



Stone

Town Council

Town Clerk

Les Trigg

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15 Station Road

STONE

ST15 8JP

24 September 2024

Dear Councillor,

A meeting of the **GENERAL PURPOSES COMMITTEE** will be held in the **Council Chamber at 15 Station Road, Stone**, on **TUESDAY 1 OCTOBER 2024 at 7:05pm**, or on the rising of the Council meeting, if later.

Les Trigg
Town Clerk

AGENDA

1. Apologies for Absence

To receive apologies for absence, and to consider the approval of any reasons given for absence under Section 85(1) of the Local Government Act 1972.

2. Declarations of Interest

3. Requests for Dispensations Received

4. To receive a report from County Councillors representing Stone Town

- County Councillor Mrs J. Hood
- County Councillor I. Parry

5. To receive a report from Borough Councillors representing Stone Town

6. **Representations from Members of the Public**

To consider representations from members of the public on items to be considered at this meeting, in accordance with the Council's scheme of public participation.

7. **Minutes of Previous Meetings**

- a) To confirm as a correct record the minutes of the meeting of the General Purposes Committee held on 6 August 2024, Minute No's GP25/039 – GP25/053 (attached).

8. **Minutes of Sub-Committees**

- a) Tourism & Town Promotion Sub-Committee held on 17 September 2024, Minute Numbers TTP25/009 – TTP25/015 (attached)
 - i. To consider the draft minutes
- b) Environment Sub-Committee held on 17 September 2024, Minute Numbers ENV25/011 – ENV25/018 (attached)
 - i. To consider the draft minutes
- c) Estates Sub-Committee held on 17 September 2024, Minute Numbers EST25/001 – EST25/008 (attached)
 - i. To consider the draft minutes

9. **Financial Regulations**

The National Association of Local Councils (NALC) have recently published new model financial regulations for town and parish councils to consider adopting, following adjusting them to local needs. A copy is attached.

These new model regulations have been initially reviewed by the Town Clerk, who recommends that consideration of any changes to the Council's current Financial Regulations is deferred until February/March 2025, when the annual review of both Financial Regulations and Standing Orders would normally take place.

10. **Health & Safety Audit**

To consider the Town Council's updated Health and Safety Policy and Handbook prepared by the health and safety consultants (attached).

11. **Grievance Procedure**

From October 2024, employers will be under a new statutory duty to take "reasonable steps" to prevent sexual harassment within the workplace. One of those steps is to ensure that appropriate procedures are in place to deal with any allegations of sexual harassment.

Following guidance received from the Staffordshire Parish Council's Association regarding what a sexual harassment policy/procedure needs to contain, the Council's Grievance Procedure has been updated to meet the needs of this new statutory duty. A copy of the updated draft is attached for consideration by the Committee.

12. Friendship Agreement Working Group

To appoint the membership and a co-ordinator to a Friendship Agreement Working Group.

Reference: Tourism & Town Promotion Sub-Committee meeting on 16 July 2024 (Minute reference TTP25/007).

The task/purpose of the working group will be to develop a twinning/friendship policy between Stone and other towns/nations/bodies.

13. VE Day Working Group

To appoint the membership to a VE Day Working Group.

Reference: Tourism & Town Promotion Sub-Committee meeting on 17 September 2024. Minute reference TTP25/014 (item 8a above).

Victory in Europe Day (known as VE Day) commemorates the end of World War II in Europe and is celebrated on Thursday 8 May 2025.

14. Staffordshire Fire & Rescue Service Consultation

To consider a Staffordshire Fire & Rescue Service consultation on its Community Risk Management Plan 2025-28 outlining how the Service will manage the many different risks within the county.

An email from the Staffordshire Fire & Rescue Service and a summary of the draft Management Plan 2025-2028 for quick reference, is attached.

Access to the draft Community Risk Management Plan 2025-2028 and survey is available through this link: [Community Risk Management Plan 2025-2028 consultation \(staffordshirefire.gov.uk\)](https://www.staffordshirefire.gov.uk/Community-Risk-Management-Plan-2025-2028-consultation)

15. Policing and Fire & Rescue Consultation

To consider a Policing and Fire & Rescue consultation on the key priorities in the Staffordshire Commissioner's Police & Crime Plan, and Fire & Rescue Plan 2024-28.

