a. A new Policy for The Manor Waste
 - b. An engagement & publicity campaign for Wendover
 - c. A new 'Welcome to Wendover' PC-owned website

Now that a lot of the work has become part of the new office team workstreams it is an opportunity for the working group to renew and refresh it's terms of reference to face the new challenges. There is still a need for the group but the focus should be on the shorter term strategy and being the engine room for that work. It is suggested that the group looks after the 12-18 month plans covering:

- Community Action Plan
- Climate Action Plan
- Economic and Social regeneration Plan

The appendix shows the proposed terms of reference for resolve by Parish Council

What does the WPC hope to achieve by undertaking this remit?

1. Ensure that the 18-month Community Action Plan is delivered per the plan, on time and per budgets / manage the budgets appropriately
2. Further develop the long-term strategy for the Parish so that the next version of the CAP can be developed in advance (vs it being left for some time to be updated)

3. Deliver on the purpose of the WPC - *“To Champion everything which makes Wendover unique”*

Who is in the Working Group?

The current WG comprises Councillors Goodall, Lloyd-Evans, Durden-Moore & Washington, with local resident Mr Paul Frost co-opted onto the working group for his specialist skills in Climate Action activities and Local Business owner Mrs Ana Brown co-opted for her contacts with other local businesses, passion for Wendover and experience in tourism. Councillor Durden-Moore is the Chair of the WG for this next financial year through to end April 2023.

Status as of 30th March 2023

1. Review the Parish Climate Action Plan, update and execute for 2023

The action plan is a part of the day to day workstreams of the office staff, bringing items to Council and as when they need progression.

2. Ensure implementation of the new policy for Community Engagement

The next consultation will be for the Manor Waste (see below)

3. Develop Economic & Social Regeneration Strategy & execute in 2023

The Business Group is now fully up and running and taking on the economic regeneration strategy as a part of their remit. The new terms of reference for this group will mean that the group continues to oversee that strategy

Regarding specific live workstreams:

As agreed by Council in Feb 2023 most of the actions and implementation are now being followed through by the office.

3a. An updated/new policy for use of The Manor Waste

- a. The title absolute is expected but we have not had communication on progress (*expected end March 2023*)
- b. The public consultation closed on 24th March and an initial analysis has been undertaken. However the PPWG will need to look into some of the responses in more detail before a report is made to the APM on 20th April. The headlines of the results are as follows
 - i. A total of 543 surveys were completed, the majority online and a good number of local people were engaged at the market stalls on the 9th and 16th March.
 - ii. The respondents predominantly came from the Wendover area with only a few claiming not to visit regularly and/or come from out of the HP22 6/HP22 5 postcode areas.
 - iii. It seems that there is an overwhelming mandate for most of the recommendations with some caveats and further analysis on some of the questions.
 - iv. The move of the market to Sunday was rejected across all demographics and keeping quieter days with no activities was rejected by those under the age of 55 but wholeheartedly supported by those over 55.
 - v. The issue of competition on the markets with local businesses and each other is split and needs more analysis.
- c. The WG shall analyse the results in more detail and thereafter review the current policy for The Manor Waste and update it based on legal advice and results of the public consultation – *aim to sign off at May FC meeting in order to commence implementation for April onwards*

Appendix – proposed terms of reference

Changes are highlighted in red.

Terms of reference for the **Wendover Action Plan (WAP) Working Group**

1. Authority

The working group is appointed by and is solely responsible to Wendover Parish Council (WPC). The working group are to explore and recommend ideas to the Council on a regular basis and should ideally meet once per month.

Working groups must not commit the Council to expenditure as they have no powers as an informal group.

2. Membership

A minimum of 2 Councillors will be required and the membership of the working group will be reviewed as necessary and may include staff and non-Clrs.

The Council may co-opt new members to the working group at any time and specialists may be consulted as members or non-members of the group for research purposes.

A working group should be treated as an advisory Committee and is therefore permitted to full membership of non-Clrs.

3. Chair of the Working Group

Working groups do not require a **Chair** but for organisational purposes a member of the group may be nominated to lead research, chair meetings, and submit research and recommendation papers to the Council for consideration at its next meeting. **The Chair of the working group may be a Cllr or a non-Cllr.**

4. Agenda Setting

The **Chair** of the group may wish to set agendas to assist meetings in running smoothly and targets being achieved.

5. Record of Proceedings

Written minutes are not necessary, but notes should be taken for clarity and to allow members of the group to be reminded of actions they should take between meetings. **Notes of meetings should be submitted to the Clerk at the end of each month for reports to be sent to the FC on a monthly basis.**

6. Responsibilities

Primary Purpose: To examine and recommend matters relating to the Wendover Action Plan::

Specifically, the working group should aim to:

1. **Review and update the current Community Action Plan for 2023-2024**
2. **Review and update the Parish Climate Action Plan & execute for 2023-2024**
3. **Review and update the Economic & Social Regeneration Plan & execute for 2023-2024, including:**
 - a. **A new Policy for The Manor Waste**
 - b. **A calendar of events for The Manor Waste**
 - c. **An tourism campaign for Wendover**
 - d. **A website strategy for both WPC and Welcome to Wendover websites**
 - e. **Improved signage promoting the town amenities**

8. Public Participation

Working groups are not required to meet in public as no formal decisions are made by a working group. If members of the group feel it appropriate or necessary, meetings can be advertised on the website and parish noticeboards but must have a set agenda. Public should be advised that the working group recommendations and research is discussed by Full Council or elected Council Committee in monthly meetings held in public and this would be the appropriate time to comment.

9. Conduct by working group members

Working group members are expected to abide by the WPC Code of Conduct at all times.

Although debate at meetings is often less formal than at the Council meeting, members of the group may, at the discretion of the **Chair**, still be asked to raise their hand to speak and to only speak when invited to by the **Chair**.

All members must:

- respect other members' right to express their opinions
- not interrupt members or officers when they are speaking
- consider all views before coming to a conclusion on an item being discussed
- agree recommendations submitted

Adopted 4th April 2023

3b. A publicity/tourism campaign for Wendover in 2023

- a. Marley Design has provided a new Visual Identity to apply to a variety of mediums (online, t-shirts, shopping bags, bumper stickers, badges, postcards etc). The Business Group have discussed the issue and highlighted that none of them would like to run any of these as stock lines but rather that we should seek funding to print a run of items that can be given away. Additional suggestions have been made and the office and Marley Design need to go away and do further work on how this would work. A small run of sample items will be done for the APM on 20th April – *this will come to Parish Council for approval of final applications and costs.*
- b. Discussion on a tourism campaign was started at the business group but there was confusion as – *to be brought to PC when ready*

3c. A new 'Welcome to Wendover' PC-owned & run website

- a. Tactics to drive further traffic to the site are in discussion amongst The Clock Tower team.
- b. The new visual identity is being applied to the site and the business group are positive about how it is rolling out.
- c. The current PC website is being refined to statutory information with all pages up to date and any duplicate information being held on one of the two websites with a link to the other website to redirect – this is an ongoing piece of work as we go through both sites.
- d. The long-term strategy & plan for both websites and associated social media to be further developed.
- e. Parish Council to be kept up to date on a monthly basis on these actions

3d. Wendover Business Group requests

The following requests are being worked on

- a. Improved signage to promote businesses and help visitors navigate around the town requested from the group eg: at the train station and entry to the town – *The office are awaiting further information from Bucks Council*
- b. A map on the Manor Waste to indicate the Library as a source of tourist information including suggested local walks and other sites of interest, eg: St Mary's, Children's Playgrounds – ideally a digital sign displaying shops, restaurants, places of interest – *this is now being looked at against the feedback from the consultation*
- c. Ensure the search terms 'visit wendover' are incorporated into the web & social strategy / consider changing the name of the w2w website? – *This is ongoing work by Marley design to ensure the most efficient way to undertake this.*
- d. Local Product Market to be taken over by an independent specialising in such markets / look to move it to a Sunday - incorporate this idea into the public consultation for The Manor Waste? – *The consultation has shown that Sunday may be an issue for the market move and the analysis of the survey results will guide any further proposals.*

Proposal for Parish Council

Parish Council are asked to resolve to adopt the new terms of reference shown in the appendices.



ITEM 12a – COMPLAINT OUTCOME REVIEW

BROUGHT BY

Parish Council

SUMMARY

This paper reviews the actions recommended by a Complaints Committee of June 2022 and is intended to ensure the case is complete and closed. Council is asked to note progress on the recommendations from the complaint and consider changes to the Complaints Policy, Committee ToR and training for Councillors as a part of the completion of this complaint.

PARISH COUNCIL BACKGROUND

Please refer to the Complaints Committee Minutes of 14 June 2022

DETAILS

The table below shows the outcomes of the complaint and actions. The grid further shows additional actions and considerations related to those outcomes.

Once these actions are complete then it is believed that Council have satisfied the outcomes of the original complaint and that this complaint is closed.



Recommendation	Progress	Further actions	Status
The Complaints Committee will recommend to the full council that where applicable all Parish Council Standing Orders and Policies will be reviewed to see if stronger due diligence clauses and timelines should be added.	Legal advice and guidance from NALC was sought at the time of the complaint and the advice is still relevant. The Standing Orders have been updated to the very latest model documents published by NALC and this was approved 7/6/2022. There is no further need to update the Standing Orders. The Complaints Policy itself has been reviewed and updated after the complaint and is currently being reviewed against the NALC guidance	Approve new complaints policy on 4/4/23 Ongoing review of best practice	active
The new Clerk to learn in detail the Standing Orders and their nuances.	Staff training and induction has been updated. Office staff are required to obtain the ILCA qualification and attend the Agenda and Minutes training as a condition of their probation. The Clerk is expected to obtain their CILCA qualification	Ongoing Review	closed
Each Councillor to have a broad understanding of the Standing Orders.	Councillors have been trained and ongoing training will be provided to new councillors about the standing orders and responsibilities of the council. New councillors are issued with the NALC good councillor guide so that Councillors are aware of how the Council is governed.	Ongoing Review	closed
The Complaints Committee will recommend the Standing Orders are divided across the Council (approx. 2 each) and that each Councillor will become a Champion of the Standing Orders allocated to them. This is to be used as a back up to the Clerks knowledge.	This needs further review as if councillors miss meetings vital areas will be missed. Instead it is requested that the Chairs of Committees undertake a training session led by the Clerk and an external facilitator with a specialism in the governance of Parish Councils. This will happen every May/June after the new committee members have been decided	Awaiting approval at Parish Council on 4/4/23	active
That going forwards the both the Clerk and the Deputy Clerk will attend some Parish Council meetings and Committee meetings together to ensure a more robust approach to monitoring.	Now both staff are fully trained this is not urgent, however, this is still a valid observation and meetings will be scheduled where both will attend throughout the year.	Ongoing Review	closed
The Complaints Committee suggests that the Clerk should research whether meetings can be recorded for the purpose of minute taking only. Research will include if this is legal, and if so, what the requirements are, how and when the recording is destroyed after the notes have been completed. By taking a recording of the meeting it will mean the Clerk can focus more on the legalities of the meeting rather than note taking.	A person who attends a meeting is permitted to report on the meeting whilst the meeting is open to the public - to report means to film, photograph, make an audio recording of meeting proceedings. This is permitted according to our standing orders. However, if any individual or organisation is named or identifiable then we are subject to the obligations of the Data Protection Act 2018 and all people in the room have to explicitly consent to the recording being made. The current process is to create a minutes template that can be easily typed into meaning the clerk of the meeting has more time to concentrate on process. The council would need to invest in suitable meeting audio recording equipment and software if the recordings were to be made for the purpose of taking minutes - the recordings can be destroyed after recording. It is recommended to monitor the situation before proceeding with meeting recordings.	Ongoing Review	closed
The Complaints Committee will recommend to full council that as soon as possible, but at the appropriate time, that the Complaints Policy is reviewed including issuing a complainant with a time map.	This is to be covered in the review of the complaints policy awaiting approval on the 4/4/23	Awaiting approval at Parish Council on 4/4/23	active
Other considerations made at the time			
That Complaints Committee should be a standing committee with regular meetings scheduled so that it prevents any delay and actions can be followed through	This would prove difficult to fit within the current meeting schedule, and would be unnecessary if there were no complaints or actions to follow up. However, the terms of reference should stipulate that the committee should sit when there is a complaint and every month (possibly after Parish Council) thereafter until all of the actions and issues related to the complaint have been resolved. It should also meet at least once a year to review best practice and sign off any outstanding minutes.	Awaiting approval at Parish Council on 4/4/23	active

On this basis the Complaints Policy and Committee Terms of Reference have been reviewed. Further advice has been sought from BMKALC and legal guidance from them is shown in the appendices.

FINANCIAL CONSIDERATIONS

Costs for training



LEGAL AND OTHER IMPLICATIONS

- The original complaint is still technically open and the actions need completion.
- The current policy can have multiple interpretations which allows for flexibility but can also introduce inconsistency and further complaints.

PROPOSAL OR UPDATE

To resolve to:

- Approve the new Complaints Policy
- Approve the new Complaints Committee Terms of Reference
- Authorise the office to implement a training session on the standing orders with chairs of the new committees.



Appendix A – Proposed Complaints Policy

(Amendments are shown in red text)

COMPLAINTS PROCEDURE

2023



Introduction

Wendover Parish Council is committed to providing a quality service for the benefit of the people who live or work in its area or are visitors to the locality. Complaints are valuable because they provide a chance to put things right if there has been an error, and to make sure that the same mistake is not repeated.

It is essential that complaints be dealt with positively. The Council is anxious to hear people's comments and committed to making full use of complaints information to contribute to continuous service improvement. Important information about areas for improvement can be obtained both from a single complaint and from patterns of complaints, highlighted by detailed monitoring. If you are dissatisfied with the standard of service you have received from Wendover Parish Council or are unhappy about an action or lack of action by us, this Complaints Procedure sets out how you may complain to the Council and how we shall try to resolve your complaint.

The Local Government Organisation confirms that a good complaints system is:

- well publicised, easily accessible and easy to use;
- helpful and receptive;
- not adversarial;
- fair and objective;
- based on clear procedures and defined responsibilities;
- thorough, rigorous and consistent;
- decisive and capable of putting things right where necessary;
- sensitive to the special needs and circumstances of the complainant;
- adequately resourced;
- fully supported by councillors and officers;
- provides responses that are proportionate; one size does not fit all;
- timely; and
- regularly analysed to spot patterns of complaint and lessons for service improvement

Wendover Parish Council is committed to following these principles.

Definition of a Complaint

'A complaint is an expression of dissatisfaction ... about the council's action or lack of action or about the standard of a service, whether the action was taken or the service provided by the council itself or a person or body acting on behalf of the council.'

What the complaints procedure will deal with:

The complaints procedure will deal with matters of maladministration, which is if the Parish Council does something the wrong way, fails to do something it should do or does something it should not do. Some examples include:

- neglect or unjustified delay
- malice, bias, or unfair discrimination
- failure to tell people their rights
- failure to provide advice or information when reasonably requested
- providing misleading or inaccurate advice
- inefficiency, ineffectiveness, bad and unprofessional practice or conduct



What the complaints procedure will not deal with:

- complaints for which there is a legal remedy or where legal proceedings already exist
- complaints about employment matters, complaints by one Council employee against another Council employee, or between a Council employee and the Council as employer as the Council operates alternative procedures to deal with grievances or disciplinary matters against staff.
- complaints against Councillors. Complaints against individual Councillors will be referred to the Monitoring Officer of Buckinghamshire Council. Further information about this process may be obtained from the Monitoring Officer of Buckinghamshire Council.

When a complaint is made against a local council, member(s) of the council or staff are likely to be mentioned or complained about. However, a complaint against a council should be treated as a complaint against the body corporate of the council, not as a complaint against individual employees or member(s) of the council. For clarity, a complaint against a council that involves a complaint about the conduct of its employees must be handled in accordance with its complaints procedure. If following the outcome of the complaint, the Council decides that there may be a need to take disciplinary action, this should be in accordance with the Council's disciplinary procedure.

Equal Opportunities

The Council is committed to equal opportunities. Complaint's feedback will be used to highlight discriminatory practices, and to promote equality of opportunity.

Complaints by members of the public of discrimination and/or harassment against the Parish Council will be dealt with through the complaints procedure unless it is a complaint that should be dealt with through a statutory procedure.

Data Protection Act 2018 (also known as GDPR)

The Data Protection Act 2018 must be complied with when dealing with a complaint and the complainant's personal details. By making a formal complaint with the Parish Council, individuals are deemed to be giving consent for their personal data to be used in accordance with the Data Protection Act 2018 and the Parish Council's Information and Data Protection

Policy. Personal information provided will only be used for the purpose for which it has been given and may be shared with a third party if the Parish Council deems that it will assist in resolving the issue raised.



Stages of the Procedure

General Principles

1. Complaints sometimes arise due to a misunderstanding or a misconception. It is recommended that in the first instance the complainant discusses their concerns informally with either the Clerk or the Chair of the Council or the source of the complaint[.]. Such action does not prevent the complainant following the formal complaints procedure as set out below.
2. The appropriate time for influencing Council decision-making is by raising concerns before the Council debates and votes on a matter. This may be done by writing to the Council in advance of the meeting at which the item is to be discussed. There may also be the opportunity to raise concerns in the public participation section of Council meetings.
3. If anyone is unhappy with a Council decision, they may raise their concerns with the Council, but Standing Orders prevent the Council from reversing decisions for six months from the date of the decision (Section 7.a), unless there are exceptional grounds to consider this necessary and the special process set out in the Standing Orders is followed.
4. The following stages of the procedure are designed to provide the complainant with a thorough and fair means of redress and to provide a framework for officers to work within.
5. **The Local Government Ombudsman (LGO) does not extend to Parish Councils but it recommends that any process takes no longer than 12 weeks from receipt to resolution. Clearly, some flexibility may be required to deal with lengthier and more complex complaints, and this should be explained to the complainant as the investigation proceeds.**

Everyday problems, queries and comments

6. The Council receives queries, problems and comments as part of its day-to-day running, and they should not all be regarded as complaints. These are routine and expected and are generally resolved quickly to the customer's satisfaction.
7. If someone is dissatisfied with the original service or response they received and wishes to take the matter further then the issue should be recognised as a complaint.

Informal Complaint

8. During the course of daily business, minor complaints are made to officers about the services we provide. Staff at the Clock Tower will usually deal with these.
9. It is not appropriate for every comment to be treated as a formal complaint. Every effort should be made to deal with these problems immediately, either by providing information, instigating the appropriate action or explaining a decision.

Formal Complaint (Stage 1)

10. **Anyone who is dissatisfied with informal resolution** may wish to make a formal complaint directly or may be unsatisfied with the outcome of an informal complaint and may wish to take the matter further. **Any move to a formal complaint must be made in writing.** This will be recorded as a complaint and passed to the appropriate officer to investigate, normally the Clerk.
11. **An investigation will be carried out to:**
 - see if there is a case to answer.
 - make sure everyone is treated fairly.
 - gather evidence from all sides.
 - help the Council to see what should happen next.
12. **At any stage the Council and Complainant can review if the formal process needs to continue, or the issue can be taken to an informal resolution.**



Recommended steps of the stage 1 investigation

13. Any accommodation required by the Complainant for them to make their complaint will be discussed and reasonable adjustments incorporated into the steps of the investigation. This will be an accommodation that enables a Complainant to engage with the process, where they would normally be unable to engage because of a medical or mental health condition or other issue covered by the Equality Act 2010 (Disability) Regulations 2010. Where this procedure refers to reasonable accommodation it is this interpretation that is being referenced.

Before processing a complaint

14. The complaint, any evidence and the desired outcome will be requested from the complainant in writing. A receipt acknowledging the complaint will be made in writing within 3 working days. It will outline the process and the timeframe.
15. The complainant must be asked at the outset to confirm if they want the complaint to be treated confidentially. Even if complainant waives their right to confidentiality, the council must comply with its obligations under the Data Protection Act 2018 to safeguard against the unlawful disclosure of personal data.
16. The council's Complaints procedure should be made accessible to the complainant. In any event, it should be well publicised and accessible via the council's website. A council's complaints procedure should confirm the following information.

The investigation

17. The investigating officer will need to investigate the facts of the complaint and collate relevant evidence.
 - a) The Complainant will be offered the opportunity to provide all their information and evidence in writing. Any evidence offered by the Council will be collected and shared with the Complainant. Some information will need to be redacted to ensure compliance with the obligations of the Data Protection Act 2018. At this stage this information shall also be marked as confidential for the complainant only.
 - b) The complainant and the investigating officer will be given an opportunity to read the evidence and ask further questions or request further information. Where additional information from third parties is required, this shall be treated as confidential information and only shared with the Complainant with express consent.
 - c) The investigation will, at this stage, be conducted exclusively through written communications unless an accommodation is required for accessibility.

The Complaint outcome

18. The investigating officer will review the complaint, it will consider all the evidence presented and the legal obligations, policies and standing orders that guide how the Parish Council should operate and what remedy is required to resolve the complaint.
19. The complaint should be broken down where relevant so that it can be considered in parts. Each part will either be upheld, upheld in part or dismissed.
20. The investigating officer will then decide on any required remedy where a complaint is upheld or upheld in part. In principle the remedy should seek to offer a remedy which, as far as possible, puts the complainant back in the position they would have been but for the matters complained of.
21. If the matters complained about have caused the complainant to suffer financial loss, the investigating officer may want to offer financial compensation. This will need to be approved through the Complaints Committee and Councils payment approval processes.



22. Any offer or acceptance of financial compensation should confirm the council's payment is full and final settlement of the dispute and any claims which the complainant has against the council and without admission of legal liability.

After the complaint has been decided

23. Within the timeframe specified in the council's complaint's procedure, the investigating officer should write to the complainant to confirm whether it has upheld the complaint. This should give reasons for its decision together with details of any action to be taken, if this appropriate.
24. The Complaints Committee will be informed of the outcome only and not the details of the investigation. Likewise Council will note that a complaint has been considered, the outcome and that a response issued to the Complainant. There shall be no public report.

Timescales

25. The Council will aim to keep to the following timescales:

• Complaint Acknowledged	72 hours
• Summary of process/complaints policy notified	5 working days
• Investigation completed	21 working days
• or progress reports issued	21 working day intervals

Appeal

26. If the complainant is not satisfied with the Investigating Officer's response, they should be advised of their right to have the complaint referred to the Council's Complaint Committee. The complaint should confirm in writing why they remain unhappy within 10 working days of receiving the original investigation/outcome as per stage 1.

Complaints Committee (Stage 2)

27. Any accommodation required by the Complainant for them to make their complaint will be discussed and reasonable adjustments incorporated into the steps of the investigation.
28. As soon as reasonably practicable the Complaints Committee should convene. The committee will review the complaint and respond accordingly.
29. The outcome of all formal complaints dealt with by the Complaints Committee will be reported to the full Council.

Before the Complaints Committee Meeting

30. The Complainant shall be invited to attend a meeting and to bring with them a companion if they wish.
31. Unless specifically agreed as a reasonable accommodation, the companion shall be there to make notes, support and advise the Complainant. They shall not engage in the debate unless specifically asked a question, and their response shall be limited to the scope of the question asked.
32. As this is an internal process the companion shall not be a legal representative or advocate unless agreed in advance as a reasonable accommodation.
33. The complainant must be asked to reconfirm if they want the complaint to be treated confidentially. Even if complainant waives their right to confidentiality, the council must comply with its obligations under the Data Protection Act 2018 to safeguard against the unlawful disclosure of personal data.
34. The council's Complaints procedure should be sent again to the complainant.



35. The Complainant will be given an opportunity to provide additional material to that provided in the investigation. This information will be provided at least seven clear working days prior to the meeting. The Council shall provide the complainant with copies of any documentation upon which they wish to rely at the meeting and shall do so promptly, allowing the claimant the opportunity to read the material in good time for the meeting.
36. If there are other persons who can provide relevant information then they shall be called and scheduled to provide that information. They should be called into the meeting when required and leave after providing that information.

At the Complaints Committee Meeting

37. The Committee shall consider whether the circumstance of the meeting warrant the exclusion of the public and press. It is standard practice to hold the Complaints Committee in confidential session as most complaints will require discussing sensitive personal information including: Staff performance, actions of individual councillors, commercially sensitive information, details of payments, and personal details of the complainant. It would be considered exceptional for a meeting to be held in public. Any decision on a complaint and the minutes of the meeting shall be public record.
38. The Chair should introduce everyone and explain the procedure.
39. The Complainant (or representative) should outline the grounds for complaint and, thereafter, questions may be asked by (i) the Clerk or other nominated officer and then (ii) members.
40. The Clerk or other nominated officer will have an opportunity to explain the council's position and questions may be asked by (i) the complainant and (ii) members.
41. The Clerk or other nominated officer and then the complainant should be offered the opportunity to summarise their position.
42. The Clerk or other nominated officer and the complainant should be asked to leave the room while members decide whether or not the grounds for the complaint have been made. If a point of clarification is necessary, both parties shall be invited back in.
43. The Clerk or other nominated officer and the complainant should be given the opportunity to wait for the decision but if the decision is unlikely to be finalised on that day, they should be advised when the decision is likely to be made and when it is likely to be communicated to them. See timescales above.

Timescales

44. The Council will aim to keep to the following timescales:

- Panel convened within 21 working days of request for appeal.
- Investigation completed 21 working days thereafter.
- or Progress Reports issued 21 working day intervals.

Resolution and Remedies

45. The aim in dealing with all complaints is to reach a resolution for the complainant, whether it is the remedy they were originally seeking or not. Where a complaint is found to be at all justified, consideration may need to be given to the question of an appropriate remedy (the Complaints Committee to make any final decision regarding remedy). An explanation or an apology will always be needed and should come from the Chair of the Complaints Committee.
46. The Complainant will receive a letter outlining a summary of the complaint, the process followed, the outcomes agreed by the Complaints Committee, and any remedies that may be offered. This letter shall be marked strictly private and confidential. The minutes of the Complaints Committee shall be published in line with other committee minutes. There will be no need to publish a separate report.



Right of Appeal to a Stage 2 Complaints Committee Outcome

47. The decision of the Complaints Committee should be considered the final stage of the internal process. The Complainant has a right to review in the following circumstances, but only if it would have significantly changed the outcome. Those circumstances are:
- That Council did not follow significant parts of the Complaints Procedure
 - That declarations of interest were not properly made and as a result the outcome would have been significantly different.
 - That significant new information is now available that was not available at the time.
48. The appeal will only be considered if it is made in writing to the Chair of the Council who should have remained independent to the process. The Chair of Council can dismiss the appeal based on it not meeting the criteria set out above and at that stage this will be considered the end of any internal complaints process and the Council will not respond to any further communication regarding that complaint.
49. Should the Chair choose to review the process a meeting should be called, with a summons to all Councillors who had not been involved in the earlier stages of the complaint.
50. The meeting can make one of the following recommendations:
- That the appeal is rejected
 - That the reason for the appeal would not make a significant difference to the current outcome.
 - That the Complaints Committee should sit and hear the complaint again and take into consideration the information presented at the appeal.
51. On rejecting the appeal, or saying it would not make a significant difference, the Complainant should be informed that this is the end of the complaints process, and the Council will not respond to any further communication regarding this complaint.
52. Should the Complaints committee sit and hear the complaint again it should follow the procedure as set out in Stage 2, however there is no right of appeal to the outcome of this Complaints Committee and the decision made there is the end of the complaints process and the Council will not respond to any further communication regarding that complaint

Conflicts of Interest

53. In handling and resolving the complaint, the Clerk or other nominated officer and Council members shall pay due regard to any conflicts of interest which may exist or arise while doing so. Such conflicts of interest would normally preclude their involvement in the decision-making process.

