

**MINUTES OF THE POLICY & FINANCE COMMITTEE**

Held on Wednesday 22<sup>nd</sup> May 2024 at 7.00pm

PRESENT: Cllr Peter Kelleher (Vice Chairman)  
Cllr Andy Briers  
Cllr Luke Dadford  
Cllr Philip Day  
Cllr Rae Frederick (ex-officio)  
Cllr John Haywood  
Cllr James Swyer  
Cllr Glenys Turner

IN ATTENDANCE: Chris Wilkins, Town Clerk  
Rory Fitzgerald, Finance Manager  
Nicola Vodden, Office Manager

ABSENT: Cllr Gareth DeBoos (ex-officio)  
Cllr Mary DeBoos (Chairman)  
Cllr Janet Georgiou

**F/6299  
PUBLIC PARTICIPATION**

There was one member of the public present who wished to speak on agenda item 9. Bowling Club Pavilion roof proposal.

The Chairman of Ringwood Bowling Club addressed the Committee. He explained that the club would like to install solar panels on the south-facing clubhouse roof and reported on the benefits experienced by another club who installed a similar but smaller system. The proposal was for 16 panels to be installed. This would produce 9kw and make the club self-sufficient in the Summer. In addition, the system would have batteries with a capability of storing 5kw of energy.

He commented that the system would be paid for within 6 years, an established contractor had been identified to undertake the work and the system would be removable, should this be necessary in the future.

*With the agreement of Members, agenda item 9 was brought forward.*

**F/6300  
BOWLING CLUB PAVILION ROOF**

The Committee considered the proposal for the addition of solar panels to the Bowling Club pavilion roof (*Annex A*). It wished to compliment the club on this excellent initiative and agreed to accept the proposal.

**RESOLVED:** 1) That the request for installation of 16 solar panels on the roof of the Bowling Club building at Carvers Recreation Ground be granted; and  
2) That the Town Clerk be delegated the power to grant such permission on behalf of the Council by way of letter rather than deed.

**ACTION C Wilkins**

**F/6301  
APOLOGIES FOR ABSENCE**

Apologies for absence had been received from Cllrs G DeBoos, M DeBoos and Georgiou.

**F/6302  
DECLARATIONS OF INTEREST**

There were no declarations of interest.

**F/6303  
MINUTES OF THE PREVIOUS MEETING**

**RESOLVED:** That the minutes of the meeting held on 17<sup>th</sup> April 2024, having been circulated, be approved and signed by the Chairman as a correct record.

**F/6304  
FINANCIAL REPORTS**

Members considered the financial reports presented as *Annex B*. The transactions list for April was not available to be presented at this meeting as there had been a delay in closing the accounts for 2023/24 on the Edge software. The new financial year was now open, the resulting backlog was in the process of being cleared and transactions for both April and May would be presented at the next meeting.

Regarding the bank balances report, the predicted balance of £781,000 was actually £884,000 at the end of April. There were difficulties in getting these figures precise when large payments fall due around the end of the month. In this case, the payment occurred after the end of the month and that was why the actual balance was higher than anticipated. The figures shown under predicted movements had now happened. A further invoice for £87,000 is due at the end of May. The balances are such that a draw down is not required in order to pay this, however a small transfer from CCLA of £55,000 was requested, as funds may be required before the next meeting.

The Finance Manager reported that the internal audit was under way and all appeared to be in order at this point.

In relation to the draft outturn report, he commented that the figures included are likely to be final. There has been a significant over-recovery of income with cemetery fees exceeding the budgeted receipts, in particular. Expenditure has been lower than budget, but most of this would have been funded from capital receipts or capital reserves. The overall impact on the revenue budget has been an improvement of around £39,000, compared to the revised budget, and means a transfer to the General Reserve of £35,000.

There is a large payment outstanding for 2023/24, for the Council's contribution to the Gateway building costs and this will need to be taken into account, along with some slipped expenditure. He proposed funds of £33,395 be put aside to meet the expenditure which has rolled over, rather than impact the budget for 2024/25. Therefore, the General Reserve will increase by about £2,000.

**RESOLVED:** 1) That the list of payments made from the Imprest Account for April be presented at the June meeting;  
2) That the total amount of Petty Cash payments for April of £26.89 be noted;  
3) That the Statement of Town Council Balances be received and Inter Account Transfers report be authorised;  
4) That the Finance Manager's draft outturn report 2023/24 be noted;

- 5) That the transfer of £33,395 to an earmarked reserve, to enable carried over expenditure to take place in 2024/25 be approved; and  
6) The period for the exercise of public rights (27<sup>th</sup> June 2024 – 7<sup>th</sup> August 2024) be endorsed.

**ACTION R Fitzgerald**

**F/6305  
INFORMATION SERVICE**

*Cllr Haywood declared a pecuniary interest as he is a New Forest District Councillor and NFDC is the partner to this Service Level Agreement (SLA).*

Members considered the Town Clerk's report (*Annex C*) and the recommendation to approve the new SLA with NFDC for provision of the Information Service. He indicated the review was long overdue, detailed the main differences arising and explained that although it will result in a modest loss to the Council, his view was that the SLA is fair and represents good value.

In answer to a question about pay inflation, the Finance Manager assured Members that in preparing the budget these changes had been factored in and incremental increases were dealt with separately, programmed in over time, and would have no net impact to payroll.

**RESOLVED:** That the new Service Level Agreement (*Annex C*) be approved.

**ACTION C Wilkins**

**F/6306  
FREEDOM OF INFORMATION & DATA PROTECTION POLICIES**

Members reviewed the freedom of information and data protection policies attached as (*Annex D*).

In answer to a question, The Town Clerk confirmed that all Councillors have been set up to use the official email accounts. He strongly advised that Council business be transacted through these email accounts only and explained issues which could arise, in the event of a data breach, should it be established that personal email accounts are also being used. Regarding the 'best practice' of issuing Council devices, although this was not being proposed at this time, it would ensure that the system was properly secure and this may be something that is considered by the Council in the future.

**RESOLVED:** That the Town Clerk's report and relevant documentation (*Annex D*) be noted.

**F/6307  
HEALTH AND SAFETY MANAGEMENT POLICY**

Members considered the Town Clerk's annual report (*Annex E*) relating to the Council's policy and arrangements for the management of health and safety at work. He highlighted parts of the policy documents which were of particular relevance to Members.

The internal auditor had asked about Health and Safety compliance and this is seen as very important. There had been no RIDDOR reportable accidents. There had been some minor incidents and near misses in the last year and resulting lessons learnt. There had also been some non-compliance with policy and this had highlighted a need to emphasise that instructions given in training courses should be applied in practice.

The Council's Health and Safety culture is generally positive, not complacent and seeks improvements. Worknest are engaged as the Council's H+S consultants and there is access to free training which the Town Clerk regularly attends. He commented that focus is shifting from traditional safety concerns towards health and mental health and some work is being done around stress awareness.

**RESOLVED:** That the Town Clerk's report be noted.

**F/6308**

**PROJECTS** (current and proposed)

PF11 – 92 Southampton Road

The Town Clerk had visited the property with a representative of the letting agency. He reported that the condition was not great and given there was an unpaid balance on the rent account and costs had been incurred for the possession proceedings, the entire deposit would be forfeited.

Items will need to be removed and he had asked for advice about the minimum work required to re-let the property and also the level of investment required to improve the property in order to attract an enhanced rental income.

The Town Clerk asked Members to consider in advance of the next meeting their thoughts on these options and other alternatives such as sale of the property and exploring development potential of the site.

**RESOLVED:** That the update in respect of projects (*Annex F*) be noted.

*There being no further business, the Chairman closed the meeting at 7.48 pm.*

**Note: The text in the Action Boxes above does not form part of these minutes.**

RECEIVED  
29<sup>th</sup> May 2024

APPROVED  
19<sup>th</sup> June 2024

TOWN MAYOR

COMMITTEE CHAIRMAN

## POLICY & FINANCE COMMITTEE

22<sup>nd</sup> May 2024

### Request for consent for alterations to premises

#### 1. Introduction and reason for report

- 1.1 Ringwood Bowling Club has applied for this Council's permission (as required by the terms of their lease) to install 16 solar panels on the roof of their clubhouse at Carvers Recreation Ground in order to make their premises self-sufficient in electricity use.

#### 2. Background information and options

- 2.1 By the terms of the lease of the bowling club premises (renewed in 2023), the tenant is required to seek permission from this Council before making any alterations to the Clubhouse building but this permission cannot be unreasonably with-held or delayed.
- 2.2 Where such requests are granted it is normal for the permission to be given by way of a Licence for Alterations deed, typically containing comprehensive technical provisions designed to protect the Landlord's residual interest in the structure concerned. This results in significant legal expense falling on the tenant. In this case, however, it is acknowledged in the lease itself that the building belongs to the Club. So, this Council has no interest in the building. For this reason, it is suggested that if members are minded to grant the permission sought then they also empower the Clerk to grant the permission by letter and so spare the Club unnecessary expense.
- 2.3 Permission could only be with-held (or delayed) for some good reason or reasons that would need to be specified. Officers are not aware of any such, in this case.

#### 3. Issues for decision and any recommendations

- 3.1 **Whether to grant permission for the installation of 16 solar panels on the roof of the Bowling Club building at Carvers Recreation Ground -  
RECOMMENDATION: Grant permission.**
- 3.2 **Whether to delegate to the Town Clerk power to grant such permission on behalf of the Council by way of letter rather than deed -  
RECOMMENDATION: Delegate such authority.**

For further information, contact:

Christopher Wilkins, Town Clerk  
Direct Dial: 01425 484720  
Email: [chris.wilkins@ringwood.gov.uk](mailto:chris.wilkins@ringwood.gov.uk)

**RINGWOOD TOWN COUNCIL**

**FINANCIAL REPORTS FOR**

**POLICY & FINANCE COMMITTEE MEETING**

**22nd May 2024**

**POLICY AND FINANCE COMMITTEE 22nd MAY 2024****BANK BALANCES & PROPOSED TRANSFERS**

<b>Account Name</b>	<b>Predicted 30-Apr-24</b>	<b>Actual at 30-Apr-24</b>	<b>Predicted Movement</b>	<b>Proposed Transfers</b>		<b>Predicted 31-May-24</b>
	£	£	£	Cash Out £	Cash In £	£
Imprest (Current) Account	70,932	379,120	-407,741		80,000	51,379
Business Account	50,447	50,454		-25,000		25,454
Investment Accounts	660,000	455,000	300,000	-55,000		700,000
Petty Cash - Imprest	176	149				149
Petty Cash - Carvers Clubhouse	50	50				50
VIC Change Float	50	50				50
Information Desk Float	75	75				75
<b>TOTAL BANK BALANCES</b>	<b>781,730</b>	<b>884,898</b>	<b>-107,741</b>	<b>-80,000</b>	<b>80,000</b>	<b>777,157</b>

nb all balances, other than the investment accounts, are held with Lloyds Bank plc unless otherwise stated

**PROPOSED TRANSFER AUTHORISATIONS:**

DATE

22/05/24

22/05/24

Investment Accounts	<b>CCLA</b>	Instant access
---------------------	-------------	----------------

## Notes:

- |   |   |
|---|---|
| <b>1 Imprest Account</b>                    | <b>£</b>  |
| Anticipated net expenditure to end April    | 50,000  |
| NFDC partnership contribution               | -30,000   |
| transfer to CCLA actioned 1st - 3rd May     | 300,000   |
| Knights Brown Invoice (Football Project)    | 87,741  |
| <br>  |   |
| Net anticipated movement on imprest account | <b>407,741</b>  |
| <br>  |   |
| <b>2 Investment Maturity</b>                |   |
| No investments due to mature                |   |
| <br>  |   |
| <b>3</b>                                    | The bank accounts were reconciled at 31st March   |
| <b>4</b>                                    | A nominal account has been implemented to reflect the float of £75.00 held by the Information Desk. |
| <b>5</b>                                    | The Town Council's Imprest and Business bank accounts are held with Lloyds Bank plc                 |

**REPORT TO POLICY & FINANCE COMMITTEE – 22nd May 2024****OUTTURN 2023/24****1. BACKGROUND**

- 1.1 The purpose of this report is to provide Members with the income and expenditure outturn report for the year 2023-24. Note that the first monitoring report for the current year, 2024/25, will be produced in June and will include an analysis of the first two months of the year.
- 1.2 There have been a small number of adjustments since the draft outturn report discussed at the meeting in April, and we still await receipt of a significant invoice in respect of our contribution to the costs of the gateway building. However, provision has been made in the accounts for this, and other anticipated expenditure. The accounts are currently being audited and there might be some minor changes but it is very unlikely that there will be any material changes to the outturn reported here.
- 1.3 An income & expenditure outturn report is included at Appendix 1. This is prepared on an accruals basis which means that the cash figures are adjusted for outstanding debtors and creditors and receipts and payments in advance as at the 31<sup>st</sup> March. This differs from the regular comparison reports which are based on the cash figures plus all committed expenditure and invoiced income irrespective of when or even which year, these commitments would fall due.
- 1.4 This report also includes an updated schedule of movements to and from reserves together with reserve balances at 31<sup>st</sup> March 2024, at Appendix 2. This now reflects movements from reserves which are based on actual expenditure rather than estimated expenditure which has been reported throughout the year.
- 1.5 A consolidated balance sheet for the Town Council at the 31<sup>st</sup> March 2024 is included at Appendix 3.

**2. INCOME & EXPENDITURE FOR THE FINANCIAL YEAR 2023/2024**

- 2.1 The revised budget for the Town council for 2023/24 may be summarised thus:

	Original Budget £	Revised Budget £
Revenue Expenditure	868,217	928,962
Capital Expenditure	781,000	2,111,959
Plus transfers to earmarked reserves	33,600	47,933
Less Revenue Income	-288,311	-340,618
Less Capital Income (grants)	-641,170	-1,560,000
Less transfers from earmarked reserves	<u>-142,810</u>	<u>-573,723</u>
<b>Net budget requirement</b>	<b>610,524</b>	<b>614,513</b>
Funded by:		
Council Tax	610,429	610,429
Covid Relief Grant	95	95
Plus transfer from the General Reserve	<u>0</u>	<u>3,989</u>
	<b>610,524</b>	<b>614,513</b>



At the April meeting of this committee, it was reported that the likely outturn would result in a contribution of around £24,000 to the general reserve rather than a transfer from it. However, when all of the year end transactions, transfers to and from reserves and inter year transfers are taken into account, the surplus on the revenue account has increased to just over £35,000.

- 2.2 The unaudited outturn figures reveal an underspend against the revenue budget of just over £42,000 which is almost entirely explained by an outstanding invoice for the use of the Gateway Building. Whilst the precise amount of this invoice is not yet known, the budget provision was £35,000 and the final amount is expected to be around this level. Other expenditure items are broadly in line with the revised budget expectations, with minor overspends being more than matched by small underspends.
- 2.3 Revenue income, determined on an accruals basis, exceeded the budget by £36,340 after allowing for unbudgeted income such as CIL which has been transferred directly to reserves. This positive variance is explained by :

Variance from revised budget

• Interest receipts	£5,714
• Events	£8,394
• Cemeteries	£7,497
• Activities income (RLOS)	£8,879
• Carvers Clubhouse	£1,627

These variances had been largely anticipated in the outturn forecasts but activity at year end boosted the level of receipts particularly with respect to cemeteries and activities.

- 2.4 Capital and project expenditure was some £65,081 less than predicted which represents a variance of just 3% against the revised budget of £2,111,959. Capital income in respect of these projects was £132,577 lower than planned which necessitated a larger draw down from earmarked reserves held for this purpose. Members should note that additional capital income of £50,000 was received in April and is excluded from these figures. The capital programme is almost entirely accounted for by the football project. Members should be aware that there is a cash management/timing issue that we have to manage in respect of this project although this is reducing as the project nears completion. The stage payments have to be settled within a strict timeframe during which we have to make a claim against the project funders for their contribution. In the meantime, the Town Council bears the burden of VAT on these payments until the quarterly VAT claims are settled by HMRC. This is mainly the reason for the large debtor of £181,532 recorded in the year end balance sheet appendix 3.
- 2.5 Transfers to reserves reduced slightly from the figure included in the revised budget. This was due to a slightly smaller net surplus on the Events budget, the balance of which is transferred to the events reserve. Transfers from reserves however, increased by £26,194, mainly because of the football project as reported above, mitigated by small than anticipated transfers in respect of other projects such as the Columbarium and machinery purchases. A schedule of opening reserves, movements and closing reserves is included at Appendix 2.
- 2.6 The net effect of these variances is that there is a surplus on the revenue account of just over £35,000 compared with the revised budget figure of £3,989 deficit. This represents an improvement of £39,000 compared with the revised budget.
- 2.7 At the last meeting of this committee it was proposed that any slippage in expenditure which resulted in a budget underspend and would result in an overspend in 2024/25, be covered by a transfer of the underspend to a reserve established for this purpose. This

would enable the expenditure to take place in 2024/25 without impacting the revenue expenditure budget. Whilst most of the significant underspends are in respect of capital projects which are funded from reserves held for this purpose and so do not require any additional provision, there are a limited number of budget underspends for which such provision would be useful. The most significant of these is the payment in respect of the Gateway building, of £35,000. Two further items are also proposed for consideration, books and publications underspend of £75 and the Jubilee Lamp underspend of £150. There exists an unspent provision in respect of earlier carried forward expenditure of £1,290 and it is proposed that this be increased to £35,225 to meet the expenditure detailed above. Any un-used funds from this provision will be returned to the General Reserve as soon as the actual costs are known.

2.8 The impact of this will result in a small increase of £1,112 in the General Reserve.

### 3. Annual Governance and Accountability Return

3.1 The Annual Governance and Accountability return, or AGAR, is required to be submitted for Council approval by the end of June. The internal auditor is currently running a series of compliance tests and will be in a position to report on the efficacy of the Council's systems of financial control in the next week or so. The AGAR will then be completed and presented to the June meeting of this Committee and subsequently to Full Council for endorsement.

3.2 The Town council is required to set a period of time for the exercise of public rights to inspect the accounts. This must be for a period of 30 consecutive working days including the first 10 days of July. It is proposed that the first day be the day following full Council at the end of June, i.e. the period for the exercise of public rights be set as from Thursday 27<sup>th</sup> June to Wednesday 7<sup>th</sup> August inclusive.

### 4. RECOMMENDATION

It is **recommended** that: -

5.1 The 2023/24 budget outturn position is noted.

5.2 The transfer of £33,395 to an earmarked reserve to enable carried over expenditure to take place in 2024/25 be approved.