An email from the Staffordshire Commissioner is attached.

A copy of the full draft Police & Crime Plan, and the Fire & Rescue Plan 2024-28, are attached.

Also see the following link to the survey forms:

[Have Your Say - Staffordshire Commissioner \(staffordshire-pfcc.gov.uk\)](https://www.staffordshire-pfcc.gov.uk/Have-Your-Say)

16. Heritage Centre

To consider an update on the Stone Heritage Centre.

17. Town Council Payments

To receive a list of payments made by the Council during the period 1 July to 31 August 2024 (attached).

18. Update from Working Groups:

To receive updates from Working Group co-ordinators:

- a) Stone Heritage Centre Steering Group (Chairman: R. Kenney)
- b) Engagement with Young People Working Group (Co-ordinator: K. Dawson)

19. To receive reports from Town Councillors on attendance at meetings as a representative of the Town Council

Stone Area Parish Liaison Group – Cllr J. Davies

Stone ATC – Town Mayor & one Cllr – Cllrs: P. Leason and J. Davies

Age Concern Stone & District – Cllrs: J. Davies and C. Thornicroft

Stafford & Stone Access Group – Cllr T. Kelt

Stone Common Plot Trustees – Cllrs: A. Burgess, J. Hood, T. Kelt, C. Thornicroft and R. Townsend

Stone Community Hub Liaison Group – Cllrs: J. Battrick, J. Hood and J. Powell

SPCA Executive Committee – Cllr T. Kelt

Stone Traders' Group Directors Meeting – Cllrs: A. Burgess, I. Fordham, J. Hood and T. Kelt (Councillors attend on a rotating basis)

West Midlands Railway and other rail matters – Cllr T. Kelt

20. Exclusion of the Press and Public

To resolve, pursuant to the Public Bodies (Admission to Meetings) Act 1960, that the Public and Press be excluded from the meeting whilst the next items of business are discussed on the grounds that publicity would be prejudicial to public interest by reason of the confidential nature of the debate.

21. Confidential Minutes

To approve the Confidential Minutes of the General Purposes Committee held on 6 August 2024, Minute Numbers GP25/039 and GP25/053 (attached).

22. To consider the Confidential Minutes and recommendations of the undermentioned Sub-Committees:

- a) Estates Sub-Committee Meeting held on 17 September 2024, Minute Numbers: EST25/001 and EST25/007 and EST25/008 (attached)
 - i. To consider the draft Minutes

Members of the public are welcome to attend the General Purposes Committee meeting as observers and/or to make representations to the committee in accordance with the Council's scheme of public participation. Details of the scheme are displayed in the Council's notice boards and website.

Please access the Council Chamber from the rear of the building.

Stone Town Council – General Purposes Committee

Minutes of the meeting held in the Council Chamber at 15 Station Road, Stone, on Tuesday 6 August 2024

PRESENT: Councillor R. Kenney in the Chair, and
Councillors: J. Battrick, J. Davies, L. Davies, J. Hood, T. Kelt, B. Kenney, P. Leason,
J. Metters, J. Powell and C. Thornicroft

Officers: L. Trigg, R. Edwards and T. Williams

ABSENT: Councillors: A. Best, A. Burgess, K. Dawson, I. Fordham, A. Mottershead,
N. Powell and R. Townsend

GP25/039 Apologies

Apologies were received from Councillors: A. Best, K. Dawson, A. Mottershead,
N. Powell and R. Townsend

Where a reason for absence is given, this reason was approved for the purposes of
Section 85(1) of the Local Government Act 1972.

GP25/040 Declarations of Interest

None

GP25/041 Requests for Dispensations

None

GP25/042 To receive the report of the County Councillors

County Councillor Jill Hood

Councillor Jill Hood advised the Committee that she had no report on this
occasion.

County Councillor I. Parry

Councillor Parry was not in attendance at the meeting.

GP25/043 To receive the report of Borough Councillors

The Chairman invited Borough Councillors to address the Committee.