Unreasonable and Vexatious Complaints

54. Habitual or vexatious complainants can be a problem for Parish Council staff and councillors. The difficulty in handling such complainants is that they are time consuming and wasteful of resources in terms of Officer and Councillor time. While the Parish Council endeavours to respond with patience and sympathy to the needs of all complainants there are times when there is nothing further which can be done to assist or to rectify a real or perceived problem.
55. The Council has adopted the Local Government Ombudsman's definition and identified characteristics for unreasonable or unreasonably persistent complainants "For us, unreasonable and unreasonably persistent complainants are those complainants who, because of the nature or frequency of their contacts with an organisation, hinder the organisation's consideration of their, or other people's complaints".
56. The Parish Council will take steps to protect its staff from members of the public who are behaving in a way which is considered abusive and/or vexatious.



57. The Parish Council will decide if it considers a Complainant's behaviour or actions to be vexatious. In such circumstances, the Parish Council reserves the right to determine the appropriate restrictions it may apply to any individual or group of individuals, which may ultimately include exclusion from Parish Council meetings.
58. Should a complaint be deemed as vexatious then the Complainant will be informed and the Council will not respond to any further communication about that complaint.

Unreasonable complaints behaviour statement

59. The statement below outlines the Council policy on Unreasonable Complainant Behaviour, and this should be sent along with any confirmation of receipt of the complaint.

Unreasonable Complainant Behaviour

Introduction

We are committed to dealing with you fairly and impartially, and to making our service as accessible as possible. We recognise you may be frustrated and upset by what has happened in the past. We are independent and if we decide to investigate your complaint, we will take a fresh, impartial look at what happened. We aim to treat you with fairness and respect. We ask for and expect the same behaviour from you towards us. We wish to enjoy professional, courteous, respectful contact with all complainants, whatever the outcome of our work.

Unreasonable complainant conduct

We will not tolerate racist, sexist, homophobic or other discriminatory language, or offensive, threatening, aggressive or violent behaviour towards us. If you use such language or behaviour, we will ask you to stop doing so and may take other, proportionate action to protect the wellbeing of our staff and make sure we can keep working effectively. If your use of language is because of a medical condition, we will discuss with you any reasonable adjustments we need to make to how we work with you. However, some language and behaviours are always unacceptable, and we will always draw your attention to this and take appropriate action.

Please remember the person dealing with the complaint is using their time to best effect. This is much harder to do well if you make frequent, lengthy contacts and/or keep sending them the same information. This gets in the way of dealing with your complaint. Please note this also applies to contacting us after our decision on your complaint. We will not continue communicating with you on a closed complaint outside our review or service complaint procedures. Continued contact or attempts to make the same complaint again prevent us from carrying out our work effectively. When necessary, we will restrict access to our service if you keep behaving unreasonably.

Warnings

In most instances if we consider your behaviour is unreasonable, we will explain why and ask you to change it. We will also warn you that, if the behaviour continues, we may take action to restrict your contact with us. Where your behaviour is so extreme that it threatens the immediate safety and welfare of our staff, we may report the matter to the police or consider taking legal action. In such cases, we may not give you prior warning.

Restricting access to the council

A manager will decide whether the circumstances require any restriction of access. They will record the reason for their decision and explain it to you. They will state how long any restriction will apply for before we reconsider. The sort of restrictions imposed could include:

- *Restricting telephone calls to specified days and limited times*



- *Limiting contacts to one form only (for example, a maximum of one letter or email from you a week)*
- *Requiring you to only contact us using one named person*
- *Requiring you to formally agree with us how you will behave in future before we continue working on your complaint and/or*
- *Using an independent advocate to work with you on our investigation into your complaint*

After six months we will review whether any restrictions we imposed are still necessary and should remain.

Ending access

It is our decision whether or not to investigate your complaint. If you continue to behave unreasonably or ignore restrictions we have placed on access, we may decide to end our work on your complaint. In exceptional circumstances we may do so without warning. For example, if you use racist, sexist, homophobic or otherwise discriminatory language we may decide to take action without prior warning. We will write to explain the action we have taken.

New complaints

If we have restricted our contact with you and you make a new complaint, we will decide whether or not to continue with any restrictions we put in place for the earlier complaint.

Anonymous Complaints

60. Anonymous complaints should be referred to the Clerk, and may be dismissed at their discretion, according to the type and seriousness of the allegation.

CONTACTS

Clerk to Wendover Parish Council
Address: The Clocktower
High St
Wendover
Bucks
HP22 6DU
Telephone: 01296 623056
Email: clerk@wendover-pc.gov.uk

Document History

Reviewed at Adopted by Parish Council	6/9/22	(version 1)
Reviewed against NALC guidance and other best practice	4/4/23	(version 2)



Appendix B – Complaints Committee ToR

(amendments shown in red)

Terms of reference for the Wendover Parish Council Complaints Committee

1. Authority

The Complaints Committee is appointed by and is solely responsible to Wendover Parish Council (WPC). The Committee's duties are defined and agreed by the Council who may vote, at any time, to modify the Committee's powers. The Committee will meet as and when necessary and the complaints procedure should be read in conjunction with these terms of reference.

2. Membership

All members of the Committee will be WPC Councillors.

The membership of the Committee will be reviewed annually but will consist of no less than **five and no more than eight Councillors**. A quorum at the Committee meeting will consist of no fewer than **three Councillors**. **At all times at least 3 Councillors should not be on the Complaints Committee. The Vice Chair of the Council** will automatically be an ex officio member of the Committee with full voting rights if in attendance bringing the maximum attendees to **9 Councillors**.

The Chair of the Council will attempt to remain disinterested in Complaints committee activities so they can be called on to review the decisions of the Committee as a final arbiter in any complaints process.

3. Chair of the Committee

At its first meeting, following the Annual Council Meeting, the Committee will elect a Chair to preside at its coming meetings.

4. Responsibilities

- The Committee will meet as necessary to respond to complaints against Wendover Parish Council as a corporate body, following the complaints procedure. **The committee will meet at least once a year to review the processes and procedures and will meet every month following a complaint until all actions have been taken and all recommendations followed through.**
- The Committee will decide whether the nature and circumstances of the meeting warrant the exclusion of the press and public. If the complainant waves their right to confidentiality, the Council must still comply with its statutory obligations under the Data Protection Act 1998 to safeguard against the unlawful disclosure of personal data. Any decision on a complaint shall be announced at the full Council meeting in public.
- Complaints against individual Councillors are dealt with by the Monitoring Officer as possible Code of Conduct complaints.
- The Committee will decide on the validity of any complaints.
- In some circumstances, correspondence sent to the Clerk will be dealt with satisfactorily without the need to use the complaints procedure. However, where the complainant is not satisfied with the Clerk's response, they can ask for the complaint to be dealt with by the complaints Committee.
- Minutes of the meeting shall be taken by the Clerk, however if the meeting is excluded from the press and public these should continue to comply with the Data Protection Act 1998.

Last review date: 4th April 2023



Appendix C – NALC Guidance on Complaints

14 OCTOBER 2022

LTN 9E | HANDLING COMPLAINTS [ENGLAND]

Introduction

1. This Legal Topic Note is intended to assist local councils deal with formal complaints they receive about their operations and services. Appendix 1 outlines the steps in a complaint handling procedure that are recommended for local councils.

The Local Government & Social Care Ombudsman (LGO) is responsible for handling complaints against principal authorities and some other public sector organisations which do not include local councils. The LGO has no jurisdiction in respect of a local council except where it is (i) working jointly with a principal authority through a joint committee which includes representatives of the principal authority or (ii) exercising the functions of a principal authority. An explanation of the process of complaints to the LGO is set out in Appendix 2. The LGO has produced useful guidance on the subject of complaints procedures for principal authorities. A copy of the full guidance may be obtained from the LGO's website via the following link:

<https://www.lgo.org.uk/information-centre/reports/advice-and-guidance/guidance-notes>

This Note draws on the guidance for principal authorities.

2. In the context of a complaint against a principal authority, the LGO offers the following definition: 'A complaint is an expression of dissatisfaction ... about the council's action or lack of action or about the standard of a service, whether the action was taken or the service provided by the council itself or a person or body acting on behalf of the council.'
3. A complaint against a local council may arise for the reasons given in paragraph 2 above. It may also be triggered by an allegation of administrative fault such as not following procedures or standing orders, inadequate service, no service, delay or making a mistake.
4. When a complaint is made against a local council, member(s) of the council or staff are likely to be mentioned or complained about. However, a complaint against a council should be treated as a complaint against the body corporate of the council, not as a complaint against individual employees or member(s) of the council.
5. Occasionally it might be necessary to notify the council's insurers of a complaint immediately. This could be appropriate if a complainant seeks redress for personal injury, damage to property or other financial loss (e.g. in respect of libel) or where the council is at risk of being held liable in law to pay damages or to provide another legal remedy. It is important that the council takes instruction from its insurers as to how to respond to the complaint. A council's insurance policy is likely to include cover for the council's legal expenses in defending a legal claim or the threat of a legal claim against a council (and any related formal complaint against the council). The failure of a council to notify its insurers as soon as a legal claim is threatened or made may invalidate its insurance policy. Often, the legal expenses insurance cover for councils does not apply to all types of legal claims. For example, most legal expenses insurance policies do not provide legal expenses cover for the defence of a judicial review claim. Further guidance about the judicial review is set out in Legal Topic Note (LTN) 15 – Legal Proceedings.
If a formal complaint about a council threatens legal action, and the council does not have insurance cover to defend allegations which may subsequently give rise to a legal claim, it is recommended to seek professional legal advice as to how to respond to the complaint and any remedies offered. See also paragraph 24 below.



Who is a local council’s complaints procedure for?

6. Residents who live in or near a council’s area and who are affected by a council’s decisions are likely to be the main users of a council’s complaints procedure. A council’s complaints procedure should also be available to other individuals, organisations (e.g. a business, charity) or unincorporated bodies (e.g. a residents’ or allotment tenants’ association). Anyone aggrieved with a local council is likely to communicate this verbally or in writing. It is generally in the interests of the complainant and the council to try to resolve the matter informally through the usual channels of communication rather than deferring to the council’s formal complaints procedure.

7. A complaint against a council that involves a complaint about the conduct of its employees must be handled in accordance with its complaints procedure. If following the outcome of the complaint, the council decides that there may be a need to take disciplinary action, this should be in accordance with its internal disciplinary procedure. For more information and guidance, see LTN 22 - Disciplinary and Grievance Arrangements.

When is a local council’s complaints procedure not appropriate?

8. Other bodies have responsibility for certain types of complaint. These are summarised below.

Type of conduct	Refer to
Alleged financial irregularity	Local electors have a statutory right to object to a Council’s audit of accounts (s.27 (1) of the Local Audit and Accountability Act 2014).
Alleged criminal activity	The police.
Members’ conduct alleged to breach the code of conduct adopted by the council.	The district or the unitary council (which includes a London borough council) is responsible for handling complaints that relate to a member’s failure to comply with the council’s code of conduct.

9. Sometimes other internal procedures, statutory requirements or litigation may run in parallel or be used as an alternative to dealing with complaints against a local council, whether they are raised through the usual channels of communication or formally. The following examples illustrate such scenarios. If a person is unhappy with a council’s response to their request for information or the Information Commissioner has communicated with the council for this reason, the council may have appointed a committee or sub-committee which is responsible for handling the council’s responses to requests for information. A company that is complaining about a council’s late payment of its invoice is unlikely to submit a formal complaint because the company will be relying on contractual terms for prompt payment which it may take legal action to enforce if the matter cannot be resolved in routine correspondence. An allotment tenant may lodge a formal complaint against a council because they is unhappy it has terminated its tenancy. Irrespective of the determination of any formal complaint, a decision about the lawfulness of the termination of the tenancy may be available to the former tenant if they is able to issue a legal claim against the council.

10. A council’s complaints procedure is not a means of redress for its members or staff. Members and staff are expected to work together professionally even if they hold differences of opinion and views. Members are free to raise matters of concern in respect of council business by the submission of motion(s) on the agenda for relevant meeting(s) where the issue can be formally considered and resolved. Alternatively, if a member has concerns about the conduct of a member of staff, they should notify the committee or sub-committee that has responsibility for staff management. The staffing committee or sub-committee is responsible for deciding whether the member’s concerns raise disciplinary issues to be dealt with in accordance with the council’s disciplinary procedure.



12. If an employee has a complaint about the workplace, they may raise this in accordance with the council's internal grievance procedure. For more information and guidance see LTN 22 - Disciplinary and Grievance Arrangements.

Complaints procedures for local councils

13. The LGO confirms that a good complaints system is:

- a. well publicised, easily accessible and easy to use;
- b. helpful and receptive;
- c. not adversarial;
- d. fair and objective;
- e. based on clear procedures and defined responsibilities;
- f. thorough, rigorous and consistent;
- g. decisive and capable of putting things right where necessary;
- h. sensitive to the special needs and circumstances of the complainant;
- i. adequately resourced;
- j. fully supported by councillors and officers;
- k. provides responses that are proportionate; one size does not fit all;
- l. timely; and
- m. regularly analysed to spot patterns of complaint and lessons for service improvement.

It is recommended that the complaints procedure for a local council is documented in writing and that, in practice, it reflects the above features.

14. A council's complaints procedure should require formal complaints to be submitted in writing. A council may design a standard form for complainants to use when submitting their complaint. As a minimum, the form should require the complainant to confirm the (i) detail of their complaint, including relevant events, dates, names of relevant members, staff, or contractors of the council etc. and (ii) their contact details. An explanation of the council's complaints procedure, including the complaint form to be used (if there is one), should be well publicised and accessible via its publication scheme. For further information about publication schemes see LTN 37 - Freedom of Information and NALC's legal briefings issued in 2008.

15. Once submitted, a complaint may be processed by a council exclusively through written communications. However if a council wants to offer the complainant an opportunity to make verbal representations, this should be confirmed in its written complaints procedure. Verbal representations by the complainant will lengthen the period for dealing with the complaint.

16. A complaint against a local council must be properly investigated. The complainant may or may not provide evidence to support their complaint even if the complaint is submitted using a complaints form that has been drafted by the council and which asks for this information. A council will need to set aside a reasonable period of time to investigate the complaint and to gather evidence. The period set aside for investigation of the complaint must be specified in the council's written complaints procedure.

17. The LGO recommends that any complaints procedure should consist of at least two stages which permits the complainant to appeal the outcome of complaint. This may be impractical for small councils with few members and staff. The fairness and timeliness of a local council's response to a complaint is however more important than the number of stages in its complaints procedure. If a council adopts a two stage complaints process, this must be confirmed in its written complaints procedure. Staff or members previously involved in the original decision should not participate in the determination of an appeal.

18. A council may delegate responsibility for handling and determining complaints to staff. Many councils may prefer complaints to be handled by members. If so, they are advised to appoint a committee or sub-committee responsible for considering and determining complaints. Guidance about a council's powers to



delegate the discharge of its functions to a committee, sub-committee or staff is given in LTN 1 - Councils' powers to discharge their functions.

19. If the complaints procedure provides an opportunity for the complainant to attend a meeting to make representations about their complaint, they may feel more comfortable speaking to an officer of the council or at a meeting of a sub-committee or a small committee, rather than a meeting of the full council.

20. It is good practice to set deadlines for complaint handling and local councils should not leave this open-ended. The LGO recommends that this takes no longer than 12 weeks from receipt to resolution. Clearly, some flexibility may be required to deal with lengthier and more complex complaints, and this should be explained in a council's written complaints procedure.

Data protection and confidentiality

21. To ensure compliance with its obligations in the Data Protection Act 2018 (the 2018 Act), a council cannot disclose the identity, contact details or other personal data about an individual complainant unless they consent or disclosure is otherwise fair and lawful under the 2018 Act e.g. for the purpose of discharging the council's functions, or for the performance of contractual obligations. Councils should ensure that agendas and minutes do not disclose personal data or financial, sensitive or confidential information that relates to an individual complainant or a third party in the agendas or minutes of its meeting. For guidance about the preparation of agendas and minutes, see also LTN 5E-Parish Council Meetings (England). Further guidance about the 2018 Act is available in LTN 38-Data Protection.

The LGO advises that the identity of a complainant should only be made known to those in the council who need to consider the complaint. In other words, a council is expected to treat a complaint in confidence.

22. A complaint against a local council is personal to the complainant and should be treated as confidential unless the complainant confirms that they waive their right to confidentiality. The meeting of a relevant committee or sub-committee considering the complaint or inviting the complainant to make representations will need to exclude the public. This would not preclude the committee or sub-committee from inviting the complainant to speak at a meeting or requesting the attendance of clerk (or other nominated officer) to represent the position of the council.

23. Annex 1 further explains paragraphs 14-23 and outlines the steps to be incorporated into a local council's written complaints handling procedure.

Determination of complaints and remedies

24. With reference to paragraph 5 above, if a complainant has threatened to take legal action against a council or legal proceedings have already begun, the council is recommended to seek professional legal advice about how to respond to the complaint. It may need professional legal advice about any remedial steps that it may wish to offer the complainant if the complaint is upheld.

25. If a council upholds a complaint, it should, where possible, avoid an admission of wrongdoing. If the complainant decided to take legal action against the council (e.g. to obtain a court order which requires the council of a frequent user of the council's community hall or sports facility, the council may offer use of the facility for free or at a reduced rate.

29. The general power of competence (sections 1-8 Localism Act 2011) provides statutory authority for a council which is eligible to exercise the power of competence (Parish Councils (General Power of Competence) (Prescribed Conditions) Order 2012) to offer a range of remedies. If the remedy offered by the council facilitates or is conducive or incidental to the exercise of the council's statutory functions or powers, any local council may rely on s.111(1) of the Local Government Act 1972.



Annexe one: Outline complaints procedure for use in complaints against the council

Before processing a complaint

1. All formal complaints against a local council must be communicated in writing. A council may design a standard form for complainants to use when submitting their complaint.
2. The complainant must be asked at the outset to confirm if they want the complaint to be treated confidentially. If the complainant is required to use a complaint form that has been designed by the council, the form should include this question. It is unlikely that the complainant will waive confidentiality. Even if they do so, the council must comply with its obligations under the Data Protection Act 2018 to safeguard against the unlawful disclosure of personal data.
3. The council's written complaints procedure should be accessible to the complainant. In any event, it should be well publicised and accessible via the council's publication scheme. A council's complaints procedure should confirm the following information.
 - a. The requirement to submit a complaint in writing (which may require the complaint to use a complaint form designed by the council).
 - b. The postal address or email that the complaint must be sent to. In most cases, it will be appropriate for the complaint to be addressed to the clerk or other nominated officer. If the complaint concerns the clerk or other nominated officer, it should be sent to the chair of the relevant committee or sub-committee established for the purposes of determining complaints.
 - c. That receipt of the complaint will be acknowledged in writing within a specified timeframe.
 - d. Who will be dealing with the complaint (e.g. title of member of staff, a particular committee or sub-committee).
 - e. The timeframe for investigating the complaint.
 - f. Whether there is an opportunity for the complainant to make verbal representations (and bring a friend when doing so) and when this will occur.
 - g. The timeframe for determining the complaint.
 - h. Whether there is an opportunity to appeal the outcome of the complaint and an explanation of the appeal process.

Receipt of the complaint

4. The clerk or other nominated officer (or if the complaint concerns them, the chair of the council's complaints committee or sub-committee) shall:
 - a. acknowledge receipt of the complaint in writing within the timeframe specified in the council's complaint's procedure;
 - b. confirm to the complainant if the complaint will be treated as confidential (which is the most likely to be the case) and
 - c. confirm the next steps in the complaints procedure.

Investigating the complaint

5. The council will need to investigate the facts of the complaint and collate relevant evidence.
6. If the council's complaints procedure permits the complainant to make verbal representations, the complainant should be invited to a meeting with the clerk or nominated officer, or as the case may be, a meeting of the complaints committee or sub-committee. Before the meeting and within the period specified in the council's complaint procedure (i) the complainant shall provide the clerk or nominated officer, or as the case may be, the complaints committee or sub-committee with any new information or other evidence relevant to the complaint and (ii) the clerk or nominated officer, or as the case may be, complaints committee or sub-committee shall provide the complainant with new information or evidence relevant to the complaint.



Meetings with the complainant (if applicable)

7. If a council's complaints procedure permits the complainant to make verbal representations at a meeting with the clerk or nominated officer, or as the case may be, to a meeting of the complaints committee or sub-committee, the clerk or nominated officer or, as the case may be, chair of the meeting should explain how the meeting will proceed.
8. The complainant should outline the grounds for complaint and, thereafter, questions may be asked by the clerk or other nominated officer or by members if this is a meeting of the complaints committee or subcommittee.
9. The clerk or other nominated officer (or if the complaint concerns them, another member of staff or a member) will have an opportunity to explain the council's position and questions may be asked by the complainant.
10. The clerk or other nominated officer, or as the case may be, the complaints committee or sub-committee and then the complainant should be offered the opportunity to summarise their respective positions.
11. The complainant should be advised when a decision about the complaint is likely to be made and when it is likely to be communicated to them. After the complaint has been decided
12. Within the timeframe specified in the council's complaint's procedure, the council should write to the complainant to confirm whether or not it has upheld the complaint. The council should give reasons for its decision together with details of any action to be taken by the council if this appropriate. If the council's complaints procedure includes an appeal stage, the council should notify the complainant in writing of the right to appeal its decision.



ITEM 12b RISK REGISTER

BROUGHT BY

Clerk

SUMMARY

To review the Strategic, Governance and Financial risks and consider approving the risk register for 2023/24

PARISH COUNCIL BACKGROUND

Every year risks are reviewed by the Finance Committee – the current risk document review history is follows:

Document History		
Status	Date	Version
Reviewed by Finance Committee	20/08/2019	3
Reviewed by Finance Committee each quarter – last review date	02/07/2020	3
New format drafted by Deputy Clerk, adopted by Finance Committee	18/08/2020	4
Reviewed by Finance Committee	17/08/2021	4
Reviewed by Finance Committee	16/08/2022	5

DETAILS

The Council currently has a finance and governance risk register that is reviewed annually. Operational risks (such as working at heights, fire COSHH etc) are individually assessed and held within the SafetyNest online system where they are reviewed annually by the staff team.

The Strategic, Governance and Financial risks are ranked by identifying the Hazard then ranking the likelihood of the hazard happening and the severity if it did happen. It then identifies how the Council controls that risk and the residual risk identifies the level of risk to Council if these controls are in place.

The format of the risk assessment matches previous formats and is in line with best practice.

Operational risks use a slightly different assessment provided by the SafetyNest online system but follow the same principles.

In the past this has been reviewed by Finance Committee and noted by full Council. With the forthcoming end of year, changes to committee personnel and the external audit - the register is coming to full Council to be approved ahead of the normal schedule.

FINANCIAL CONSIDERATIONS

n/a



LEGAL AND OTHER IMPLICATIONS

- An inadequate or out of date risk register could result in legal and insurance complications.

PROPOSAL OR UPDATE

To resolve to:

- Approve the new Risk Register

Wendover Parish Council - 4th April 2023 - ITEM 12 b - Risk Register

RISK	Impact	Evidenced Where?	Lik'hood L/M/H	Severity L/M/H	Control Actions	Review Frequency	Trigger for review	Responsibl e	Residual Risk
Lack of forward planning	Especially with a constant renewal of Councillors which will bring in a lot of new ideas but can undermine a long term strategy as Council may not understand the context: leads to lack of prioritisation and can impact on budgetary control. Council will become reactive and any new projects will not fit into a greater plan. Parish will see a lack of new initiatives and a decline in services.	Minutes, strategic plan, website	M	H	Review of strategy and publish on website. Use APM and AGM to communicate strategy. Ensure staff JDs link directly with strategy. Budget setting and control via published I&E and reports to ensure expenditure is in line with strategy	Annual	Undertaking multiple projects that duplicate or overlap. Not initiating any new projects.	Chair/Clerk	L
Making poor decisions - not enough information to make decisions	If council do not have the correct information to make decisions then Council will make poor choices that the Parish will disagree with or not understand. This will have a risk on financial management and budgetary control. Not understanding the needs and wishes of the Parish in particular will mean decisions that go against the wishes of the residents who could make complaints through internal and external channels	minutes, communications with parish	M	H	Ensuring the agendas for meetings are clear and the papers provide the necessary detail, adopting templates for agenda items and ensuring financial reporting is a standing item on the Parish Council agenda. Having correspondence to the council on the agenda, ensuring there is regular engagement with the Parish including push communications such as newsletters and social media as well as surveys and opportunities to comment and make suggestions	Annual	Increase in complaints, social media commentary, confusion by councillors	Clerk	L
Loss of a member of staff	With such a small staff team high staff turnover and loss of a member of staff has a significant impact on capacity to deliver. It could lead to key services not being delivered, finance and payments not being updated and impact on business being discussed by Council.	Staffing Committee Minutes	H	H	Ensure the JDs are up to date and job roles understood by everyone on the team. Have a succession plan - for example ensuring the Estates and Events Manager has all of the deking training. Ensure staff communication happens on a regular basis (team meetings) so the whole team and Council are aware of "live" projects. Ensure new staff have a solid and happy induction and hold exit interviews with all staff to work on issues that created the vacancy in the first place	Annual	Staff member leaves	Clerk/Staffing	M
Failure to make the appropriate provisions for the electors right of inspection	As well as contravening regulations and non-compliance with the audit it will lead to a loss of confidence and impact to reputation and could lead to internal and external complaints proceedings	Finance Committee Minutes	L	M	There are clear guidelines in place and templates to complete the work within the required timeframe	Annual	Internal audit report, complaint from public	RFO	L
Poor document control and retention	Council making decisions using out of date documents, breach of GDPR (DPA 2018) regulations or information not being kept for the statutory period. Inability to find relevant historical data and inform current debate	Filing and archives	H	H	The standing orders are clear, there is a document retention policy that clarifies which documents to be retained. The policies and Standing Orders are regularly reviewed	Annual	complaints, incidents	Clerk	M
Failure to ensure the Council complies with law in particular: Health & Safety, Equal Ops, Data Protection, Human Rights, Disability & Discrimination, and Employment Law	Additional to reputational damage failure could include fines and penalties from regulatory bodies or action taken by employees	Standing order and policies	M	H	Clear policies and procedures in place based on national guidelines/best practice or templates. There is a regular review by Ellis Whitham for HR and H&S related policies and regular reviews from NALC and BMK&C. Further the council subscribes to "Local Councils Update" which outlines any regulatory changes	Updates come into office Weekly	Incident	Clerk/Council	L
The provision of services being carried out under devolved services agreement with Buckinghamshire Council is not done correctly or in line with the agreement	The agreement is large and has evolved over the years and the responsibilities of each party is an ongoing dialogue with the office. Poor performance of devolved services could lead to reputational loss both with residents and Bucks Council. It could further lead to money being withheld for those services and time taken to resolve any formal dispute.	Devolved Services Agreement	M	M	Ongoing dialogue and relationship building with the key contacts in Buckinghamshire to review performance/voies and responsibilities (including KPIs)	Weekly	Issue raised	Clerk	L