5.2 The period for the exercise of public rights be endorsed.

For further information please contact:

Rory Fitzgerald, Finance Manager or

Tel: 01425 484723

[rory.fitzgerald@ringwood.gov.uk](mailto:rory.fitzgerald@ringwood.gov.uk)

For further information please contact:

Chris Wilkins, Town Clerk

Tel: 01425 484720

[Chris.wilkins@ringwood.gov.uk](mailto:Chris.wilkins@ringwood.gov.uk)

# Income and Expenditure Figures by Budget Headings

<b>INCOME</b>	1 Receipts	2 Debtors	3 Receipts in advance	4 Opening Debtors	5 Opening Receipts in advance	1+2-3-4+5 INCOME	INCOME Last year	INCOME Variance	Annual Return Box
<u>Income</u>									
102 Interest Business A/c	£446.92	£0.00	£0.00	£0.00	£0.00	£446.92	£41.44		3 Receipts
110 Client Deposits	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00		3 Receipts
200 Revenue Income	£221,333.28	£41,809.09	£0.00	£24,404.15	£0.00	£238,738.22	£584,296.38		3 Receipts
280 Carvers Club House Income		£0.00	£0.00	£0.00	£0.00	£0.00	£0.00		3 Receipts
300 Revenue Income (RLOS)	£32,308.16	£5,280.17	£545.00	£1,850.00	£0.00	£35,193.33	£21,895.38		3 Receipts
310 Events	£49,206.57	£0.00	£1,390.00	£0.00	£2,040.00	£49,856.57	£37,350.35		3 Receipts
320 Cemetery Income	£38,108.87	£5,911.00	£0.00	£5,341.00	£0.00	£38,678.87	£41,040.64		3 Receipts
330 Allotment Income	£7,756.24	£0.00	£3,062.24	£0.00	£3,005.93	£7,699.93	£6,130.91		3 Receipts
350 Capital Income	£1,827,248.00	£100,000.00	£0.00	£0.00	£0.00	£1,927,248.00	£494,418.00		3 Receipts
380 Carvers Clubhouse	£29,127.21	£0.00	£0.00	£0.00	£0.00	£29,127.21	£26,274.58		3 Receipts
400 Income	£1,100.00	£0.00	£0.00	£0.00	£0.00	£1,100.00	£5,850.00		3 Receipts
999 Suspense	£0.01	£0.00	£0.00	£0.00	£0.00	£0.01	£0.00		3 Receipts
<b>Total Income</b>	<b>£2,206,635.26</b>	<b>£153,000.26</b>	<b>£4,997.24</b>	<b>£31,595.15</b>	<b>£5,045.93</b>	<b>£2,328,089.06</b>	<b>£1,217,529.81</b>	<b>91.21%</b>	<b>£1,110,559.25</b>
<u>Precept</u>									
100 Precept	£610,429.00	£0.00	£0.00	£0.00	£0.00	£610,429.00	£553,949.00		2 Precept
<b>Total Precept</b>	<b>£610,429.00</b>	<b>£0.00</b>	<b>£0.00</b>	<b>£0.00</b>	<b>£0.00</b>	<b>£610,429.00</b>	<b>£553,949.00</b>	<b>10.20%</b>	<b>£56,480.00</b>
<b>EXPENDITURE</b>	1 Payments	2 Creditors	3 Payments in advance	4 Opening Creditors	5 Opening Payments in advance	1+2-3-4+5 EXPENDITURE	EXPENDITURE Last year	EXPENDITURE Variance	Annual Return Box
<u>Expenditure</u>									
10000 Petty Cash - Office	-£63.52	£0.00	£0.00	£0.00	£0.00	-£63.52	-£9.49		6 Payments
10001 Petty Cash - Youth	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00		6 Payments
10002 Petty Cash - Visitor Information	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00		6 Payments
10003 Petty Cash - Information Desk	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00		6 Payments
10110 Deposit Refunds	£0.00	£34.00	£0.00	£0.00	£0.00	£34.00	£34.00		6 Payments
10111 Bank Charges	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£7.00		6 Payments

## Income and Expenditure Figures by Budget Headings

EXPENDITURE	1 Payments	2 Creditors	3 Payments in advance	4 Opening Creditors	5 Opening Payments in advance	1+2-3-4+5 EXPENDITURE	EXPENDITURE Last year	EXPENDITURE Variance	Annual Return Box
2000 Establishment	£118,323.25	£2,389.97	£8,652.05	£180.75	£7,467.70	£119,348.12	£112,009.66		6 Payments
2100 Maintenance	£54,052.14	£0.00	£0.00	£36,000.00	£0.00	£18,052.14	£49,205.89		6 Payments
2200 Democratic Process (members C	£27,956.37	£0.00	£0.00	£0.00	£0.00	£27,956.37	£10,206.89		6 Payments
2210 Grants	£6,950.00	£0.00	£0.00	£1,950.00	£0.00	£5,000.00	£9,900.00		6 Payments
2300 Employee Costs- Allocated Offic	£115,420.22	£0.00	£0.00	£0.00	£0.00	£115,420.22	£109,121.32		4 Staff
2310 Employee overhead Costs	£3,120.00	£410.00	£0.00	£660.00	£0.00	£2,870.00	£3,951.00		6 Payments
2400 Other	£56,492.94	£0.00	£0.00	£0.00	£0.00	£56,492.94	£57,899.19		6 Payments
2500 Capital Financing	£46,435.89	£0.00	£0.00	£0.00	£0.00	£46,435.89	£31,545.90		5 Loans
2501 Capital		£0.00	£0.00	£0.00	£0.00	£0.00	£29,847.95		6 Payments
2600 Wages Control Account	£-1,751.65	£17,073.26	£0.00	£15,429.28	£0.00	£-107.67	£0.06		6 Payments
2801 Carvers Employee Costs		£0.00	£0.00	£0.00	£0.00	£0.00	£0.00		4 Staff
2802 Carvers Club House- Expenditur		£0.00	£0.00	£0.00	£0.00	£0.00	£0.00		6 Payments
3000 Recreation & Leisure (Other)	£64,400.30	£1,021.71	£0.00	£3,639.41	£0.00	£61,782.60	£53,324.34		6 Payments
3001 RL&OS -Employee Costs	£170,861.35	£0.00	£0.00	£0.00	£0.00	£170,861.35	£162,661.98		4 Staff
3002 Employee Costs	£1,150.00	£0.00	£0.00	£0.00	£0.00	£1,150.00	£1,250.00		4 Staff
3100 Events	£24,557.62	£77.50	£0.00	£0.00	£0.00	£24,635.12	£35,812.82		6 Payments
3101 Events - Employee Costs	£16,720.51	£0.00	£0.00	£0.00	£0.00	£16,720.51	£15,556.61		6 Payments
3200 Cemetery	£10,649.25	£536.78	£0.00	£20.90	£0.00	£11,165.13	£10,154.59		6 Payments
3201 Cemetery -Employee Costs	£55,952.21	£0.00	£0.00	£0.00	£0.00	£55,952.21	£53,293.23		4 Staff
3300 Allotments	£4,684.93	£54.90	£0.00	£0.00	£0.00	£4,739.83	£2,300.04		6 Payments
3301 Allotments -Employee Costs	£19,068.48	£0.00	£0.00	£0.00	£0.00	£19,068.48	£17,297.67		4 Staff
3350 Capital Expenditure	£1,671,878.19	£375,000.00	£0.00	£0.00	£0.00	£2,046,878.19	£852,658.32		6 Payments
3801 Youth Services Employee costs	£60,682.24	£154.00	£0.00	£0.00	£0.00	£60,836.24	£58,327.49		6 Payments
3802 Carvers Clubhouse	£36,734.02	£2,212.35	£0.00	£995.60	£0.00	£37,950.77	£42,665.39		6 Payments
4000 Planning, Town & Environment	£5,401.01	£0.00	£0.00	£1,375.00	£0.00	£4,026.01	£14,187.29		6 Payments
4001 Employee Costs	£26,088.70	£0.00	£0.00	£0.00	£0.00	£26,088.70	£23,846.26		4 Staff
4050 Capital Expenditure	£495.00	£0.00	£0.00	£0.00	£0.00	£495.00	£0.00		6 Payments
9999 Suspense	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00		6 Payments
<b>Total Expenditure</b>	<b>£2,595,828.56</b>	<b>£398,964.47</b>	<b>£8,652.05</b>	<b>£59,816.94</b>	<b>£7,467.70</b>	<b>£2,933,791.74</b>	<b>£1,755,066.85</b>	<b>67.16%</b>	<b>£1,178,724.89</b>

## Income and Expenditure Figures by Budget Headings

Annual  
Return Box

EXPENDITURE	1 Payments	2 Creditors	3 Payments in advance	4 Opening Creditors	5 Opening Payments in advance	1+2-3-4+5 EXPENDITURE	EXPENDITURE Last year	EXPENDITURE Variance	
<u>S. 137 Payments</u>									
<b>Total S. 137 Payments</b>	<b>£430.89</b>	<b>£0.00</b>	<b>£0.00</b>	<b>£434.00</b>	<b>£0.00</b>	<b>-£3.11</b>	<b>£0.00</b>	<b>100.00%</b>	<b>-£3.11</b>

**RESERVES AND PROVISIONS - MOVEMENT & BALANCES**

1st April 2023 to 31st March 2024

	Actual Balance 01/04/23 £	Planned and Proposed Movements 2023/24:				Capital & Other Receipts £	between provisions £	Estimated Balance 31/03/24 £
		from Revenue £	to revenue					
			base budget £	Growth £				
<b><u>EARMARKED PROVISIONS</u></b>								
I.T. & Equipment	22,900	2,700		0			25,600.00	
Gateway	25,000	0		0			25,000.00	
Cemetery	23,533	2,500		0			26,032.72	
Buildings Reserve	36,667	4,000	-1,500	0			39,167.00	
Election	12,542	1,000		-13,542			0.00	
Vehicle & Machinery	33,572	11,000		-10,689			33,883.43	
Play Equipment	8,716	6,900		0			15,615.93	
Memorials	0	0		0			0.00	
Christmas Lights	0	0		0			0.00	
Carvers Clubhouse	29,682	2,500	-165	0			32,017.24	
Ringwood Events	811	12,361					13,172.12	
Memorial Lantern	1,161	0		-1,536	375	0	0.00	
Carvers Grounds	4,363	0		-1,883			2,480.00	
Carvers Sheds Feasibility	4,000			-925			3,074.60	
Infrastructure & Open Spaces	15,370	3,000		-1,000			17,370.17	
Open Spaces Security Measures				-94		1,500	1,406.04	
Neighbourhood Plan	1,227	0		-1,494		3,650	3,383.07	
Football development Project	81,542	0		-65,083	7,500		23,959.47	
Budget Underspend retained for use in 2022/23*	1,290	0					1,289.72	
<b>Total Provisions</b>	<b>302,377</b>	<b>45,961</b>	<b>-1,665</b>	<b>-96,246</b>	<b>7,875</b>	<b>5,150</b>	<b>263,451.51</b>	
<b><u>RESERVES</u></b>								
Earmarked Reserves:								
Dev Contribs	5,560		-795	0	10,000		14,765.46	
Cem Maint	750		-250	0			500.00	
Dev Cons(CIL)	25,293			-495	4,232		29,030.47	
Capital Receipts	18,942						18,942.34	
Grants Unapplied	4,335		-641		300	546	4,540.00	
Loans Unapplied	0		-499,825	0	499,825		0.00	
<b>Total Earmarked Reserves and Provisions</b>	<b>357,258</b>	<b>45,961</b>	<b>-503,176</b>	<b>-96,741</b>	<b>522,232</b>	<b>5,696</b>	<b>331,229.78</b>	
<b>General Reserve</b>	<b>259,040</b>	<b>35,047</b>				<b>-5,696</b>	<b>288,391.56</b>	
<b>Key &amp; Rent Deposits</b>	<b>18,163</b>		<b>-404</b>		<b>1,810</b>		<b>19,568.99</b>	
<b>Total Reserves &amp; Customer Deposits</b>	<b>634,461</b>	<b>81,008</b>	<b>-503,580</b>	<b>-96,741</b>	<b>524,042</b>	<b>0</b>	<b>639,190.33</b>	

# Consolidated Balance Sheet

Unaudited

# B

31/03/23

£

31/03/24

£

## Current assets

411,593.00	Investments	610,446.92
0.00	Loans Made	0.00
0.00	Investment	0.00
0.00	Stocks	0.00
123,671.70	VAT Recoverable	181,532.11
31,595.15	Debtors	153,000.26
7,467.70	Payment in Advance	8,652.05
<u>125,430.22</u>	Cash in Hand & at Bank	<u>89,520.70</u>
699,757.77	TOTAL CURRENT ASSETS	1,043,152.04
<u>699,757.77</u>	TOTAL ASSETS	<u>1,043,152.04</u>

## Current liabilities

0.00	Loans Received	0.00
0.00	Temporary Borrowing	0.00
0.00	VAT Payable	0.00
60,250.94	Creditors	398,964.47
5,045.93	Receipts in Advance	4,997.24
<u>65,296.87</u>	TOTAL CURRENT LIABILITIES	<u>403,961.71</u>
<u>634,460.90</u>	TOTAL ASSETS LESS CURRENT LIABILITIES	<u>639,190.33</u>
0.00	Deferred Liabilities	0.00
0.00	Deferred Credits	0.00
<u>0.00</u>		<u>0.00</u>
<u><u>634,460.90</u></u>	NET ASSETS	<u><u>639,190.33</u></u>

## Represented by

259,040.35	General Fund	288,391.56
5,560.46	Developer Contribution s106	14,765.46
25,293.20	Developer Contribution CIL	29,030.47
750.00	Cemetery Maintenance	500.00
18,942.34	Capital Receipts	18,942.34
4,335.00	Grants Unapplied	4,540.00
22,900.00	IT & Systems Provision	25,600.00
25,000.00	Gateway Building Provision	25,000.00
23,532.72	Cemetery Provision	26,032.72
36,667.00	Buildings Repair Provision	39,167.00
12,542.33	Elections Provision	0.00
33,572.43	Machinery Renewal Provision	33,883.43
8,715.93	Play equipment Provision	15,615.93
0.00	Memorials Provision	0.00
0.00	Christmas Lights Provision	0.00
29,682.24	Carvers Clubhouse Provision	32,017.24

# Consolidated Balance Sheet

Unaudited

# B

31/03/23 £		31/03/24 £
8,362.50	Carvers Grounds Dev Provision	2,480.00
811.12	Ringwood Events Reserve	13,172.12
15,370.17	Infrastructure & Open Spaces	17,370.17
1,161.16	Memorial Lantern Fund	0.00
1,227.07	Neighbourhood Plan	3,383.07
18,162.99	Key Deposits	19,568.99
1,289.72	Budget underspends retained for use in following year	1,289.72
81,542.17	Football Development Project Reserve	23,959.47
0.00	Open Spaces Security Measures	1,406.04
0.00	Carvers Sheds Feasibility	3,074.60
0.00	Loans Unapplied	0.00
0.00	LONG TERM Investment Accounts	0.00
0.00	Liability Reserves e.g. deposits	0.00
634,460.90		639,190.33
375,420.55	Reserves total excluding general fund and liabilities	350,798.77
0.00	Reserves total of liabilities e.g. deposits	0.00
259,040.35	General fund total	288,391.56
634,460.90		639,190.33
	Notes:	
0.00	Long Term Borrowing	0.00

Signed \_\_\_\_\_

Chairman

Date

AUDIT OPINION

\_\_\_\_\_  
Responsible Financial Officer



## POLICY & FINANCE COMMITTEE

22<sup>nd</sup> May 2024

### Renewal of the Service Level Agreement for the Information Service

#### 1. Introduction and reason for report

- 1.1 This Council provides a public information service for New Forest District Council under the auspices of a Service Level Agreement which now needs renewal.

#### 2. Background information and options

- 2.1 The current service level agreement is attached as Annex 1 and dates back roughly to the time when the Gateway building was first occupied.
- 2.2 A new agreement reflecting current best practice and changes in the information service is attached as Annex 2.
- 2.3 There are two main changes of substance between the two agreements. First, the new agreement reflects the current opening hours and puts these onto an agreed formal footing.
- 2.4 The second main change is in the amount of the contribution to costs paid by NFDC. It was agreed in 2013-14 that this would start at £43,930 and increase annually thereafter in line with local government pay awards. In 2023-24 it was £57,964. The new agreement provides for it to be £56,829 in 2024-25 and to increase each year thereafter in line with increases in CPI, capped at 5%.
- 2.5 Members may wonder why the proposed 2024-25 figure is lower than that for 2023-24 (given that both local government pay awards and CPI went up between the two not down). The reason is that the old agreement made no explicit allowance for the non-NFDC work done by RTC staff. On the basis that, averaged over a year, this could not take up less than 5% of their time, it seemed only fair to abate the contribution by that percentage. So, by taking the latest contribution (£57,964), adding an adjustment for CPI inflation of 3.2% and then taking 95% of that sub-total, one arrives at £56,829.
- 2.6 The effects of breaking the previous link between increasing pay costs and increasing the contribution should be considered. For reference, officers have calculated that the payroll costs reasonably attributable to the service in 2023-24 amounted to £60,449. (Calculating this figure is not straightforward since it involves allowing for time spent by some Information Officers on purely RTC duties as well as an estimated allocation of managers' time but is considered fair). Comparing this to the contribution (£57,964) puts the estimated net cost to RTC of providing the service at £2,484. That covers much the greater part of RTC's own reception functions (but not specialist functions relating to allotments and cemetery services also performed by the Information Officers). That represents very good value, how might it change under the new agreement though?
- 2.7 We won't know the final position until the pending national pay negotiations are concluded (and this is not imminent). However, when preparing the budget for 2024-25, pay inflation at 3.9% (not 3.2%) was assumed and this would make the equivalent payroll cost £62,806. (If it turns out to be 3.2% the cost would be £62,383). Given a contribution of £56,829, the net cost to RTC will be £5,977 assuming the higher pay inflation rate or £5,554 assuming the lower. In either case that would be quite a bit more than the 2023-24 figure but still looks good value.

- 2.8 Setting to one side questions of fairness and value for money, what effect would the new agreement have on the 2024-25 budget? Given the assumptions used when the budget was prepared, the net effect (all other things being equal) would be a shortfall of £4,071 that would, in the usual way, fall on the General Reserve barring other measures.
- 2.9 In conclusion, officers judge there is a high likelihood that the new agreement will increase the cost to RTC of its reception functions but only by a relatively modest figure and from an exceptionally low base. That effect will grow over time if pay inflation out-strips inflation as measured by CPI. However, officers also judge that the new agreement is fairer to both parties than the current one and still represents good value to RTC.

3. Issues for decision and any recommendations

**3.1 Whether to approve the proposed new Service Level Agreement (Annex 2) -  
RECOMMENDATION: Approve.**

For further information, contact:

Christopher Wilkins, Town Clerk  
Direct Dial: 01425 484720  
Email: [chris.wilkins@ringwood.gov.uk](mailto:chris.wilkins@ringwood.gov.uk)

Rory Fitzgerald, Finance Manager  
Direct Dial: 01425 484723  
Email: [rory.fitzgerald@ringwood.gov.uk](mailto:rory.fitzgerald@ringwood.gov.uk)

## **PARTNERSHIP WORKING IN RINGWOOD SERVICE LEVEL AGREEMENT BETWEEN RINGWOOD TOWN COUNCIL AND NEW FOREST DISTRICT COUNCIL**

New Forest District Council and Ringwood Town Council welcome the opportunity to work in partnership to provide a local Information Office from the Ringwood Gateway, for the benefit of residents and visitors.

### **OVERALL AIM**

To provide together a service to the public providing information and advice on the services of Ringwood Town Council New Forest District Council, and Hampshire County Council, and other organisations within Hampshire.

### **CUSTOMERS**

The Service will be mainly for New Forest residents, but will also be used by people who work in the forest and visitors from outside the district.

### **OBJECTIVES**

- To provide an information reception and payment taking facility (including clock sales)
- To provide, maintain and expand a range of quality information
- To provide advice and help for a range of Council and other services
- To promote equal opportunities and access to services for all customers
- To provide a first point of contact for all Councils in a professional yet friendly manner
- To optimise information technology in the delivery of services
- To encourage best practice and innovation in delivery of customer services
- To regularly review the services provided and consider future developments and improvements for customer and community needs
- To be aware of and sensitive to geographical and political circumstances
- To provide a showcase for events and activities within Hampshire
- To provide meeting facilities for officers and Councillors

### **INFORMATION**

Information for the following organisations will be held:

- Ringwood Town Council
- New Forest District Council
- Hampshire County Council
- Central Government
- Statutory organisations
- Local organisations

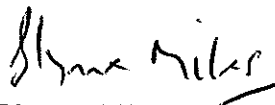
Information to be provided:

- Leaflets, booklets, fact sheets, printouts etc.
- Reference documents e.g. planning applications, business directories
- Local reference section to aid access to documents otherwise not easily obtained e.g. Council/Committee papers, traffic regulation orders
- Public Access to e-data e.g. web pages
- Notices and posters e.g. local events, changes of refuse dates.

## OUTLINE TERMS AND CONDITIONS

1. The Town Council will employ sufficient employees to provide the Information Service on behalf of the District Council.
2. NFDC will pay the Town Council a grant of £43,920 for providing the Service for the District, for the period from 1 June 2013 to 31 March 2014. Thereafter, an annual grant of £46,974 will be payable. The grant will normally be payable by two instalments in April and October each year and will be uplifted in line with local government pay awards. Ringwood Town Council will invoice the District Council for the grant payments. Any further savings in the provision of the service will be shared equally between the Town Council and the District Council.
3. NFDC will provide all the necessary initial training and on-going training. The Town Council employees will be welcome to attend the regular training and development meetings organised by the District.
4. NFDC will install all ICT facilities required to access NFDC systems. The Town Council employees will need to sign a data protection agreement. NFDC may terminate the agreement for breach of ICT security protocols.
5. The Information Office will be open from 9 am to 5 pm on Mondays to Thursdays and 9 am to 4.45 pm on Fridays throughout the year to reflect the current demand for face to face service in Ringwood. The opening hours may only be changed by the agreement of both parties.
6. NFDC and the Town Council will jointly review the partnership working arrangement every 12 months.
7. The Agreement will remain in force for a five year period and thereafter may be terminated by 12 months' notice by either NFDC or the Town Council.

Signed by:



Glynne Miles  
Head of Customer & Financial Services  
New Forest District Council



Terry Simpson  
Town Clerk  
Ringwood Town Council



**Service Level Agreement**

**between**

**New Forest District Council**

**and**

**Ringwood Town Council**

## **SERVICE LEVEL AGREEMENT BETWEEN RINGWOOD TOWN COUNCIL AND NEW FOREST DISTRICT COUNCIL**

### **1. INTRODUCTION**

- 1.1 New Forest District Council (NFDC) and Ringwood Town Council welcome the opportunity to work in partnership to provide a local Information Office for the benefit of our residents and communities.
- 1.2 This Service Level Agreement will expire on 31 March 2027. During the year prior to this date the parties will review the terms of this Agreement and by 31 October will inform the other party whether they wish to review/enter into a further Agreement, with the intention that terms to be agreed by both parties before the expiry of this Agreement.

### **2. OVERALL AIM**

- 2.1 The aim of this Service Level Agreement is to work collaboratively together and provide a service to the public providing information and advice on the services of Ringwood Town Council and New Forest District Council. Schedule 1 details the types of services Ringwood Town Council will provide on behalf of NFDC.

### **3 OBJECTIVES**

- 3.1 The objectives of this partnership working is to:
- provide information on council services, including a payment taking facility, including parking clock sales
  - provide advice and help for a range of Council and other services
  - promote equal opportunities and access to services for all customers
  - provide a first point of contact for all Councils in a professional yet friendly manner
  - optimise information technology in the delivery of services
  - encourage best practice and innovation in delivery of customer services
  - be aware of and sensitive to geographical and political circumstances

### **4. CUSTOMERS**

- 4.1 The service will be mainly for New Forest residents but will also be used by people who work in the area and visitors.

### **5. OPENING TIMES**

- 5.1 The Information Office will open from:
- a. Monday, Wednesday, Thursday and Friday from 9.00am to 4.00pm
  - b. Offices will not be open on bank holidays

- 5.2 Where the Information Office needs to close unexpectedly, or for a temporary period, for example due to staff sickness, signage will be displayed, key contacts will be notified (see Appendix 1) and webpages will be updated.
- 5.3 Any permanent change in opening hours will need advance agreement from both parties and will be reflected in a change to the amount paid.

## **6. OBLIGATIONS**

### **6.1 Ringwood Town Council will:**

- employ sufficient employees to provide the Information Service on behalf of NFDC to customers
- provide bookable meeting facilities for Officers of NFDC
- provide and maintain a range of quality information
- scan documents from customers and send to NFDC, either to the known recipient or the designated folder
- display leaflets, booklets, notices, fact sheets, this may include information about NFDC services, local support, national schemes, awareness campaigns, as required by NFDC
- ensure their staff are trained, and adhere to all relevant policies and processes, such as data protection and safeguarding
- keep records of footfall and provide this information to NFDC each month

### **6.2 New Forest District Council will:**

- pay the Town Council an annual payment of £56,829 per annum for providing the Information Service, effective until 31 March 2027. The payment will normally be payable by two instalments in April and October each year and will be uplifted annually for inflation (based on previous December CPI figures), capped to a maximum of 5%, whereby any request for an increase about this amount will be with agreement by both parties. Ringwood Town Council will invoice NFDC for the payments. Any increases in payment must be agreed by both parties prior to 1 April each year.
- Be available where possible to support with answering customer queries
- provide relevant training and support to Ringwood Town Council staff to ensure they can fulfil all tasks, including where new projects or systems are implemented
- ensure Ringwood Town Council employees are invited to attend the regular wider team meetings arranged by NFDC

## **7. ICT**

- 7.1 NFDC will install all ICT facilities required to access NFDC systems. The Town Council employees will need to sign a data protection agreement. NFDC may terminate the agreement for breach of ICT security protocols.

## **8. CONFIDENTIALITY**

- 8.1 The Council shall not during the period of this Agreement, or at any time thereafter,

make use for its own purposes of or disclose to any person (except as may be required by law), any information contained in any material provided to it by NFDC or prepared by it pursuant to this Agreement, and which is of a confidential nature, such as information that contains personal or sensitive information.

## **9. MONITORING & REPORTING**

9.1 Meetings will be held twice a year between Ringwood Town Council and NFDC to discuss the Service provision, and to identify any training needs, future developments and improvements to customer service, updates on service delivery and local factors that may impact service provision and/or demand.

9.2 Any immediate operational issues will be discussed as they arise.

## **10. COMPLAINTS**

10.1 Where a formal complaint is received by either party about the Information Office service delivery, they will cooperate fully and discuss and agree any resulting actions where appropriate.

## **11. EQUAL OPPORTUNITIES**

11.1 Ringwood Town Council shall adhere to their equal opportunities policies for the purpose of this Service and provide NFDC with a copy.

## **12. PROTECTION OF PERSONAL DATA**

12.1 Schedule 2 shall apply.

## **13. FREEDOM OF INFORMATION AND ENVIRONMENTAL INFORMATION**

13.1 The Parties each acknowledge that the other is subject to the requirements of the Freedom of Information Act 2000 ("FOIA") and the Environmental Information Regulations 2004 ("EIR") and shall provide all necessary assistance and cooperation as reasonably requested by the other Party to enable them to comply with their obligations under the FOIA and/or EIR.

13.2 The Parties acknowledge that they may each be required under the FOIA and/or the EIR to disclose information concerning this Agreement and without consulting or obtaining consent from the other Party. In these circumstances the Party in receipt of the request for information shall, in accordance with any relevant guidance issued under the FOIA and/or the EIR, take reasonable steps, where appropriate, to give the other Party advance notice, or failing that, to draw the disclosure to the other Party's attention after any such disclosure.

13.3 Notwithstanding any other provision in the Agreement, the Party in receipt of the request for information shall be responsible for determining in its absolute discretion whether an exemption or exception from disclosure in accordance with the FOIA and/or the EIR applies.



## **14. PAYMENTS**

- 14.1 Ringwood Town Council must comply with PCI DSS (Payment Card Industry Data Security Standards). As Ringwood Town Council receive and store cash on behalf on NFDC, the following must be followed:
- Card payments must be allocated to the correct payment account, with receipts given.
  - Cash must be stored securely and NFDC procedures and policies must be in place to set safe limits with adequate insurance
  - Procedures for cash collection arrangements, including reporting missed collections, checking Collection Agents ID against approved list of cash collectors, and contacting NFDC (Information Offices Manager) if the site will not be open to receive the collection (i.e. closure, bank holidays, etc.)
  - Procedures in place for the receipt, storage and collection of cheques
  - Procedures for dealing with and reporting cash discrepancies (including access to CCTV)
  - There must be clear audit arrangements, for example NFDC must have access to complete cash ups, inspect banking records, paying in books, and supporting documentation etc.
  - There must be retention and destruction procedures for banking documents.

## **15. HEALTH AND SAFETY**

- 15.1 The parties shall at all times take all such precautions as are necessary to protect the health and safety of all persons employed by them and members of the public and shall comply with the requirements of the Health and Safety at Work Act 1974 and of any other Acts, Regulations or Orders pertaining to health and safety at work.

## **16. DEFAULT AND TERMINATION**

- 16.1 If either party considers the other party to be in default of their obligations under this Agreement, and the matter cannot be resolved, they may notify the other party in writing of the way in which it is considered they are in default, and if appropriate the matter shall be considered by the parties at a Review Meeting. The Parties shall make a reasonable effort to agree a joint plan of action to remedy the situation.
- 16.2 Where, despite any action taken in accordance with the above paragraph, a party still considers the other party to be in default of their obligations, they may give that party notice specifying the default and the action to be taken to rectify it ("Default Notice"). The Default Notice shall state a period of time, being a reasonable period of time, in which the required action is to be taken.
- 16.3 If either party is in default of their obligations under this Agreement and fails to comply with a Default Notice the other party may give notice in writing terminating this Agreement ("Termination Notice"). A Termination Notice shall take effect 3 months from the date it is issued.
- 16.4 Termination of this Agreement shall have no effect on the liability of either party to the payment of any sums arising under it, or any rights of remedies of either party already accrued, prior to the date upon which termination takes effect.

**17. SIGNATURES**

Name

On behalf of Ringwood Town Council

Signed

Date:

Name: Ryan Stevens

On behalf of New Forest District Council

A handwritten signature in black ink, appearing to be 'RS', with a vertical line extending downwards from the bottom of the signature.

Signed

Date: 17 April 2024

## Appendix 1

**Key contacts:**

Both parties will ensure key contact details are available and kept up-to-date.

Name	Role	Organisation	Contact Number	Email address
Ryan Stevens	Service Manager	NFDC	02380 285693	<a href="mailto:Ryan.stevens@nfdc.gov.uk">Ryan.stevens@nfdc.gov.uk</a>
Angie Hjerling	Information Offices Manager	NFDC	02380285731 07972936040	<a href="mailto:Angie.hjerling@nfdc.gov.uk">Angie.hjerling@nfdc.gov.uk</a>
Chris Wilkins	Town Clerk	Ringwood Town Council	01425 484720	<a href="mailto:chris.wilkins@ringwood.gov.uk">chris.wilkins@ringwood.gov.uk</a>
Nicola Vodden	Office Manager	Ringwood Town Council	01425 484725	<a href="mailto:nicola.vodden@ringwood.gov.uk">nicola.vodden@ringwood.gov.uk</a>

## SCHEDULE 1

### Definition of Services

Ringwood Town Council will provide on behalf of NFDC, the following services, which includes, but not limited too:

- Receive payments in person for NFDC services and accounts, including Housing rents, Council Tax, Sundry debts, Cemeteries, Licensing, Planning, Enforcement, Waste & Recycling, and Parking.
- Receive payments for NFDC related stock, including Parking clocks, Waste and recycling sacks & services, Safety items i.e. Bike Locks, personal alarms, Hi-Viz items.
- Give information, advice and support on NFDC services, such as Council Tax and Housing Benefit applications and enquiries.
- Assist and receive supporting documents regarding Council Housing applications, including registering for the Council Housing waiting list.
- Support Homelessness queries.
- Supply information and signpost for support and services relating to supporting customers, for example with the cost of living or wellbeing
- Assist with Licensing applications, i.e. Taxi licenses, Temporary Event Notices.
- Assist with viewing planning applications withing NFDC area.
- Waste & Recycling – assist with all refuse queries, refuse sacks purchasing/information, Glass recycling boxes, Garden Waste Scheme – Bulky waste arrangements, Medical Waste Collections.
- Report customer service enquiries via CRM system.
- Assist and with queries regarding all NFDC services and signpost for Hampshire County Council related services.

## SCHEDULE 2

### SCHEDULE 1 – PROTECTION OF PERSONAL DATA

#### 1. DEFINITIONS

##### 1.1 In this Schedule:

<p>“Appropriate Technical and Organisational Measures”;  “Controller”; “Data Subject”;  “Personal Data”; “Personal Data Breach” and “Processor”</p>	<p>all have the meaning given in applicable Data Protection Laws from time to time;</p>
<p>“Data Protection Laws”</p>	<p>means all applicable law relating to the Processing, sharing, privacy and/or use of Personal Data, as applicable to either Party or the Service, including:</p> <ol style="list-style-type: none"> <li>a. the UK GDPR;</li> <li>b. the Data Protection Act 2018;</li> <li>c. the Privacy and Electronic Communications Regulations 2003 (SI 2003/2426);</li> <li>d. any laws which implement or supplement any such laws;</li> <li>e. any laws that replace, extend, re-enact, consolidate or amend any of the foregoing; and</li> <li>f. all guidance, guidelines and codes of practice issued by any relevant Data Protection Supervisory Authority relating to such Data Protection Laws (in each case whether or not legally binding);</li> </ol>
<p>“Data Protection Supervisory Authority”</p>	<p>means any regulator, authority or body responsible for administering Data Protection Laws;</p>
<p>“Processing”</p>	<p>has the meaning given in applicable Data Protection Laws from time to time (and related expressions, including process, processed, and processes shall be construed accordingly);</p>
<p>“Processing End Date”</p>	<p>means in respect of any Protected Data, once Processing of such Protected Data is no longer required for the purpose of NFDC’s performance of its relevant obligations under this Agreement;</p>
<p>“Protected Data”</p>	<p>means Personal Data processed on behalf of the Council, or otherwise obtained in connection with the performance of this Agreement;</p>

“Staff”	means all employees, agents, officers and directors of NFDC;
“Sub-Processor”	means any Processor engaged by NFDC (or by any other Sub-Processor) for carrying out any processing activities in respect of the Protected Data;
“UK GDPR”	means the General Data Protection Regulation, Regulation (EU) 2016/679, as it forms part of domestic law in the United Kingdom by virtue of section 3 of the European Union (Withdrawal) Act 2018 (including as further amended or modified by the laws of the United Kingdom or of a part of the United Kingdom from time to time).

## 2. INTERPRETATION

- 2.1 Unless otherwise expressly stated references to any paragraphs made in Schedule 2 are to paragraphs within this Schedule 2.

### PART A

## 3. COMPLIANCE WITH DATA PROTECTION LAWS

- 3.1 The Parties will comply with all applicable requirements of the Data Protection Laws. This Schedule is in addition to, and does not relieve, remove or replace, a Party's obligations or rights under the Data Protection Laws.
- 3.2 The Parties agree that for the purposes of the Data Protection Laws the Council is the Controller and Ringwood Town Council is the Processor for the purposes of Processing Protected Data pursuant to this Agreement.