RISK	Impact	Evidenced Where?	Lik'hood L/M/H	Severity L/M/H	Control Actions	Review Frequency	Trigger for review	Responsible	Residual Risk
The provision of services being carried out by contractors employed by WPC are not being done correctly or in line with agreements	This will impact on reputation and give a poor public image of the Council. It may also open the Council to risk from litigation or H&S issues caused by issues created by contractors	Tender and Contracts	M	M	Regular scrutiny of performance, ensuring a strong tender process to secure reliable contractors having KPIs in place and regularly going out to market to review providers.	Review period set out in agreements with contractors	issue raised	Clerk	L
Ensuring all activities are within the legal power of the Council	Illegal expenditure can be challenged	Accounts and annual statements	L	H	Ensure all staff & CLIs maintain knowledge through training & networking - failure will result in increased admin and possible litigation. Procedures & Policies are reviewed at least annually. Training Budget held. Ensure Insurance cover appropriate and includes Fidelity Insurance in the event of fraud. Recording in the minutes the precise power and account code under which expenditure is made	Monthly	Review of minutes	Clerk	L
Proper, timely and accurate reporting of Council business in the minutes	*Confusion and misunderstandings *Actions not reflecting intentions of Council	Minutes	M	H	*Approval by Council or Committee *Minutes properly numbered and paginated with a master copy kept in safekeeping *Agenda and Minutes training for staff	Monthly	Check minute numbers run consecutively	Clerk	L
Meeting the laid down timetables when responding to consultation invitations	*Affect reputation *Ineffectual involvement	relationships with external partners	L	L	Documentation of any consultation request and sent to relevant committee to deal with	Ongoing	Non participation	Clerk	L
Council lacks relevant skills and commitment	*Council fails to achieve its purpose *Decision making by-passes Council *Poor value for precept money	Decisions in Minutes	L	H	*Training and induction for Councillors *Close review of attendance and meetings	Annually and when new Councillors join	BMKALC training reminders	Clerk/Chair	M
Council becomes dominated by one or two individuals or cliques form	*Conflicts of interest *Pursuit of personal agendas *Decisions made outside Council	Decisions made by Council	M	H	*Clear Standing Orders regarding conduct of meeting and Conflict of Interests *Clear Code of Conduct	Annually	Adverse press articles Complaints Incidents at meetings	Clerk/Council	L
Council agenda becomes dominated by one or two members of the public	High turnover of staff and Councillors, a high amount of staff time/resources spent on individual members of the Parish and their issues. Council becomes less open and less representative of the general parish, items take longer to progress through council as they keep being questioned removing time for new projects and more proactive work.	Staff and councillor turnover, slow decision making	M	H	Clear agenda and papers to focus on the appropriate issues for the whole parish, reach out and engage the member of public. Recognition of the ability to exclude from meetings if it becomes too problematic. A robust dignity at work policy.	Annually	resignation	Clerk/Chair	M
Councillors benefiting from being on the Council (personal gain)	This will impact on reputation and give a poor public image of the Council. It may also open the Council to risk from complaints around breaches to the code of conduct	Decisions in Minutes	L	M	Standing orders clearly set out conflict of interest and pecuniary interest declarations and how they are handled in the meetings plus there is an open system of reporting and making payments. Further, Councillors waive their right to personal expenses	Annually	Complaints, press and social media coverage	Clerk	L
Failure to register Councillors interests, gifts etc	*Member could make inappropriate gains *Could affect reputations *Code of conduct complaint	Complaints	L	M	Procedures in place for recording and monitoring Members interests and gifts	Every meeting	Complaints, issues at meetings	Council	L
Lack of maintenance and/or investment in Council owned property	*Council owns a grade 2 listed property with historical significance *Long term neglect leads to high cost of repair *Clock Tower is a listed building *Injury to third party leading to claims *Damage to property becomes irreparable	state of building	M	H	*Building surveys undertaken on an annual basis, staff complete a monthly H&S report on each property outlining any issues *Regular routine maintenance is undertaken when required and EMIRs set up for larger projects *Insurance cover for all property	ongoing - reports at least monthly	incident	Clerk/Staff team	M

RISK	Impact	Evidenced Where?	Likelihood		Severity		Control Actions	Review Frequency	Trigger for review	Responsible	Residual Risk
			L/M/H	L/M/H	L/M/H	L/M/H					
Damage or loss to Council owned property by third party or act of God Insufficient protection of physical assets owned by the Council - buildings, furniture, equipment etc. Legal liability as a consequence of asset ownership	*High cost of repair *Loss of Assets *Disruption *Damage to public property or person	claims	M	M	M	Monthly site inspections covering maintenance, fire, first aid, emergency procedures Up to date register of assets Regular maintenance arrangements for physical assets (such as mower service and annual tool service) Annual review of risk and insurance cover Contingencies	Monthly	damage report, change to asset register, insurance renewal	Clerk	L	
Damage to third party property or individual due to service or amenity provided	claim against the council	claims	M	L	L	*Public Liability Insurance *Comprehensive event planning *Signs and notices on public amenities *Regular checks of facilities *Ensure all amenities/facilities are maintained to appropriate level	Weekly	Insurance renewal	Clerk	L	
Loss of cash through fraud and dishonesty	Reduction in available funds, criminal prosecutions against councillors or staff and loss of reputation	Audit	L	H	H	*Clear financial procedures *Reduction in the use of cash and cash operations (In Petty Cash) *Finance committee as an internal audit *Adequate insurance cover *Review of all finance related reports *Use of third party internal auditors and external audit	Monthly	audit findings, insurance renewal	RFO	L	
Inadequacy of Precept	It is important to ensuring the adequacy of the annual precept within sound budgeting arrangements otherwise: *Services not provided *Lack of confidence in Council *Inability to carry out functions *Insufficient funds for contingencies	Budgets	L	M	M	Regular reporting to all council and Finance Committee scrutiny of the annual budget	Quarterly	lack of funds, unexpected event	RFO/Finance committee	L	
Failure to use grants for intended purposes - including ensuring the proper use of funds granted to local community bodies under specific powers or under s137	*Lack of funds for project for which grant was intended *Time and resources used in investigations and reclaim of money	APM reports	L	L	L	*Application form to cover due diligence checks *Reports requested to Council for APM *Grants not awarded for operational costs but tangible assets/projects so you can see how the money has been used *Clear minutes of grant meetings *Ensure funds properly ring fenced *Clear financial procedures *Maintain a separate record for s137 expenditure *Regular scrutiny of financial records and proper arrangements for the approval of expenditure *Internal and External Audit.	Annually	APM - reports to Council	RFO/Finance committee	L	
Keeping proper financial records in accordance with statutory requirements	Inadequate financial control means poor decision making and inappropriate use/waste of public money	Audit	L	H	H	Monitor the mood of Council and encourage open discussion. Allow for free discussion either through the clerk or at the end of meetings, ensuring no business is transacted and it is focused on the wellbeing of Councillors. All working to ensure Council & staff work as a cohesive unit, any election/co-option can cause disruption to projects in progress.	Monthly	Internal audit reports	RFO/Finance committee	L	
Resignation of a Councillor triggers a bye-election	If a councillor resigns and residents demand a bye-election this would take significant office time and resources to run for a casual vacancy	Minutes and papers for all meetings	M	M	M	Deposits preferred to Investments. Reserves reviewed regularly, funds split between institutions. Deposit accounts only insured through FSCS, cannot insure for Bank collapse.	Monthly	Change in balances of deposits/investments	Council	L	
Loss of investments or money placed on deposit	changes in financial markets could rapidly decline reserves held in deposits or investments reducing finances available to the council and restricting EMR based projects as well as operational expenses	Reports to finance	M	H	H	The Parish Council annually considers financial risk and sets a figure which the General Reserves should not drop below in order to cover contingencies.	Monthly	Issue raised		L	
Inadequate General Reserves/contingency funds	Running on a minimum reserves/contingency could lead to financial issues should an incident occur	Annual review of risk assessment minuted.	M	M	M					L	



WENDOVER PARISH COUNCIL

Health & Safety Policy

March 2023

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H&S

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INTRODUCTION

1. INTRODUCTION

This Health and Safety manual has been prepared by Worknest on our behalf and with our involvement. It contains our Health and Safety Policy as required by the Health and Safety at Work Act 1974 and it defines the way we manage the health and safety hazards and risks associated with our business, premises and activities.

Wendover Parish Council are committed to managing health and safety effectively to protect our employees and other persons with whom we interact because we recognise that we have not only a moral and legal duty but also that our employees are our greatest asset.

Our Health and Safety Policy Statement sets out our commitment and the objectives we aspire to in managing health and safety. It is signed by the most senior person in our organisation to demonstrate that our commitment is led from the top.

Our approach to managing health and safety will be pragmatic and proportionate and will be prioritised according to risk with the objective of maintaining continuous improvement. We accept that we cannot eliminate risk from everything we do but we can manage risk in such a way that exposure to hazards is controlled as far as is reasonably practical.

We recognise that improvement in health and safety will not happen by chance and that planning to manage using a systematic approach through risk assessment is a necessary first step and an ongoing process. In moving forwards, we will wherever possible eliminate risk through selection and design of buildings, facilities, equipment and processes. Where risks cannot be eliminated, they will be minimised by the use of physical controls or, as a last resort, through systems of work and personal protection.

Our success in managing health and safety will be measurable and we look to establish performance standards against which we can monitor our progress to identify future actions to go into our improvement programme.

Based on our performance measurement in the form of accident monitoring, internal monitoring and external audits we will review our health and safety arrangements periodically and at least annually. The results of our measurement will be recorded and presented to the Board in our Annual Report.

POLICY REVIEW

This Health and Safety Policy will be reviewed annually by Worknest in conjunction with our nominated responsible person.

As each review is completed it will be signed off by the consultant from Worknest and confirmed by our nominated responsible person.

Review Date	Signed on behalf of Worknest	Confirmed
4 th August 2020	Faz Siraj	
24 th November 2021	Rebecca Graham	
16 th March 2023	Louise Tysall	

DOCUMENT CONTROL

The electronic copy of the Health and Safety Policy provided by Worknest will remain the controlled copy. Where further controlled copies are required then these should be issued accordingly and added to a register of controlled copies. Any amendments made to the policy will be provided for each of the controlled copies to ensure all controlled copies in circulation remain up to date.

If uncontrolled copies of the policy are printed either in whole or part, or if uncontrolled electronic copies are issued, then these will be clearly marked as an 'UNCONTROLLED COPY'.

Register

Copy Number or Reference	Location kept

AMENDMENT RECORD

Any amendments made to the Health and Safety Policy will be recorded below with information on changes made.

Where significant changes are to be made which could impact on the business or our clients, we will consider the reasons for change, potential problems and how it will be implemented.

Date	Section	Ref /Title	Details of amendment made	Change made by
24 th November 2021	All		Change of name from Worknest to Worknest. Adjustment to responsibilities section. Removal of unrequired arrangements.	Rebecca Graham

LEGISLATION

Extracts of relevant legislation are provided for ease of reference on the Worknest webpage. Full copies of relevant legislation are available on the Office of Public Sector Information web page (www.opsi.gov.uk) and the National Archives (www.legislation.gov.uk)

GUIDANCE

Guidance on a number of health and safety issues can be accessed by logging onto the Worknest webpage which we hope you will find useful as a quick reference source.

Should you require further advice or assistance not available here then remember that advice on any health and safety issue is available from the **Worknest** advice line - **Tel: 0345 226 8393**

FORMS

Relevant forms and templates that may be utilised can be accessed by logging onto the Worknest webpage.

POLICY STATEMENTS

2. HEALTH AND SAFETY POLICY STATEMENT

The management of Wendover Parish Council recognises that it has a legal duty of care towards protecting the health and safety of its employees and others who may be affected by the Parish Council's activities, and that managing health and safety is a business critical function.

In order to discharge its responsibilities, the management will:

- Bring this Policy Statement to the attention of all employees
- Carry out and regularly review risk assessments to identify proportionate and pragmatic solutions to reducing risk
- Communicate and consult with our employees on matters affecting their health and safety
- Comply fully with all relevant legal requirements, codes of practice and regulations at International, National and Local levels
- Eliminate risks to health and safety, where possible, through selection and design of materials, buildings, facilities, equipment and processes
- Encourage staff to identify and report hazards so that we can all contribute towards improving safety
- Ensure that emergency procedures are in place at all locations for dealing with health and safety issues
- Maintain our premises, provide and maintain safe plant and equipment
- Only engage contractors who are able to demonstrate due regard to health & safety matters
- Provide adequate resources to control the health and safety risks arising from our work activities
- Provide adequate training and ensure that all employees are competent to do their tasks
- Provide an organisational structure that defines the responsibilities for health and safety
- Provide information, instruction and supervision for employees
- Regularly monitor performance and revise policies and procedures to pursue a programme of continuous improvement.

This Health and Safety Policy will be reviewed at least annually and revised as necessary to reflect changes to the business activities and any changes to legislation. Any changes to the Policy will be brought to the attention of all employees.

Signed:

Dated:

Name:

Position: Parish Clerk

2.1. ENVIRONMENTAL POLICY STATEMENT

The management of Wendover Parish Council recognises that the day-to-day operations can impact both directly and indirectly on the environment. We aim to protect and improve the environment through good management and by adopting best practice wherever possible. We will work to integrate environmental considerations into our business decisions and adopt greener alternatives wherever possible, throughout our operations.

In order to discharge its responsibilities, the management will:

- Bring this Environmental Policy Statement to the attention of all stakeholders
- Carry out regular audits of the environmental management system
- Comply fully with all relevant legal requirements, codes of practice and regulations at International, National and Local levels
- Eliminate risks to the environment, where possible, through selection and design of materials, buildings, facilities, equipment and processes
- Ensure that emergency procedures are in place at all locations for dealing with environmental issues
- Establish targets to measure the continuous improvement in our environmental performance
- Identify and manage environmental risks and hazards
- Improve the environmental efficiency of our transport and travel
- Involve customers, partners, clients, suppliers and subcontractors in the implementation of our objectives
- Minimise waste and increase recycling within the framework of our waste management procedures
- Only engage contractors who are able to demonstrate due regard to environmental matters
- Prevent pollution to land, air and water
- Promote environmentally responsible purchasing
- Provide adequate resources to control environmental risks arising from our work activities
- Provide suitable training to enable employees to deal with their specific areas of environmental control
- Reduce the use of water, energy and any other natural resources
- Source materials from sustainable supply, when practicable.

This Environmental Policy will be reviewed at least annually and revised as necessary to reflect changes to the business activities and any changes to legislation. Any changes to the Policy will be brought to the attention of all stakeholders.

Signed:

Dated:

Name:

Position: Parish Clerk

ORGANISATION FOR HEALTH & SAFETY

3. ORGANISATION FOR HEALTH AND SAFETY

The overall responsibility for health and safety rests at the highest management level. However, it is the responsibility of every employee to co-operate in providing and maintaining a safe place of work.

This part of our policy allocates responsibilities to line managers to provide a clear understanding of individuals' areas of accountability in controlling factors that could lead to ill health, injury or loss. Managers are required to provide clear direction and accept responsibility to create a positive attitude and culture towards health and safety.

The following positions have been identified as having key responsibilities for the implementation of our health and safety arrangements:

Board for the Parish Council

Parish Clerk

Employees

Contractors

Worknest

HEALTH AND SAFETY RESPONSIBILITIES

4. HEALTH AND SAFETY RESPONSIBILITIES

The Parish Council

The Wendover Parish Council has the ultimate responsibility for the health and safety of Wendover Parish Council employees but discharges this responsibility through the Parish Clerk down to employees.

The Wendover Parish Council will ensure that:

- They provide a lead in developing a positive health and safety culture throughout the organisation
- All its decisions reflect its health and safety intentions
- Adequate resources are made available for the implementation of health and safety
- They will promote the active participation of employees in improving health and safety performance
- They will review the health and safety performance of the Parish Council on an annual basis.

Parish Clerk

The Parish Clerk is the designated person with overall responsibility for ensuring our compliance with Health and Safety legislation.

They will ensure that:

- Our Health and Safety Policy is implemented, monitored, developed, communicated effectively, reviewed and amended as required
- A health and safety plan of continuous improvement is created and progress monitored
- Suitable and sufficient funds, people, materials and equipment are provided to meet all health and safety requirements
- Adequate insurance cover is provided and renewed
- Competent persons are appointed to provide health and safety assistance and advice
- An adequate system of maintenance exists and operates to keep premises, plant and work equipment in a safe condition
- Statutory examinations are planned, completed and recorded
- There is regular communication and consultation with staff on health and safety issues
- An effective training programme is established to ensure staff are competent to carry out their work in a safe manner
- Safe systems of work are developed and implemented
- Accidents, ill health and 'near miss' incidents at work are recorded, investigated and reported
- Safety issues raised are thoroughly investigated and, when necessary, further effective controls implemented and communicated to staff
- Contractors engaged are reputable, can demonstrate a good health and safety record and are made aware of relevant local health and safety rules and procedures
- Effective contingency plans are in place with a designated competent person in charge of the planning and control measures for situations involving imminent danger.

Employees

All employees must:

- Take reasonable care of their own safety
- Take reasonable care of the safety of others affected by their actions
- Observe the safety rules
- Comply with the health and safety policy
- Conform to all written or verbal instructions given to them to ensure their personal safety and the safety of others
- Dress sensibly and safely for their particular working environment or occupation
- Conduct themselves in an orderly manner in the work place and refrain from any antics or pranks
- Use all equipment, safety equipment, devices and protective clothing as directed
- Avoid any improvisations of any form which could create an unnecessary risk to their personal safety and the safety of others
- Maintain all equipment in good condition and report defects to their supervisor
- Report any safety hazard or malfunction of any item of plant or equipment to the Parish Clerk
- Report all accidents to their supervisor whether an injury is sustained or not
- Attend as requested any health and safety training course
- Observe all laid down procedures for processes, materials and substances used
- Observe the fire evacuation procedure and the position of all fire equipment and fire exit routes.

Contractors

All contractors must:

- Take reasonable care of their own safety
- Take reasonable care of the safety of others affected by their actions
- Observe the safety rules
- Submit their health and safety policy and relevant risk assessments to us for approval
- Comply with and accept our health and safety policy, if they do not have one
- Conform to all written or verbal instructions given to them to ensure their personal safety and the safety of others
- Dress sensibly and safely for their particular working environment or occupation
- Conduct themselves in an orderly manner in the work place and refrain from any antics or pranks
- Use all equipment, safety equipment, devices and protective clothing as directed
- Avoid any improvisations of any form which could create an unnecessary risk to their personal safety and the safety of others
- Maintain all equipment in good condition and report defects to their supervisor
- Report any safety hazard or malfunction of any item of plant or equipment to their supervisor
- Report all incidents to their supervisor and to us whether an injury is sustained or not
- Attend as requested any health and safety training course
- Observe all laid down procedures for processes, materials and substances used
- Observe the fire evacuation procedure and the position of all fire equipment and fire exit routes.

Worknest

Worknest, in agreement with management, provides us with the following services:

- Development of our documentation throughout the period of our contract and keeping it updated for:
 - Changes in health and safety legislation relevant to us
 - Organisational changes which affect our management system.
- A general risk assessment in the first part of the contract that forms the basis of our risk management programme and helps us plan our future actions to reduce risk.
- A consultant visit to train senior managers and to support our implementation of this policy by:
 - Assisting us to complete specific risk assessments
 - Providing further training, as agreed, on relevant agreed topics
 - Reviewing and auditing our health and safety procedures and legal compliance
 - Providing advice on implementing changes and system procedures.

Worknest is also contracted to:

- Fulfil the role of 'Competent Person', providing advice and assistance on Health and Safety issues
- Provide for us a telephone advisory service - available 24 hours per day, 365 days of the year
- Provide crisis help if we have a serious accident or incident involving the Enforcement Authorities
- Provide legal fees insurance, the terms of which are defined in our insurance policy document
- Provide briefings to help keep us up to date with new and forthcoming legislation.

HEALTH AND SAFETY RULES

5. HEALTH AND SAFETY RULES

This section of our Health and Safety Policy specifies the rules laid down for the attention of all employees. These rules are prepared in accordance with legal requirements and acknowledged safe working practices. In addition to the legal duty imposed upon employees to comply with these rules, failure to observe them will be considered to be a breach of the contract of employment and will result in disciplinary action being taken.

Employees are reminded that a breach of health and safety legislation by an employee is a criminal offence and action taken by an Enforcing Officer against an individual may result in heavy penalties.

Safety rules may vary depending upon the nature of work and the circumstances therefore the overriding requirement is that employees are expected to act in a sensible manner and adhere to verbal instructions given by Management.

General

- It is the duty of all employees to co-operate with management in fulfilling our legal obligations in relation to health and safety.
- Employees must not intentionally or recklessly interfere with anything provided in the interests of health, safety or welfare.
- Employees are required to notify to management of any unsafe activity, item or situation.

Working Practices

- Employees must not operate any item of plant or equipment unless they have been trained and authorised.
- Employees must make full and proper use of all equipment guarding.
- Employees must not clean any moving item of plant or equipment.
- Employees under the age of 18 years must not operate any item of plant or equipment unless they have received sufficient training or are under adequate supervision.
- Employees must not make any repairs or carry out maintenance work of any description unless authorised to do so.
- Employees must use all substances, chemicals, liquids etc, in accordance with all written instructions.
- Employees must not smoke except in prescribed areas.

Hazard / Warning Signs and Notices

- Employees must comply with all hazard/warning signs and notices displayed on the premises.

Working Conditions / Environment

- Employees must make proper use of all equipment and facilities provided to control working conditions/ environment.
- Employees must keep stairways, passageways and work areas clear and in a clean and tidy condition.
- Employees must dispose of all rubbish, scrap and waste materials within the working area, using the facilities provided.
- Employees must clear up any spillage or liquids within the work area in the prescribed manner.
- Employees must deposit all waste materials and substances at the correct disposal points and in the prescribed manner.

Protective Clothing and Equipment

- Employees must use all items of protective clothing/equipment provided as instructed.
- Employees must store and maintain protective clothing/equipment in the approved manner.
- Employees must report any damage, loss, fault or unsuitability of protective clothing/equipment to their supervisor.

Fire Precautions

- Employees must comply with all laid down emergency procedures.
- Employees must not obstruct any fire escape route, fire equipment or fire doors.
- Employees must not misuse any fire fighting equipment provided.
- Employees must report any use of fire fighting equipment to their supervisor.

Accidents

- Employees must seek medical treatment for work related injuries they receive by contacting a designated first aider. Upon returning from treatment they must report the incident to their supervisor.
- Employees must ensure that any accident or injury treatment is properly recorded in the Accident Book.
- Employees must notify management of any incident in which damage is caused to property.

Health

- Employees must report to management any medical condition or medication which could affect the safety of themselves or others.
- Employees must co-operate with the management on the implementation of the medical and occupational health provisions.

Rules Covering Gross Misconduct

An employee will be liable to summary dismissal if they are found to have acted in any of the following ways:

- A serious or wilful breach of Safety Rules.
- Unauthorised removal or interference with any guard or protective device.
- Unauthorised operation of any item of plant or equipment.
- Unauthorised removal of any item of first aid equipment.
- Wilful damage to, misuse of or interference with any item provided in the interests of Health and Safety or welfare at work.
- Unauthorised removal or defacing of any label, sign or warning device.
- Horseplay or practical jokes which could cause accidents.
- Making false statements or in any way deliberately interfering with evidence following an accident or dangerous occurrence.
- Misuse of any item of equipment, utensil, fitting/ fixture, vehicle or electrical equipment.
- Deliberately disobeying an authorised instruction.

ARRANGEMENTS

6. ARRANGEMENTS

Accident, Incident and Ill-Health Recording, Reporting and Investigation

This policy sets out the procedures that are to be followed when any employee, visitor or contractor has an accident, near miss or dangerous occurrence on the Parish Council's premises during the course of their employment.

This will also apply to visitors who are members of the public and are therefore not at work. In addition, employees who develop a work-related illness must also report via these procedures.

Definitions:

An **accident** is an unplanned event that causes injury to persons, damage to property or a combination of both.

A **near miss** is an unplanned event that does not cause injury or damage but could do so.

A **work-related illness** is a prescribed illness that is obtained by an employee through the course of work or from a non-employee as a result of activities carried out by the Parish Council.

The Accident Book

All accidents resulting in personal injury must be recorded in the Parish Council's Accident Book.

The Accident Book will comply with the requirements of the Data Protection Act.

The Accident Book will be reviewed regularly by senior management to ascertain the nature of incidents that have occurred in the workplace. This review will be in addition to any investigation of the circumstances surrounding each incident.

All near misses must also be reported to management as soon as possible so that action can be taken to investigate the causes and to prevent recurrence.

Employees must ensure that they are aware of the location of the accident book.

Reporting Requirements

Certain accidents causing injury, both fatal and non-fatal, certain occupational diseases and certain dangerous occurrences are reportable to the Enforcing Authority under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR).

The following events must be reported to the Health and Safety Executive:

- A death
- A specified injury to an employee as detailed in regulation 4
- An injury to a non-employee where that person is taken directly to hospital for treatment as a result of their injury
- Any dangerous occurrence
- Any employee diagnosed by a qualified medical practitioner as suffering from a disease specified in the Regulations
- Any employee diagnosed with a cancer caused by work-related exposure to a known carcinogen or mutagen.

Injuries that lead to a worker being incapacitated for **more than seven consecutive days** as the result of an occupational accident or injury (not counting the day of the accident but including weekends and rest days) must also be reported within 15 working days using the Health and Safety Executive (HSE) website.

You **must** also keep a record of an accident if the worker has been incapacitated for **more than three consecutive days**. If you are an employer, who must keep an accident book under the Social Security (Claims and Payments) Regulations 1979, that record can be treated as a record for the purposes of RIDDOR.

Contact details for the Health and Safety Executive are:

Tel: 0345 300 9923 (Monday to Friday 8:30am to 5:00pm)

Website: www.hse.gov.uk

For further advice on injuries, diseases or dangerous occurrences requiring notification please contact the Worknest Advice Line. (Tel: 0345 226 8393)

The completed report form sent back by the HSE should be kept with the other accident records and documents; this will confirm the notification has been made.

Accident report, completed notification form and investigation notes, witness statements and photographs are to be kept on file to advise the insurers of a potential claim and to present to the Enforcing Authority in the event of an investigation.

Records are to be kept for 3 years from the date of the incident.

Investigation

All injury related accidents that are either notified to the Enforcing Authority or where a serious injury has occurred will be investigated:

- To ensure that all necessary information in respect of the accident or incident is collated
- To understand the sequence of events that led to the accident or incident
- To identify the unsafe acts and conditions that contributed to the cause of the accident or incident
- To identify the underlying causes that may have contributed to the accident or incident
- To ensure that effective remedial actions are taken to prevent any recurrence
- To enable a full and comprehensive report of the accident or incident to be prepared and circulated to all interested parties
- To enable all statutory requirements to be adhered to.

The investigation will include obtaining signed witness statements, photographs and drawings as appropriate.

Communication and Consultation

It is a legal requirement for the Parish Council to establish arrangements to communicate and consult with employees on issues affecting their health and safety and to take account of their views.

To achieve this objective, we will:

- Establish effective lines of communication
- Involve and consult with employees through:
 - Individual conversations
 - Notice boards
 - Internal publications
 - Staff meetings
 - Health and safety meetings.
- Display the 'health and safety law – What You Need To Know' Poster
- Consult with employees when changes to processes, equipment, work methods etc. Are to be introduced that may affect their health and safety.

Where it is not practical to consult with all employees directly and it would be more appropriate to communicate and consult through employee representatives, we will arrange for representatives of employee safety to be elected.

The Parish Council will allow all representatives an appropriate amount of time away from their normal duties in order to complete their duties as representatives. We will not hinder representatives in the execution of their normal functions as defined by law.

Contractors

When working on our premises it is considered that contractors are joint occupiers for that period and therefore, we have both joint liabilities in "common areas". In order to meet our legal obligations with regard to contractors we will ensure that prior to engaging any contractor they are competent and that any works are carried out safely.

The following factors will be considered as part of our procedures for vetting contractors:

- Sight of the contractor's own safety policy, risk assessments, method statements, permits to work, etc as applicable
- Clarification of the responsibility for provision of first aid and fire extinguishing equipment
- Details of articles and hazardous substances intended to be brought to site, including any arrangements for safe transportation, handling, use, storage and disposal
- Details of plant and equipment to be brought onto site, including arrangements for storage, use, maintenance and inspection
- Clarification for supervision and regular communication during work including arrangements for reporting problems or stopping work in cases where there is a serious risk of personal injury
- Confirmation that all workers are suitably qualified and competent for the work (including a requirement for sight of evidence where relevant)
- Evidence showing that appropriate Employers and Public Liability Insurance is in place.

Clearly, it will not be necessary to go to such elaborate lengths if the contract is very short and will not create hazards of any significance. The complexity of the arrangements will be directly proportional to the risks and consequences of failure.

Similarly, we have a parallel duty to the contractor and must ensure that the contractor is not put at risk by our own activities for the duration of the contract.

We will stop contractors working immediately if their work appears unsafe. Staff should report any concerns to a manager immediately.

Construction work and the Construction (Design and Management) Regulations 2015

Where any construction work is carried out, to fulfil our legal duties as a "client" under the Construction (Design and Management) Regulations 2015 we will:

- Make suitable arrangements for the management of the project and review those arrangements throughout the project to ensure that they are still relevant
- Ensure that all duty holders that we appoint have the necessary skills, knowledge, training and experience to carry out their roles safely.
- Appoint in writing the principal designer and principal contractor sufficiently early in the project to allow them to carry out their duties properly.
- Notify the HSE in writing for projects that require it
- Ensure that relevant pre-construction information is passed to all designers and contractors
- Ensure that the principal designer and principal contractor carry out their duties
- Ensure that adequate welfare facilities are provided for the contractors
- Ensure that no construction commences until an adequate health and safety plan and construction phase plan covering the work has been prepared
- Ensure that any health and safety file passed to us is kept securely and readily available for inspection by anyone who requires it to fulfil their legal duties, and , if we choose to dispose of the building, to pass the file to any person or parish council who acquires the building.
- Cooperate fully with all other duty holders and provide all relevant information and instruction promptly and clearly.

Disabled Persons

The Parish Council will give full and proper consideration to the needs of disabled employees and visitors.

To achieve this, the Parish Council will:

- Treat all disabled employees and visitors with respect and dignity, both in the provision of a safe working environment and in equal access to the organisation's facilities
- Ensure that risk assessments are undertaken of the special needs of the disabled and carry out reasonable adjustments to the premises and/or employment arrangements
- Encourage employees with special needs to suggest any premises or task improvements to their line managers
- Discipline any employees found treating their disabled colleagues with less than the expected standards of respect and dignity
- In an emergency evacuation, ensure suitable plans are in place which will assist disabled people to leave the premises swiftly.

Display Screen Equipment

All reasonable steps will be taken by the Parish Council to secure the health and safety of employees who work with display screen equipment.

To achieve this objective the Parish Council will:

- Carry out an assessment of each user's workstation
- Implement necessary measures to remedy any risks found as a result of the assessment
- Provide adequate information and training to persons working with display screen equipment
- Endeavour to incorporate changes of task within the working day, to prevent intensive periods of on-screen activity
- Review software to ensure that it is suitable for the task and is not unnecessarily complicated
- Arrange for the provision of free eye tests when requested, at regular intervals thereafter and where a visual problem is experienced
- Arrange for the supply, at a subsidised cost up to a maximum limit of ££55, for any corrective appliances (glasses or contact lenses) where these are required specifically for working with display screen equipment
- Advise existing employees, and all persons applying for work with display screen equipment, of the risks to health and how these are to be avoided
- Investigate any discomfort or ill-health believed to be associated with the use of display screen equipment and take appropriate remedial action
- Make special arrangements for individuals with health conditions that could be adversely affected by working with display screen equipment.

Employees must:

- Comply with the instructions and training given regarding safe workstation set-up and use, including the need for regular changes of activity or breaks and the use of the equipment provided
- Inform their departmental supervisor/line manager of any disability or health condition which may affect their ability to work using display screen equipment or be affected by working with DSE (this information will be treated confidentially)
- Report to their departmental supervisor/line manager any discomfort or health concern believed to be associated with the use of DSE (this information will be treated confidentially).

Driving for Work

Driving is an integral part to some roles within the Parish Council and as such requires driving on Parish Council business. Driving has inherent risks associated with it which drivers should be made aware of.

The Parish Council is committed to reducing the risks its staff face or create when driving at work and therefore will:

- Ensure risk assessments are completed and that journeys are planned
- Not put unreasonable time constraints on travel
- Ensure those driving for business are competent (and where required, authorised) and fit
- Provide any additional training that may be deemed necessary to reduce driving related occupational risks
- Provide sufficient information and guidance for managers and drivers to enable them to understand the additional occupational risks involved in driving
- Establish a travel plan which will limit the requirement for travel and make provisions for long journeys
- Require drivers to annually submit copies of their insurance, the MOT certificate or evidence of the MOT exemption for their vehicle and their current driving licence.

Implementation

The Parish Council asks its entire staff to play their part, whether they use a Parish Council vehicle, their own or a hire vehicle.

Drivers

Drivers will remain responsible for their safety and others and must comply with the Highway Code and Road Traffic Act.

It is the responsibility of drivers to inform their manager of:

- Anything that could affect their driving e.g. Health conditions or injuries, use of prescribed medication
- Changes to licence such as; limitations, offences recorded, period bans
- Vehicle defects that affect ability / safety to drive
- Any accidents / incidents that occurred whilst driving on behalf of the parish council.

Before driving, drivers must

- Review the need to travel
- Have a valid licence for the vehicle they are driving and for any overseas travel if required
- Ensure valid insurance for business use
- Carry out a pre-use vehicle check
- Allow sufficient time to drive allowing for traffic, poor weather and rest breaks
- Ensure sufficient rest
- Be physically fit, with zero alcohol level and not under the influence of drugs that may affect the ability to drive
- Have had an eye test in last 2 years and be using any required corrective appliance
- Adjust their driving position, head restraints and mirrors to ensure maximum comfort and safety.

Whilst driving, drivers must

- Drive in accordance with the applicable law and with consideration for the safety of passengers and other road users
- Take regular rest breaks every 2-3 hours or at first signs of tiredness
- Remain in control of the vehicle at all times
- Not smoke in a Parish Council vehicle
- Only use hands free electronic devices e.g. Mobile phone, satellite navigation, mp3 player, when safely set up to do so i.e. using an appropriate hands-free device

Managers

Managers should ensure that the driving policy is brought to the attention of drivers and they will:

- Lead by example, both in the way they drive and by not tolerating poor driving practices amongst colleagues
- Challenge unsafe attitudes and behaviours and encourage staff to drive safely
- Monitor compliance with the driving policy at team meetings, staff appraisals and periodic checks

Drugs and Alcohol

Alcohol

Employees must not drink alcohol on the Parish Council's premises or the premises of its customers or clients without express permission from a senior manager or director.

Any employee who is found consuming alcohol on the Parish Council's premises or the premises of its customers and clients without permission or is found to be intoxicated at work will normally face disciplinary action on the ground of gross misconduct under the Parish Council's disciplinary procedure.

Drugs and medication

The possession, use or distribution of drugs for non-medical purposes on the Parish Council's premises is strictly forbidden and a gross misconduct offence.

If you are prescribed drugs by your doctor which may affect your ability to perform your work, you should discuss the problem with your manager or supervisor.

If the Parish Council suspects there has been a breach of this policy or your work performance or conduct has been impaired through substance abuse, the Parish Council reserves the right to require you to undergo a medical examination to determine the cause of the problem.

Medical Examination

Existing and prospective employees may be asked to undergo a medical examination, which will seek to determine whether he/she has taken a controlled drug or has an alcohol abuse problem.

A refusal to give consent to such an examination or a refusal to undergo the screening will result in the immediate withdrawal of any offer made to prospective employees and will normally be treated as gross misconduct for employees.

If, having undergone a medical examination, it is confirmed that you have been positively tested for a controlled drug, or you admit there is a problem, the Parish Council reserves the right to suspend you from your employment (with or without pay) to allow the Parish Council to decide whether to deal with the matter under the terms of the Parish Council's disciplinary procedure and/or to require you to undergo treatment and rehabilitation.

Reasonable Grounds

The Parish Council reserves the right to search you or any of your property held on Parish Council premises at any time if there are reasonable grounds to believe that this policy is being or has been infringed or for any other reason. If you refuse to comply with these search procedures, your refusal will normally be treated as gross misconduct.

The Parish Council reserves the right to inform the police of any suspicions it may have with regard to the use of controlled drugs by its employees on the Parish Council's premises.

Electricity

All reasonable steps will be taken to secure the health and safety of employees who use, operate or maintain electrical equipment.

To ensure this objective the Parish Council will:

- Ensure electrical installations and equipment are installed in accordance with the Wiring Regulations (BS 7671) published by the Institution of Engineering and Technology (IET)
- Maintain the fixed installation in a safe condition by carrying out routine safety tests
- Inspect and test portable and transportable equipment as often as required to ensure safety
- Promote and implement a safe system of work for maintenance, inspection and testing
- Forbid live working unless absolutely necessary, in which case a permit to work system must be used
- Ensure employees who carry out electrical work are competent to do so
- Maintain detailed records.

Employees must:

- Visually check electrical equipment for damage before use
- Report any defects found to their line manager/supervisor
- Not use defective electrical equipment
- Not carry out any repair to any electrical item unless qualified to do so
- Switch off non-essential equipment from the mains when left unattended for long periods
- Not bring any electrical item onto the Parish Council premises until it has been tested and a record of such a test has been included in the appropriate record
- Not leave electric cables in such a position that they will cause a tripping hazard or be subject to mechanical damage.

Environment

All reasonable steps will be taken to protect the environment. In order to discharge its responsibilities, the management will:

- Comply fully with all relevant legal requirements, codes of practice and regulations
- Prevent pollution to land, air and water
- Reduce water and energy use
- Minimise waste and increase recycling within the framework of our waste management procedures
- Identify and manage environmental risks and hazards
- Involve customers, partners, clients, suppliers and subcontractors in the implementation of our objectives
- Promote environmentally responsible purchasing
- Provide suitable training to enable employees to deal with their specific areas of environmental control
- Improve the environmental efficiency of our transport and travel
- Establish targets to measure the continuous improvement in our environmental performance
- Eliminate risks to the environment through selection and design of buildings, facilities, equipment and processes. Where risks cannot be eliminated, they will be minimised by the use of physical controls or, as a last resort, through systems of work and personal protection
- Only engage contractors who are able to demonstrate due regard to environmental matters
- Bring the Environmental Policy Statement to the attention of all employees.

Environmental complaints procedure

On receipt of a complaint about any environmental related matter the following procedure will be implemented:

- the name, address and contact details will be taken from the complainant along with details of the complaint including dates, times, frequency, impact and location
- full details of the complaint will be recorded and passed a Senior Manager or Director for an investigation to be instigated
- investigations will be commenced at the earliest opportunity and at least within 24 hours
- where the complaint is found to be justified immediate measures will be taken to remedy the problem as far as is reasonably practicable
- results of all investigations will be recorded and copied to the complainant and the Parish Councillors.
- The complainant will be kept advised of the results of any investigation and the measures being taken to seek a solution; including details of the proposed timescales where immediate resolution is not possible.

All employees are responsible for working towards the objectives contained within this policy.

Fire

All reasonable steps will be taken to prevent a fire occurring. In the event of fire, the safety of life will override all other considerations, such as saving property and extinguishing the fire.

In order to prevent fire and to minimise the likelihood of injury in the event of a fire the Parish Council will:

- Assess the risk from fire at our premises and implement appropriate control measures
- Ensure good housekeeping standards are maintained to minimise the risk of fire
- Provide and maintain safe means of escape from the premises
- Develop a fire evacuation procedure for all buildings
- Provide and maintain appropriate fire-fighting equipment
- Regularly stage fire evacuation drills, inspect the means of escape and test and inspect fire-fighting equipment, emergency lighting and any fire warning systems
- Provide adequate fire safety training to employees, plus specialist training to those with special responsibilities
- Make arrangements for the safe evacuation of deaf or otherwise disabled persons
- Make arrangements for ensuring all visitors are made aware of the fire evacuation procedures
- Display fire action notices
- Keep fire safety records.

The Parish Council does not require persons to attempt to extinguish a fire, but extinguishing action may be taken if it is safe to do so.

Immediate evacuation of the building must take place as soon as the evacuate signal is given. All occupants, on evacuation, should report to the pre-determined assembly points.

Re-entry of the building is strictly prohibited until the fire brigade officer or a senior person present declares it is safe to do so.

Employees are encouraged to report any concerns regarding fire procedures so the organisation can investigate and take remedial action if necessary.

First Aid

The Parish Council is committed to providing sufficient provision for first aid to deal with accidents and injuries that arise at work.

To achieve this objective the Parish Council will:

1. Appoint and train a suitable number of first aid personnel to cover all work patterns
2. Display first aid notices with details of first aid provision
3. Provide and maintain suitable and sufficient first aid facilities including first aid boxes
4. Provide any additional first aid training that may be required to deal with specific first aid hazards.

The minimum first aid provision at all sites is an adequately stocked first aid box and an Appointed Person to take charge of the first aid arrangements.

Appointed Person

The Appointed Person duties include:

- Taking charge when someone falls ill or is injured, including calling an ambulance if required
- Looking after and maintaining the first aid box and contents.

The Appointed Person will not be required to provide treatment for which they have not been trained.

First Aiders

First aiders are qualified personnel who have received training and passed an examination in accordance with HSE requirements.

The numbers of first aid personnel at each location will be determined by individual circumstances, the level of risk and in line with current government guidance.

First aid personnel will be provided with refresher training at regular intervals to keep their skills up to date.

First Aid Boxes

First aid boxes will be provided within the workplace to ensure there are adequate supplies for the nature of the hazards involved. All boxes will contain at least the minimum supplies suggested by L74: First Aid at Work Approved Code of Practice. Only specified first aid supplies will be kept. No creams, lotions or drugs, however seemingly mild, will be kept.

Hazardous Substances (COSHH)

All reasonable steps will be taken to ensure all exposure of employees to substances hazardous to health is prevented or at least controlled to within statutory limits.

The Parish Council will implement the following:

- Maintain an inventory of all substances hazardous to health kept or present on site and retain copies of relevant hazard data sheets
- Competent persons will be appointed to carry out risk assessments of the exposure to substances hazardous to health and advise on their control
- All operations which involve, or may involve, exposure to substances hazardous to health will be assessed and appropriate control measures will be taken if elimination or substitution of the substance is not possible
- Engineering controls will be properly maintained by planned preventive maintenance and annual performance monitoring to ensure continued effectiveness
- Systems of work will be reviewed at suitable intervals and revised if necessary
- All employees and others who may work in the affected areas will be informed of the purpose and safe operation of all engineering controls
- Personal protective equipment (PPE) will only be used as a last resort or as a back-up measure during testing or modification of other controls
- The type and use of PPE will be carefully assessed and maintained according to manufacturers' instructions
- Assessments will be reviewed periodically or if changes to the operation or any hazardous substances used
- All employees will be provided with understandable information and appropriate training on the nature of the hazardous substances they work with.
- All changes to control measures and changes of PPE will be properly assessed and no new substances will be introduced into the workplace without prior assessment.

Information and Training

The Parish Council will give sufficient information and training to ensure full understanding of the hazards to health posed by substances in the workplace and the importance of the control measures provided. Information will also be given to others who may be affected such as contractors, temporary staff and visitors where appropriate.

Managers and supervisors of areas which use substances hazardous to health will be given additional training to ensure the proper management of the risks.

Infection Control

For some work activities, staff may be at risk of infection or of spreading infection. Exposure to infections may arise at work from a number of situations, including:

- Contact with people (e.g. Diphtheria, tb, MRSA, norovirus, gastroenteritis)
- Contact with blood and bodily fluids (e.g. Tetanus, hepatitis b or c, HIV)
- Injuries arising from needles / sharps (e.g. Tetanus, hepatitis b or c, HIV)
- Contact with animals or animal faeces/urine (e.g. Avian Flu, E. Coli, Leptospirosis).

The Parish Council aims to prevent the spread of infection through work-based activities by adopting suitable control measures.

The Parish Council will:

- Undertake assessments to identify tasks or situations that may expose individuals or groups to potential infection
- Identify, plan and implement controls and safe systems of work to prevent transmission of infection
- Provide information, instruction and training to those identified at risk
- Where required, provide personal protective equipment (PPE) and monitor its use and maintenance
- Organise for the safe cleaning of equipment and where appropriate disinfection and thorough cleaning of the premises
- Arrange for safe disposal of any infected materials
- Adopt good hygiene practices.

Vaccination

The risk assessment will also identify whether the staff involved in a particular task should be offered vaccinations against Hepatitis B and Tetanus.

Where this is identified, vaccinations shall be offered to individuals without charge.

Training and Information

Training and information will be provided to all employees who are identified from the risk assessment as being potentially exposed to infections.

Training will be given for any tasks they are employed to do, the equipment they will be using and any safe procedures to adopt.

Staff Illness and Reporting

It is important to remember that infection can also be passed onto people from staff. Staff should notify their manager if they develop any infectious disease that may affect work or people around them, for example:

- Skin infections or exposed areas of infestation
- Severe respiratory infection (e.g. Pneumonia, tb)
- Severe diarrhoea
- Jaundice
- Hepatitis
- Chicken pox, measles, mumps, rubella
- Norovirus
- Gastroenteritis
- HIV.

Managers will need to discuss with the individual suitable controls. In some cases, employees may need to be referred to an Occupational Health Practitioner or their GP for advice.

Staff should also report any illness or disease which has been contracted through work. In some circumstances if a staff member contracts a disease whilst at work, this is reportable under RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations). Certain diseases including Leptospirosis, Hepatitis, TB, and Tetanus are specifically required to be reported.

Confidentiality

Confidentiality will be maintained at all times in relation to an employee who is known to have any infectious disease.

No health information will be disclosed without the written consent of the employee concerned and any breach of such confidentiality, either inside or outside the organisation, will be regarded as a disciplinary offence and may result in disciplinary action.

Leptospirosis (Weil's Disease)

Weil's Disease is a form of the bacterial infection Leptospirosis, which can be transmitted to humans through contact with rat urine. The Parish Council will ensure that all employees who may be exposed to contaminated areas adhere to the following controls:

- Control the rat population in work areas if possible
- Cover any cuts or broken skin with the appropriate waterproof dressing, and wash cuts or grazes sustained during work immediately
- Wear the appropriate personal protective equipment as identified by the risk assessment
- Never touch or handle rats with bare hands
- Take rest breaks away from the work area
- Not consume food or drink in or near the work area
- Avoid full immersion in water if possible
- Shower and wash hands thoroughly after working in any environment that may have been contaminated with rat urine.

Any employee who suffers from feverish headaches, vomiting, muscle pains, and general flu-like symptoms after working in rat-contaminated areas must seek medical attention and inform their GP that they may have been in contact with rats or rat urine.

Lone Working

The Parish Council will ensure, so far as is reasonably practicable, that employees and self-employed contractors who are required to work alone or unsupervised for significant periods of time are protected from risks to their health and safety.

The Parish Council will determine, by risk assessment, those activities where work can actually be done safely by one unaccompanied person. This will include the identification of hazards from means of access and/or egress, plant, machinery, goods, substances, environment and atmosphere, etc.

Particular consideration will be given to:

- The remoteness or isolation of workplaces
- Any problems of communication
- The possibility of interference, such as violence or criminal activity from other persons
- The nature of injury or damage to health and anticipated "worst case" scenario.

Information and Training

Employees and others will be given all necessary information, instruction, training and supervision to enable them to recognise the hazards and appreciate the risks involved with working alone.

Employees will be required to follow the safe working procedures devised including:

- When working alone, e.g. In an isolated area of a building with all doors closed, ensure that someone is aware of your presence
- Check that work being done has been subject to risk assessment and check the assessment yourself – some work may have been identified as requiring the assistance of a second person
- If possible and arranged beforehand, keep in regular contact with someone else, e.g. Use a mobile phone to call into the office or a designated buddy/contact every couple of hours indicating your movements
- Do not put yourself at risk; if you do not feel safe discuss the situation with your immediate manager
- Report all accidents, injuries, near-misses and dangerous occurrences to your immediate manager.

Machinery Maintenance

The Parish Council will take all reasonable steps to ensure the safety of all employees maintaining the machinery as well as the safety of those affected by the maintenance work. The Parish Council will liaise with the suppliers of all new machinery to establish how that machinery should be maintained safely.

The Parish Council will inform and train personnel to implement this policy.

To achieve this objective the Parish Council will, in consultation with the maintenance staff:

- Carry out an assessment of how the machinery should be isolated for specific maintenance work
- Carry out an assessment of how the machinery should be isolated to enable general maintenance work to be carried out safely
- Carry out an assessment of the maintenance of the machine itself, including any heavy parts that have to be moved, any positions that have to be reached to achieve the necessary result and any risks of parts falling
- Carry out an assessment of how the maintenance of the machine affects its environment
- Carry out an assessment of all hazards that arise when guards have been removed
- Take appropriate measures for the protection of any person carrying out maintenance operations which the assessment has shown to involve risk to health or safety
- Provide any personal protective equipment that might be necessary to carry out the work safely
- Ensure that employees are aware of the reporting procedures, so that a responsible person is informed of any problems as soon as they arise and remedial action can be taken.

Information and Training

The Parish Council will give sufficient information, instruction and training as is necessary to ensure the health and safety of all maintenance staff and any others affected by maintenance of the machinery. Managers responsible for supervising the maintenance of the machinery will be appropriately trained.

Manual Handling

To prevent injuries and long term ill-health from manual handling the Parish Council will ensure that operations which involve manual handling are eliminated, so far as is reasonably practicable. Where it is not practical the Parish Council will carry out a manual handling risk assessment to determine what control measures are required to reduce the risk to an acceptable level.

To implement this policy the organisation will ensure that:

- Manual handling risk assessments are carried out where relevant and records are kept
- Employees are properly supervised
- Adequate information and training is provided to persons carrying out manual handling activities including details of the approximate weights of loads to be handled and objects with an uneven weight distribution
- Any injuries or incidents relating to manual handling are investigated, with remedial action taken
- Employees adhere to safe systems of work
- Safety arrangements for manual handling operations are monitored and reviewed
- Where relevant, employees undertaking manual handling activities are suitably screened for reasons of health and safety, before doing the work
- Special arrangements are made for individuals with health conditions which could be adversely affected by manual handling operations.

Reducing the risk of injury

In considering the most appropriate controls, an ergonomic approach to designing the manual handling operation will optimise the health, safety and productivity associated with the task.

Techniques of risk reduction will include:

- Mechanical assistance
- Redesigning the task
- Reducing risk factors arising from the load
- Improvements in the work environment
- Employee selection.

No employee will be required to lift any item that they do not feel confident of doing without risking personal injury.

New and Expectant Mothers

The Parish Council recognises that the general precautions taken to protect the health and safety of the workforce as a whole may not in all cases protect new and expectant mothers and there may be occasions when, due to their condition, different and/or additional measures will be necessary.

To implement effective measures for new and expectant mothers the Parish Council will ensure that:

- Employees are instructed at induction to inform their relevant manager of their condition at the earliest possible opportunity and that the highest level of confidentiality is maintained at all times
- Risk assessments are carried out for all work activities undertaken by new and expectant mothers and associated records and documentation maintained
- Necessary control measures identified by the risk assessment are implemented, followed, monitored, reviewed and, if necessary, revised
- New and expectant mothers are informed of any risks to them and/or their child and the controls measures taken to protect them
- Any adverse incidents are immediately reported and investigated
- Appropriate training etc is provided where suitable alternative work is offered and accepted
- Provision is made to support new and expectant mothers who need to take time off work for medical reasons associated with their condition
- Where relevant a suitable rest area is provided to enable the new or expectant mother to rest in a degree of privacy and calm
- Where risks cannot be eliminated or reduced to an acceptable level then consideration will be given to adjusting working conditions and/or hours or if necessary providing suitable alternative work or suspension with pay.

Noise

The Parish Council will take all reasonable steps necessary to ensure that the risk of hearing damage to employees who work with noisy equipment or in a noisy environment is reduced to a minimum.

Noise Risk Assessments

The Parish Council will carry out regular noise exposure risk assessments of noisy areas, processes and/or equipment as appropriate. Assessments will be used as the basis for formulating action plans for remedial measures when necessary. Assessments will be recorded and updated regularly, particularly when changes in work practice cause changes in noise exposure levels of employees.

Reduction of Noise Exposure Levels

The Parish Council will, as far as is reasonably practicable, take all steps to reduce noise exposure levels of employees by means other than the use of personal protection. The Parish Council accepts that the use of ear protectors is a last resort and is committed to continuing to seek and introduce alternative methods for reducing noise exposure levels whenever possible in the future.

Provision of Ear Protectors

The Parish Council will provide suitable and effective ear protection to employees working in high noise levels, as indicated as necessary by the results of noise exposure assessments. It will also provide for the maintenance and repair or renewal of the protective equipment, provide training in the selection and fitting of protectors and provide details of the circumstances in which they should be used.

Use and Maintenance of Noise Control Equipment and Procedures

The Parish Council will maintain all equipment and monitor all procedures introduced for the purpose of reducing noise exposure of employees, including enclosures, silencers and machine covers.

All personnel will be required to

- Use these procedures and equipment correctly
- Promptly report any defects or deficiencies through the appropriate channels.

Provision of Training

The Parish Council will provide adequate training to employees as part of its hearing conservation and noise control policy.

All employees who are subject to high levels of noise will be provided with:

- Information, instruction and training about the harmful effects of noise
- Information and training on what they must do in order to protect themselves and meet the requirements of the law and of the organisation's policy.

Managers and supervisors responsible for formulating and carrying out the organisation's noise policy will also be given appropriate training. Where a problem arises as a result of noise in the workplace, the employee must inform a responsible person immediately.

Audiometric Testing

Where employees are exposed to risk from high noise levels, the Parish Council will adopt a programme to monitor the hearing of employees subject to high levels of noise ensuring the organisation's noise control policy is effective and that employees' hearing is not being adversely affected. This will involve regular audiometric tests carried out by properly trained personnel and pre-employment audiometric tests for new employees.

Outdoor and Peripatetic Working

The Parish Council will ensure, so far as is reasonably practicable, that employees who work outdoors or away from their normal base are not put at any additional risk to their health and safety.

The Parish Council will:

- Where work is being undertaken on a site under the control of another party, review any risk assessments and agree an appropriate safe system of work
- Ensure outdoor activities are planned and risk assessed prior to undertaking the work. This will include visiting of the site(s) to identify potential hazards
- Establish safe systems of work from the risk assessments, and provide staff training and instruction in these
- Ensure suitable personal protective clothing is made available to staff either from the Parish Council or from the third party in control of the site
- Ensure suitable arrangements are in place for emergencies, including adequate first aid .