## 4. PROCESSOR OBLIGATIONS

- 4.1 Without prejudice to the generality of paragraph 3 of Schedule 2, Ringwood Town Council shall, in relation to the Protected Data processed in connection with the performance of its obligations under this Agreement:
- 4.1.1 Only process (and shall ensure its Staff only process) the Protected Data in accordance with this Agreement and the Council's written instructions from time to time except where otherwise required by applicable law (and in such a case shall inform the Council of that legal requirement before processing, unless applicable law prevents it doing so on important grounds of public interest). NFDC shall immediately inform the Council if any instruction relating to the Protected Data infringes or may infringe any Data Protection Laws. NFDC shall retain records of all instructions relating to the Protected Data received from the Council;
- 4.1.2 Ensure that it has in place Appropriate Technical and Organisational Measures to protect against unauthorised or unlawful processing of the Protected Data and against accidental loss or destruction of, or damage to, the Protected Data, appropriate to the harm that might result from the unauthorised or unlawful processing or accidental loss, destruction or damage and the nature of the data to be protected, having regard to the state of technological development and the cost of implementing any measures (those measures may include, where appropriate, pseudonymising and encrypting

the Protected Data, ensuring confidentiality, integrity, availability and resilience of its systems and services, ensuring that availability of and access to the Protected Data can be restored in a timely manner after an incident, and regularly assessing and evaluating the effectiveness of the technical and organisational measures adopted by it);

- 4.1.3 Ensure that access to Protected Data is limited to the Staff who need access to comply with this Agreement and that those Staff are reliable and adequately trained on compliance with Schedule 2 as applicable to the Processing, informed of the confidential nature of the Protected Data and that they must not disclose Protected Data and keep the Protected Data confidential;
- 4.1.4 Not transfer the Protected Data outside of the UK;
- 4.1.5 Assist the Council, (at its own cost and expense) in responding to any request from a Data Subject and in ensuring compliance with its obligations under the Data Protection Laws with respect to security, Personal Data Breach notifications, data protection impact assessments (as such term is defined in Data Protection Laws) and consultations with the Data Protection Supervisory Authority;
- 4.1.6 Notify the Council promptly (and in any event within 24 hours) on becoming aware of a Personal Data Breach relating to the Protected Data and on request provide all information as the Council requires to report a Personal Data Breach relating to the Protected Data to the Data Protection Supervisory Authority and to notify affected Data Subjects under the Data Protection Laws.
- 4.1.7 At the written direction of the Council, delete or return any retained Protected Data (and all copies) except to the extent that storage of any such data is required by applicable law) at the end of the Term or on termination of the Agreement in accordance with clause 16;
- 4.1.8 Maintain records and information to demonstrate its compliance with this Schedule 2 and allow for audits by the Council or the Council's designated auditor;
- 4.2 Except with the Council's prior written authority, Ringwood Town Council shall not appoint any third party Processor of the Protected Data under this Agreement.

## **PART B**

### **5. DATA PROCESSING DETAILS**

- 5.1 Processing of the Protected Data by Ringwood Council under this Agreement shall be for the subject-matter, duration, nature and purposes and involve the types of Personal Data and categories of Data Subjects set out in this Part B.

### **6. SUBJECT-MATTER OF PROCESSING:**

- 6.1 For the performance of the Services under this Agreement.

**7. DURATION OF THE PROCESSING:**

7.1 The Processing shall take place until the Processing End Date.

**8. NATURE AND PURPOSE OF THE PROCESSING:**

8.1 The nature of the Processing is publishing, storing, recording, accessing, auditing, sharing and transmitting.

8.2 The purpose of the Processing is to undertake the duties as specified in “Schedule 1 – Definition of services”.

**9. TYPE OF PERSONAL DATA:**

9.1 Personal Data Processed may include a customers:

- a) Name, date of birth, and address
- b) Forms of identification, including passport, registration certificate, driving licences
- c) Bank statements, insurance policies and DBS certificates
- d) Medical information
- e) Details of family members

**10. CATEGORIES OF DATA SUBJECTS:**

10.1 Residents, tenants, business owners, landlords, and visitors



## POLICY & FINANCE COMMITTEE

22<sup>nd</sup> May 2024

### Health & Safety Management

1. Introduction and reason why report required

It is good practice for any organisation to review its health and safety policy and its arrangements for managing risks regularly. Good governance of councils further requires that elected members receive periodic reports from officers about accidents and incidents.

2. Background information, options, impact assessment and risks

- 2.1 As an employer of more than five employees, the council is required to have a written health and safety policy. The current policy was adopted in January 2022 and is attached. The policy was reviewed (but not altered) at the meeting of this committee in May 2023.
- 2.2 It is not essential that councillors study or comment on the document in detail but members should be aware of:
  - 2.2.1 the policy statement on page 9;
  - 2.2.2 the description of organisation on page 11; and
  - 2.2.3 the obligations assumed by them as detailed in page 13.
- 2.3 The document is supported by a Health & Safety Manual which is provided to all staff and relevant other parties (such as outside contractors working on Council premises). Any councillors wishing to see this Manual are welcome to apply to the Town Clerk for a copy.
- 2.4 Since the last report in May 2023 there have been no RIDDOR-reportable accidents or incidents and none which resulted in any injury requiring treatment by a medical professional. A small number of incidents involving minor injuries have been recorded and resulted in the review of relevant risk assessments. Staff are encouraged to report all accidents and 'near-misses' so that lessons can be learned. Records are also kept of occasions when staff have administered first aid on the occasion of incidents not, strictly speaking, involving accidents at work (e.g. grazes and bruises to skate park users).
- 2.5 The council continues to be supported in complying with its health and safety duties by an expert consultancy, Worknest, which undertakes two audits a year. These generate actions which officers then take to improve safety.

3. Issues for decision and any recommendations

**Members are invited to note this report.**

For further information, contact:

Chris Wilkins, Town Clerk  
Direct Dial: 01425 484720  
Email: [chris.wilkins@ringwood.gov.uk](mailto:chris.wilkins@ringwood.gov.uk)

# RINGWOOD TOWN COUNCIL



## Health and Safety Policy

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

CONTENTS

<b>1. INTRODUCTION .....</b>	<b>1</b>
<b>2. HEALTH AND SAFETY POLICY STATEMENT .....</b>	<b>5</b>
<b>3. ORGANISATION FOR HEALTH AND SAFETY .....</b>	<b>9</b>
<b>4. HEALTH AND SAFETY RESPONSIBILITIES .....</b>	<b>11</b>
Councillors .....	11
Town Clerk.....	12
Grounds Foreman and Events Manager .....	13
Fire Wardens .....	14
Employees .....	15
Contractors .....	16
WorkNest.....	17
<b>5. HEALTH AND SAFETY RULES.....</b>	<b>19</b>
General .....	20
Working Practices .....	20
Hazard / Warning Signs and Notices.....	20
Working Conditions / Environment .....	20
Protective Clothing and Equipment .....	21
Fire Precautions.....	21
Accidents .....	21
Health .....	21
Rules Covering Gross Misconduct .....	22
<b>6. ARRANGEMENTS .....</b>	<b>24</b>
Accident, Incident and Ill-Health Recording, Reporting and Investigation .....	24
Communication and Consultation.....	26
Contractors .....	27
Disabled Persons.....	29
Display Screen Equipment.....	30
Driving for Work .....	31
Drugs and Alcohol.....	33
Electricity .....	34
Excavation, Ground and Floor Penetration.....	35
Fire .....	36
First Aid.....	37
Gas Installations and Appliances .....	38
Hazardous Substances (COSHH) .....	39
Health, Safety and Welfare .....	40
Health Surveillance .....	41
Home Working .....	43
Infection Control.....	44
Legionnaires Disease.....	46
Leptospirosis (Weil's Disease) .....	48
Lifts .....	49
Liquefied Petroleum Gas (LPG) and Compressed Gas .....	50
Lone Working.....	52
Machinery Maintenance .....	53
Manual Handling .....	54
New and Expectant Mothers .....	56
Noise.....	57
Outdoor and Peripatetic Working .....	59
Permits to Work .....	60
Personal Protective Equipment.....	61
Pressure Systems.....	62
Risk Assessment .....	63

Smoking..... 64

Stress..... 65

Training..... 66

Vibration..... 68

Violence..... 69

Visitors..... 70

Waste Management..... 71

Work At Height..... 72

Work Equipment..... 73

Young Persons..... 74

**7. RISK ASSESSMENT..... 76**

    Risk Assessment..... 76

    Fire Risk Assessment..... 79

**8. MONITORING OF HEALTH AND SAFETY..... 82**

**9. LEGAL EXPENSES INSURANCE..... 83**

# 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.

Ringwood Town 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 manager 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 Policy & Finance Committee in our Annual Report.

This Policy has been created by the named consultant from WorkNest with the co-operation of our staff. They have signed the Policy to confirm that at the time of creation it is suitable, sufficient and relevant to our circumstances and operations. Our nominated responsible person has signed the Policy to confirm that it is a true reflection of the activities and operations that we undertake and the circumstances in which the council operates.

<b>Creation Date</b>	<b>Signed on behalf of WorkNest</b>	<b>Confirmed</b>
<b>18<sup>th</sup> November 2021</b>	<b>Michelle Mitcham</b>	<b>Chris Wilkins</b>

## **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.

<b>Review Date</b>	<b>Signed on behalf of WorkNest</b>	<b>Confirmed</b>


## 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

## 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](http://www.opsi.gov.uk)) and the National Archives ([www.legislation.gov.uk](http://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 Ringwood Town 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 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: 19<sup>th</sup> January 2022

Name: Chris Wilkins

Position: Town Clerk

**ORGANISATION FOR  
HEALTH & SAFETY**

### 3. ORGANISATION FOR HEALTH AND SAFETY

D

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:

**Councillors**  
**Town Clerk**  
**Grounds Foreman and Events Manager**  
**Fire Wardens**  
**Employees**  
**Contractors**  
**Worknest**

**HEALTH AND SAFETY  
RESPONSIBILITIES**

## 4. HEALTH AND SAFETY RESPONSIBILITIES



### Councillors

The Councillors have the ultimate responsibility for the health and safety of Ringwood Town Council but discharge this responsibility through the Town Clerk down to individual managers and employees.

The Councillors have nominated the Town Clerk to have special responsibility for health and safety.

The Councillors will ensure that:

- they provide a lead in developing a positive health and safety culture throughout the organisation
- all their 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 neither individually nor collectively undermine health and safety controls or encourage employees, contractors or others to do so
- they will review the health and safety performance of the council on an annual basis.

## Town Clerk

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

The Town Clerk 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
- health and safety objectives are set and their achievement is measured and reported in the annual report.

## Grounds Foreman and Events Manager

The Grounds Foreman and Events Manager will ensure that in their areas of control:

- they actively lead the implementation of our Health and Safety Policy
- they supervise their staff to ensure that they work safely, providing increased supervision for new and young workers
- safe systems of work are developed and implemented
- risk assessments are completed, recorded and regularly reviewed
- accidents, ill health and 'near miss' incidents at work are investigated, recorded and reported
- they communicate and consult with staff on health and safety issues
- they encourage staff to report hazards and raise health and safety concerns
- safety training for staff is identified, undertaken and recorded to ensure staff are competent to carry out their work in a safe manner
- issues concerning safety raised by anyone are thoroughly investigated and, when necessary, further effective controls implemented
- premises, plant and work equipment are maintained in a safe condition
- statutory examinations are planned, completed and recorded
- personal protective equipment is provided, staff instructed in its use and that records are kept
- adequate arrangements for fire and first aid are established
- any safety issues that cannot be dealt with are referred to the Town Clerk for action
- welfare facilities provided are maintained in a satisfactory state
- hazardous substances are stored, transported, handled and used in a safe manner according to manufacturers' instructions and established rules and procedures
- health surveillance is carried out and records are kept
- 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
- health and safety notices are displayed
- agreed safety standards are maintained particularly those relating to housekeeping
- health and safety rules are followed by all.



## **Fire Wardens**

Fire Wardens will ensure that in their designated area of responsibility they:

- monitor the general fire safety of the area that they have been allocated to
- check corridors and walkways to ensure combustible materials are not stored there
- monitor escape routes to see they are kept free of obstructions
- check that fire doors are not tied, propped or wedged open
- check that final exit doors are not obstructed
- check that extinguishers are where they should be and no obvious misuse or defect has occurred.

### **When the fire alarm sounds, Fire Wardens must:**

- without putting themselves at risk, sweep through their allocated area and verbally encourage staff to leave via the nearest fire escape route. Fire Wardens should aim to finish their sweep at a fire exit and should not delay their own escape unduly
- check all accessible rooms including toilets and offices to make sure staff have evacuated the area or in case someone is waiting for assistance to evacuate. If there are signs of fire in a room (e.g. smoke coming out around the door), they should note the fact but should not enter or open the door
- if there is no immediate danger, ensure that all windows and doors are closed en-route to the fire exit
- report to the senior manager at the fire assembly point to report any signs of fire in their area, to report if anyone is at risk and to advise if their area is clear
- take part in any post-alarm de-briefing to identify any shortcomings in the fire evacuation procedures.

Fire Wardens are not expected to unnecessarily delay their own exit from the building or to jeopardize their own safety at any time. Fire Wardens are not expected to fight a fire or to use a fire extinguisher except to aid their own escape. However if the fire is in their area of responsibility and they are trained and competent to do so, Fire Wardens may attempt to tackle a small fire if it is safe to do so and using the appropriate extinguisher.

## 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 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.

## 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.

D

**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 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 council.

#### **The Accident Book**

All accidents resulting in personal injury must be recorded in the 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](http://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 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 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 dutyholders 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

# D

- 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 council who acquires the building.
- cooperate fully with all other dutyholders and provide all relevant information and instruction promptly and clearly.

## Disabled Persons

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

To achieve this, the 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 council to secure the health and safety of employees who work with display screen equipment.

To achieve this objective the 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 £60, 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 council and as such requires driving on council business. Driving has inherent risks associated with it which drivers should be made aware of.

The 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 council asks its entire staff to play their part, whether they use a 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 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 council vehicle
- never use any hand held electronic device e.g. mobile phone, satellite navigation, mp3 player
- never receive or make calls.
- follow all safety instructions when taking their vehicle on board ferries, trains or other vehicle-carrying craft, including parking and leaving their vehicle on a vehicle deck and travelling in a designated passenger area while the craft is underway.

## **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
- not expect staff to answer calls when they are driving.

## **Drugs and Alcohol**

### **Alcohol**

Employees must not drink alcohol on the 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 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 council's disciplinary procedure.

### **Drugs and medication**

The possession, use or distribution of drugs for non-medical purposes on the 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 council suspects there has been a breach of this policy or your work performance or conduct has been impaired through substance abuse, the 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 council reserves the right to suspend you from your employment (with or without pay) to allow the council to decide whether to deal with the matter under the terms of the council's disciplinary procedure and/or to require you to undergo treatment and rehabilitation.

### **Reasonable Grounds**

The council reserves the right to search you or any of your property held on 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 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 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 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 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.

## Excavation, Ground and Floor Penetration

All reasonable steps will be taken to secure the health and safety of employees who are required to carry out any excavation, ground and/or floor penetration work.

To ensure this objective the council will:

- ensure that a risk assessment is always carried out prior to undertaking excavation, ground or floor penetration
- provide plans and site drawings that can be used to identify the approximate position of any site services, pipelines or structures
- carry out scanning at regular depth intervals, using an appropriate device to identify the actual position of any metal containing pipes or cables
- provide equipment and precautions needed such as trench sheets, props, baulks etc. on site before work starts
- ensure that any possible ground contamination must be checked before work commences by reviewing the results of soil tests or trial holes to provide useful data on conditions likely to be found which can assist planning
- ensure that excavations which are supported to prevent any person being buried or trapped by accidental collapse, fall or dislodgement of material are subject to formal inspection by a competent person
- arrange for all excavations to be inspected at the start of every shift, and more frequently if something happens to affect its strength or stability. A record of all inspections will be made and retained

Before digging any trench, pit, tunnel or other excavation the council will determine what temporary support will be required and other precautions necessary to prevent:

- collapse of the sides
- materials falling onto people working in the excavation
- people and vehicles falling into the excavation
- undermining nearby structures
- damage to underground services
- ingress of water
- premature removal of support.

## 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 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 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 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 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.

### **Portable First Aid Kits**

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, such as:

- staff travelling in vehicles on a regular basis



## **Gas Installations and Appliances**

The council will ensure that all work carried out on gas fittings and appliances are in accordance with the requirements of the regulations and the Safety in the Installation and Use of Gas Systems and Appliances Manual.

The council is committed to achieving high standards of health and safety for all staff, visitors, customers and others. For these reasons employing, training, and arranging the assessments of operatives that are competent to work on gas installations and appliances – servicing, repairing or installing, is highly significant to supporting these aims.

The council supports the aims of:

- reducing the waste of fuel and material
- increasing operational efficiency
- eliminating unnecessary emission of atmospheric pollutants
- reducing the risk to death, injury and distress to members of the public, staff and others who may be affected
- increasing confidence, amongst users, in the safe use of fossil fuels and fossil fuel burning appliances.

The Gas Safe Register (GSR) is the governing body approved by the Health and Safety Executive to register and monitor the activities of gas installation and use. Gas fitting operatives carrying out work on behalf of the council will be registered with the GSR.

No person shall interfere with any gas appliance or gas fitting or pipe work unless qualified and competent to do so.

## **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 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
- qualified professionals, where necessary, will carry out health surveillance
- employee health records of all exposures to substances hazardous to health will be kept for a minimum of 40 years
- all employees will be provided with understandable information and appropriate training on the nature of the hazardous substances they work with. Employees will be informed about any monitoring and health surveillance results
- 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 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.

## **Health, Safety and Welfare**

The council is committed to providing suitable health, safety and welfare facilities in line with current legislation, in particular the provision of:

- adequate maintenance of workplace and equipment
- appropriate ventilation, temperature control and lighting
- suitable cleanliness and housekeeping standards
- adequate workspace allocation
- properly designed workstations
- well maintained traffic routes and floors
- appropriate fall protection
- suitable glazing
- safe access and egress (well maintained exits and entrances)
- appropriate sanitary and washing facilities
- separate toilet facilities for men and women
- plentiful wholesome drinking water supply and cups
- seating with an incorporated back rest
- accommodation for keeping clothing clean and dry
- facilities for changing, rest periods, hot drinks and meals preparation
- showering facilities if the nature of an employees work requires this
- appropriate first aid provision
- appropriate emergency, fire and evacuation equipment and procedures.

The council recognises these responsibilities are required for any work whether on a remote work site, at their usual workplace or head office.

## **Health Surveillance**

Health surveillance is the early detection of adverse health risks associated with a work activity. It allows staff at increased risk to be identified and additional precautions to be taken as necessary. It is also a means of checking the effectiveness of the existing control measures.

To ensure adequate health surveillance is implemented the council will:

- carry out risk assessments to identify those activities, processes or materials that are likely to give rise to a health risk
- ensure that adequate control measures are put in place to reduce risks as far as possible
- seek advice on risk reduction from our safety advisor, occupational hygienist or other relevant person as necessary
- seek the advice of relevant people on the need for health surveillance where it is thought that a residual health risk remains following the implementation of control measures
- advise employees of the health risks and the signs of ill health
- ensure employees co-operate with health surveillance procedures provided
- discuss with the relevant people any health concern brought to their attention by an employee.