Implementation

Staff working outdoors, or away from base, are responsible for ensuring that:

- If working on a third party site, they report to a responsible person to ensure familiarisation with safety precautions relating to the particular site
- They report any problems or shortcomings to their manager or supervisor as soon as possible. If, during work, the conditions change or any aspect of the task changes in such a way to increase the risk, work should stop, unless doing so presents a greater risk
- The appropriate personal protective equipment provided is worn correctly and when required to do so. Any defects must be reported to their manager or supervisor
- They are familiar with the emergency arrangements and that these are in place prior to starting work
- All accidents and incidents are reported to their manager and in line with any local arrangements for the site.

Personal Protective Equipment

The Parish Council provides personal protective equipment (PPE) when the risk presented by a work activity cannot be eliminated or adequately controlled by other means. When it is provided, it is because health and safety hazards have been identified that require the use of PPE and it is therefore necessary to use it in order to reduce risks to a minimum.

To effectively implement its arrangements for the use of PPE the Parish Council will:

- Ensure that PPE requirements are identified when carrying out risk assessments
- Use the most effective means of controlling risks without the need for PPE whenever possible and only provide PPE where it is necessary
- Carry out an assessment to identify suitable PPE
- Ensure that if two (or more) items of PPE are used simultaneously, they are compatible and are as effective used together as they are separately
- Ensure that PPE is sourced appropriately and bears the "CE" certification mark
- Ensure PPE is available to all staff who need to use it
- Provide adequate accommodation for correct storage of PPE
- Provide adequate maintenance, cleaning and repair of PPE
- Inform staff of the risks their work involves and why PPE is required
- Instruct and train staff in the safe use and maintenance of PPE
- Make arrangements for replacing worn or defective PPE
- Review assessments and reassess the need for PPE and its suitability whenever there are significant changes or at least annually.

Employees provided with PPE for their own personal use at work will be required to sign to confirm its receipt.

Risk Assessment

Risk assessment is a systematic examination of what within our business can cause harm to people and it helps us determine whether we are doing enough or further actions are required to reduce the likelihood of injury or ill health.

Our policy is to complete a general risk assessment of all our known and reasonably foreseeable health and safety hazards covering all our premises, equipment and activities in order to plan and prioritise the implementation of the identified control measures.

More detailed specific risk assessments will also be carried out as determined by the general assessment to address those premises, equipment, people or activities to comply with specific legislation or to proactively manage health and safety risks.

We will ensure that:

- Assessments are carried out and records are kept
- Control measures introduced as a result of assessments are implemented and followed
- Employees are informed of the relevant results and provided with necessary training
- Any injuries or incidents lead to a review of relevant assessments
- Assessments are regularly monitored and reviewed
- Suitable information, instruction and training will be provided to all persons involved in the risk assessment process.

We may be controlling risks in various ways, determining the effectiveness of those controls is part of our risk assessment process.

Smoking

Exposure to second-hand smoke, also known as passive smoking, increases the risk of lung cancer, heart disease and other illnesses. Ventilation or separating smokers and non-smokers within the same airspace does not stop potentially dangerous exposure.

It is the policy of the Parish Council that all of its workplaces are smoke-free and that all employees have a right to work in a smoke-free environment.

Smoking is prohibited throughout the entire workplace and this includes the use of all artificial smoking aids (electronic or otherwise) with no exceptions. This includes Parish Council vehicles.

Implementation

All staff are obliged to adhere to and facilitate the implementation of the policy.

The Parish Council will ensure that all employees and contractors are aware of the policy on smoking. They will also ensure that all new personnel are given a copy of the policy on recruitment or induction.

Appropriate 'no smoking' signs will be clearly displayed at or near the entrances to the premises. Signs will also be displayed in Parish Council vehicles that are covered by the law.

Stress

The Health and Safety Executive define stress as “the adverse reaction people have to excessive pressure or other types of demand placed on them”. This makes an important distinction between pressure, which can be a positive state if managed correctly, and stress which can be detrimental to health.

Stress at work can come about for a variety of reasons. It may be excessive workload, unreasonable expectations, or overly demanding work colleagues. As a reasonable Parish Council, we try to ensure that you are in a pleasant working environment and that you are as free from stress as possible.

We will:

- Work to identify all workplace stressors and conduct risk assessments to eliminate stress or control the risks from stress
- Regularly review risk assessments
- Consult with safety representatives on issues relating to the prevention of work-related stress
- Provide access to confidential counselling for employees affected by stress caused either by work or external factors
- Provide training for all managers and supervisory staff in good management practices
- Provide adequate resources to enable managers to implement the Parish Council's agreed stress management strategy.

Employees who experience unreasonable stress which they think may be caused by work should raise their concerns with their Manager or through the Parish Council's grievance procedure.

Following action to reduce the risks, they shall be reassessed. If the risks remain unsustainable by the employee concerned, efforts shall be made to reassign that person to other work for which the risks are assessed as tolerable.

Training

Training in health and safety is a legal requirement and also helps create competent employees at all levels within the Parish Council to enable them to make a far more effective contribution to health and safety, whether as individuals, teams or groups.

Competence of individuals through training helps individuals acquire the necessary skills, knowledge and attitude which will be promoted by managers and supervisors throughout the organisation.

Our training objectives will cover three areas, that of the organisation, the job and individuals. All employees will need to know about:

- The health and safety policy
- The structure and system for delivering this policy.

Employees will need to know which parts of the system are relevant to them, to understand the major risks in our activities and how they are controlled. All employees will be provided with the Parish Council Health and Safety Handbook.

Managers and supervisors training needs will include:

- Leadership and communication skills
- Safety management techniques
- Skills on training and instruction
- Risk assessment
- Health and safety legislation
- Knowledge of our planning, measuring, review and audit arrangements.

All our employees training needs will include:

- Relevant health and safety hazards and risk
- The health and safety arrangements relevant to them
- Communication lines to enable problem solving.

All employees will receive **induction training**. Such training will cover:

fire procedures, warning systems, actions to be taken on receiving warning, locations of exits/escape routes, evacuation and assembly procedures, first aid/injury reporting procedures, names of first aiders/appointed persons, instruction on any prohibition areas (i.e. no smoking), issue of protective clothing/equipment and its use, instruction under COSHH, mandatory protection areas, thorough instruction applicable to their particular duties at work etc.

Training needs will be reviewed as a result of job changes, promotion, new activities or new technology, following an accident/incident and performance appraisal.

Records of training will be kept for all employees.

Employees must:

- Participate in the induction training activities they have been required to attend or carry out
- Work according to the contents of any training they receive
- Ask for clarification of any points they do not fully understand
- Not operate hazardous plant or equipment, use hazardous chemicals or carry out any hazardous activity unless they have been appropriately trained and instructed.

Vibration

Regular exposure to continuous vibration from a work process has the potential to cause long term ill health including a range of occupational diseases collectively known as hand-arm vibration syndrome (HAVS) or whole body vibration (WBV).

To minimise the risk from vibration the organisation will:

- Assess the risks to health from exposure to continuous levels of vibration and determine the control measures needed
- Introduce effective control measures to ensure levels of exposure to hand-arm vibration and whole body vibration are eliminated or reduced as far as is reasonably practicable
- Record the assessments and review them periodically or when changes occur
- Ensure that the most appropriate equipment is used for the job, that the equipment is sourced from appropriate suppliers and that it bears the "CE" certification mark
- Ensure that those persons responsible for managing work likely to result in exposure to hand arm vibration and whole body vibration are adequately trained and competent
- Inform, instruct and train employees about the risks and the precautions to be taken to protect themselves from the harmful effects of continuous exposure to vibration
- Ensure no new equipment or processes are introduced into the work activities where there is a foreseeable risk of hand-arm or whole body vibration without a risk assessment and approval of a designated manager
- Maintain an inventory of all vibration equipment used that is likely to cause hand-arm vibration and whole body vibration
- Monitor exposure of hand-arm vibration and whole body vibration and undertake appropriate health surveillance, where necessary
- Maintain tools to the manufacturer's specifications to avoid worsening vibration.

Violence

The Parish Council recognises that in certain situations violent behaviour towards staff may occur and therefore will take all reasonable measures to protect staff from violence and aggression.

We define violence and aggression as:

- Actual or threatened physical assaults on staff
- Psychological abuse of staff
- Verbal abuse which includes shouting, swearing and gestures
- Threats against employees.

To achieve this objective, we will:

- Carry out risk assessments of potential conflict situations to determine the control measures necessary to protect staff
- Ensure that premises are kept secure
- Inform all employees of the procedure following a violent or challenging behaviour incident
- Not tolerate violence or challenging behaviour towards our employees
- Train our employees who may be exposed to violence or challenging behaviour situations
- Support the employees involved in any incident
- Support their decisions regarding the pressing of criminal charges
- Provide any counselling or post-incident assistance required by the employees
- Keep records of all incidents of violence and aggression and review the control measures with a view to continual improvement in employee safety.

Visitors

In the interest of safety and security, the Parish Council will take the necessary measures to protect staff and visitors from any accidents or incidents that may occur during visiting.

Employees hosting visitors must ensure that:

- They are authorised to enter the premises or accompanied
- They adhere to applicable health and safety instructions and rules during their visit
- Adequate information is passed to ensure their safety including emergency information
- Any protective clothing required is provided and worn
- Any accidents / incidents involving visitors are reported through the accident reporting arrangements.

Employees aware of people on the premises who may be unauthorised should report these to their manager for action.

Emergency Action

In the event of the fire alarm sounding, all visitors should be escorted to the assembly point by their host. Visitors should not leave the area before notifying the senior person present.

Waste Management

In carrying out any site work the Parish Council will adhere to the following hierarchy for processing of waste materials:

- Re-use (on or off site)
- Recycle (on or off site)
- Send off site for recovery
- Send for incineration
- As a last resort send to land fill.

Work at Height

The Parish Council will take all reasonable steps to provide a safe working environment for all employees who may be affected by work at height activities.

The Parish Council will ensure that:

- All work activities that involve work at height are identified and assessed
- The need to undertake work at height will be eliminated whenever it is reasonably practicable to do so
- Adequate and secure working platforms with guard rails and toe boards will be used in preference to ladders which will be used for light, short duration work only and secured to prevent displacement
- When necessary, only scaffolds and scaffold towers that have been erected by a competent person will be used
- Roof lights and other fragile surfaces will be protected to prevent falls
- Fall arrest equipment will be used if other means of prevention (safety nets, harnesses with running lines, etc.) Are not practical or justified
- Risks associated with those activities where work at height cannot be eliminated are evaluated and steps are taken to control them
- All the necessary equipment to allow safe access to and egress from the place of work is provided
- All the necessary equipment to ensure adequate lighting and protection from adverse weather conditions is provided
- Suitable plant is provided to enable the materials used or created in the course of the work are safely lifted to and from the workplace and stored there if necessary
- Any working platform and its supporting structures are selected and/or designed in accordance with current standards
- Regular inspections of all equipment required for working at height are undertaken
- Competent persons are appointed to be responsible for the supervision of all work at height and associated activities
- Any contractors from whom they procure services comply with this policy.

Information and Training

The Parish Council shall provide any information, instruction and training required to work in a safe manner when working at height.

Work Equipment

The Parish Council will provide a safe working environment in relation to work equipment safety and ensure all employees receive appropriate safety information and training in their work equipment.

To achieve this objective the Parish Council will:

- Provide work equipment that is suitable for the purpose and compliant with the requirements of the Provision and Use of Work Equipment Regulations
- Retain and make available the manufacturer's instruction manual for each item of equipment, where relevant
- Before using any item of work equipment, ensure that a risk assessment is carried out and brought to the attention of relevant employees
- Inspect all equipment at installation and prior to first use
- Regularly inspect work equipment in accordance with the manufacturer's recommendations
- Maintain work equipment in accordance with the manufacturer's recommendations
- Keep records of all inspections and maintenance
- Provide adequate instruction, information and training to employees to enable the work equipment to be used and maintained safely
- Provide refresher training as appropriate and as determined necessary by workplace inspections.

Working Time Regulations

The Parish Council will ensure that all workers under their control adhere to the working time regulations.

The working time regulations are designed to limit the number of hours individuals have to work. The Parish Council will NOT encourage workers to work over the 48 hours, but workers can choose to work longer hours if they wish by opting out. Workers cannot be forced to opt out and can revoke their opt out, if they give a suitable notice period.

Individuals who are tired due to working excessive hours are more likely to suffer from mental health problems, general ill health and make mistakes leading to accidents.

A summary of the requirements for adult workers:

- A maximum of 48 hours per week, averaged out over a 17 week reference period (employees can opt out of this)
- Entitlement to a minimum uninterrupted rest period of 11 hours in every 24-hour period with no opt out
- Entitlement to 28 days paid holiday per year (including statutory holidays) for full time workers (pro-rata for part time workers)
- Maximum of 8 hours per shift for night shift workers
- Free health assessments for night shift workers
- 24 hour rest period at least once a week, can be 48 hours every fortnight with no opt out
- Entitlement to a rest break, if working over six hours
- Employees must not suffer any detriment if they choose not to opt out.

Travelling to and from the normal work place, break periods, rest periods, holidays and sickness do not count as working time.

The reference period of 17 weeks can be increased 26 weeks or 52 weeks by local collective agreements with recognised trade unions or official employee representatives.

A young person's maximum hours are limited to 40 hours per week with no reference period.

Young persons are generally excluded from shift working.

Further information

All employees should refer to the Main Office for full details of the Parish Council's policy on working times, holidays and other benefits.

RISK ASSESSMENT

7. RISK ASSESSMENT

Risk Assessment

Risk Assessment involves identifying the hazards present in the work place or arising out of any work activity and evaluating the extent of the risks involved to employees and others, taking into account existing precautions and their effectiveness.

A **hazard** is something with a potential to cause harm and can include articles, substances, plant or machines, methods of work and the work environment.

Risk is the likelihood of harm from that hazard being realised. Risk increases with the number of people exposed to the hazard and also with the potential severity of the harm i.e. the resultant injury or ill health effect. If there are no hazards there are no risks.

The regulations require that risk assessments are '**suitable and sufficient**' in that they should identify all the significant hazards present within the business and its activities and that they should be proportionate to the risk. The assessment should cover all risks that are reasonably foreseeable.

The risk assessment must identify all those people who may be affected by the hazard, whether they are workers or others, such as members of the public.

We may be controlling risks in various ways, determining the effectiveness of those controls is part of the risk assessment process.

Health and safety law does not demand absolute safety when considering what safety controls are required but measures taken should go as far as is '**reasonably practicable**'; a balance between risk and costs, the greater the risk the greater the need to commit resources in terms of time and money to remove or control the risk.

It is a legal requirement that the significant findings of our risk assessments are brought to the attention of our employees.

Carrying out risk assessments

Those who are involved in risk assessments should:

- Be competent
- Have knowledge and experience of working procedures in practice, potential dangers and strengths and weaknesses of existing precautions
- Have knowledge and experience of how to solve problems identified by the assessment
- Be in a position to give the commitment, co-operation and resources required to implement the assessment results.

It is important that the person carrying out the risk assessment is competent. This means that the person must have the necessary skills and knowledge gained through experience and training and may have qualifications that enable them to make sound judgments.

The five stages of risk assessment

STEP 1 - IDENTIFY THE HAZARDS

Look for hazards by walking around the workplace. List the hazards that could reasonably be expected to cause harm. Ask for the opinion of employees as they may have noticed things that are not immediately obvious.

Examples of hazards include:

- Cables trailing over floors
- Fire
- Chemicals
- Work benches which are too high or too low
- Electricity
- Loads which have to be moved manually
- Work equipment
- Working environment e.g. ventilation, lighting, heating.

STEP 2 - IDENTIFY WHO MAY BE HARMED AND HOW

List groups of people and individuals who may be affected by the hazards e.g.:

- Staff
- Members of the public
- Contractors on the premises.

Pay particular attention to vulnerable persons, e.g. those with disabilities, visitors, female employees who are pregnant or who have recently returned to work after having a baby, inexperienced employees or young persons.

STEP 3 - EVALUATE AND CONTROL THE RISK

Evaluate the risks arising from the hazards and decide whether existing precautions are adequate or if more should be done. When evaluating the extent of the risk, account should be taken of the chance of some harm occurring (likelihood), the likely severity of this, and the number of people who could be affected. The formula:

Severity x Likelihood = Risk

Even after all precautions have been taken some risk may remain. Ensure the precautions in place meet standards set by legal requirements comply with a recognised standard, represent good practice and reduce the risk as far as is reasonably practicable.

Where additional controls or further action are necessary to reduce the risk, decide what more could reasonably be done by adopting the following principles:

- Avoid the risk completely
- Evaluate risks which cannot be avoided
- Combat risks at source
- Adapt work to the individual
- Make use of technical progress
- Replace the dangerous with none or less dangerous
- Develop an overall prevention policy
- Give priority to measures which protect the greatest number of people
- Give appropriate instructions to employees.

IMPLEMENTING AN ACTION PLAN

Once the level of risk has been determined and the control measures needed to reduce or eliminate the risk established, an action plan should be drawn up with timescales for implementation of the control measures.

STEP 4 - RECORD YOUR FINDINGS

The significant findings of the assessment must be recorded since these provide evidence that something has been done, it is also a legal requirement. Keep any written assessments for future reference and ensure that employees are informed of the findings and control measures, either existing or additional, that have to be observed and used. In some circumstances the findings of the risk assessment should also be given to others who could be affected, for example agency workers, contractors etc.

Hazards and example controls

Hazard	Example control measures
Manual handling	Mechanical aids, hoists, getting assistance, breaking loads into smaller units, training
Hazardous substances	Substitution for less hazardous alternatives, extract ventilation, personal protective equipment, training
Work equipment (machinery, tools, etc.)	Guarding, demarcation of danger zones, restricted operation and use planned preventative maintenance, training
Ladders	Avoid working at height. correct type of ladder/stepladders, maintained, training
Electricity	Insulated tools, residual circuit breakers, fuses, earthing, inspection and testing of systems and appliances
Stairs, etc	Good lighting, handrails, non-slip surfaces, slightly raised/highlighted front edges
Fire	Detection/warning systems, fire drills, extinguishers, signs, suitable storage facilities for substances and goods, fire retardant furniture and fittings
Noise	Reduction at source, isolation, ear protection, demarcation of danger zones
Stress	Reduce/increase workload, more control over work, work suitable for the individual, avoidance of monotonous repetitive work
Work environment	Good lighting, ventilation, redesign layout of area, heaters/coolers

STEP 5 - MONITOR AND REVIEW THE ASSESSMENT

It is important that the control measures are monitored and that records are kept. A regular review of the assessments should be made to take into account any changes to the methods or systems of work. You should also review the assessment following an accident, where there has been a significant change to the work, if new information comes to light, or if there is any other reason to believe that it may no longer be valid. Following the review, additional control measures should be implemented if required. Even if there are no significant changes since the original risk assessment, it should be regularly reviewed to confirm that it is still relevant and valid.

Fire Risk Assessment

A fire risk assessment is an organised and methodical look at the premises, the activities carried on there and the likelihood that a fire could start and cause harm to those in and around the premises.

The aims of the fire risk assessment are:

- To identify the fire hazards
- To reduce the risk of those hazards causing harm to as low as reasonably practicable
- To decide what physical fire precautions and management arrangements are
- Necessary to ensure the safety of people in your premises if a fire does start.

The significant findings of the fire risk assessment, the actions to be taken as a result of the assessment and details of anyone especially at risk must be recorded.

It is important that the fire risk assessment is carried out in a practical and systematic way and that enough time is allocated to do a proper job. It must take the whole of your premises into account, including outdoor locations and any rooms and areas that are rarely used. Small premises may be able to assess as a whole, in larger premises you may find it helpful to divide them into rooms or a series of assessment areas using natural boundaries, e.g. process areas, offices, stores, as well as corridors, stairways and external routes.

Risk assessments must take account of other users of the buildings and co-operation and communication of hazard and risk must be shared between businesses to ensure a co-ordinated response is prepared and implemented.

You need to appoint one or more competent persons to carry out any of the preventive and protective measures needed to comply with the legislation. This person could be you, or an appropriately trained, employee or, where appropriate, a third party.

Your fire risk assessment should demonstrate that, as far as is reasonable, you have considered the needs of all relevant persons, including disabled people.

Six Steps to Fire Risk Assessment

1. Identify the hazards

- Sources of ignition
- Sources of fuel
- Sources of oxygen.

2. Identify people at risk

- Employees
- People in and around the premises
- Vulnerable persons, disabled etc.

3. Evaluate, remove, reduce and protect from risk

- Evaluate the risk of fire occurring
- Evaluate the risk to people from fire
- Remove or reduce the fire hazards
- Remove or reduce the risks to people.

4. Consider:

- Detection and warning
- Fire fighting
- Escape routes and travel distances
- Lighting
- Signs and notices
- Maintenance.

5. Record, plan, inform, instruct and train

- Record the significant findings and action taken
- Prepare an emergency plan
- Inform and instruct relevant people; co-operate and co-ordinate with other businesses
- Provide training.

6. Review

- Keep assessment under review
- Revise where necessary.

**MONITORING
HEALTH AND SAFETY**

8. MONITORING OF HEALTH AND SAFETY

Measurement is essential to maintain and improve our health and safety performance to identify how effectively we are controlling risks and how well we are developing a positive health and safety culture.

There are two types of performance monitoring, active and reactive.

Proactive monitoring

Proactive monitoring is a line manager's responsibility and each of the key management positions are expected to play their part in monitoring achievement against relevant health and safety standards. Managers will be expected to provide evidence that they have carried out monitoring within their areas of responsibility and they are reinforcing their commitment to health and safety objectives in general and helping to develop a health and safety culture.

This approach to proactive monitoring gives the Parish Council feedback on its performance before an accident, incident or case of ill health.

Managers and supervisors with defined health and safety responsibilities must monitor in detail the areas for which they have day to day control. Much of this checking will be informal and not recorded but formalised, structured checks are also essential to ensure all areas are covered and to demonstrate compliance to senior managers who must in turn seek assurance that first line monitoring is taking place.

Employees who take a proactive interest or represent groups for health and safety can also be involved with monitoring and may take the format of a health and safety tour or if more formally via a devised checklist.

Reactive monitoring

Reactive monitoring of events including accidents, incidents, cases of ill health or property damage provide an opportunity to check performance and learn from mistakes and improve control measures.

Trends and common features arising from accident and incident investigation can identify jobs or activities where future health and safety initiatives would be most beneficial. Investigations may also provide valuable information in the event of legal action or an employee claim.

9. LEGAL EXPENSES INSURANCE

For a copy of Worknest 's master legal expenses insurance policy please see <https://worknest.com/protection-against-prosecution-health-safety>. Please refer to your contract with Worknest for the type of cover (if any) that is applicable to your organisation – i.e. employment dispute insurance or health & safety prosecution insurance or both – and the relevant provisions of the master policy document will then apply accordingly.

Please contact us if you require a hard copy of the policy.



WENDOVER PARISH COUNCIL

Health & Safety Handbook

March 2023

work**n****est**
H&S

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INTRODUCTION

This handbook contains the health and safety information you require to comply with our Health and Safety Policy. After reading it you will be required to sign to confirm that it has been brought to your attention. If you have any queries regarding the contents, please do not hesitate to ask.

Wendover Parish Council takes its responsibility for health and safety very seriously and is committed to a programme of progressive improvement that requires input from all its employees. If you see anything during your work that gives rise to a concern you are positively encouraged to report it to your supervisor or manager.

Safety is everyone's responsibility and that includes you.

HEALTH AND SAFETY POLICY STATEMENT

The management of Wendover Parish Council recognises that it has a legal duty of care towards protecting the health and safety of its employees and others who may be affected by the Parish Council's activities, and that managing health and safety is a business critical function.

In order to discharge its responsibilities, the management will:

- Bring this Policy Statement to the attention of all employees
- Carry out and regularly review risk assessments to identify proportionate and pragmatic solutions to reducing risk
- Communicate and consult with our employees on matters affecting their health and safety
- Comply fully with all relevant legal requirements, codes of practice and regulations at International, National and Local levels
- Eliminate risks to health and safety, where possible, through selection and design of materials, buildings, facilities, equipment and processes
- Encourage staff to identify and report hazards so that we can all contribute towards improving safety
- Ensure that emergency procedures are in place at all locations for dealing with health and safety issues
- Maintain our premises, provide and maintain safe plant and equipment
- Only engage contractors who are able to demonstrate due regard to health & safety matters
- Provide adequate resources to control the health and safety risks arising from our work activities
- Provide adequate training and ensure that all employees are competent to do their tasks
- Provide an organisational structure that defines the responsibilities for health and safety
- Provide information, instruction and supervision for employees
- Regularly monitor performance and revise policies and procedures to pursue a programme of continuous improvement.

This Health and Safety Policy will be reviewed at least annually and revised as necessary to reflect changes to the business activities and any changes to legislation. Any changes to the Policy will be brought to the attention of all employees.

Signed:

Dated:

Name:

Position: Parish Clerk

ENVIRONMENTAL POLICY STATEMENT

The management of Wendover Parish Council recognises that the day-to-day operations can impact both directly and indirectly on the environment. We aim to protect and improve the environment through good management and by adopting best practice wherever possible. We will work to integrate environmental considerations into our business decisions and adopt greener alternatives wherever possible, throughout our operations.

In order to discharge its responsibilities, the management will:

- Bring this Environmental Policy Statement to the attention of all stakeholders
- Carry out regular audits of the environmental management system
- Comply fully with all relevant legal requirements, codes of practice and regulations at International, National and Local levels
- Eliminate risks to the environment, where possible, through selection and design of materials, buildings, facilities, equipment and processes
- Ensure that emergency procedures are in place at all locations for dealing with environmental issues
- Establish targets to measure the continuous improvement in our environmental performance
- Identify and manage environmental risks and hazards
- Improve the environmental efficiency of our transport and travel
- Involve customers, partners, clients, suppliers and subcontractors in the implementation of our objectives
- Minimise waste and increase recycling within the framework of our waste management procedures
- Only engage contractors who are able to demonstrate due regard to environmental matters
- Prevent pollution to land, air and water
- Promote environmentally responsible purchasing
- Provide adequate resources to control environmental risks arising from our work activities
- Provide suitable training to enable employees to deal with their specific areas of environmental control
- Reduce the use of water, energy and any other natural resources
- Source materials from sustainable supply, when practicable.

This Environmental Policy will be reviewed at least annually and revised as necessary to reflect changes to the business activities and any changes to legislation. Any changes to the Policy will be brought to the attention of all stakeholders.

Signed:

Dated:

Name:

Position: Parish Clerk

RESPONSIBILITIES AND RULES

Employee Responsibilities

It is the responsibility of all employees to co-operate in the implementation of this Health and Safety Policy within their areas of influence. All employees have a legal duty to ensure their own safety and the safety of others (for example, colleagues, visitors, contractors) under the Health and Safety at Work etc Act 1974.

Employees must therefore:

- Take reasonable care of their own safety
- Take reasonable care of the safety of others affected by their actions
- Observe the safety rules
- Comply with the Health and Safety Policy
- Conform to all written or verbal instructions given to them to ensure their personal safety and the safety of others
- Dress sensibly and safely for their particular working environment or occupation
- Conduct themselves in an orderly manner in the work place and refrain from any antics or pranks
- Use all safety equipment and/or protective clothing as directed
- Avoid any improvisations of any form which could create an unnecessary risk to their personal safety and the safety of others
- Maintain all equipment in good condition and report defects to their supervisor
- Report any safety hazard or malfunction of any item of plant or equipment to their supervisor
- Report all accidents to their supervisor whether an injury is sustained or not
- Attend as requested any health and safety training course
- Observe all laid down procedures for processes, materials and substances used
- Observe the fire evacuation procedure and the position of all fire equipment and fire exit routes.