### **Format of Health Surveillance**

If a reliable test can be carried out, the format of health surveillance may include the use of questionnaires to determine symptoms and may also involve clinical examination or measurements, such as lung function testing, hearing tests or biological sampling.

### **Frequency of Health Surveillance**

The level of risk will determine the frequency of health surveillance programmes. Where the risk is thought to be low, only baseline data will be required and staff should report to the team leader if any problems are experienced. Baseline data will usually be gathered at the employment interview.

If the risk is thought to be more significant, periodic health surveillance for all exposed staff will take place. In most cases this will be annual; however in some high-risk areas a more frequent programme may be agreed. More frequent surveillance may be required where a person's medical history suggests a particular vulnerability. The responsible person or occupational health nurse will make this decision and manage the recall process.

If health problems are identified following health surveillance, control measures will be reviewed and where necessary enhanced.

The occupational health nurse or doctor will advise on any specific actions to take with regard to the affected employee, e.g.:

- reducing the length of exposure
- restricting work activities which cause exposure
- re-deploying the affected employee
- advising on additional personal protective equipment (PPE).

### **Record Keeping**

The responsible person or occupational health nurse will, with the support of team leaders, ensure employees requiring health surveillance are identified and recalled at appropriate intervals.

Health records will be kept for a minimum of 40 years.

Employees will be allowed reasonable access to their health records and a copy offered to individuals when they leave the council.

## **Home Working**

Home workers are subject to the same health and safety requirements as workers based on council premises and their health and safety will be managed accordingly.

To achieve this objective we will:

- ensure that appropriate risk assessments are completed
- ensure that risk assessments are reviewed annually
- ensure home workers are provided with suitable induction training on commencement of employment
- ensure appropriate equipment is provided for the home worker's health, safety and welfare
- ensure all equipment that is provided for use in the employees' homes is properly installed and tested
- arrange for the maintenance of all electrical equipment supplied for use in employees' homes (The hard wired electrical sockets and ring mains supplies are the employee's own responsibility)
- provide, where practicable, scope for varying work patterns and to allow employee input in how the work is carried out to ensure home workers take periodic breaks during the working day
- ensure that managers and home workers have the opportunity to be kept informed of what is going on within the council; recognising and satisfying the need for social interaction will reduce stress
- encourage home workers to 'network' with colleagues
- make the home worker aware of their duty to report any incidents or accidents that occur as a result of work related activities to the council using the council accident procedure
- ensure home workers are aware of the need to monitor their own working conditions and report any problems to their line manager.

## **Training**

All home workers will be fully trained in the tasks that they are employed to do and the equipment they will be using.

Home workers will be trained in emergency procedures in case of an accident in the home.

Supervisors/management of home workers will be trained in how to deal with employees working off site e.g. prearranged regular contact, how to recognise signs of stress in home workers.

## **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 council aims to prevent the spread of infection through work-based activities by adopting suitable control measures.

The 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
- provided 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.

### **Pandemics and Epidemics**

When notified that the country is experiencing a pandemic or epidemic, the council will aim to prevent the spread of infection through work-based activities by adopting suitable control measures.

The council will:

- follow guidance given by government agencies and close work sites if instructed to or if employees or any person is put at risk,
- undertake risk assessments to identify tasks or situations that may expose individuals or groups to potential risks,
- monitor any changes to government guidance,
- manage the risk posed by contractors and visitors visiting the workplace,
- develop and implement an emergency action plan to deal with any potential outbreaks,
- allow employees to take part in any government testing,
- identify, plan and implement controls and safe systems of work to prevent transmission,
- 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,
- arrange for safe disposal of any infected materials, and
- adopt good hygiene practices.



## Legionnaires Disease

All reasonable steps will be taken to identify potential legionellosis hazards and to prevent or minimise the risk of exposure.

At risk systems include the hot and cold water storage and distribution system.

To achieve control of legionella bacteria the council will implement the following:

- Avoidance of Conditions Favouring Growth of Organisms

As far as practicable, water systems will be operated at temperatures that do not favour the growth of legionella. The recommended temperature for hot water is 60°C and either above 50°C or below 20°C for distribution, as care must be taken to protect people from exposure to very hot water.

The use of materials that may provide nutrients for microbial growth will be avoided. Corrosion, scale deposition and build up of bio films and sediments will be controlled and tanks will be lidded.

- Avoidance of Stagnation

Dead-legs, which occur when water services leading from the main circulation water system to taps or appliances, are used only intermittently and other parts of systems which may provide a reservoir for infection will be identified and where possible eliminated.

- System Maintenance

Water systems will be disinfected by an effective means before being taken into service and after shut downs of five or more days. Plant will be regularly inspected and maintained (e.g. by monthly visits from a water treatment specialist). Plant will be disinfected periodically (normally twice yearly) by chlorination or by temporarily raising water temperatures. Biocides may be used to control microbial growth. Maintenance personnel must wear appropriate protective clothing.

- Sampling

Sampling for legionella will not normally be necessary, unless in the case of an outbreak or to monitor the effectiveness of precautionary measures. Weekly monitoring of chemical and microbiological water quality will be carried out to give a useful indication of the state of the system.

- Record Keeping

Records will be kept of all maintenance, temperature monitoring and sampling carried out.

## **Selection, Training and Competence of Staff**

Persons carrying out control measures will receive appropriate training and supervision so they are able to perform their duties competently.

### **Action in the Event of an Outbreak**

A contingency plan in case of an outbreak of legionellosis will be prepared. This will include the:

- identification of people who may have been exposed
- involvement of public health authorities
- dissemination of information to employees and other interested parties as to the nature of the risks.

## **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 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.

## Lifts

All reasonable steps will be taken to maintain all lifts throughout the council premises.

### **Implementation**

The council will ensure that:

- an examination scheme is drawn up by a competent person for each lift
- all lifts are fitted with appropriate barriers and interlocking gates to prevent passengers or cargo from falling from the lift, coming into contact with the lift machinery or entering/exiting the lift when it is not at a designated landing
- suitable equipment and mechanisms are installed to prevent the lift from:
  - leaving its landing when the doors are unlocked and/or open
  - falling (including its maximum working load) in the event of a failure in the lifting mechanism
  - overrunning its furthest intended point of travel
  - being operated from more than one position at any one time
  - being overloaded or exceeding its maximum number of passengers.
- lifts are maintained in a safe condition and examined/inspected by competent persons (annually for goods lifts and every six months if lifting people)
- the safe working load (SWL) is clearly displayed inside each lift
- notices are posted adjacent to each lift opening advising against the use of a lift in the event of a fire
- arrangements are made for the emergency evacuation of persons in the event of lift failure
- lift motor rooms are kept locked and entry kept restricted to authorised persons.

### **Records**

All thorough examination reports will be kept for a minimum of 2 years.

## **Liquefied Petroleum Gas (LPG) and Compressed Gas**

Gas cylinders are a convenient way to transport and store gases under pressure.

These gases are used for many different purposes, including:

- soldering, welding and flame cutting
- chemical processes
- fire extinguishers
- heating and cooking.

The main hazards are:

- impact from the blast of a gas cylinder explosion, or rapid release of compressed gas
- impact from parts of gas cylinders that fail or any flying debris
- contact with the released gas or fluid
- fire resulting from the escape of flammable gases or fluids
- impact from falling cylinders.

Where LPG / Compressed Gas are used, the council will ensure that provision is made for:

- adequate training and supervision in their use
- suitable handling equipment, plant and storage facilities with adequate ventilation, security measures, and monitoring and control devices
- regular maintenance and inspection by competent persons, and the recording of all maintenance and inspections.

### **Handling and Use of Gas Cylinders**

- Users must carry out an external visual inspection of the gas cylinders and any attachments (e.g. valves and regulators), to determine whether they are damaged. Indicators may include dents, bulges, evidence of fire damage etc.
- Use gas cylinders in a vertical position, unless specifically designed to use otherwise.
- Always double-check that the cylinder/gas is the right one for the intended use.
- Close the cylinder valve and replace dust caps, where provided, when a gas cylinder is not in use.
- Before connecting a gas cylinder to equipment or pipe work make sure that the regulator and pipe work are suitable for the type of gas and pressure being used.
- Wear suitable safety shoes when handling gas cylinders.
- Do not drop gas cylinders.
- Empty cylinders must be stored in a safe and secure manner and not disposed of with normal waste.
- Do not lift the cylinders by valves, shrouds and caps.

### **Transporting Gas Cylinders**

- Fit suitable protective valve caps and covers to cylinders, when necessary, before transporting.
- Securely stow gas cylinders in an upright position to prevent them from moving or falling.
- Disconnect regulators and hoses from cylinders whenever practicable.
- Ensure gas cylinders are clearly marked to show their contents and the hazards associated with their contents.

### **Storage of Gas Cylinders**

- Store gas cylinders in a safe and secure manner.
- Gas cylinders containing flammable gas should not be stored in part of a building used for other purposes.
- Protect gas cylinders from external heat sources and ensure that gas cylinders are stored away from sources of ignition and flammable materials.
- Gas cylinders must be clearly marked to show what they contain and the hazards associated with their contents.
- LPG cylinders should be stored away from drains and not in cellars.

## **Lone Working**

The 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 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 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 council will liaise with the suppliers of all new machinery to establish how that machinery should be maintained safely.

The council will inform and train personnel to implement this policy.

To achieve this objective the 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 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 council will ensure that operations which involve manual handling are eliminated, so far as is reasonably practicable. Where it is not practical the 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.

### **Moving and handling animals**

Animal handling may expose employees to additional risks of injury including animal bites and scratches. Animal handling can be unpredictable, dangerous and can result in disease, injury or even death if not carried out correctly.

The safe and humane handling of animals requires the creation of the correct handling environment for both handler and animal. An animal handler must be confident that he or she can control an animal without risk of injury. A positive and confident approach by a handler using the correct methods and equipment will minimise stress, fear and possible trauma to the animal and should ensure humane and efficient handling.

Anyone who works with animals knows each animal has its own personality; it is therefore important to remove the hazards wherever possible or reduce the hazard to the lowest level possible. To enable this to be undertaken, risk assessments will be completed for all activities and reviewed on a regular basis. All employees are advised to make themselves familiar with the risk assessments.

The following guidelines will be taken into consideration at all times:

- always approach animals with caution, assume that they will be difficult
- animals will not be allowed to roam free in the waiting room; they must be leashed or placed in an appropriate cage
- no animal will be carried or moved without the aid of a proper restraint and where possible the animal should be restrained by the owner
- safe lifting techniques will always be used when handling animals
- special care will be taken when handling animals that are recovering from anaesthetics
- under no circumstances will animals be permitted to lick an employee's face or hands
- when cleaning activities are being undertaken the appropriate PPE will always be worn
- good personal hygiene will always be practised after animal handling.

In order to reduce the risk of injury, all staff are instructed to ask for assistance if they have any doubts on their ability to handle any animal.

Special care must always be taken when handling animals and unknown animals should always be approached with caution. Where animals are required to be moved by vehicle they will be suitably restrained by either securing the leash or placing in a suitable transportation cage.

## New and Expectant Mothers

The 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 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 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 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 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 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 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.

### **Hearing Protection Zones**

The council will designate and mark out hearing protection zones, which may include particular areas, operations or pieces of equipment. All personnel entering these zones will be required to wear ear protectors.

### **Use and Maintenance of Noise Control Equipment and Procedures**

The 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 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 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 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 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 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.

## **Permits to Work**

Non-routine work, such as maintenance, cleaning, equipment installation and refurbishment, can produce health and safety risks over and above those normally encountered in our day to day activities. Permits to work are designed to check that all eventualities have been considered when planning and organising this type of work and are an important means of minimising any risks involved.

Employees, contractors and visitors are all expected to comply with the requirements of any permits that are in force.

Employees working off site, i.e. on another organisation's premises, are expected to abide by all permits to work operated on that site.

Should employees experience any problems with the operation of permit-to-work systems, they should immediately inform a responsible person (usually a manager or supervisor) so the organisation can investigate and rectify the situation.

Permits to work exist to cover tasks carried out under certain circumstances and over limited time periods. They will therefore be displayed while the work specified is under way but will cease to operate when the tasks have been completed.

### **Information and Training**

The council will provide the necessary information and appropriate training to ensure that appropriate employees, supervisors, contractors and visitors are fully aware of the permits in use and are competent to undertake the tasks and tests prescribed in the permits.

## **Personal Protective Equipment**

The 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 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.



## Pressure Systems

Due to the high pressures at which they operate and the steam that is generated they are subject to numerous legal requirements. Pressure systems include some mechanism for regulating the pressure of steam that builds up internally; normally steam is released to maintain a constant working pressure. Severe corrosion and/or failure of pressure-regulating and other safety valves could lead to an explosion.

The council will ensure that all pressure vessels and pressurised equipment used by the council meet the requirements of the Pressure Systems Safety Regulations 2000 and the Pressure Equipment Regulations 1999.

To ensure the safety and mechanical integrity of the pressure systems used and to meet the requirements of the legislation the council will:

- ensure that the equipment is thoroughly examined by a competent person before it is put into service
- ensure that the equipment is of sound construction, suitable quality, made from suitable materials and free from any obvious defects before it becomes operational
- ensure that each item of equipment is clearly and uniquely marked so that it can be readily identified
- establish the safe operating limits of the equipment and display them on the equipment, and not allow the equipment to exceed those limits except where tests carried out by a competent specialist require it
- provide adequate training and instructions to ensure the equipment is operated safely, including instructions for procedures to be followed in case of emergency
- fit and calibrate suitable protective and warning devices to the equipment to deal with emergencies or mechanical malfunctions, and ensure that any devices such as safety valves or bursting discs will be able to discharge safely
- ensure that the equipment is properly maintained
- have a suitable written scheme drawn up or certified by a competent person for the examination, at appropriate and regular intervals, of the equipment
- arrange to have examinations carried out by a competent person at the intervals set down in the scheme and whenever the equipment is transferred to a new location
- keep adequate records of the most recent examination
- ensure that equipment identified as being in need of repairs is not used until repairs are carried out and, wherever possible, depressurise the equipment before the repair work begins
- pass all pertinent records on to the new owner if we choose to dispose of the pressure equipment and ensure that we receive written confirmation of the transfer of records.

The examination normally takes place annually.

Records of examinations are kept electronically and a copy of the last inspection must be taken with the equipment when it is transferred to a new location.

## **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 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 council vehicles that are used by more than one employee. If you have a council car that is designated for your sole use and that is never used by other employees then you can smoke in it if you wish – but the council recommends that you do not do so. This policy applies to all employees, customers and visitors.

### **Implementation**

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

The 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 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 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 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 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 council to enable them 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 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 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 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

The council will instigate a waste management plan for any work carried out when required to by legislation and in order to do so will identify the:

- client
- Principal Contractor
- person with overall responsibility for the waste management plan
- location of the site where the work will be carried out
- estimated cost of the project.

In carrying out any site work the 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.

The waste management plan will:

- describe each type of expected to be produced
- estimate the quantities of each type of waste
- describe the waste management action for each type of waste (e.g. re-use, recycle).

The waste management plan will comply with the duty of care and ensure materials will be handled efficiently and waste managed appropriately. All waste materials which leave site will be processed through licensed contractors.

Additional duties:

- ensure co-operation between all contractors involved on the project during the construction phase
- discuss waste management with every site worker through induction, training and tool box talks
- ensure that waste is reused, recycled or recovered, where practicable to do so.

## **Work At Height**

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

## Work Equipment

The 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 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.

## Young Persons

Whilst precautions taken to protect the health and safety of the workforce as a whole will, in many cases, also protect young persons, there are occasions when different and/or additional measures will be necessary due to their lack of experience, knowledge or absence of awareness of potential risks.

A 'young person' is defined as one who is below the age of 18 years.

To ensure the safety of young persons the organisation will:

- carry out risk assessments to cover the activities of young persons
- implement the actions determined by the risk assessment process
- inform the young persons of any risks associated with their work and the control measures taken to protect them
- provide a copy of the risk assessment to the parent/guardian of any young person below the school leaving age
- provide additional appropriate information, instruction, supervision and training, etc as determined by the risk assessment.

**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

Is used on the risk forms within this policy manual

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**

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 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.

## POLICY & FINANCE COMMITTEE

22<sup>nd</sup> May 2024

### Data protection policies and procedures

1. Introduction and reason why decision required

- 1.1 The council should review its data protection policies and procedures periodically.

2. Background information, options, impact assessment and risks

- 2.1 The relevant policies and documents were comprehensively re-written and approved in April 2019 and previously reviewed at the meetings of this committee in May 2022 and 2023.
- 2.2 No changes are suggested on this occasion. Officers are reassured that the use by councillors of unofficial email accounts for Council business has been replaced since last year by the use of official email accounts. This has removed an area of vulnerability and a potential cause of difficulty in the event of subject access requests or other data protection compliance. The arrangements would be even more robust if Council-specified devices only were to be introduced.
- 2.3 The following documents are attached for information purposes only: the Data Breach Procedure, the Subject Access Request Procedure, the Data Protection (Employment) Policy and the Data Protection and Information Policy.
- 2.4 In the period since May 2023 there have been no significant data breaches (that officers are aware of) and no subject access requests have been received. Some minor incidents have occurred; these have been logged and lessons learned.

3. Issues for decision and any recommendations

***Members are recommended to note this report and the documents referred to.***

For further information, contact:

Chris Wilkins, Town Clerk  
Direct Dial: 01425 484720  
Email: [chris.wilkins@ringwood.gov.uk](mailto:chris.wilkins@ringwood.gov.uk)



## ***Data Breach Procedure***

Adopted on: 17<sup>th</sup> April 2019

---

### **1. Introduction**

If personal data held by the Council is mishandled, the law requires that it respond in certain ways. This document sets out how the Council will meet its legal obligations should such a situation ever arise.

### **2. What is a data breach?**

The mishandling of personal data (“a data breach”) can happen in many ways. The following list describes some of the most common (it is not a complete list):

- Sending or copying an email to an unintended recipient;
- Copying an email to recipients using “cc” rather than “bcc”;
- Accidental loss or theft of a memory stick, laptop computer, CD-ROM, etc.;
- Unauthorised persons gaining access to physical or electronic records (e.g. in the course of a burglary or computer hack);
- Accessing records for no proper purpose (e.g. staff may need to consult records for a legitimate purpose but it may be illegal for them to do so out of idle curiosity);
- Improper deletion or alteration of records (including by malicious persons or software);
- Ignoring or mishandling a legitimate request for data to be corrected or deleted.

Sometimes it is obvious when a data breach has happened but this is not always the case. In case of doubt (that is, if you think that a data breach **may** have happened but are not necessarily sure) then you must follow this procedure.



### 3. Who does this procedure apply to?

If you work for the Council (whether as an employee, a worker or a free-lancer or contractor) then this procedure applies to you. Failure to do so without a lawful excuse may result in disciplinary or enforcement action being taken against you. In a sufficiently serious case this could result in dismissal without notice or immediate termination of your contract for services.

Councillors are also required to conduct themselves in accordance with this procedure. Failure to do so without a lawful excuse or impeding staff in the application of the procedure may amount to a breach of the Code of Conduct.

### 4. What to do if a data breach is known or suspected

If you have reason to believe that a data breach has happened or may have happened you **MUST** complete a Data Breach Report Form (see form below).

**DON'T** worry if you cannot fill in every part of the form fully – fill in as much as you can.

**DON'T** delay – this is more important and urgent than anything else you may have to do (apart from medical emergencies or immediate threats to someone's physical safety)

**DO** send the completed form to the Town Clerk and the Deputy Town Clerk as soon as you can - if possible by email to:

chris.wilkins@ringwood.gov.uk and

jo.hurd@ringwood.gov.uk

If this is not possible, deliver hard copies to them in person (or leave them on their respective desks if they are not immediately available).

### 5. Responding to a Data Breach Report

Upon receiving a Data Breach Report Form the Town Clerk and the Deputy Town Clerk will speak to each other and agree which of them will take responsibility for the subsequent handling of the matter (where this is not possible responsibility will fall on the Town Clerk unless he or she is unavailable for any reason in which case responsibility shall devolve to the Deputy Town Clerk). The responsible officer will then invoke and follow the Data Breach Checklist & Action Plan set out below.

## Ringwood Town Council – Data Breach Report Form

<p>Details of breach</p> <p>(Describe briefly what has happened or how the data breach arose with dates and times where possible)</p>	
<p>Nature and content of data involved</p> <p>(Describe the type(s) of personal information involved e.g. email addresses, payroll information, medical information, etc.)</p>	
<p>Number of individuals affected</p>	
<p>Name of person making this report</p>	
<p>How and to whom this report was submitted</p>	
<p>Date and time this report was submitted</p>	

## Ringwood Town Council – Data Breach Checklist & Action Plan

Date and time of Notification of Breach	
Notification of Breach received from  Name  Contact Details	
Report form attached?	
How and when report acknowledged	
Name of person investigating breach  Name Job Title Contact details Email Phone number Address	
Further information about breach (not contained in report form)	
Information Commissioner informed, if relevant  Time and method of contact  <a href="https://report.ico.org.uk/security-breach/">https://report.ico.org.uk/security-breach/</a>	

<p>Police Informed if relevant</p> <p>Time and method of contact</p> <p>Name of person contacted</p> <p>Contact details</p>	
<p>Individuals contacted</p> <p>How many individuals contacted?</p> <p>Method of contact used to contact?</p> <p>Does the breach affect individuals in other EU member states?</p> <p>What are the potential consequences and adverse effects on those individuals?</p> <p>Confirm that details of the nature of the risk to the individuals affected: any measures they can take to safeguard against it; and the likely cost to them of taking those measures is relayed to the individuals involved.</p>	
<p>Staff briefed</p>	
<p>Assessment of ongoing risk</p>	

Containment Actions: technical and organisational security measures have you applied (or were to be applied) to the affected personal data	
Recovery Plan	
Evaluation and response	



## ***Subject Access Request Procedure***

Adopted on: 17<sup>th</sup> April 2019

---

### **1. Introduction**

Under data protection laws people whose personal data we hold are entitled to ask us to tell them what data we hold about them, to correct errors in it and to delete it in certain circumstances. These are termed “subject access requests”. This document sets out how the Council will meet its legal obligations when such requests are made.

### **2. What is a Subject Access Request?**

If any person (meaning here a natural person and not any other form of entity with legal identity such as a limited company) asks us:

- To tell them what personal data we hold for that person; and/or
- To alter personal data we hold for that person in order to correct an error in it; and/or
- To delete personal data we hold for that person

that request will be treated as a Subject Access Request.

The form of the request is irrelevant. There is to be no requirement that persons complete a particular form, or apply in writing, or follow any other process.

### **3. What happens when we receive a Subject Access Request?**

The request is to be passed to the Town Clerk (or if he or she is unavailable, the Deputy Town Clerk) who will then invoke and follow the Subject Access Request Checklist & Record set out below.

#### **4. Will a fee be charged?**

In some circumstances the law allows us to charge a reasonable fee for dealing with a Subject Access Request. In those cases, the Town Clerk will determine the amount of the fee (which shall not exceed the cost of meeting the request and what is reasonable having regard to all other relevant circumstances). However, in most cases no fee will be payable.

#### **5. Will the request always be granted?**

We will always comply with a request that, by law we are required to comply with. Where evidence of identity of the applicant or other information is reasonably needed before the request can be considered and acted upon, however, we will apply to the applicant for this as soon as practicable after receipt of the request and will comply with the request only once this has been received.

We may seek reasonable evidence before correcting an alleged error.

If a data subject asks us to delete certain data we hold about them we will automatically treat that request as the withdrawal of any consent previously given by the subject to us to hold that data. However, where we have a lawful basis other than consent for holding the data and reasonably judge that we need to retain it then we will decline to delete that data.

If we decline to alter or delete data that we hold we will always explain our reasons.

#### **6. How does this affect people connected with the Council?**

Anyone who works for the us (whether as an employee, a worker, a volunteer or a free-lancer or contractor) and any councillor (past or present, who holds any personal data relevant to a Subject Access Request) is required to give all assistance reasonably required to enable the Council to meet its legal obligations. Failure to do so without a lawful excuse may result in disciplinary or enforcement action being taken or amount to a breach of the Code of Conduct (as the case may be). In a sufficiently serious case this could result in dismissal without notice or immediate termination of a contract for services.

## Ringwood Town Council – Subject Access Request Checklist & Record

Process to Action		
Name of requester (Method of communication) Email Address Phone number Postal Address		
Date Subject Access Request made		
Is the request made under the Data Protection Legislation?	Yes	No
Date Subject Access Request action to be completed by (One month after receipt time limit)		
Extension to the date of reply requested ( An extension of another two months is permissible provided it is communicated to the subject within the one month period)	Yes	No
Extension date advised to the Subject Requester and method of contact		
Identification must be proven from the below list: Current UK/EEA Passport UK Photo card Driving Licence (Full or Provisional) EEA National Identity Card Full UK Paper Driving Licence State Benefits Entitlement Document State Pension Entitlement Document HMRC Tax Credit Document Local Authority Benefit Document State/Local Authority Educational Grant Document HMRC Tax Notification Document Disabled Driver's Pass Financial Statement issued by bank, building society or credit card company Utility bill for supply of gas, electric, water or telephone landline A recent Mortgage Statement A recent council Tax Bill/Demand or Statement Tenancy Agreement Building Society Passbook which shows a transaction in the last 3 months and their address		
Verification sought that the Subject Access request is substantiated	Yes	No
Verification received	Yes	No
Verification if the Council cannot provide the information requested	Yes	No
Is the request excessive or unfounded?	Yes	No
Request to be actioned	Yes	No
Fee to be charged (Subject Access requests must be undertaken free of charge to a requester unless the legislation permits a reasonable charge)	Yes	No



If the request is to be refused, action to be taken and by whom.	
Changes requested to data/ or removal	
Action taken in response to request (with date)	
Action taken notified to Subject Requester (with method of contact and date)	
Complaint Process (Where a requestor is not satisfied with a response to a SAR, the council must manage this as a complaint)	
Date complaint received	
Date complaint must be dealt with by	
Nature/Details of complaint	
Date complaint completed and outcome	

#### Categories of Data to Check

Data	Paper records	Digital data	Checked	Corrected/Deleted	Actioned by
HR					
Democracy					
Statutory Function					
legal					
Business (inc. Allotments & Cemetery)					
Legal requirement					
General Data					
Consultation Data					



## Data Protection (Employment) Policy

Adopted on: 17<sup>th</sup> April 2019

---

You must read this policy because it gives important information about:

- the data protection principles with which the Council must comply;
- what is meant by personal information (or data) and sensitive personal information (or data);
- how we gather, use and (ultimately) delete personal information and sensitive personal information in accordance with the data protection principles;
- where more detailed privacy information can be found, e.g. about the personal information we gather and use about you, how it is used, stored and transferred, for what purposes, the steps taken to keep that information secure and for how long it is kept;
- your rights and obligations in relation to data protection; and
- the consequences of failure to comply with this policy.

Once you have read and understood this policy, please confirm you that have done so by signing and returning the attached copy to the Town Clerk.

### **1 Introduction**

- 1.1 The Council obtains, keeps and uses personal information (also referred to as data) about job applicants and about current and former employees, temporary and agency workers, contractors, interns, volunteers and apprentices for a number specific lawful purposes, as set out in the Council's data protection privacy notices relating to recruitment and employment.
- 1.2 This policy sets out how we comply with our data protection obligations and seek to protect personal information relating to our workforce. Its purpose is also to ensure that staff understand and comply with the rules governing the collection, use and deletion of personal information to which they may have access in the course of their work.

- 1.3 We are committed to complying with our data protection obligations, and to being concise, clear and transparent about how we obtain and use personal information relating to our workforce, and how (and when) we delete that information once it is no longer required.
- 1.4 The Town Clerk is responsible for informing and advising the Council and its staff on its data protection obligations, and for monitoring compliance with those obligations and with the Council's policies. If you have any questions or comments about the content of this policy or if you need further information, you should contact the Town Clerk at Ringwood Gateway, by email to [chris.wilkins@ringwood.gov.uk](mailto:chris.wilkins@ringwood.gov.uk) or by calling (01425) 484720.

## 2 Scope

- 2.1 This policy applies to the personal information of job applicants and current and former staff, including employees, temporary and agency workers, interns, volunteers and apprentices.
- 2.2 Staff should refer to the Council's data protection privacy notice and, where appropriate, to its other relevant policies set out in the Staff Handbook, which contain further information regarding the protection of personal information in those contexts.
- 2.3 We will review and update this policy in accordance with our data protection obligations. It does not form part of any employee's contract of employment and we may amend, update or supplement it from time to time. We will circulate any new or modified policy to staff when it is adopted.

## 3 Definitions

<b>criminal records information</b>	means personal information relating to criminal convictions and offences, allegations, proceedings, and related security measures;
<b>data breach</b>	means a breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, personal information;
<b>data subject</b>	means the individual to whom the personal information relates;
<b>personal information</b>	(sometimes known as personal data) means information relating to an individual who can be identified (directly or indirectly) from that information;
<b>processing information</b>	means obtaining, recording, organising, storing, amending, retrieving, disclosing and/or destroying information, or using or doing anything with it;
<b>pseudonymised</b>	means the process by which personal information is processed in such a way that it cannot be used to identify an individual without the use of additional information, which is kept separately and subject to technical and organisational measures to ensure that the personal information cannot be attributed to an identifiable individual;
<b>sensitive personal information</b>	(sometimes known as 'special categories of personal data' or 'sensitive personal data') means personal information about an individual's race, ethnic origin, political opinions, religious or

philosophical beliefs, trade union membership (or non-membership), genetics information, biometric information (where used to identify an individual) and information concerning an individual's health, sex life or sexual orientation.

## **4 Data protection principles**

- 4.1 The Council will comply with the following data protection principles when processing personal information:
- 4.1.1 we will process personal information lawfully, fairly and in a transparent manner;
  - 4.1.2 we will collect personal information for specified, explicit and legitimate purposes only, and will not process it in a way that is incompatible with those legitimate purposes;
  - 4.1.3 we will only process the personal information that is adequate, relevant and necessary for the relevant purposes;
  - 4.1.4 we will keep accurate and up to date personal information, and take reasonable steps to ensure that inaccurate personal information are deleted or corrected without delay;
  - 4.1.5 we will keep personal information for no longer than is necessary for the purposes for which the information is processed; and
  - 4.1.6 we will take appropriate technical and organisational measures to ensure that personal information are kept secure and protected against unauthorised or unlawful processing, and against accidental loss, destruction or damage.

## **5 Basis for processing personal information**

- 5.1 In relation to any processing activity we will, before the processing starts for the first time, and then regularly while it continues:
- 5.1.1 review the purposes of the particular processing activity, and select the most appropriate lawful basis (or bases) for that processing, i.e.:
    - (a) that the data subject has consented to the processing;
    - (b) that the processing is necessary for the performance of a contract to which the data subject is party or in order to take steps at the request of the data subject prior to entering into a contract;
    - (c) that the processing is necessary for compliance with a legal obligation to which the Council is subject;
    - (d) that the processing is necessary for the protection of the vital interests of the data subject or another natural person; or
    - (e) that the processing is necessary for the performance of a task carried out in the public interest or exercise of official authority.
  - 5.1.2 except where the processing is based on consent, satisfy ourselves that the processing is necessary for the purpose of the relevant lawful basis (i.e. that there is no other reasonable way to achieve that purpose);
  - 5.1.3 document our decision as to which lawful basis applies, to help demonstrate our compliance with the data protection principles;

- 5.1.4 include information about both the purposes of the processing and the lawful basis for it in our relevant privacy notice(s);
- 5.1.5 where sensitive personal information is processed, also identify a lawful special condition for processing that information (see paragraph 6.2.2 below), and document it; and
- 5.1.6 where criminal offence information is processed, also identify a lawful condition for processing that information, and document it.

## 6 Sensitive personal information

- 6.1 Sensitive personal information is sometimes referred to as 'special categories of personal data' or 'sensitive personal data'.
- 6.2 The Council may from time to time need to process sensitive personal information. We will only process sensitive personal information if:
  - 6.2.1 we have a lawful basis for doing so as set out in paragraph 5.1.1 above, e.g. it is necessary for the performance of the employment contract or to comply with the Council's legal obligations; and
  - 6.2.2 one of the special conditions for processing sensitive personal information applies, e.g.:
    - (a) the data subject has given explicit consent;
    - (b) the processing is necessary for the purposes of exercising the employment law rights or obligations of the Council or the data subject;
    - (c) the processing is necessary to protect the data subject's vital interests, and the data subject is physically incapable of giving consent;
    - (d) processing relates to personal data which are manifestly made public by the data subject;
    - (e) the processing is necessary for the establishment, exercise or defence of legal claims; or
    - (f) the processing is necessary for reasons of substantial public interest.
- 6.3 Before processing any sensitive personal information, staff must notify the Town Clerk of the proposed processing, in order that the Town Clerk may assess whether the processing complies with the criteria noted above.
- 6.4 Sensitive personal information will not be processed until:
  - 6.4.1 the assessment referred to in paragraph 6.3 has taken place; and
  - 6.4.2 the individual has been properly informed (by way of a privacy notice or otherwise) of the nature of the processing, the purposes for which it is being carried out and the legal basis for it.
- 6.5 The Council will not carry out automated decision-making (including profiling) based on any individual's sensitive personal information.
- 6.6 The Council's data protection privacy notice sets out the types of sensitive personal information that the Council processes, what it is used for and the lawful basis for the processing.

- 6.7 In relation to sensitive personal information, the Council will comply with the procedures set out in paragraphs 6.8 and 6.9 below to make sure that it complies with the data protection principles set out in paragraph 4 above.
- 6.8 **During the recruitment process:** relevant officers, with guidance from the Town Clerk, will ensure that (except where the law permits otherwise):
- 6.8.1 during the short-listing, interview and decision-making stages, no questions are asked relating to sensitive personal information, e.g. race or ethnic origin, trade union membership or health;
  - 6.8.2 if sensitive personal information is received, e.g. the applicant provides it without being asked for it within his or her CV or during the interview, no record is kept of it and any reference to it is immediately deleted or redacted;
  - 6.8.3 any completed equal opportunities monitoring form is kept separate from the individual's application form, and not be seen by the person shortlisting, interviewing or making the recruitment decision;
  - 6.8.4 'right to work' checks are carried out before an offer of employment is made unconditional, and not during the earlier short-listing, interview or decision-making stages;
  - 6.8.5 we will only ask health questions once an offer of employment has been made.
- 6.9 **During employment:** relevant officers, with guidance from the Town Clerk, will process:
- 6.9.1 health information for the purposes of administering sick pay, keeping sickness absence records, monitoring staff attendance and facilitating employment-related health and sickness benefits;
  - 6.9.2 sensitive personal information for the purposes of equal opportunities monitoring and pay equality reporting. Where possible, this information will be anonymised; and
  - 6.9.3 trade union membership information for the purposes of staff administration and administering 'check off'.

## 7 Criminal records information

Criminal records information will be processed in accordance with the Council's Secure Storage, Handling, Use, Retention and Disposal of Disclosure Information Policy.

## 8 Data protection impact assessments (DPIAs)

- 8.1 Where processing is likely to result in a high risk to an individual's data protection rights (e.g. where the Council is planning to use a new form of technology), we will, before commencing the processing, carry out a DPIA to assess:
- 8.1.1 whether the processing is necessary and proportionate in relation to its purpose;
  - 8.1.2 the risks to individuals; and
  - 8.1.3 what measures can be put in place to address those risks and protect personal information.

- 8.2 Before any new form of technology is introduced, the manager responsible should therefore contact the Town Clerk in order that a DPIA can be carried out.
- 8.3 During the course of any DPIA, the employer will seek the advice of the Town Clerk and the views of a representative group of employees and any other relevant stakeholders.

## 9 Documentation and records

- 9.1 We will keep written records of processing activities which are high risk, i.e. which may result in a risk to individuals' rights and freedoms or involve sensitive personal information or criminal records information, including:
  - 9.1.1 the name and details of the employer's organisation (and where applicable, of other controllers, the employer's representative and Town Clerk);
  - 9.1.2 the purposes of the processing;
  - 9.1.3 a description of the categories of individuals and categories of personal data;
  - 9.1.4 categories of recipients of personal data;
  - 9.1.5 where relevant, details of transfers to third countries, including documentation of the transfer mechanism safeguards in place;
  - 9.1.6 where possible, retention schedules; and
  - 9.1.7 where possible, a description of technical and organisational security measures.
- 9.2 As part of our record of processing activities we document, or link to documentation, on:
  - 9.2.1 information required for privacy notices;
  - 9.2.2 records of consent;
  - 9.2.3 controller-processor contracts;
  - 9.2.4 the location of personal information;
  - 9.2.5 DPIAs; and
  - 9.2.6 records of data breaches.
- 9.3 If we process sensitive personal information or criminal records information, we will keep written records of:
  - 9.3.1 the relevant purpose(s) for which the processing takes place, including (where required) why it is necessary for that purpose;
  - 9.3.2 the lawful basis for our processing; and
  - 9.3.3 whether we retain and erase the personal information in accordance with our policy document and, if not, the reasons for not following our policy.
- 9.4 We will conduct regular reviews of the personal information we process and update our documentation accordingly. This may include:
  - 9.4.1 carrying out information audits to find out what personal information the Council holds;
  - 9.4.2 distributing questionnaires and talking to staff across the Council to get a more complete picture of our processing activities; and

- 9.4.3 reviewing our policies, procedures, contracts and agreements to address areas such as retention, security and data sharing.
- 9.5 We may document our processing activities in electronic form so we can add, remove and amend information easily.