Health and Safety Rules

General

- It is the duty of all employees to co-operate with management in fulfilling our legal obligations in relation to health and safety.
- Employees must not intentionally or recklessly interfere with anything provided in the interests of health, safety or welfare.
- Employees are required to notify to management of any unsafe activity, item or situation.

Working Practices

- Employees must not operate any item of plant or equipment unless they have been trained and authorised.
- Employees must make full and proper use of all equipment guarding.
- Employees must not clean any moving item of plant or equipment.
- Employees under the age of 18 years must not operate any item of plant or equipment unless they have received sufficient training or are under adequate supervision.
- Employees must not make any repairs or carry out maintenance work of any description unless authorised to do so.
- Employees must use all substances, chemicals, liquids etc, in accordance with all written instructions.
- Employees must not smoke except in prescribed areas.

Hazard / Warning Signs and Notices

- Employees must comply with all hazard/warning signs and notices displayed on the premises.

Working Conditions / Environment

- Employees must make proper use of all equipment and facilities provided to control working conditions/ environment.
- Employees must keep stairways, passageways and work areas clear and in a clean and tidy condition.
- Employees must dispose of all rubbish, scrap and waste materials within the working area, using the facilities provided.
- Employees must clear up any spillage or liquids within the work area in the prescribed manner.
- Employees must deposit all waste materials and substances at the correct disposal points and in the prescribed manner.

Protective Clothing and Equipment

- Employees must use all items of protective clothing/equipment provided as instructed.
- Employees must store and maintain protective clothing/equipment in the approved manner.
- Employees must report any damage, loss, fault or unsuitability of protective clothing/equipment to their supervisor.

Fire Precautions

- Employees must comply with all laid down emergency procedures.
- Employees must not obstruct any fire escape route, fire equipment or fire doors.
- Employees must not misuse any firefighting equipment provided.
- Employees must report any use of firefighting equipment to their supervisor.

Accidents

- Employees must seek medical treatment for work related injuries they receive by contacting a designated first aider. Upon returning from treatment they must report the incident to their supervisor.
- Employees must ensure that any accident or injury treatment is properly recorded in the Accident Book.
- Employees must notify management of any incident in which damage is caused to property.

Health

- Employees must report to management any medical condition or medication which could affect the safety of themselves or others.
- Employees must co-operate with the management on the implementation of the medical and occupational health provisions.

Rules Covering Gross Misconduct

An employee will be liable to summary dismissal if they are found to have acted in any of the following ways:

- A serious or wilful breach of Safety Rules
- Unauthorised removal or interference with any guard or protective device
- Unauthorised operation of any item of plant or equipment
- Unauthorised removal of any item of first aid equipment
- Wilful damage to, misuse of or interference with any item provided in the interests of Health and Safety or welfare at work
- Unauthorised removal or defacing of any label, sign or warning device
- Horseplay or practical jokes which could cause accidents
- Making false statements or in any way deliberately interfering with evidence following an accident or dangerous occurrence
- Misuse of any item of equipment, utensil, fitting/ fixture, vehicle or electrical equipment
- Deliberately disobeying an authorised instruction.

ARRANGEMENTS FOR HEALTH AND SAFETY

Accident, Incident and Ill-Health Recording, Reporting and Investigation

An **accident** is an unplanned event that causes injury to persons, damage to property or a combination of both.

A **near miss/incident** is an unplanned event that does not cause injury or damage but could do so.

A **work-related illness** is a prescribed illness that is obtained by an employee through the course of work or from a non-employee as a result of activities carried out by the Parish Council.

Reporting

All accidents resulting in personal injury must be recorded in the Parish Council's Accident Book, which is located in the Main Office. Employees must ensure that they are aware of the location of the accident book.

Incidents and work related ill-health need to be reported directly to your Manager or Supervisor.

Communication and Consultation

Our Parish Council has established effective lines of communication so as to involve and consult our employees.

These may include:

- Individual conversations
- Notice boards
- Internal publications
- Staff meetings
- Health and Safety meetings.



In addition, the Parish Council will display the 'Health and Safety Law – What You Need To Know' poster in a prominent position.

The Parish Council will consult with our employees and provide information on any changes that may affect their health and safety, including:

- Changes in procedures, equipment or ways of working
- The dangers and risks arising from their work activities, the measures taken to eliminate or reduce these risks and what action to take if they have to deal with them
- The planning of health and safety training
- The health and safety consequences of introducing new technology.

The Parish Council recognises that consultation is a two-way process and expects constructive feedback from our employees.

Contractors

When working on our premises it is considered that contractors are joint occupiers for that period and therefore, we have both joint liabilities in "common areas". In order to meet our legal obligations with regard to contractors we will ensure that prior to engaging any contractor they are competent and that any works are carried out safely.

Similarly, we have a parallel duty to the contractor and must ensure that the contractor is not put at risk by our own activities for the duration of the contract.

If you observe contractors who appear to be working unsafely then you should report this immediately to a manager / supervisor. We will investigate and where necessary stop any work until resolved.

Disabled Persons

The Parish Council will give full and proper consideration to the needs of disabled employees and visitors.

To achieve this, the Parish Council will:

- Treat all disabled employees and visitors with respect and dignity, both in the provision of a safe working environment and in equal access to the organisation's facilities
- Ensure that risk assessments are undertaken of the special needs of the disabled and carry out reasonable adjustments to the premises and/or employment arrangements
- Encourage employees with special needs to suggest any premises or task improvements to their line managers
- Discipline any employees found treating their disabled colleagues with less than the expected standards of respect and dignity
- In an emergency evacuation, ensure suitable plans are in place which will assist disabled people to leave the premises swiftly.

Display Screen Equipment

All reasonable steps will be taken by the Parish Council to secure the health and safety of employees who work with display screen equipment.

To achieve this objective the Parish Council will carry out an assessment of each user's workstation and implement necessary measures to remedy any risks found as a result of the assessment.

Eye Tests and Corrective Appliances

The Parish Council will arrange for the provision of free eye tests when requested and at regular intervals thereafter or where a visual problem is experienced, at no cost to the employee. Where employees require corrective appliances specifically for use with display screen equipment, the Parish Council will arrange for the supply of corrective appliances up to current cost limits.

Training

Employees working with display screen equipment (DSE) should comply with the instructions and training given regarding safe workstation set-up and use, including the need for regular changes of activity or breaks and the use of the equipment provided.

Health

Employees should inform their departmental supervisor/line manager of any disability or health condition which may affect their ability to work using display screen equipment or be affected by working with DSE. In addition they should also report to their departmental supervisor/line manager any discomfort or health concern believed to be associated with the use of DSE. Any health information will be treated confidentially.

Driving for Work

Driving is an integral part to some roles within the Parish Council and as such requires driving on Parish Council business. Driving has inherent risks associated with it which drivers should be made aware of.

The Parish Council is committed to reducing the risks its staff face or create when driving at work and requires its entire staff to play their part, whether they use a Parish Council vehicle, their own or a hire vehicle.

Drivers

Drivers will remain responsible for their safety and others and must comply with the Highway Code and Road Traffic Act.

It is the responsibility of drivers to inform their manager of:

- Anything that could affect their driving e.g. Health conditions or injuries, use of prescribed medication
- Changes to licence such as; limitations, offences recorded, period bans
- Vehicle defects that affect ability / safety to drive
- Any accidents / incidents that occurred whilst driving on behalf of the parish council.

Before driving, drivers must

- Review the need to travel
- Have a valid licence for the vehicle they are driving and for any overseas travel if required
- Ensure valid insurance for business use
- Carry out a pre-use vehicle check
- Allow sufficient time to drive allowing for traffic, poor weather and rest breaks
- Ensure sufficient rest
- Be physically fit, with zero alcohol level and not under the influence of drugs that may affect the ability to drive
- Have had an eye test in last 2 years and be using any corrective appliance
- Adjust their driving position, head restraints and mirrors to ensure maximum comfort and safety.

Whilst driving, drivers must

- Drive in accordance with the applicable law and with consideration for the safety of passengers and other road users
- Take regular rest breaks every 2-3 hours or at first signs of tiredness
- Remain in control of the vehicle at all times
- Not smoke in a parish council vehicle
- Only use hands free electronic devices e.g. Mobile phone, satellite navigation, mp3 player, when safely set up to do so i.e. using an appropriate hands-free device

Drugs and Alcohol

Alcohol

Employees must not drink alcohol on the Parish Council's premises or the premises of its customers or clients without express permission from a senior manager or director.

Any employee who is found consuming alcohol on the Parish Council's premises or the premises of its customers and clients without permission or is found to be intoxicated at work will normally face disciplinary action on the ground of gross misconduct under the Parish Council's disciplinary procedure.

Drugs and medication

The possession, use or distribution of drugs for non-medical purposes on the Parish Council's premises is strictly forbidden and a gross misconduct offence.

If you are prescribed drugs by your doctor which may affect your ability to perform your work, you should discuss the problem with your manager or supervisor.

If the Parish Council suspects there has been a breach of this policy or your work performance or conduct has been impaired through substance abuse, the Parish Council reserves the right to require you to undergo a medical examination to determine the cause of the problem.

Medical Examination

Existing and prospective employees may be asked to undergo a medical examination, which will seek to determine whether he/she has taken a controlled drug or has an alcohol abuse problem.

A refusal to give consent to such an examination or a refusal to undergo the screening will result in the immediate withdrawal of any offer made to prospective employees and will normally be treated as gross misconduct for employees.

If, having undergone a medical examination, it is confirmed that you have been positively tested for a controlled drug, or you admit there is a problem, the Parish Council reserves the right to suspend you from your employment (with or without pay) to allow the Parish Council to decide whether to deal with the matter under the terms of the Parish Council's disciplinary procedure and/or to require you to undergo treatment and rehabilitation.

Reasonable Grounds

The Parish Council reserves the right to search you or any of your property held on Parish Council premises at any time if there are reasonable grounds to believe that this policy is being or has been infringed or for any other reason. If you refuse to comply with these search procedures, your refusal will normally be treated as gross misconduct.

The Parish Council reserves the right to inform the police of any suspicions it may have with regard to the use of controlled drugs by its employees on the Parish Council's premises.

Electricity

All reasonable steps will be taken to secure the health and safety of employees who use, operate or maintain electrical equipment.

Employees must:



- Visually check electrical equipment for damage before use
- Report any defects found to their line manager/supervisor
- Not use defective electrical equipment
- Not carry out any repair to any electrical item unless qualified to do so
- Switch off non-essential equipment from the mains when left unattended for long periods
- Not bring any electrical item onto the parish council premises until it has been tested and a record of such a test has been included in the appropriate record
- Not leave electric cables in such a position that they will cause a tripping hazard or be subject to mechanical damage
- Not carry out any live working unless authorised to do so under a permit-to-work.

Environment

All reasonable steps will be taken to protect the environment and all employees are expected to cooperate with the Parish Council in ensuring that:

- Any pollution to land, air or water is avoided
- Water and energy usage are kept to a minimum
- Surplus materials and waste are recycled using the facilities provided
- Any incidents of pollution or wastage are reported.

Environmental complaints procedure

On receipt of a complaint about any environmental related matter the following procedure will be implemented:

- The name, address and contact details will be taken from the complainant along with details of the complaint including dates, times, frequency, impact and location
- Full details of the complaint will be recorded and passed a senior manager or director for an investigation to be instigated
- Investigations will be commenced at the earliest opportunity and at least within 24 hours
- Where the complaint is found to be justified immediate measures will be taken to remedy the problem as far as is reasonably practicable
- Results of all investigations will be recorded and copied to the complainant and the Parish Councillors
- The complainant will be kept advised of the results of any investigation and the measures being taken to seek a solution; including details of the proposed timescales where immediate resolution is not possible.

All employees are responsible for working towards the objectives contained within this policy.

Fire










































All reasonable steps will be taken to prevent a fire occurring. In the event of fire, the safety of life will override all other considerations, such as saving property and extinguishing the fire.

The Parish Council does not require persons to attempt to extinguish a fire, but extinguishing action may be taken if it is safe to do so. Immediate evacuation of the building must take place as soon as the evacuate signal is given. All occupants, on evacuation, should report to the pre-determined assembly points.

Re-entry of the building is strictly prohibited until the fire brigade officer or a senior person present declares it is safe to do so.

Employees are encouraged to report any concerns regarding fire procedures so the organisation can investigate and take remedial action if necessary.

Only fire blankets and the following types of fire extinguisher are currently present on site. Other types of extinguishers will be added to this chart if they are required on site.

Fire Extinguisher Chart								
Extinguisher		Class of Fire						Special Notes
Colour	Type	 A Solids	 B Flammable Liquids	 C Flammable Gases	 D Flammable Metals	 E Electrical Contact	 F Cooking Oils & Fats	
 Red	Water	 Yes	 No	 No	 No	 No	 No	Dangerous if used on 'liquid fires' or live electricity.
 Cream	Foam	 Yes	 Yes	 No	 No	 No	 No	Not practical for home use.
 Canary Yellow	Wet Chemical	 Yes	 No	 No	 No	 No	 Yes	Cooking Oils & Fats
 Blue	Dry Powder	 Yes	 Yes	 Yes	 No	 Yes	 No	Safe use up to 1000v.
 Black	Carbon Dioxide (CO ₂)	 No	 Yes	 No	 No	 Yes	 No	Safe on high and low voltages

Fire and Emergency Evacuation

IF YOU DISCOVER A FIRE:



Operate the nearest fire alarm call point.

IF IT IS SAFE TO DO SO AND IF YOU HAVE AUTHORISATION AND APPROPRIATE TRAINING, attack the fire with the fire fighting equipment provided

Always ensure there is a safe exit route before attempting to extinguish any fire.

Leave the building immediately if you cannot control the fire or your escape route is threatened.

ON HEARING THE ALARM:

The fire alarm sound is a **Bell**.



Immediately vacate the premises by the nearest available exit

Close all windows and doors behind you

Go to assembly point



Report to the person in charge of your assembly point

The assembly point is located:

Next to the phone box



DO NOT RE-ENTER THE BUILDING TO COLLECT PERSONAL BELONGINGS.

DO NOT RE-ENTER THE BUILDING UNTIL TOLD TO DO SO BY THE SENIOR PERSON PRESENT

VISITORS

All visitors should be escorted to the assembly point by their host.

It is important that they do not leave the area before notifying the senior person present.

LIAISING WITH EMERGENCY SERVICES

The senior person present will meet and liaise with the emergency services and any other interested parties, giving them pertinent information related to the emergency situation, such as location and details of emergency, location and presence of hazardous and flammable materials, head count statistics, etc.

First Aid

The Parish Council is committed to providing sufficient provision for first aid to deal with accidents and injuries that arise at work. To achieve this objective the Parish Council will appoint and train a suitable number of first aid personnel to cover all work patterns and communicate their identities to all staff.

If you are interested in becoming a first aider or appointed person, please inform your manager/supervisor.

Should you require first aid treatment, please contact your nominated first aider/appointed person. Please ensure all accidents have been recorded accordingly.



First Aid supplies

A first aid box will be provided and should be kept stocked. If you use any of the contents, please inform the persons responsible for the contents. Portable first aid kits will be available for staff members required to work away from the normal workplace, where access to facilities may be restricted.

Hazardous Substances (COSHH)

All reasonable steps will be taken to ensure all exposure of employees to substances hazardous to health is prevented or at least controlled to within statutory limits.

The Parish Council will give sufficient information and training to ensure full understanding of the hazards to health posed by substances in the workplace and the importance of the control measures provided. Information will also be given to others who may be affected such as contractors, temporary staff and visitors where appropriate.



Employees should **not** use any hazardous substance unless they have received the information and training for the safe use of that substance.



Infection Control

For some work activities, staff may be at risk of infection or of spreading infection. The Parish Council aims to prevent the spread of infection through work-based activities by adopting suitable control measures.

Employees must:

- Follow any procedures set out and good hygiene practices
- Wear personal protective equipment (PPE) as directed.

Vaccination

Employees at risk of infection will where possible be offered vaccinations without charge. Please contact your manager/supervisor to make arrangements.

Training and Information

Training and information will be provided to all employees who are identified from the risk assessment as being potentially exposed to infections. Training will be given for any tasks they are employed to do, the equipment they will be using and any safe procedures to adopt.

Staff Illness and Reporting

It is important to remember that infection can also be passed onto people from staff. Staff should notify their manager if they develop any infectious disease that may affect work or people around them, for example:

- skin infections or exposed areas of infestation
- severe respiratory infection (e.g. pneumonia, TB)
- severe diarrhoea
- jaundice
- hepatitis
- chicken pox, measles, mumps, rubella
- norovirus
- gastroenteritis
- HIV.

Managers will need to discuss with the individual suitable controls. In some cases, employees may need to be referred to an Occupational Doctor or their GP for advice.

Staff should also report any illness or disease which has been contracted through work. In some circumstances if a staff member contracts a disease whilst at work, this is reportable under RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations). Certain diseases including Leptospirosis, Hepatitis, TB, and Tetanus are specifically required to be reported.

Confidentiality

Confidentiality will be maintained at all times in relation to an employee who is known to have any infectious disease.

No health information will be disclosed without the written consent of the employee concerned and any breach of such confidentiality, either inside or outside the organisation, will be regarded as a disciplinary offence and may result in disciplinary action.

Leptospirosis (Weil's Disease)

Weil's Disease is a form of the bacterial infection Leptospirosis, which can be transmitted to humans through contact with rat urine. Employees are required to adhere to the following controls when working in areas that may be contaminated:

- Cover any cuts or broken skin with the appropriate waterproof dressing, and wash cuts or grazes sustained during work immediately
- Wear the appropriate personal protective equipment as identified by the risk assessment
- Never touch or handle rats with bare hands
- Take rest breaks away from the work area
- Not consume food or drink in or near the work area
- Avoid full immersion in water if possible
- Shower and wash hands thoroughly after working in any environment that may have been contaminated with rat urine.

Any employee who suffers from feverish headaches, vomiting, muscle pains, and general flu-like symptoms after working in rat-contaminated areas must seek medical attention and inform their GP that they may have been in contact with rats or rat urine.

Lone Working

The Parish Council will ensure, so far as is reasonably practicable, that employees and self-employed contractors who are required to work alone or unsupervised for significant periods of time are protected from risks to their health and safety.

Employees and others will be given all necessary information, instruction, training and supervision to enable them to recognise the hazards and appreciate the risks involved with working alone.

Employees will be required to follow the safe working procedures devised including:

- When working alone, e.g. In an isolated area of a building with all doors closed, ensure that someone is aware of your presence
- Check that work being done has been subject to risk assessment and check the assessment yourself – some work may have been identified as requiring the assistance of a second person
- If possible and arranged beforehand, keep in regular contact with someone else, e.g. Use a mobile phone to call into the office every couple of hours indicating your movements
- Do not put yourself at risk; if you do not feel safe discuss the situation with your immediate manager
- Report all accidents, injuries, near-misses and dangerous occurrences to your immediate manager.

Machinery Maintenance

The Parish Council will take all reasonable steps to ensure the safety of all employees maintaining the machinery as well as the safety of those affected by the maintenance work. The Parish Council will liaise with the suppliers of all new machinery to establish how that machinery should be maintained safely

The Parish Council will give sufficient information, instruction and training as is necessary to ensure the health and safety of all maintenance staff and any others affected by maintenance of the machinery.

No employee must carry out any repair or operate any machinery for which they have not been trained.

Manual Handling

To prevent injuries and long term ill-health from manual handling the Parish Council will ensure that operations which involve manual handling are eliminated, so far as is reasonably practicable. Where it is not practical the Parish Council will carry out an assessment to determine what control measures are required to reduce the risk to an acceptable level. In considering the most appropriate controls, an ergonomic approach to designing the manual handling operation will optimise the health, safety and productivity associated with the task.

Information and Training

Adequate information and training will be provided to persons carrying out manual handling activities including details of the approximate weights of loads to be handled and objects with an uneven weight distribution.

Health

No employee will be required to lift any item that they do not feel confident of doing without risking personal injury.

Employees who have a medical condition that may prevent them undertaking a task should notify their Manager / Supervisor beforehand. Should you become injured whilst handling anything then this must be reported to your Manager/Supervisor so it can be suitably investigated.

New and Expectant Mothers

The Parish Council recognises that the general precautions taken to protect the health and safety of the workforce as a whole may not in all cases protect new and expectant mothers and there may be occasions when, due to their condition, different and/or additional measures will be necessary.

Should you become pregnant or are returning to work after having a baby, then you are requested to notify your manager at the earliest possible opportunity so a risk assessment can be carried out.

Any necessary control measures will be implemented and reviewed regularly. Where risks cannot be eliminated or reduced to an acceptable level then consideration will be given to adjusting working conditions and/or hours or if necessary providing suitable alternative work or suspension with pay.

New or expectant mothers should inform their manager of any changes which may affect the risk assessment including any medical conditions, incidents etc.

Noise

The Parish Council will take all reasonable steps necessary to ensure that the risk of hearing damage to employees who work with noisy equipment or in a noisy environment is reduced to a minimum.

All employees who are subject to high levels of noise will be provided with:

- information, instruction and training about the harmful effects of noise
- information and training on what they must do in order to protect themselves and meet the requirements of the law and of the organisation's policy
- training on procedures in place and how to use equipment correctly.

Employees must report promptly any defects or deficiencies to their manager/ supervisor.

Audiometric Testing

Where employees are exposed to risk from high noise levels, the Parish Council will adopt a programme to monitor the hearing of employees subject to high levels of noise ensuring the organisation's noise control policy is effective and that employees' hearing is not being adversely affected. This will involve regular audiometric tests carried out by properly trained personnel and pre-employment audiometric tests for new employees.



Outdoor and Peripatetic Working

The Parish Council will ensure, so far as is reasonably practicable, that employees who work outdoors or away from their normal base are not put at any additional risk to their health and safety.

Staff working outdoors, or away from base, are responsible for ensuring that:

- If working on a third party site, they report to a responsible person to ensure familiarisation with safety precautions relating to the particular site
- They report any problems or shortcomings to their manager or supervisor as soon as possible. If, during work, the conditions change or any aspect of the task changes in such a way to increase the risk, work should stop, unless doing so presents a greater risk
- The appropriate personal protective equipment provided is worn correctly and when required to do so. Any defects must be reported to their manager or supervisor
- They are familiar with the emergency arrangements and that these are in place prior to starting work
- All accidents and incidents are reported to their manager and in line with any local arrangements for the site.

Personal Protective Equipment

The Parish Council provides personal protective equipment (PPE) when the risk presented by a work activity cannot be eliminated or adequately controlled by other means. When it is provided, it is because health and safety hazards have been identified that require the use of PPE and it is therefore necessary to use it in order to reduce risks to a minimum.

Employees provided with PPE must:

- Wear the PPE as instructed or where indicated by signage
- Maintain it in good condition
- Report any defects to your supervisor/manager
- Ensure the PPE fits correctly, is comfortable and fully adjusted.



Risk Assessment

Risk Assessment involves identifying the hazards present in the work place or arising out of any work activity and evaluating the extent of the risks involved to employees and others, taking into account existing precautions and their effectiveness. The Parish Council will arrange for competent people to carry out risk assessments of all activities, substances, equipment, plant or working conditions likely to give rise to a significant risk of injury or ill health.

Employees will be advised as to the results of the risk assessment process and the additional control measures to be implemented to reduce risk to an acceptable level. Employees are expected to support the risk assessment process and adopt any changed controls implemented to reduce risk to an acceptable level.

Smoking

Exposure to second-hand smoke, also known as passive smoking, increases the risk of lung cancer, heart disease and other illnesses. Ventilation or separating smokers and non-smokers within the same airspace does not stop potentially dangerous exposure.

It is the policy of the Parish Council that all of its workplaces are smoke-free and that all employees have a right to work in a smoke-free environment.

Smoking is prohibited throughout the entire workplace and this includes the use of all artificial smoking aids (electronic or otherwise) with no exceptions. This includes Parish Council vehicles.



Implementation

All staff are obliged to adhere to and facilitate the implementation of the policy.

The Parish Council will ensure that all employees and contractors are aware of the policy on smoking. They will also ensure that all new personnel are given a copy of the policy on recruitment or induction.

Appropriate 'no smoking' signs will be clearly displayed at or near the entrances to the premises. Signs will also be displayed in Parish Council vehicles that are covered by the law.

Stress at Work

The Health and Safety Executive define stress as “the adverse reaction people have to excessive pressure or other types of demand placed on them”. This makes an important distinction between pressure, which can be a positive state if managed correctly, and stress which can be detrimental to health.

Stress at work can come about for a variety of reasons. It may be excessive workload, unreasonable expectations, or overly demanding work colleagues. As a reasonable Parish Council, we try to ensure that you are in a pleasant working environment and that you are as free from stress as possible.

Employees who experience unreasonable stress which they think may be caused by work should raise their concerns with their Manager or through the Parish Council's grievance procedure. If deemed appropriate, the Parish Council will provide access to confidential counselling for employees affected by stress caused either by work or external factors

Following action to reduce the risks, they shall be reassessed. If the risks remain unsustainable by the employee concerned, efforts shall be made to reassign that person to other work for which the risks are assessed as tolerable.

Training

Training in health and safety is a legal requirement and also helps create competent employees at all levels within the Parish Council to enable them to make a far more effective contribution to health and safety, whether as individuals, teams or groups.

All employees will receive **induction training**.

Such training will cover:

fire procedures, warning systems, actions to be taken on receiving warning, locations of exits/escape routes, evacuation and assembly procedures, first aid/injury reporting procedures, names of first aiders/appointed persons, instruction on any prohibition areas (i.e. no smoking), issue of protective clothing/equipment and its use, instruction under COSHH, mandatory protection areas, thorough instruction applicable to their particular duties at work etc.

Training needs will be reviewed as a result of job changes, promotion, new activities or new technology, following an accident/incident and performance appraisal.

Records of training will be kept for all employees.

Employees must:

- Participate in the induction training activities they have been required to attend or carry out
- Work according to the contents of any training they receive
- Ask for clarification of any points they do not fully understand
- Not operate hazardous plant or equipment, use hazardous chemicals or carry out any hazardous activity unless they have been appropriately trained and instructed.

Vibration

Regular exposure to continuous vibration from a work process has the potential to cause long term ill health including a range of occupational diseases collectively known as hand-arm vibration syndrome (HAVS) or whole body vibration (WBV).

Activities which may give rise to HAVS or WBV will be assessed and you will be informed of any measures necessary and given appropriate training and instruction. Regular health assessments maybe necessary and should you develop any of the symptoms as explained during training then you should notify your manager / supervisor immediately.

Violence to Staff

The Parish Council recognises that in certain situations violent behaviour towards staff may occur and therefore will take all reasonable measures to protect staff from violence and aggression.

We define violence and aggression as:

- actual or threatened physical assaults on staff
- psychological abuse of staff
- verbal abuse which includes shouting, swearing and gestures
- threats against employees.

All staff must familiarise themselves with any relevant risk assessments to help them prevent violence and aggression so far as possible and to help them manage it if it occurs.

If you are a witness or receive any violence or aggression towards you, then you should report this to your manager / supervisor so that this can be recorded and investigated. The Parish Council will support the decision of any employee wishing to press charges against the individual(s) involved. Access to counselling can also be provided where required.

Visitors

In the interest of safety and security, the Parish Council will take the necessary measures to protect staff and visitors from any accidents or incidents that may occur during visiting.

Employees hosting visitors must ensure that:

- They are authorised to enter the premises or are accompanied
- They adhere to applicable health and safety instructions and rules during their visit
- Adequate information is passed to ensure their safety including emergency information
- Any protective clothing required is provided and worn
- Any accidents / incidents involving visitors are reported through the accident reporting arrangements.

Employees aware of people on the premises who may be unauthorised should report these to their manager for action.

Emergency Action

In the event of the fire alarm sounding, all visitors should be escorted to the assembly point by their host. Visitors should not leave the area before notifying the senior person present.

Waste Management

The Parish Council will instigate a waste management plan for any work carried out when required to by law. Employees must ensure that they are aware of the waste management plan, fill in appropriate documentation and place waste into appropriate recycling containers, bins, skips or drums.

Typically, the following wastes will be placed into separate waste containers:

- Metal
- Hard core e.g. Bricks, broken concrete
- Wood
- Plaster board
- Glass
- Paper and card
- Waste oils
- Waste chemicals
- Fluorescent light bulbs, typically containing mercury e.g. Energy efficient light bulbs
- Batteries
- Printer cartridges
- Electrical appliances
- Food waste
- Gardening waste
- General waste (e.g. only suitable for land fill).

Work at Height

The Parish Council will take all reasonable steps to provide a safe working environment for all employees who may be affected by work at height activities.

The need to undertake work at height will be eliminated whenever it is reasonably practicable to do so. Where not practical, then the Parish Council will ensure that all work activities that involve work at height are identified and assessed.

If working at height you must ensure that:

- The task has been assessed
- Suitable safety measures are in place
- Any equipment being used has been erected by a competent person and is safe to use
- You only use equipment for which you have been trained and are authorised to use.

Ladders are permitted for light, short duration work only and must be checked in advance of use and be secured to prevent displacement.

Work Equipment

The Parish Council will provide a safe working environment in relation to work equipment safety and ensure all employees receive appropriate safety information and training in their work equipment.

Employees must

- Only use work equipment for which they have received information and training for
- Not undertake any maintenance work unless competent and authorised to do so
- Not interfere with or remove anything which has been provided for safety reasons
- Report defects immediately to their manager/supervisor
- Use any personal protective equipment as required.

Working Time Regulations

The Parish Council will ensure that all workers under their control adhere to the working time regulations.

The working time regulations are designed to limit the number of hours individuals have to work. The Parish Council will NOT encourage workers to work over the 48 hours but workers can choose to work longer hours if they wish, by opting out. Workers cannot be forced to opt out and can revoke their opt out, if they give a suitable notice period.

Individuals who are tired due to working excessive hours are more likely to suffer from mental health problems, general ill health and to make mistakes leading to accidents.

A summary of the requirements for adult workers:

- A maximum of 48 hours per week, averaged out over a 17 week reference period (employees can opt out of this)
- Entitlement to a minimum uninterrupted rest period of 11 hours in every 24-hour period with no opt out
- Entitlement to 28 days paid holiday per year (including statutory holidays) for full time workers (pro-rata for part time workers)
- Maximum of 8 hours per shift for night shift workers
- Free health assessments for night shift workers
- 24 hour rest period at least once a week, can be 48 hours every fortnight with no opt out
- Entitlements to a rest break if working over six hours
- Employees must not suffer any detriment if they choose not to opt out.

Travelling to and from the normal work place, break periods, rest periods, holidays and sickness do not count as working time.

The reference period of 17 weeks can be increased to 26 weeks or 52 weeks by local collective agreements with recognised trade unions or official employee representatives.

A young person's maximum hours are limited to 40 hours per week with no reference period.

Young persons are generally excluded from shift working.

Further information

All employees should refer to the Main Office for full details of the Parish Council's policy on working times, holidays and other benefits.

GUIDANCE

Control of Substances Hazardous to Health (COSHH)

There are a range of Hazardous Substances to which the regulations apply. These include:










- Those classified and shown with warning label
- Substances with Occupational Exposure Limits
- Biological agents e.g. Legionella bacteria
- Any kind of dust
- Substances generated by work processes e.g. Various bacteria/viruses from bodily fluids' premises with covered or underground parking that may expose people to vehicle exhaust fumes and some manufacturing and cleaning processes that may give off dusts, vapours or fumes.

Hazard Labelling

Hazardous substances may be defined as being toxic, corrosive, a health hazard, a serious health hazard, flammable, oxidising, explosive, harmful to the environment or gases stored under pressure.

Classification of hazardous substances is currently done under the Classification Labelling and Packaging (CLP) Regulations, which came into full effect in June 2015. These Regulations require hazardous substances to be packaged and labelled to an internationally agreed standard.

Hazardous substances can be readily identified by their label:

	Health Hazard		Corrosive		Toxic
	Flammable		Oxidising		Harmful to the environment
	Serious Health Hazard		Explosive		Gases under pressure

Hazardous substances that are generated by work processes are not as easily identifiable as they do not come conveniently labelled. You will be informed of any hazardous substances generated by the company's work processes.

Exposure Routes

Exposure to hazardous substances may be via:

- Inhalation e.g. Dust/ particulate or vapours/ fumes
- Contact with eyes or cuts
- Absorption through the skin
- Ingestion
- Injection.

Hazard Effects

Effects on health may be short-term or long-term and will generally vary according to levels and duration of exposure. Effects of substances also vary with some having an accumulative effect and some that will have only temporary health effects.

Control Principles

The principles applied to substances to control exposure are:

1. Elimination e.g. Don't use the substance
2. Substitution e.g. A less hazardous substances
3. Engineering controls e.g. Local exhaust ventilation
4. Information, instruction, supervision and training
5. Personal Protective Equipment (PPE) e.g. gloves, glasses, overalls.

Working with Hazardous Substances

Prior to working:

- Ensure you understand the risks of working with any hazardous substances and the controls in place
- Ensure you know the location of the material safety data sheets and risk assessments
- Ensure the controls specified in the risk assessment, including any items for emergencies are:
 - In place
 - Fully operational
 - Available.
- Ensure you understand how to operate or use any control measures safely and have received training prior to starting work.

Whilst working

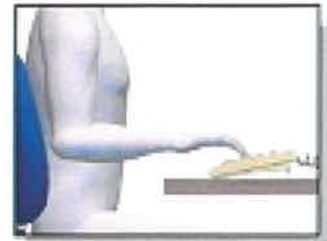
- Ensure regular check controls are effective
- Clean up any spillages etc
- Report any problems or defects immediately to your manager
- Report any ill-health or accidents to your manager.

Display Screen Equipment (DSE)/Visual Display Unit (VDU)

Some practical tips:

Getting Comfortable

- Adjust your chair and VDU to find the most comfortable position for your work. As a broad guide, your lumbar should be supported by the seat cushion, forearms should be approximately horizontal and your eyes the same height as the top of the VDU.
- Make sure you have enough work space to take whatever documents or other equipment you need.
- Try different arrangements of keyboard, screen, mouse and documents to find the best arrangement for you. A document holder may help you avoid awkward neck and eye movements
- Arrange your desk and VDU to avoid glare, or bright reflections on the screen. This will be easiest if neither you nor the screen is directly facing windows or bright lights. Adjust curtains or blinds to prevent unwanted light
- Make sure there is space under your desk to move your legs freely. Move any obstacles such as boxes or equipment
- Avoid excess pressure from the edge of your seat on the backs of your legs and knees. A footrest may be helpful, particularly for smaller users.



Keying in

- Adjust your keyboard to get a good keying position. A space in front of the keyboard is sometimes helpful for resting the hands and wrists when not keying.
- Try to keep your wrists straight when keying. Keep a soft touch on the keys and don't overstretch your fingers. Good keyboard technique is important.

Using a mouse

- Position the mouse within easy reach, so it can be used with the wrist straight. Sit upright and close to the desk, so you don't have to work with your mouse arm stretched. Move the keyboard out of the way if it is not being used.
- Support your forearm on the desk, and don't grip the mouse too tightly.
- Rest your fingers lightly on the buttons and do not press them hard.

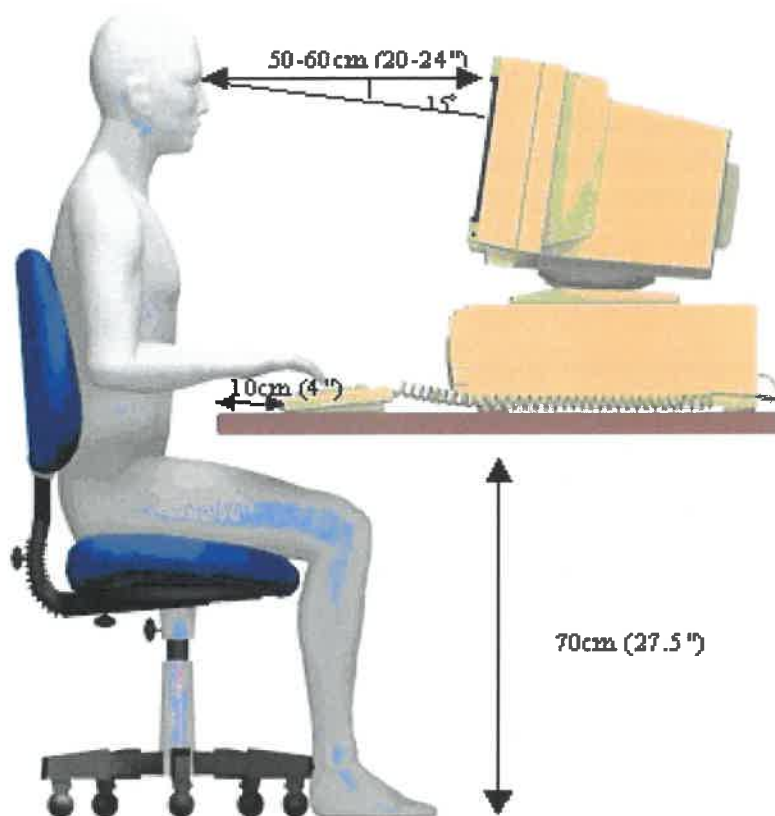
Reading the screen

- Adjust the brightness and contrast controls on the screen to suit lighting conditions in the room.
- Make sure the screen surface is clean.

- In setting up software, choose options giving text that is large enough to read easily on your screen, when you are sitting in a normal, comfortable working position. Select colours that are easy on the eye (avoid red text on a blue background, or vice-versa).
- Individual characters on the screen should be sharply focused and should not flicker or move. If they do, the VDU may need servicing or adjustment.

Posture and Breaks

- Don't sit in the same position for long periods. Make sure you change your posture as often as practicable. Some movement is desirable, but avoid repeated stretching to reach things you need (if this happens a lot, rearrange your workstation).
- Most jobs provide opportunities to take a break from the screen, e.g. to do filing or photocopying. Make use of them. If there are no such natural breaks in your job, your employer should plan for you to have rest breaks. Frequent short breaks are better than fewer long ones.



Driving

Driving is the most dangerous work activity that most people do. Research indicates that around 20 people are killed and 250 seriously injured every week in crashes involving someone who was driving for work purposes. The Parish Council encourages employees to follow the guidance given in order to minimise risk to themselves and other road users.

Vehicle Maintenance and Checks

Parish Council vehicles will be maintained by approved companies and in accordance with the manufacturer's recommendations and schedules.

Employees are required to ensure that their vehicles are maintained in accordance manufacturers recommended service intervals and are in a safe roadworthy and legal condition at all times. If your vehicle is over 3 years old, it requires an annual MOT test.

Regular checks should be carried out on vehicles by drivers, especially prior to undertaking a long journey. These should include:

- Oil, coolant and brake fluid levels
- Power steering fluid level
- Screen washer fluid level
- Wiper condition and operation
- Windscreen condition and cleanliness
- Tyre pressure, tread depth and general condition
- All lights are working
- Seatbelts
- Bodywork.

If any faults are found that may affect vehicle safety, the vehicle **MUST NOT** be used until they are remedied.

Vehicle Breakdown

Breaking down can be a stressful and worrying experience, particularly if you are alone or in an unfamiliar place. It can also be hazardous. Following the basic safety guidelines below can help to reduce risk.

On motorway

If at all possible, leave the motorway at next exit or pull into a service station. If this is not possible then the hard shoulder should be used accordingly:

- Use the hard shoulder lane to decelerate before stopping as far to the left as possible, preferably near an emergency telephone
- Turn on hazard warning lights along with sidelights if dark or visibility is poor. Do not display a red triangle or other warning device
- Get out of the car by doors on the verge side. Ensure passengers also vacate the vehicle the same way
- Take note of marker posts and contact the emergency services, where possible, using an emergency phone instead of a mobile phone
- If walking along the hard shoulder to a telephone, keep as far away from the traffic as possible
- If you feel at risk from another person, return to your vehicle by the passenger door and lock all doors. Leave the vehicle again as soon as you feel danger has passed
- **DO NOT** attempt even minor repairs

If you cannot get your vehicle onto the hard shoulder, switch on the hazard warning lights and only leave your vehicle when you can get safely clear of the carriageway.

You must NEVER use the motorway hard shoulder to:

- Stop for a break, to eat or drink or to go to the toilet – use the service stations
- Use a mobile telephone
- Check a route or map.

Off the motorway

If your vehicle breaks down on an ordinary road or carriageway, you should:

- Leave your car in as safe place as possible, ideally away from traffic
- Switch off the engine
- Switch on hazard warning lights along with sidelights if dark or visibility is poor
- Display a red triangle, if you have one, on same side of road at least 45 meters (147ft) behind
- Find the nearest telephone or use a mobile phone to phone for assistance
- Wait for assistance in a safe place, away from your vehicle, keeping clear of the road and traffic
- Do not stand between your vehicle and oncoming traffic as you may obscure lights.

Tyre Safety

You need good tyres to drive safely as they affect the steering, braking and acceleration of your vehicle. Faulty tyres work less efficiently and don't last as long; they could also mean a heavy fine and penalty points on your licence. It is against the law to have:

- Car tyres with tread worn below 1.6mm
- A mix of radial and cross ply tyres
- Over or under inflated tyres
- Tyres with cuts, lump, bulges or tears
- The wrong sort of tyre fitted.

Tyre pressures and inflation

Refer to the manufacturer's handbook for guidance on recommended pressures for your vehicle. Care must be taken when inflating a tyre. Only fill the tyre to the manufacturer's recommended pressure for the type of driving to be undertaken. Do not use tyre inflation devices near to cuts / open wounds etc. Tyre pressures should be checked every 2 weeks and when the tyres are cold (pressures are raised when warm).

Accidents

Any accidents involving physical injury to an employee driving on Parish Council business (excluding commuting to and from work) or involving a member of the public must be reported through the Parish Council's accident reporting procedures.

Mobile Phones

Research has shown that the potential for being involved in an accident whilst using a mobile phone can be significantly increased due to the individual concentrating more on the phone conversation than on their immediate surroundings.

The law has now made it illegal to use a hand-held mobile phone when driving, even when you are stopped at traffic lights or in a queue of traffic. This includes making or receiving calls, pictures, text messaging or accessing the internet.

You can also be prosecuted for using a hands-free mobile phone if you fail to have proper control of the vehicle. If you drive carelessly or dangerously when using any phone, the penalties can include disqualification, a large fine and up to two years imprisonment.

Mobile phones should be used in accordance to the Parish Council's agreed policy when driving on Parish Council business.

Driver Fatigue

Research shows that physical fatigue and tiredness in drivers is a significant cause of accidents, particularly on motorways.

Drivers should recognise the signs of fatigue, which are:

- Increased yawning
- Not remembering the last few minutes
- Jerking your head or body from the brink of falling asleep
- Losing concentration
- Car veering off the road.

If drivers feel sleepy, they should get off the road into a safe parking area to take a break. In order to keep awake until reaching a suitable parking place, drivers should turn on the radio, open the window or increase the cold air ventilation.

To avoid fatigue, try the following tips:

- Plan your journey to include a 15 minute break every 2 hours
- Drink coffee or high caffeine drink
- Don't start a long trip if already tired
- Ensure you have had sufficient sleep if starting early
- Avoid driving between midnight and 6am when you are likely to feel sleepy.

Driver Eyesight

Drivers should be able to read a number plate at the legal distance of around 20 meters (65 feet), using any corrective appliances such as glasses or contact lenses. The general recommendation is to have eyesight tested every two years. Having an eyesight test will usually identify the majority of common eyesight conditions and also give clues about other less common diseases.

If there is any problem with the employee's vision, because of either injury or disease or following an eyesight test, the employee must notify their line manager immediately.



Adverse Weather

The British weather is unpredictable and adverse weather can occur suddenly. If you drive regularly for work you should ensure that you are prepared for the weather conditions. When adverse weather has been forecast, relevant details should be obtained to decide whether it is appropriate to travel.

Alternative methods of travel may be more suitable depending on the weather conditions. Driving in adverse weather should take account of visibility, ability to stop when roads are wet or icy and load etc being carried.

Poor Visibility

When visibility is seriously reduced you should drive at a safe distance with dipped headlights on. You may also use front and rear fog lights (in addition to the headlights) but you must switch them off when visibility improves.

Wet Weather

In wet weather, stopping distances will be at least double those required for stopping on dry roads. This is because your tyres have less grip on the road. In wet weather:

- You should keep well back from the vehicle in front. This will increase your ability to see and plan ahead
- If the steering becomes unresponsive, it probably means that water is preventing the tyres from gripping the road. Ease off the accelerator and slow down gradually
- The rain and spray from vehicles may make it difficult to see and be seen. Use dipped headlights.

Flooded roads

Occasionally roads becoming flooded when there is a high rainfall over a short period of time.

- Don't attempt to cross if water seems too deep
- Drive slowly in first gear but keep the engine speed high by slipping the clutch to avoid stalling
- Avoid the deepest water
- Test brakes after driving through floods.

Icy and Snowy Weather

Great care should be taken when driving in icy or snowy weather. Vehicle drivers are advised to carry a spade, warm clothing, a warm drink and emergency food in case your vehicle breaks down.

When driving:

- Keep well back from the vehicle in front as stopping distances can be ten times greater than on dry roads
- Take care when overtaking gritting vehicles
- Watch out for snowploughs, which may throw out snow on either side. Do not overtake them unless the lane you intend to use has been cleared
- Drive extremely carefully when the roads are icy. Avoid sudden actions as these could cause a skid.

Windy Weather

High side vehicles are most affected by windy weather, but a strong gust can also blow a car off course. This can happen on stretches of road exposed to strong crosswinds, or when passing bridges or gaps in hedges. In strong winds your vehicle may be affected by turbulence created by large vehicles. Motorcyclists are particularly affected, so keep well back from them when they are overtaking high sided vehicles.

Personal Security

Lone driving forms part of the Parish Council's policy regarding Parish Council vehicles, whether the driver is female or male. Below is a checklist for personal security when driving:

- Keep the doors of the vehicle locked, especially when in towns to avoid 'car-jacking'
- Keep 'valuables' including briefcases etc. Out of sight when driving and on parking, lock whatever is to be left behind in the boot
- When parking, if possible, drivers should use a manned car park and park near the exit. Reversing into parking spaces is also advised to allow drivers to drive off immediately
- Keep the vehicle well maintained and with a surplus of fuel for the planned journey or to the next planned rest break or refuelling point
- Keep a mobile phone with you to summon help or keep in contact with your manager / office
- Avoid eye contact with other drivers and do not get into personal confrontation
- If you believe you are being followed, drive to a police station, if possible, or a crowded place
- Always approach the vehicle with the key alarm/sender in hand, and be aware of people around you
- Carry a torch (integral with the key if possible) to make locating the lock at night easier
- Look in the back seat before entering and lock the car once seated.

Alcohol and Drugs

Driving under the influence of alcohol or drugs (whether prescribed or illegal substances) is against the law. Drugs and alcohol can both seriously impair your ability to drive and the effects may last for a number of hours (or days). There is no safe limit of alcohol and drugs as their effects can be dependent on a number of factors:

- Weight
- Sex
- Age
- Metabolism
- Amount of food consumed
- Amount and type of alcohol consumed.

Before driving, employees must ensure they are fit to drive and have a level of alcohol below the maximum limit allowed, ideally zero and not under the influence of any drugs that may affect ability to drive (check with your pharmacist / GP for the effects of any prescribed or over the counter drugs).



If driving on Parish Council business this should be in accordance with the Parish Council policy. Consumption of alcohol whilst driving is prohibited both during Parish Council time or whilst driving a Parish Council vehicle. The possession, use or distribution of drugs / substances for non-medical purposes is strictly forbidden.

Refuelling of Vehicles

Due to the risks of fire and explosion, when refuelling any vehicle, the following should be adhered to:

- Do not use any naked flames whilst on the filling station forecourt
- Do not use mobile phones
- Do not smoke.

Care should also be taken when walking on the forecourt due to the possibility of spilt diesel and petrol being present.

For those using an unfamiliar vehicle check fuel type prior to dispensing. If using diesel, then gloves should be worn when refuelling.

Safe Speed

One of the most significant risks for drivers and road users is inappropriate speed. This includes both exceeding the speed limits and driving within the limits but in unsuitable conditions.

When driving you should observe the following guidance:

- Ensure you know the national speed limits for the roads and vehicle you are driving
- Plan journeys allowing for poor weather, traffic delays etc
- Obey posted speed limit signs at all times (even if late at night / early morning)
- Reduce speeds for poor weather, busy roads, unfamiliar roads, high pedestrian activity etc.

Further Advice and Information

<http://think.direct.gov.uk/>

Electrical Safety

What are the hazards?

The main hazards are:

- Contact with live parts causing shock / burns (normal mains voltage, 230 volts AC, can kill)
- Faults which could cause fires
- Fire or explosion where electricity could be the source of ignition in a potentially flammable or explosive atmosphere, e.g. In a spray paint booth

Ensure that:

- Suspect or faulty equipment is taken out of use, labelled 'DO NOT USE' and kept secure until examined by a competent person
- Where possible, equipment, tools and power socket-outlets are switched off before plugging in or unplugging
- Equipment is switched off and/or unplugged before cleaning or making adjustments.

Visual checks on electrical equipment

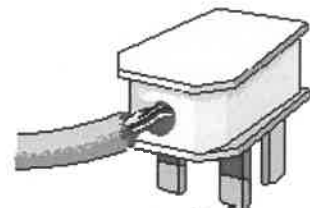
1. Inspections and testing of all portable electrical equipment and the fixed electrical installations is the responsibility of the Parish Council, though the responsibility for undertaking visual checks falls to all employees.

2. Around 95% of all faults or damage can be found by visual checks and this will involve checking:

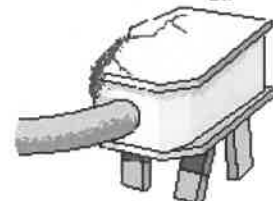
- For damage to the cable covering, such as cuts and abrasions, apart from light scuffing, or non-standard repairs e.g. Cable wrapped with electrical tape



- Where the cable enters the plug. Internal wires - those covered by the outer sheath may be exposed or the cable may be loose and move within the plug



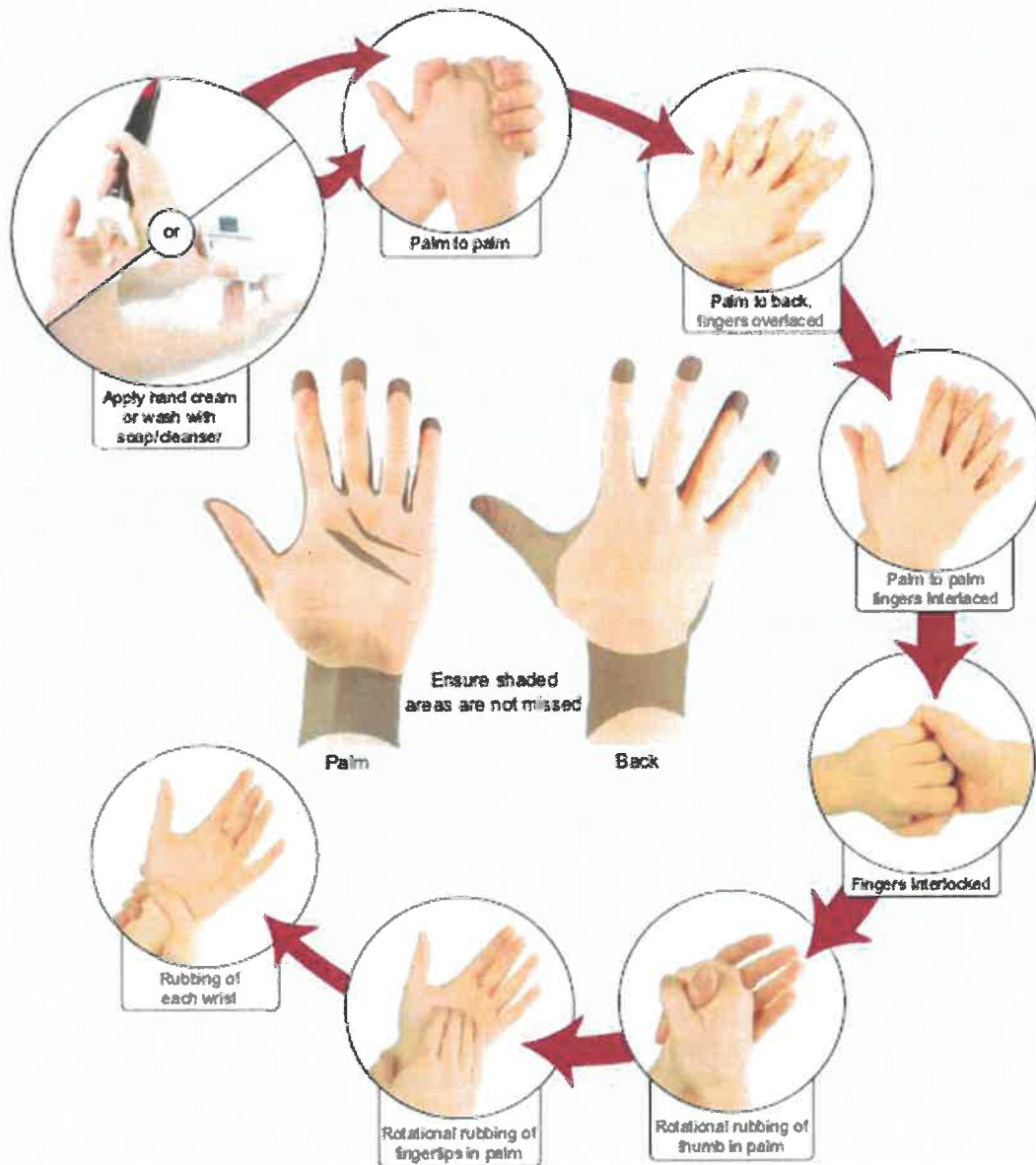
- For damage to the plug, such as the cracked casing, bent pins, evidence of overheating i.e. Burn marks or discoloration



- For damage to the sockets, switches, etc. E.g. Cracked or broken casing
- That equipment has been used in conditions for which it is not suitable, e.g. A wet or dusty workplace or has damage to the outer cover of the equipment or has obvious loose parts or screws
- Cables are routed safely, with the one extension lead used per socket. Where there is a risk of tripping over cables and they cannot be re-routed, cable strips must be fitted.

Hand Washing

It is important to look after your skin. Wash hands using steps below to remove any contamination from your skin promptly and remember to thoroughly dry your skin after washing. Using moisturising creams can also help to protect your skin.



Regularly check your skin for dermatitis. Look for signs of dryness, itching and redness. If you think you may have dermatitis, report it to your supervisor.