## 10 Privacy notice

- 10.1 The Council will issue privacy notices from time to time, informing you about the personal information that we collect and hold relating to you, how you can expect your personal information to be used and for what purposes.
- 10.2 We will take appropriate measures to provide information in privacy notices in a concise, transparent, intelligible and easily accessible form, using clear and plain language.

## 11 Individual rights

- 11.1 You (in common with other data subjects) have the following rights in relation to your personal information:
  - 11.1.1 to be informed about how, why and on what basis that information is processed—see the Council’s data protection privacy notice;
  - 11.1.2 to obtain confirmation that your information is being processed and to obtain access to it and certain other information, by making a subject access request—see the Council’s Subject Access Request Policy;
  - 11.1.3 to have data corrected if it is inaccurate or incomplete;
  - 11.1.4 to have data erased if it is no longer necessary for the purpose for which it was originally collected/processed, or if there are no overriding legitimate grounds for the processing (this is sometimes known as ‘the right to be forgotten’);
  - 11.1.5 to restrict the processing of personal information where the accuracy of the information is contested, or the processing is unlawful (but you do not want the data to be erased), or where the employer no longer needs the personal information but you require the data to establish, exercise or defend a legal claim; and
  - 11.1.6 to restrict the processing of personal information temporarily where you do not think it is accurate (and the employer is verifying whether it is accurate), or where you have objected to the processing (and the employer is considering whether the organisation’s legitimate grounds override your interests).
- 11.2 If you wish to exercise any of the rights in paragraphs 11.1.3 to 11.1.6, please contact the Town Clerk.

## 12 Individual obligations

- 12.1 Individuals are responsible for helping the Council keep their personal information up to date. You should let the Town Clerk know if the information you have provided to the Council changes, for example if you move house or change details of the bank or building society account to which you are paid.



- 12.2 You may have access to the personal information of other members of staff, suppliers and service users of the Council in the course of your employment or engagement. If so, the Council expects you to help meet its data protection obligations to those individuals. For example, you should be aware that they may also enjoy the rights set out in paragraph 11.1 above.
- 12.3 If you have access to personal information, you must:
- 12.3.1 only access the personal information that you have authority to access, and only for authorised purposes;
  - 12.3.2 only allow other Council staff to access personal information if they have appropriate authorisation;
  - 12.3.3 only allow individuals who are not Council staff to access personal information if you have specific authority to do so from the Town Clerk;
  - 12.3.4 keep personal information secure (e.g. by complying with rules on access to premises, computer access, password protection and secure file storage and destruction and other precautions set out in the Staff Handbook);
  - 12.3.5 not remove personal information, or devices containing personal information (or which can be used to access it), from the Council's premises unless appropriate security measures are in place (such as pseudonymisation, encryption or password protection) to secure the information and the device; and
  - 12.3.6 not store personal information on local drives or on personal devices that are used for work purposes.
- 12.4 You should contact the Town Clerk if you are concerned or suspect that one of the following has taken place (or is taking place or likely to take place):
- 12.4.1 processing of personal data without a lawful basis for its processing or, in the case of sensitive personal information, without one of the conditions in paragraph 6.2.2 being met;
  - 12.4.2 any data breach as set out in paragraph 15.1 below;
  - 12.4.3 access to personal information without the proper authorisation;
  - 12.4.4 personal information not kept or deleted securely;
  - 12.4.5 removal of personal information, or devices containing personal information (or which can be used to access it), from the Council's premises without appropriate security measures being in place;
  - 12.4.6 any other breach of this Policy or of any of the data protection principles set out in paragraph 4.1 above.

## **13 Information security**

- 13.1 The Council will use appropriate technical and organisational measures to keep personal information secure, and in particular to protect against unauthorised or unlawful processing and against accidental loss, destruction or damage. These may include:
- 13.1.1 making sure that, where possible, personal information is pseudonymised or encrypted;
  - 13.1.2 ensuring the ongoing confidentiality, integrity, availability and resilience of processing systems and services;

- 13.1.3 ensuring that, in the event of a physical or technical incident, availability and access to personal information can be restored in a timely manner; and
  - 13.1.4 a process for regularly testing, assessing and evaluating the effectiveness of technical and organisational measures for ensuring the security of the processing.
- 13.2 Where the Council uses external organisations to process personal information on its behalf, additional security arrangements need to be implemented in contracts with those organisations to safeguard the security of personal information. In particular, contracts with external organisations must provide that:
- 13.2.1 the organisation may act only on the written instructions of the Council;
  - 13.2.2 those processing the data are subject to a duty of confidence;
  - 13.2.3 appropriate measures are taken to ensure the security of processing;
  - 13.2.4 sub-contractors are only engaged with the prior consent of the Council and under a written contract;
  - 13.2.5 the organisation will assist the Council in providing subject access and allowing individuals to exercise their rights under the GDPR;
  - 13.2.6 the organisation will assist the Council in meeting its GDPR obligations in relation to the security of processing, the notification of data breaches and data protection impact assessments;
  - 13.2.7 the organisation will delete or return all personal information to the Council as requested at the end of the contract; and
  - 13.2.8 the organisation will submit to audits and inspections, provide the Council with whatever information it needs to ensure that they are both meeting their data protection obligations, and tell the Council immediately if it is asked to do something infringing data protection law.
- 13.3 Before any new agreement involving the processing of personal information by an external organisation is entered into, or an existing agreement is altered, the relevant staff must seek approval of its terms by the Town Clerk.

## **14 Storage and retention of personal information**

- 14.1 Personal information (and sensitive personal information) will be kept securely.
- 14.2 Personal information (and sensitive personal information) should not be retained for any longer than necessary. The length of time over which data should be retained will depend upon the circumstances, including the reasons why the personal information was obtained. Staff should consult the Council's Retention and disposal Schedule which set out the relevant retention period, or the criteria that should be used to determine the retention period. Where there is any uncertainty, staff should consult the Town Clerk.
- 14.3 Personal information (and sensitive personal information) that is no longer required will be deleted permanently from our information systems and any hard copies will be destroyed securely.

## **15 Data breaches**

- 15.1 A data breach may take many different forms, for example:

- 15.1.1 loss or theft of data or equipment on which personal information is stored;
  - 15.1.2 unauthorised access to or use of personal information either by a member of staff or third party;
  - 15.1.3 loss of data resulting from an equipment or systems (including hardware and software) failure;
  - 15.1.4 human error, such as accidental deletion or alteration of data;
  - 15.1.5 unforeseen circumstances, such as a fire or flood;
  - 15.1.6 deliberate attacks on IT systems, such as hacking, viruses or phishing scams; and
  - 15.1.7 'blagging' offences, where information is obtained by deceiving the organisation which holds it.
- 15.2 The Council will:
- 15.2.1 make the required report of a data breach to the Information Commissioner's Office without undue delay and, where possible within 72 hours of becoming aware of it, if it is likely to result in a risk to the rights and freedoms of individuals; and
  - 15.2.2 notify the affected individuals, if a data breach is likely to result in a high risk to their rights and freedoms and notification is required by law.
- (For further information and forms see the Council's Data Breach Policy)

## **16 International transfers**

- 16.1 The Council will not transfer personal information outside the European Economic Area (EEA), which comprises the countries in the European Union and Iceland, Liechtenstein and Norway.

## **17 Training**

The Council will ensure that staff are adequately trained regarding their data protection responsibilities. Individuals whose roles require regular access to personal information, or who are responsible for implementing this policy or responding to subject access requests under this policy, will receive additional training to help them understand their duties and how to comply with them.

## **18 Consequences of failing to comply**

- 18.1 The Council takes compliance with this policy very seriously. Failure to comply with the policy:
- 18.1.1 puts at risk the individuals whose personal information is being processed; and
  - 18.1.2 carries the risk of significant civil and criminal sanctions for the individual and the Council; and
  - 18.1.3 may, in some circumstances, amount to a criminal offence by the individual.
- 18.2 Because of the importance of this policy, an employee's failure to comply with any requirement of it may lead to disciplinary action under our procedures, and this action

may result in dismissal for gross misconduct. If a non-employee breaches this policy, they may have their contract terminated with immediate effect.

18.3 If you have any questions or concerns about anything in this policy, do not hesitate to contact the Town Clerk.

I have read and understood this policy and agree to abide by its terms.

Signed .....

Date .....



## Data Protection & Information Policy

Adopted on: 17<sup>th</sup> April 2019

---

### Introduction

In order to conduct our business, services and duties, Ringwood Town Council processes a wide range of data; most relating to our operations but some which we handle on behalf of partners. In broad terms, this data can be classified as:

- Data shared in the public arena about the services we offers, our mode of operations and other information we are required to make available to the public.
- Confidential information and data not yet in the public arena such as ideas or policies that are being worked up.
- Confidential information about other organisations because of commercial sensitivity.
- Personal data concerning our current, past and potential employees, Councillors, and volunteers.
- Personal data concerning individuals who contact us for information, to access our services or facilities or to make a complaint.

We will adopt procedures and manage responsibly, all data which we handle and will respect the confidentiality of both our own data and that belonging to partner organisations we work with and members of the public. In some cases, we will have contractual obligations towards confidential data, but in addition will have specific legal responsibilities for personal and sensitive information under data protection legislation.

This Policy is linked to other policies of ours which will ensure information considerations are central to the ethos of the organisation.

We will periodically review and revise this policy in the light of experience, comments from data subjects and guidance from the Information Commissioners Office.

We will be as transparent as possible about our operations and will work closely with public, community and voluntary organisations. Therefore, in the case of all information which is not personal or confidential, we will be prepared to make it available to partners and members of the town's communities. Details of information which is routinely available is contained in our Publication Scheme which is based on the statutory model publication scheme for local councils.

### Protecting Confidential or Sensitive Information

Sometimes it is necessary for us to keep and process sensitive and personal information about both employees and the public. We have therefore adopted this policy not only to meet our legal obligations but to ensure high standards. In accordance with the General Data Protection Regulation (GDPR) and the Data Protection Act 2018, we will seek to strike a balance between the rights of individuals and the rights of others (including ourselves) with legitimate reasons for using personal information.

#### The policy is based on the premise that Personal Data must be:

- Processed fairly, lawfully and in a transparent manner in relation to the data subject.
- Collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes.
- Adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed.
- Accurate and, where necessary, kept up to date.
- Kept in a form that permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed.
- Processed in a manner that ensures appropriate security of the personal data including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures.

#### Data Protection Terminology

**Data subject** - means the person whose personal data is being processed.

That may be an employee, prospective employee, associate or prospective associate of Ringwood Town Council or someone transacting with it in some way, or an employee, Member or volunteer with one of our clients, or persons transacting or contracting with one of our clients when we process data for them.

**Personal data** - means any information relating to a natural person or data subject that can be used directly or indirectly to identify the person.

It can be anything from a name, a photo, and an address, date of birth, an email address, bank details, and posts on social networking sites or a computer IP address.

**Sensitive personal data** - includes information about racial or ethnic origin, political opinions, and religious or other beliefs, trade union membership, medical information, sexual orientation, genetic and biometric data or information related to offences or alleged offences where it is used to uniquely identify an individual.

**Data controller** - means a person who (either alone or jointly or in common with other persons) (e.g. Town Council, employer, council) determines the purposes for which and the manner in which any personal data is to be processed.

**Data processor** - in relation to personal data, means any person (other than an employee of the data controller) who processes the data on behalf of the data controller.

**Processing information or data** - means obtaining, recording or holding the information or data or carrying out any operation or set of operations on the information or data, including:

- organising, adapting or altering it
- retrieving, consulting or using the information or data
- disclosing the information or data by transmission, dissemination or otherwise making it available
- aligning, combining, blocking, erasing or destroying the information or data. regardless of the technology used.

We process **personal data** in order to:

- fulfil our duties as an employer by complying with the terms of contracts of employment, safeguarding the employee and maintaining information required by law.
- pursue the legitimate interests of our business and our duties as a public body, by fulfilling contractual terms with other organisations, and maintaining information required by law.
- monitor our activities (including their equality and diversity aspects)
- fulfil our duties in operating our premises (including their security)
- assist regulatory and law enforcement agencies
- process information including the recording and updating details about our Councillors, employees, partners and volunteers.
- process information including the recording and updating details about individuals who contact us for information, or to access a service, or make a complaint.
- undertake surveys, censuses and questionnaires to fulfil the objectives and purposes agreed by our Councillors.
- undertake research, audit and quality improvement work to fulfil our objects and purposes.
- carry out Council administration.

Where appropriate and governed by necessary safeguards we will carry out the above processing jointly with other appropriate bodies from time to time.

**We will ensure that at least one of the following conditions is met for personal information to be considered fairly processed:**

- The individual has consented to the processing
- Processing is necessary for the performance of a contract or agreement with the individual
- Processing is required under a legal obligation
- Processing is necessary to protect the vital interests of the individual
- Processing is necessary to carry out public functions

Particular attention is paid to the processing of any **sensitive personal information** and we will ensure that at least one of the following conditions is met:

- Explicit consent of the individual has been given
- We are required by law to process the data for employment purposes
- The processing is required in order to protect the vital interests of the individual or another person

**Who is responsible for protecting a person's personal data?**

Ringwood Town Council as a corporate body has ultimate responsibility for ensuring compliance with the Data Protection legislation. The Council has delegated this responsibility day to day to the Town Clerk.

- Email: [chris.wilkins@ringwood.gov.uk](mailto:chris.wilkins@ringwood.gov.uk)
- Phone: (01425) 484720
- Correspondence: The Town Clerk, Ringwood Gateway, The Furlong, Ringwood BH24 1AT.

**Diversity Monitoring**

We monitors the diversity of our employees and Councillors, in order to ensure that there is no inappropriate or unlawful discrimination in the way we conduct our activities. We undertake similar data handling in respect of prospective employees. This data will always be treated as confidential. It will only be accessed by authorised individuals within the Council and will not be disclosed to any other bodies or individuals. Diversity information will never be used as selection criteria and will not be made available to others involved in the recruitment process. Anonymised data derived from diversity monitoring will be used for monitoring purposes and may be published and passed to other bodies.

We will always give guidance on personnel data to employees, councillors, partners and volunteers through a Privacy Notice and ensure that individuals on whom personal information is kept are aware of their rights and have easy access to that information on request.

Appropriate technical and organisational measures will be taken against unauthorised or unlawful processing of personal data and against accidental loss or destruction of, or damage to, personal data.

Personal data will not be transferred to a country or territory outside the European Economic Areas unless that country or territory ensures an adequate level of protection for the rights and freedoms of data subjects in relation to the processing of personal data.

**Information provided to us**

The information provided (personal information such as name, address, email address, phone number) will be processed and stored so that it is possible for us to contact, respond to or conduct the transaction requested by the individual. By transacting with us, individuals are deemed to be giving consent for their personal data provided to be used and transferred in accordance with this policy but where reasonably practicable specific written consent will be sought. It is the responsibility of those individuals to ensure that the Town Council is able to keep their personal data accurate and up-to-date. The personal information will be not shared or provided to any other third party or be used for any purpose other than that for which it was provided.

**The Councils Right to Process Information**

Processing is with consent of the data subject, or

Processing is necessary for the performance of a contract or agreement with the individual, or

Processing is required under a legal obligation, or

Processing is necessary to protect the vital interests of the individual, or



Processing is necessary to carry out a public function.

### **Information Security**

We will take care to ensure the security of personal data. We will make sure that your information is protected from unauthorised access, loss, manipulation, falsification, destruction or unauthorised disclosure. This is done through appropriate technical measures and appropriate policies.

We will only keep your data for the purpose it was collected for and only for as long as is necessary, after which it will be deleted.

### **Children**

If we need the consent of the data subject in order to process personal data and it relates to a child (under 13), we will not process that data without the express parental/guardian consent of the child concerned.

### **Rights of a Data Subject**

**Access to Information:** an individual has the right to request access to the information we have on them. They can do this by contacting our Town Clerk.

**Information Correction:** If anyone believes that the information we have about them is incorrect, they may contact us so that we can update it and keep their data accurate. Please contact our Town Clerk.

**Information Deletion:** If an individual wishes us to delete the information about them, they should contact our Town Clerk.

**Right to Object:** If an individual believes their data is not being processed for the purpose it has been collected for, they may object by contacting our Town Clerk

We do not use automated decision making or profiling of individual personal data.

**Complaints:** If an individual has a complaint regarding the way their personal data has been processed, they may make a complaint to the Town Clerk or the Information Commissioners Office [casework@ico.org.uk](mailto:casework@ico.org.uk) Tel: 0303 123 1113.

These rights and how we will give effect to them are explained in greater detail in our Subject Access Request Procedure. Further guidance to our staff on how their data and rights will be protected is given in our Data Protection (Employment) Policy and our Staff Handbook.

### **Making Information Available**

Our Publication Scheme explains how we will make a significant amount of information available routinely, without waiting for someone to specifically request it. The scheme is intended to encourage local people to take an interest in the work of the Council and its role within the community.

In accordance with the provisions of the Freedom of Information Act 2000, this Scheme specifies the classes of information which we publish or intend to publish. It is supplemented with an Information Guide which will give greater detail of what we will make available and hopefully make it easier for people to access it.

All formal meetings of Council and its committees are subject to statutory notice being given on notice boards, the Website and sent to the local media. We publish an annual programme in May each year. All formal meetings are open to the public and press and reports to those meetings and relevant background papers are available for the public to see. We welcome public participation and include a public participation session in each Council and committee meeting. Details can be seen in our Standing Orders, which are available on our Website or at our Offices.

Occasionally, Council or committees may need to consider matters in private. Examples of this are matters involving personal details of staff, or a particular member of the public, or where details of commercial/contractual sensitivity are to be discussed. This will only happen after a formal resolution has been passed to exclude the press and public and reasons for the decision are stated. Minutes from all formal meetings, including the confidential parts are public documents.

The Openness of Local Government Bodies Regulations 2014 requires written records to be made of certain decisions taken by officers under delegated powers. These are not routine operational and administrative decisions such as giving instructions to the workforce or paying an invoice approved by Council, but would include urgent action taken after consultation with the Chairman, such as responding to a planning application in advance of Council. In other words, decisions which would have been made by Council or committee had the delegation not been in place.

The 2014 Regulations also amend the Public Bodies (Admission to Meetings) Act 1960 to allow the public or press to film, photograph or make an audio recording of council and committee meetings normally open to the public. We will where possible facilitate such recording unless it is being disruptive. We will also take steps to ensure that children, the vulnerable and members of the public who object to being filmed are protected without undermining the broader purpose of the meeting.

We will be pleased to make special arrangements on request for persons who do not have English as their first language or those with hearing or sight difficulties.

### **Disclosure Information**

We will as necessary undertake checks on both staff and Members with the Disclosure and Barring Service and will comply with their Code of Conduct relating to the secure storage, handling, use, retention and disposal of Disclosures and Disclosure Information. We will follow an appropriate operating procedure.

### **Data Transparency**

We act in accordance with the Code of Recommended Practice for Local Authorities on Data Transparency (September 2011). This sets out the key principles for local authorities in creating greater transparency through the publication of public data and is intended to help them meet obligations of the legislative framework concerning information.

“Public data” means the objective, factual data on which policy decisions are based and on which public services are assessed, or which is collected or generated in the course of public service delivery.

The Code will therefore underpin our decisions on the release of public data and ensure it is proactive in pursuing higher standards and responding to best practice as it develops.

The principles of the Code are:

**Demand led:** new technologies and publication of data should support transparency and accountability

**Open:** the provision of public data will be integral to the Council's engagement with residents so that it drives accountability to them.

**Timely:** data will be published as soon as possible following production.

Government has also issued a further Code of Recommended Practice on Transparency, compliance of which is compulsory for parish councils with turnover (gross income or gross expenditure) not exceeding £25,000 per annum. These councils have been exempt from the requirement to have an external audit since April 2017. Ringwood Town Council exceeds this turnover but will nevertheless ensure the following information is published on its Website for ease of access:

- All transactions above £100.
- End of year accounts
- Annual Governance Statements
- Internal Audit Reports
- List of Councillor or Member responsibilities
- Details of public land and building assets
- Draft minutes of Council and committees within one month
- Agendas and associated papers no later than three clear days before the meeting.



## Current Projects Update

No.	Name	Status	Recent developments	Description and notes	Lead Officer/Member	Financing
<b>Full Council</b>						
FC1	Long Lane Football Facilities Development	In progress (scheduled for completion in 2024)	The artificial turf pitch has been completed and is now in use. The PWLB loan has been drawn down. A Construction Contract for the pavilion and other works has been entered into. Work on these started on 5th June 2023. The new building is expected to be ready for occupation in Summer 2024.	A joint venture with Ringwood Town Football Club and AFC Bournemouth Community Sports Trust to improve the football facilities for shared use by them and the community.	Town Clerk	The current expectation is that the Council's contribution to the project will, in effect, be limited to a modest loss of income from the site (but over a long term).
<b>Planning Town &amp; Environment Committee</b>						
PTE1	Neighbourhood Plan	In progress	Examiner's report received, recommending some modifications. Awaiting decisions from NFDC and NFNPA to agree modified Plan and to proceed to referendum, the likely date of which is 11 July 2024.	To prepare a Neighbourhood Plan for the civil parish of Ringwood but limited in scope to a few specified themes.	Deputy Town Clerk	Spent £25,282.42 (£18,000 funded from Locality grants, £3,650 additional budget agreed for SPUD youth engagement work (F/6061)). £3,167.58 unspent of original RTC budget.
PTE2	Human Sundial	Complete, with exception of interpretation board	Work to refurbish human sundial and install surrounding benches now complete. Time capsule cover stone replaced on 21/07/2023. Interpretation board with details of sundial, Jubilee Lamp etc. to be designed and costed.	Replacement of damaged sundial and surrounding paviers; installation of removable benches to protect it for the future.	Deputy Town Clerk	£10,659.15 spent funded from CIL and contribution from Carnival. Additional £580 for repair of cover funded from CIL (C/6957).
PTE3	Crow Stream Maintenance	Annual recurrent	Spraying of stream banks to be carried out in May, annual flail in August and stream clearance by volunteers in September.	Annual maintenance of Crow Ditch and Stream in order to keep it flowing and alleviate flooding	Deputy Town Clerk	Budget of £1,000 funded by transfer from earmarked reserve
PTE6	Shared Space Concept - Thriving Market Place	In progress	£10,000 released by NFDC from UKSPF to undertake options appraisal/feasibility study. Project Brief agreed and HCC instructed to carry out work outlined in Brief. Next meeting of Working Group scheduled for 08/05/2024.	Concept for town centre shared space identified through work on the Neighbourhood Plan. Working in partnership with NFDC and HCC.	Deputy Town Clerk	HCC funded survey work. £10,000 grant from UKSPF (via NFDC).
	Greening Ringwood	In progress	Official launch of Phase 2 held on 20/04/2024 in Gateway Square.	Greening Campaign Phase 2 to run from Sept 2023 to July 2024, focussing on making space for nature; energy efficient greener homes; climate impacts on health and wellbeing; waste prevention; and cycle of the seed.		£50 signing up fee funded from General Reserve.
	Bus Shelters	In progress	HCC framework contractor has completed survey of shelters free of charge. Results and availability of funding will be discussed with HCC.	Review of Council owned bus shelters.		No agreed budget
Projects being delivered by others which are monitored by the Deputy Clerk and reported to this committee:						
	Crow Lane Footpath	In progress	Developers' contributions paid to HCC to implement. Additional funds required to progress and approved by NFDC Cabinet on 02/11/2022 - report indicates delivery in 2024/25. HCC working on design.	New footpath to link Beaumont Park with Hightown Road, alongside west of Crow Lane	Hampshire CC	Developers contributions
	Railway Corner	In progress	Project supported by RTC. Planning application approved (23/11081).	Project to improve and promote historical significance of triangle of land at junction of Hightown Road and Castleman Way.	Ringwood Society	No financial implications.
	Memorial Bench for Michael Lingam-Willgoss	In progress	Consent to install bench has been granted by HCC. Legal fees covered by County Cllr Thierry. Date for installation yet to be agreed.	Provision of memorial bench in Market Place in memory of Michael Lingam-Willgoss.	Ringwood Carnival / Ringwood Rotary	No financial implications.
<b>Policy &amp; Finance Committee</b>						
PF5	Poulner Lakes Lease	On hold	Awaiting track maintenance solution - see Recreation Leisure & Open Spaces Committee item RLOS21.	Negotiating a lease from Ringwood & District Anglers' Association of the part of the site not owned by the Council	Town Clerk	Some provision for legal advice or assistance may be needed eventually.

PF11	92 Southampton Road	In progress (commenced March 2023)	One of the tenants has left. A new letting agent has been instructed, notice to quit has been served and a possession order obtained. Urgent repairs have been completed.	Reviewing the letting of this council-owned house	Town Clerk	Rent receipts and other financial implications of any changes are unclear at present but will be considered as part of the review.
PF12	Base budget review	Commenced Feb. 2024	Inaugural meeting held on 17th April. Workstreams and lead councillors for each agreed.	A review by members and officers of the council's base (revenue) budget, probably focused on a few types of expenditure or areas of activity, to identify possible options for change and/or savings.	Finance Manager	No anticipated costs other than staff time.

### Recreation, Leisure & Open Spaces Committee

RLOS4	Grounds department sheds replacement	In progress (Commenced design work in April 2021.)	Officers have been working with a planning consultant on project design and two rounds of pre-application planning advice have been completed. A planning application has been prepared in draft and is expected to be submitted soon.	A feasibility study into replacing the grounds maintenance team's temporary, dispersed & sub-standard workshop, garaging and storage facilities. Combined with a possible new car park for use by hirers of and visitors to the club-house.	Town Clerk	Revised capital budget of £4,000 (originally £10,000 until virement to RLOS19)
RLOS5	Cemetery development	In progress (Commenced design work in April 2021. Aiming to complete by December 2024.)	Design and funding arrangements for a memorial wall have been agreed in principle. An architect has been instructed and the construction contract is now out for tender.	Planning best use of remaining space, columbarium, etc.	Town Clerk	Capital cost estimated at £37,500 will be met from a combination of earmarked reserves.
RLOS10	Waste bin replacement programme	In progress (Commenced April 2020)	The final replacements in the current programme will be installed this summer. Future needs will then be re-assessed.	Three-year programme to replace worn-out litter and dog-waste bins	Grounds Manager	Budget of £2,000 a year.
RLOS14	Poulner Lakes waste licence	In progress	Surrender requirements and process have been investigated and discussed with Environment Agency and New Forest District Council. Consultants, ACS Testing, have been engaged to provide technical advice and support. The expected surrender requirements and process will be explained at the RLOS meeting on 5th June.	Arranging to surrender our redundant waste licence to avoid annual renewal fees	Town Clerk	
RLOS19	Carvers Strategic Development	Completed May 2024	The Masterplan prepared by landscape designer New Enclosure, after being consulted upon and revised, was formally adopted on 1st May 2024. It will now serve as a vision to guide future planning and developments but since it will remain a living document subject to potential updating, this item will remain open until further notice.	Devising a strategic vision and plan for the future of Carvers Recreation Ground pulling together proposals for additional play equipment and other features	Carvers Manager	Revised budget of £6,000 (virement from RLOS4).
RLOS21	Poulner Lakes track maintenance	In progress (under discussion since Jan. 2021)	Costs estimates for re-surfacing schemes obtained from two suppliers. NFDC has agreed to fund additional works and officers are discussing the scope of these and design options.	Devising a sustainable regime for maintaining the access tracks at Poulner Lakes to a more acceptable standard.	Town Clerk	Yet to be settled
RLOS23	North Poulner Play Area skate ramp request	In progress (commenced Mar. 2023)	A 'half-pipe' has been identified as a likely cheaper and easier option. The likely costs and wider implications of installing this are being investigated.	A local resident requested provision of a 'quarter-pipe ramp' at this site and has been fund-raising for it	Deputy Town Clerk	Yet to be quantified and agreed
RLOS24	Poulner Lakes Circular Path	Completed May 2024.	The performance of the reduced and landscaped drainage retention pond has been monitored through the winter. It appears both necessary and effective. This project is therefore now complete.	HCC has funded the creation of a circular path for pedestrians and cyclists to improve accessibility and so encourage greater use	Deputy Town Clerk	Staff time only

### Staffing Committee

None

F

## Proposed/Emerging Projects Update

No.	Name	Description	Lead	Recent developments	Progress / Status Stage reached	Estimated cost	Funding sources
<b>Full Council</b>							
	None						
<b>Planning Town &amp; Environment Committee</b>							
	Roundabout under A31	Planting and other environmental enhancements		Area being used by National Highways for storage of materials during works to widen the A31.	Floated as possible future project		
	Lynes Lane re-paving Rear of Southampton Road	Ringwood Society proposal Proposal by Ringwood Society to improve appearance from The Furlong Car Park and approaches			Floated as possible future project Floated as possible future project		
	Dewey's Lane wall	Repair of historic wall		Re-build/repair options and costs are being investigated	Shelved as a TC project		
	Signage Review	Review of signs requiring attention - e.g. Castleman Trailway, Pocket Park, Gateway Square	Cllr Day		Floated as possible future project		
	Crow ditch	Investigate works required to improve capacity and flow of ditch alongside Crow Lane, between Hightown Road and Moortown Lane					Developers contributions
<b>Policy &amp; Finance Committee</b>							
	Paperless office	Increasing efficiency of office space use	Cllr. Heron	Discussions with Town Clerk and Finance Manager			
<b>Recreation, Leisure &amp; Open Spaces Committee</b>							
	None	(Current projects expected to absorb available resources for several years)					
<b>Staffing Committee</b>							
	None						

## Closed Projects Report

No.	Name	Description	Outcome	Notes
<b>Full Council</b>				
FC2	Strategic Plan	Exploring ideas for medium term planning. Aim to have complete for start of budget-planning in Autumn 2022.	Completed in October 2022	
<b>Planning, Town &amp; Environment Committee</b>				
	Pedestrian Crossings - Christchurch Road	Informal pedestrian crossings to the north and south of roundabout at junction of Christchurch Road with Wellworthy Way (Lidl)	Completed by HCC	
	Cycleway signage and improvements	New signage and minor improvements to cycleway between Forest Gate Business Park and Hightown Road	Completed by HCC	
	Carvers footpath/cycle-way improvement	Creation of shared use path across Carvers between Southampton Road and Mansfield Road	Completed by HCC	
	Replacement Tree - Market Place	New Field Maple tree to replace tree stump in Market Place.	Completed in January 2022 by HCC	
PT E4	Climate Emergency	Funds used to support Greening Campaign, community litter-pick and Flood Action Plan leaflets.	Completed March 2023	
	A31 widening scheme	Widening of A31 westbound carriageway between Ringwood and Verwood off slip to improve traffic flow; associated town centre improvements utilising HE Designated Funds	Scheme completed by National Highways and road re-opened in November 2022.	
	SWW Water Main Diversion (associated with A31 widening scheme)	Diversion of water main that runs along the A31 westbound carriageway. Diversion route included land in RTC's ownership at The Bickerley.	Scheme completed by SWW in 2022.	
	Surfacing of Castleman Trailway	Dedication and surfacing of bridleway between old railway bridge eastwards to join existing surfacing.	Surfacing works completed by HCC early April 2022.	
	Bus Shelter Agreement	Request by ClearChannel in Nov. 2020 for RTC to licence the bus shelters in Meeting House Lane and the advertising on them. Despite various communications, we have had no contact for over a year and therefore regard the original request to be defunct.	Request not followed up by ClearChannel, therefore defunct and removed from project list October 2023.	
PT E5				
<b>Policy &amp; Finance Committee</b>				
PF1	New Council website	Arranging a new website that is more responsive, directly editable by Council staff and compliant with accessibility regulations.	Completed	
PF2	Greenways planning permission	Consideration of applying to renew planning permission for bungalow in garden previously obtained	Decided not to renew	
PF3	Detached youth outreach work	To provide youth workers for trial of detached outreach work	Transferred to Recreation Leisure & Open Spaces Committee (see RLOS20)	
PF4	Review of governance documents	A major overhaul of standing orders, financial regulations, committee terms of reference, delegated powers, etc. Routine periodic reviews will follow completion of this work.	Completed in July 2022	All governance documents will now receive routine annual reviews.
PF6	Health & Safety Management Support Re-procurement	Re-procuring specialist advice and support for discharge of health and safety duties	Completed in February 2023	
PF7	Financial Procedures Manual	Preparation of a new manual for budget managers and other staff detailing financial roles, responsibilities and procedures	Completed in September 2022	Will be updated by Finance Manager as necessary
PF8	Bickerley Legal Title	An application to remove land from the Council's title was made	Completed in October 2023	Application successfully resisted
PF9	Greenways office leases	The tenant of the first floor suite gave notice and left. The building was re-let as a whole to the tenant of the ground floor suite.	Completed in November 2022	
PF10	Councillors' Email Accounts	Providing councillors with official email accounts (and devices, if required) to facilitate compliance with data protection laws.	Completed in August 2023	
<b>Recreation, Leisure &amp; Open Spaces Committee</b>				
RLOS1	War Memorial Repair	Repair by conservation specialists with Listed Building Consent with a re-dedication ceremony after.	Completed in 2021-22	
RLOS2	Bickerley Tracks Repair	Enhanced repair of tracks to address erosion and potholes (resurfacing is ruled out by town green status) and measures to control parking.	Fresh gravel laid in 2021-22.	No structural change is feasible at present.
RLOS3	Public open spaces security	Review of public open spaces managed by the Council and implementation of measures to protect the highest priority sites from unauthorised encampments and incursions by vehicles	Completed in 2021-22	
RLOS6	Community Allotment	Special arrangement needed for community growing area at Southampton Road	Ongoing processes adapted	Agreed to adopt as informal joint venture with the tenants' association
RLOS7	Bowling Club lease	Renewal of lease that expired in April 2023.	Completed in July 2023	New lease granted for 14 years.
RLOS8	Ringwood Youth Club	Dissolution of redundant Charitable Incorporated Organisation	Completed in July 2023	Charity removed from Register of Charities
RLOS9	Aerator Repair	Major overhaul to extend life of this much-used attachment	Completed in 2021-22	
RLOS11	Ash Grove fence repair	Replacing the worn-out fence around the play area	Completed in 2021-22	
RLOS12	Van replacement	Replacing the grounds department diesel van with an electric vehicle	Suspended in 2023	Van will be replaced in accordance with Vehicle & Machinery replacement plan
RLOS13	Bickerley compensation claim	Statutory compensation claim for access and damage caused by drainage works	Completed March 2022	Settlement achieved with professional advice
RLOS15	Acorn bench at Friday's Cross	Arranging the re-painting of this bespoke art-work	Completed in 2021-22	Labour kindly supplied by Men's Shed
RLOS16	Town Safe	Possible re-paint of this important survival, part of a listed structure	Suspended indefinitely in September 2022	Complexity and cost judged disproportionate to benefit
RLOS17	Crow Arch Lane Allotments Site	The transfer to this Council (pursuant to a s.106 agreement) of a site for new allotments off Crow Arch Lane	Completed in November 2023	
RLOS18	Cemetery Records Upgrade	Creation of interactive digital cemetery map and scanning of cemetery registers as first stage in digitizing all cemetery records to facilitate remote working, greater efficiency and improved public accessibility.	Completed in 2021	Cost £5,467. Further upgrades are needed to digitize the records fully
RLOS20	Detached youth outreach work	Trialling the provision of detached outreach work by specialist youth workers.	Completed in May 2022	
RLOS22	Bickerley parking problem	Unauthorised parking on the tracks crossing the Bickerley is causing damage and obstruction	Closed off in September 2023	Additional signage has been installed. An estimate of £5,510 to move the "dragon's teeth" was judged disproportionate to the problem.
<b>Staffing Committee</b>				
S1	HR support contract renewal	Renewal of contract for the supply to the Council of specialist human resources law and management support	Completed in 2021-22	
S2	Finance Staffing Review	Reassessing staffing requirements and capacity for finance functions and re-negotiating staff terms	Completed in 2021-22	