Ladders and Stepladders

This guidance is to help you:

- Know when to use a ladder
- Decide how to go about selecting the right sort of ladder for the particular job
- Understand how to use it
- Know how to look after it
- Take sensible safety precautions.

When is a ladder the most suitable access equipment?

As a guide, **only** use a ladder or stepladder:

- In one position for a maximum of 30 minutes
- For 'light work' - they are not suitable for strenuous or heavy work. If a task involves you carrying more than 10 kg (a bucket of something) up the ladder or steps it will need to be justified by a detailed manual handling assessment
- Where a handhold is available on the ladder or stepladder
- Where you can maintain three points of contact (hands and feet) at the working position.

On a **ladder** where you cannot maintain a handhold, other than for a brief period of time, other measures will be needed to prevent a fall or reduce the consequences of one. On **stepladders** where a handhold is not practicable you will need to consider whether it is safe to work or not.

Is it a safe place to use a ladder or stepladder?

As a guide, **only** use a ladder or stepladder:

- On firm ground or spread the load (e.g. Use a board)
- On level ground - for stepladders refer to the manufacturer's instructions, for ladders the maximum safe ground slopes on a suitable surface (unless the manufacturer states otherwise) are as follows:
 - Side slope 16° – but the rungs still need to be levelled
 - Back slope 6°
- On clean, solid surfaces (paving slabs, floors etc). These need to be clean (no oil, moss or leaf litter) and free of loose material (sand, packaging materials etc) so the feet can grip. Shiny floor surfaces can be slippery even without contamination.

Never stand ladders or stepladders on moveable objects, such as pallets, bricks, lift trucks, tower scaffolds, vans, stacks of paper or boxes etc. If the ladder or stepladder won't reach, you need to use a more suitable type of access equipment.

You should **only** use ladders or stepladders:

- Where they will not be struck by vehicles, by protecting them with suitable barriers or cones
- Where they will not be pushed over by other hazards such as doors or windows, by securing doors (not fire exits) and windows where possible. If this is impractical, have a person standing guard at a doorway, or inform building occupants not to open windows until they are told it is safe to do so
- Where pedestrians are prevented from walking under them or near them, by using barriers, cones or, as a last resort, a person standing guard at the base.

On a ladder **do not**:

- Overload it – you and anything you are carrying should not exceed the highest load stated on the ladder
- Verreach - keep your navel inside the stiles and both feet on the same rung throughout the task
- Rest ladders against weak upper surfaces e.g. Glazing or plastic gutters. Use effective spreader bars instead
- Use the top three rungs
- Move the ladder while someone is using it
- Extend a ladder while standing on the rungs
- Slide down the stiles.



Overreaching – not maintaining 3 points of contact Maintaining 3 points of contact

Do:

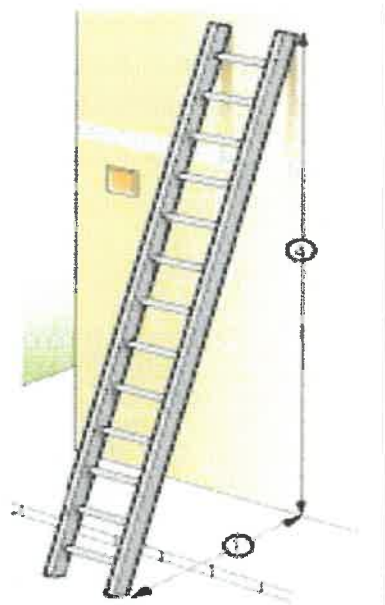
- Make sure the ladder rungs are level. This can be judged by the naked eye. Ladders can be levelled using specially designed devices but not by using bits of brick or whatever else is at hand
- Check that the weather is suitable - do not use ladders in strong or gusting winds
- Wear sensible footwear. Shoes should not have the soles hanging off, have long or dangling laces, or be thick with mud or other slippery contaminants. High heels are also unsuitable!
- Check that you are fit. Certain medical conditions or medication, or a fear of heights, could mean that you shouldn't be working at height
- Know how to tie a ladder properly.

You should also avoid holding items when climbing (for example by using tool belts). If you must carry something you must still have one free hand to grip the ladder. Remember the **THREE POINTS OF CONTACT RULE** – 2 hands and 1 foot or 2 feet and 1 hand **MUST BE** on the ladder at all times when climbing and descending.

Ladders must be erected at an angle of 75°. To judge the angle use the angle indicator marked on the stiles of some ladders or the 1 in 4 rule (1 unit out for every 4 units up).

Ladders used for access to another level must be tied and should extend at least 1 metre above the landing point to provide a secure handhold.

Correct 1 in 4 angle:

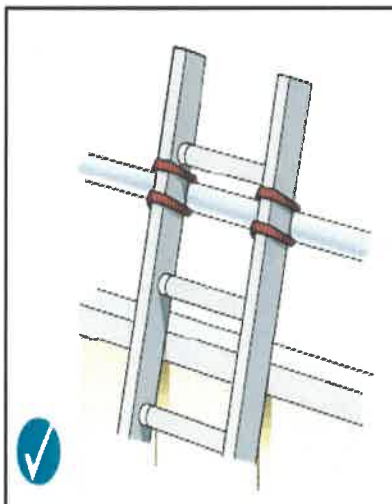


Securing a ladder

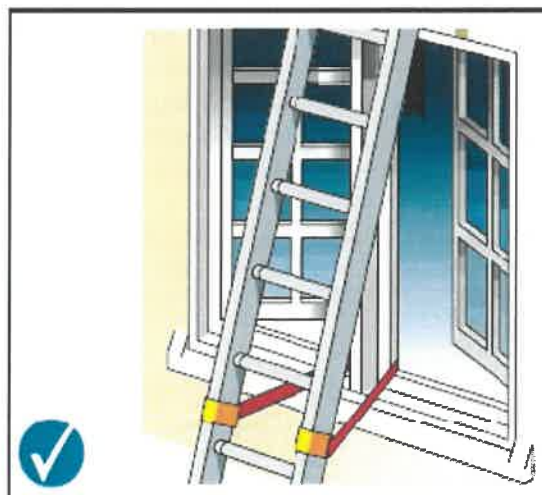
To prevent the ladder slipping away from the wall, or slipping sideways, you must secure it. The options for securing a ladder are:

- Tie the ladder to a suitable point, making sure both stiles are tied
- Where this is not practical, use a safe, unsecured ladder or a ladder supplemented with an effective ladder stability device
- If this is not possible, then securely wedge the ladder e.g. Against a wall
- If none of the above can be achieved, foot the ladder. Footing is the last resort and other methods of securing the ladder should be used in preference.

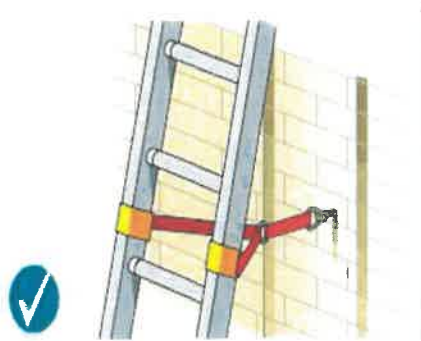
If you do have to foot a ladder, be aware that this will not stop a ladder slipping sideways at the top. Individuals footing ladders should apply weight downwards on the ladder by standing on a rung, or by pushing against the ladder stiles (although this is less effective).



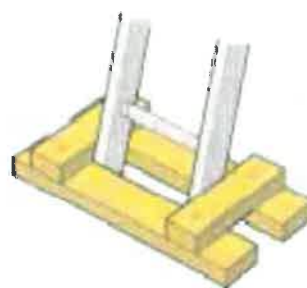
Ladder tied at the top stiles
(correct for working on, but not for access)



Tying part way down



✓ Tying near the base



✓ Securing at the base

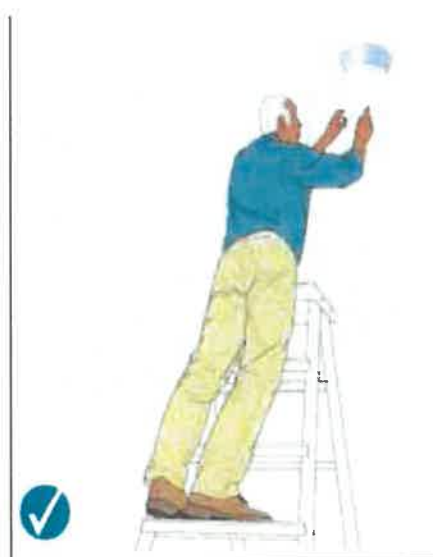
Safety in use – stepladders

On a stepladder **do not**:

- Overload it – you and anything you are carrying should not exceed the highest load stated on the stepladder
- Use it in locations where the restraint devices cannot be fully opened. Any locking devices must also be engaged
- Use the top two steps of a stepladder, unless a suitable handrail is available on the stepladder
- Use the top three steps of swing-back or double-sided stepladders, where a step forms the very top of the stepladder.

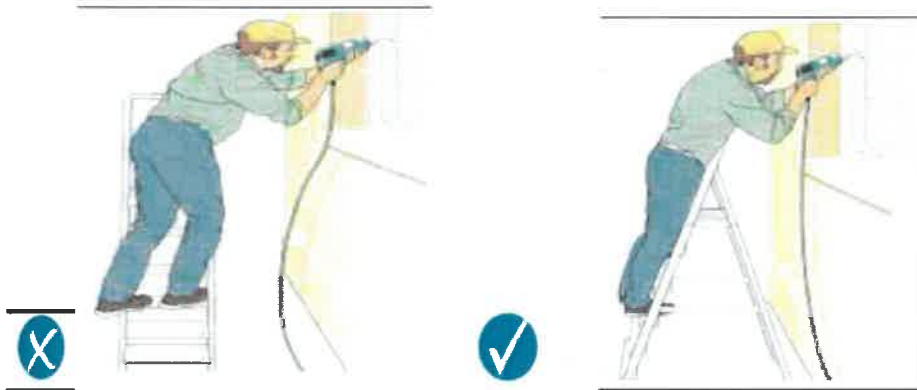


✓ Correct – two clear rungs. Don't work any higher up this type of stepladder.



✓ Correct – 3 clear rungs, do not work any higher on this type of stepladder

When using stepladders, avoid work that imposes a side loading, such as side-on drilling through solid materials (e.g. bricks or concrete), by having the steps facing the work activity. Where side-on loadings cannot be avoided you should prevent the steps from tipping over, for example by tying the steps to a suitable point, or you should use a more suitable type of access equipment.



Incorrect – steps side on to work activity

Correct – steps facing work activity

Where you cannot maintain a handhold (e.g. putting a box on a shelf), the use of a stepladder will have to be justified by taking into account:

- The height of the task
- A safe handhold still being available on the stepladder
- Whether it is light work
- Whether it avoids side loading
- Whether it avoids overreaching
- Whether your feet are fully supported
- Whether you can tie the stepladder.

Consider tying a **stepladder** where possible and helpful to the task (e.g. side-on working or where two free hands are needed). Stepladders should not be used for access to another level unless they have been designed for this.

Is the ladder or stepladder safe to be used?

You must check that the ladder or stepladder is in a safe condition before using it (a daily pre-use check). As a guide, **only** use ladders or stepladders that:

- have no visible defects
- have a current detailed visual inspection (look for an inspection label)
- are suitable for work use. Use Class 1 or EN 131 ladders or stepladders at work because domestic (Class 3) ones are not normally suitable for use at work
- have been maintained and stored in accordance with the manufacturer's instructions.

Also, you must always use a non-conductive ladder or steps for any necessary live electrical work.

Pre-use checks

Look for obvious visual defects before using a ladder or stepladder. Check that:

- All the ladder feet are fitted
- The feet are in good repair (not loose, missing, splitting, excessively worn, secure etc)
- The feet are clean - the feet should be in contact with the ground. Ladder feet should also be checked when moving from soft/dirty ground (e.g. Dug soil, loose sand/stone, a dirty workshop) to a smooth, solid surface (e.g. Paving slabs), to ensure the foot material and not the dirt (e.g. Soil, embedded stones or swarf) is making contact with the ground
- All the screws, bolts and hinges are secure
- On a stepladder, that the "spreaders" on the ladder can be locked into place
- There are no other obvious signs of damage such as cracks.

If you find a problem, DO NOT USE the ladder. It should be repaired (if practicable) or destroyed

Storage

When storing ladders and stepladders, store them in a well ventilated area to prevent sagging and warping. Store straight ladders in flat racks or on wall brackets, don't hand them from the rungs. Store step ladders in the closed, vertical position.

The information in this Guidance is based on the HSE leaflet 'Safe use of ladders and step ladders'.

Lone Working

There are certain circumstances where two staff must always be involved and specifically, that a safe system of work should be followed e.g. working in confined spaces. If you think that the job cannot or should not be done safely alone discuss it with your manager or supervisor prior to starting.

Working alone can involve a number of scenarios. However, the following practical tips will apply to all of these:

- Always tell someone, record where you are going, when you are going and your expected time of return
- Take a mobile phone with you and ensure that it is charged in case you need to use it
- Ensure your manager or colleagues have a record of your mobile telephone number
- Keep valuables / cash to a minimum
- Maintain regular contact with colleagues or manager.

INTERVIEWING IN OFFICES

There is a potential for violent crime against staff at all times, not least when interviewing or meeting members of the public in offices. The following general advice is given:

- Ensure your manager or colleagues have a record of your mobile telephone number
- Keep valuables / cash to a minimum
- Maintain regular contact with colleagues or your manager
- Assess the client prior to the meeting
- Notify staff in your department, recording who and where you are interviewing
- Ensure that there are always other members of staff available
- If you have any doubts or fears do not interview alone, ask for another member of staff to assist
- Be constantly alert to signs of tension, frustration or aggression
- When using any interview room ensure that your exit to the door is not impeded, always seat yourself nearest to the exit
- Prior to using an interview room ensure that there are no loose objects available which could be used as weapons
- Know how to summon help and ensure this remains accessible.

WALKING

Anyone who is on foot should develop a sensible level of awareness to danger that is relevant to the circumstances. The use of a few sensible precautions should minimise risks:

1) Walking safely

- Avoid short cuts through dimly lit or enclosed areas
- After dark keep away from bushes, doorways and alleyways
- Tell your manager or colleagues your precise destination and expected time of return
- Walk facing oncoming traffic, this avoids a vehicle coasting quietly upon you from behind
- Walk confidently and purposefully, avoid sending out signals of fear and vulnerability
- Do not wear a personal stereo, it will reduce awareness of your surroundings
- Wear sensible footwear, do not wear footwear which may impede your actions if alarmed
- If you think you are being followed, cross the street. If they continue to follow, move to the nearest place with people and call the police using your mobile phone
- Keep your distance if asked for directions.

2) Carrying money and valuables safely

- Don't carry more cash than absolutely necessary
- Keep wallets/purses in inside pockets
- Carry handbags close to the body, on the side away from the kerb
- Make sure the fastening on the bag is secure
- If someone grabs your bag or wallet, let it go. Personal safety is paramount.

3) Be on guard with strangers

- Be cautious in conversation; don't give away any personal details
- Trust your instincts and avoid crowds or groups which may appear threatening
- Be wary of stationary vehicles with engines running and people sitting in them
- If a car stops and you are threatened, move away quickly in the opposite direction and use your mobile phone to call for assistance.

Driving

If you drive, a few sensible precautions will help minimise risks and help to make you more confident:

1) before you set off

- Make sure your vehicle is regularly serviced and check oil and tyres etc. Regularly
- Ensure you have adequate fuel for the journey
- Plan your route
- Tell your manager or colleagues your precise destination and expected time of return.

2) on the road

- Keep bags and other valuables out of sight – even during the journey
- Keep doors locked, windows and sunroof closed as much as possible, especially in stop/go traffic
- Do not pick-up hitch hikers
- If followed, drive to the nearest police station or concentration of people and call for assistance using your mobile phone.

3) Leaving the vehicle

- Always lock your vehicle and put anything of value out of sight
- If dark or if it will be dark when returning to your vehicle, park in well lit places, as near to your destination as possible
- Wherever possible, use a manned car park
- When parking, reverse your vehicle into a parking space and leave it as close to the exit as you can
- Have your keys ready when you return to your vehicle; check the interior for intruders before getting in.

4) if you break down

- Pull off the road as far as you can and if necessary switch on your hazard warning lights
- If someone offers help and you feel uncertain about them, stay in your vehicle (except on motorway) with the doors locked and use your mobile phone to summon assistance. Do not get into a car with a stranger or try to hitch a lift
- Summon assistance using your mobile phone and give precise details of your location .

5) if you feel threatened

- If you are being followed, drive to a busy place
- If the occupants of a car beside you e.g. At traffic lights or road junction try to attract your attention for any reason, simply ignore them
- If a car travels alongside you at the same speed, slow down and let them pass. If the driver persists, drive to a busy place and call the police
- If a car pulls up in front of you, forcing you to stop, leave the engine running, activate your hazard warning lights and sound your horn continuously. If the driver gets out and approaches you, reverse and get away.

Manual Handling

PRINCIPLES OF GOOD HANDLING TECHNIQUE

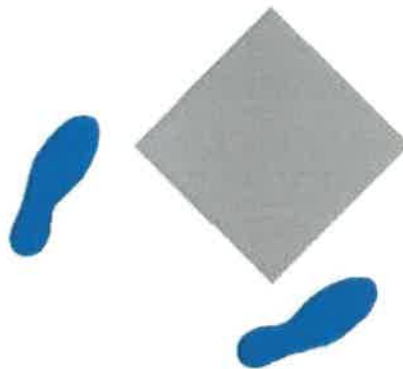
1 Planning

Plan the lift and consider: where the load is to be placed, what are the distances involved, are there any obstructions such as closed doors, is assistance required, and can handling aids or equipment be used?



2 Feet

The feet should be positioned a shoulder width apart, one foot ahead of the other in the direction of the intended movement.



3 Knees

Adopt a good posture for handling with the knees bent (not squat – don't kneel), in order to gain the most effective power from the thigh muscles.

4 Back

The back should be straight (not necessarily vertical, 15 - 20° from vertical is alright) keeping the natural curve of the spine. It may help to tuck in the chin. If necessary, lean forward a little over the load to get a good grip and to keep the centre of gravity over the load.

5 Arms

The arms should be close to the body (nearer the centre of gravity) with the shoulders level and facing the same direction as the hips.



6 Hands

Ensure a firm grip on the load using the roots of the fingers and the palm of the hand. Holding the load this way is also less tiring than keeping the fingers straight.

7 Head

Raise the chin out and up as the lift begins, otherwise this results in round shoulders and a curved spine.

8 Moving the Load

Keep the load as close to the trunk for as long as possible, and where relevant, keep the heaviest side of the load close to the body. Slide the load towards you if required.



- Lift smoothly
- Move the feet not the trunk when turning to the side i.e. don't twist.
- Put the load down and then slide the load into the required position if necessary.

9 Team handling

Handling by two or more people may make possible an operation that is beyond the capability of one person or reduce the risk of injury to a solo handler.



Additional difficulties may arise if team members impede each other's vision or movement, or if the load offers insufficient good handholds. This can occur particularly with compact loads which force the handlers to work close together or where the space available for movement is limited.

When lifting loads at or near floor level is unavoidable, it is preferable to use handling techniques which allow the use of relatively strong leg muscles rather than those of the back, provided the load is small enough to be held close to the trunk. In addition, if the task includes lifting to shoulder height, allow the handlers to change hand grip. Bear in mind however, that such techniques impose heavy forces on the knees and hip joints which must carry both the weight of the load and the weight of the rest of the body.

The closeness of the load to the body can also be influenced by foot placement. The elimination of obstacles which need to be reached over or into will permit the handler's feet to be placed beneath or adjacent to the load before beginning the manual handling operation.

Violence and Aggression

Work-related violence has serious consequences for employees and the Parish Council. Victims may suffer not only physical injury, but also psychological effects, such as anxiety and stress. The Parish Council will take reasonable measures to protect you from acts of violence and aggression.

What is meant by violence?

An act of violence can be defined as:

- Actual or threatened physical assaults on staff
- Psychological abuse of staff
- Verbal abuse which includes shouting, swearing and gestures
- Threats against employees.



How will the parish council support you?

There are a wide range of measures that the parish council will follow to reduce the risk of violence at work to employees. The parish council will:

- Carry out risk assessments of potential conflict situations to determine the control measures necessary to protect staff
- Ensure that premises are kept secure
- Inform all employees of the procedure following a violent or challenging behaviour incident
- Not tolerate violence or challenging behaviour towards our employees
- Train employees who may be exposed to violence or challenging behaviour situations
- Support any employees involved in any incident
- Support their decisions regarding the pressing of criminal charges
- Provide any counselling or post-incident assistance required by the employees
- Keep records of all incidents of violence and aggression and review the control measures with a view to continual improvement in employee safety.

Diffusing the situation

In the event of violent or aggressive behaviour towards you there are several steps that you can try to diffuse the situation:

- **Act in control:** Even if you feel anxious or scared when confronted by an aggressor, try to give the impression that you are confident and in control of the situation. Anxiety is an entirely reasonable reaction to violent or aggressive behaviour, but if an aggressor notices it then it may increase their level of aggression.

- **Adopt a calm approach:**
 - Talk to the aggressor in a calm and respectful manner and keep the tone of your voice low.
 - If you have been summoned to assist with a violent or aggressive customer or person that you don't know, introduce yourself to the aggressor and ask what you can do to help.
 - Maintain a non-judgmental attitude and focus your attention on the aggressor at all times
 - Let the aggressor talk without interruption and acknowledge how they are feeling. Remember that your aim is to calm them down, not to make sense of their complaint or issue.

- **Use body language:** Body language can reinforce or undermine the impression that you are trying to give.
 - Maintain neutral eye contact with the aggressor but try not to stare. Break eye contact every so often if necessary
 - Keep your face relaxed, but don't smile. The aggressor will respond badly if they think that you are laughing at them or making light of the situation.
 - Keep your body language open and don't cross your arms or gesture with anything that could be perceived as a weapon. Stand a safe distance away from the aggressor and be aware of your nearest exit at all times.

- **Work towards a solution:** Wait for the aggressor to calm down. Explain the consequences of their aggressive behaviour respectfully but firmly. Suggest ways in which the situation could be resolved without conflict, and try to give the aggressor more than one solution so that they have some control over the situation.

If you are a witness or receive any violence or aggression towards you, then you should report this to your manager/supervisor so that this can be recorded and investigated. The Parish Council will support the decision of any employee wishing to press charges against the individual(s) involved. Access to counselling can also be provided where required.

HEALTH AND SAFETY HANDBOOK ACKNOWLEDGEMENT FORM

Please read the notes below and then sign this form.

Clearly, we will do all in our power to ensure the health and safety and welfare of all our staff and we look to our employees to abide by the Health and Safety standards laid down.

We have formulated our Health and Safety at Work Policy as legally required and this handbook informs you of those sections of the Policy which affect you.

You should read the information contained in this Handbook and adhere to the rules at all times.

Please discuss any queries you may have with your employer and sign this form.

I have read the Health and Safety Handbook and understand and accept its contents. I will keep myself informed of its contents.

Signature: Date:

Print Name:



ITEM 12d – CONTINUATION PLANNING

BROUGHT BY

Council

SUMMARY

To note the intentions of the Chair and Vice chair to move on and consider the elections for a new Chair and Vice Chair to serve until the next elections in 2025 which will be held at the Annual Council Meeting on Tue 2nd May.

PARISH COUNCIL BACKGROUND

n/a

DETAILS

The Chair has submitted their resignation with effect from the 1st May 2023 (see appendices with personal data removed) and the Vice Chair has submitted their resignation effective from the same date.

FINANCIAL CONSIDERATIONS

n/a

LEGAL AND OTHER IMPLICATIONS

n/a

PROPOSAL

- To Note the resignations, discuss options and allow potential candidates to ask questions of the current Chair/vice Chair.



29th March 2023

Dear Andy

I am writing to inform Wendover Parish Council of my resignation from both the post of Chair of the Council and as a Councillor with effect from 1st May 2023.

During my past 8 years as a Councillor, I have been elected Chair of Finance 2016-2021, Chair of Planning 2018-2021 and Chair of the Council since January 2021. My initial aim as a Councillor, in 2015, was to encourage and complete the Wendover Neighbourhood Plan to help ensure that Wendover is not inundated with new inappropriate housing. Duly made in Feb 2020, just before Covid-19 lockdown, the plan is testament to the hard work and dedication of the Working Group, who were made Freemen and Women of the Parish for their commitment.

HS2 has been ever present and I was part of the group who presented to both the House of Commons and Lords select committees in the hope of mitigation on behalf of the residents of Wendover. An ongoing pressure on the area; we spent many hours trying to hold HS2 Ltd to account, but were largely unsuccessful.

On other matters, I have had the pleasure of representing WPC at many events both happy and sad, including the highlight of reading the Proclamation for King Charles III. New projects included the Haddington Play Park, Canal path restoration, cycle path, parking review and supporting CLAW.

Over the years, I have worked with a number of staff at the clocktower, whose support has been greatly appreciated.

I now feel that I have “done my bit” and that the present Councillors and staff are in an excellent position to forge their own path, keeping Wendover the great place that it currently is.

I wish everyone success with the future plans and initiatives.

Yours sincerely

Sheila Bulpett



Dear Andy

I am writing to inform Wendover Parish Council of my resignation from both the post of Vice-Chair of the Council and as a Councillor with effect from 1st May 2023.

During my past 3 years as a Councillor, I have been elected Chair of Staffing 2021-2023 and Vice-Chair of the Council since May 2021. I started off as a warden during the first lockdown as part of the Neighbourhood Scheme and then joined the Council in May in 2020.

In a short space of time, I joined the HS2 working Group with the then Chair of the Council, and 2 other residents who had diligently worked on the HS2 campaign for many, many years. It was an interesting (& often fraught) period as understandably many different opinions on how to mitigate against the might of the HS2 machine were apparent. We spent many hours trying to hold HS2 Ltd to account but were largely unsuccessful and the mined tunnel dream has now long passed.

With a business and marketing background, I recognised the need for a new Action Plan coming out of covid lockdowns to support the fledgling businesses and help promote local engagement and socialisation again. I formed the 5 Year Parish Plan working group and drove the development of the new vision and purpose for the Council and its associated projects over the coming years eg: The opening up the Manor Waste, retaining the covid-created 'café culture', creating a new vibrant brand for the town with an online portal for everything that makes Wendover unique and so special. This working group also looked into the climate emergency and how the Council could contribute towards mitigating this across all it's operations. We also created a new emergency plan and engagement plan as the world crept out from lockdown in 2021. I can confirm my intention to remain on this working group as a non-Councillor to support the work that has been done to date and those who will now implement it.

The Council Clocktower team has experienced a significant amount of change during my time on the Council and as Chair of Staffing, I have worked hard to ensure HR matters were dealt with professionally, fairly, transparently and with impartiality. I am particularly thrilled with the current make-up of the team with its blended approach of full-time staff and contractors to support as and when required and have no doubt that they will go from strength to strength. I have also consistently promoted the ongoing training programmes for both staff and councillors as our world around us rapidly changes and evolves.

I have had the pleasure of supporting our Chair, Sheila Bulpett who has taught me a lot about many things and in whom I have found a real friend. I very much enjoyed representing WPC at many events, including the reading of the Proclamation for King Charles III, the Christmas event switching on the light, the launch of the Wendover Ukrainian Support group, opening the Haddington Play Park and attending various meetings with community groups.

Like Sheila, I also feel that the present Councillors and staff are in an excellent position to forge their own path, keeping Wendover the great place that it currently is.

Yours sincerely
Jo Durden-Moore