Councillor R. Kenney advised the Committee that the ‘High Street Boost Stafford’
Programme had been launched within the last week and Stone will be getting an
equivalent ‘High Street Boost’ providing an opportunity for businesses to learn
how to enhance their operations, attract more customers and in turn increase
profitability. There will be business and retail workshops, interactive sessions led
by experienced retail experts with topics such as digital marketing strategy and

* Items marked with an asterisk refer to reports or papers circulated with the agenda or distributed at the meeting. They are attached as an appendix to the signed copy of the Council minutes.

customer engagement techniques. One to one personalised and fully funded support will also be available.

Councillor Hood advised the Committee that the Borough Council had introduced a 'Healthy Towns' initiative which after pressure had been extended to include Stone town. Any resident who has no more than £31,000 savings can apply for assistance with small repairs in the home. The repair must cost no more than £500 and be completed in a day.

Councillor Mrs Hood said she was pleased the scheme included Stone and hoped residents would take the opportunity to have outstanding repairs undertaken.

GP25/044 Representations from Members of the Public

None

GP25/045 Minutes

RESOLVED:

That the minutes of the General Purposes Committee meeting held on 2 July 2024 (Minute Numbers GP25/023 – GP25/038), be approved as a correct record.

GP25/046 Minutes of Sub-Committees

- a) Tourism & Town Promotion Sub-Committee held on 16 July 2024 (Minute Numbers TTP25/001 – TTP25/008), that the draft minutes be noted, and the recommendations of the Sub-Committee contained in Minute Number TTP25/007 be adopted.
- b) Environment Sub-Committee held on 16 July 2024 (Minute Numbers ENV25/001 – ENV25/010), that the draft minutes be noted, and the recommendations of the Sub-Committee contained in Minute Numbers ENV25/007 (i) and ENV25/010 be adopted.
- c) Mayor's Charity Sub-Committee held on 16 July 2024 (Minute Numbers MC25/001 – MC25/006), that the draft minutes be noted.

GP25/047 Budget Monitoring Report – June 2024

The report* of the Town Clerk was noted.

RESOLVED: That the Committee:

- Notes the approved adjustments to the Council's budget set out at Appendix A.
- Notes the Council's performance against budget at the end of June 2024.
- Refers the income situation at the Town Market to the Tourism and Town Promotion Sub-Committee for further analysis and recommendations.

GP25/048 Heritage Centre

The Committee considered an update on Stone Heritage Centre.

* Items marked with an asterisk refer to reports or papers circulated with the agenda or distributed at the meeting. They are attached as an appendix to the signed copy of the Council minutes.

The Town Clerk informed the Committee that the Heritage Centre Manager was involved in several projects including the arrangements for loan agreements, and that he had generated a significant number of useful contacts.

GP25/049 Town Council Payments

RESOLVED: To note the list* of Town Council payments made during the period 1 to 30 June 2024.

GP25/050 Update from Working Groups:

Stone Heritage Centre Steering Group

There was no additional update from the Steering Group.

Engagement with Young People

Councillor Dawson was not available to give an update on the work of the working group.

GP25/051 To receive reports from Town Councillors on attendance at meetings of local organisations and outside bodies as a representative of the Town Council

Stone Area Parish Liaison Group

Councillor J. Davies advised the Committee that he was looking to hold the next meeting in the autumn and was considering extending invitations to more visiting speakers.

Stone ATC

Councillor J. Davies advised the Committee that the Squadron was doing very well. He said the next meeting will be held on 17 September 2024.

Age Concern Stone & District

Councillor J. Davies advised the Committee that he had attended a meeting on 2 August 2024 and was very pleased to note the charity was in a sound financial state. They are currently looking to recruit high quality volunteers both in the office and as case workers.

Stafford & Stone Access Group

Councillor Kelt advised the Committee that the Access Group had visited Crown Wharf Theatre to look at the facilities and how accessible they were. This included the Crown Wharf Tap toilets and comments had been favourable.

He said the Access Group had a meeting in July that mainly dealt with Highways issues such as problems with traffic lights, dropped kerbs, e-bikes, scooters and reinstating services/making good after road works. Highways staff who were present confirmed that disruption from road works had a reinstatement target of six months. He said he understood the County were currently investing significantly in highway and footpath maintenance.

The next meeting of the Access Group will take place in October 2024.

Stone Common Plot Trustees

Councillor Hood advised the Committee that the next meeting would be held on 11 August 2024.

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Stone Community Hub Liaison Group

Councillor Hood advised the Committee that no meeting of the Hub Liaison Group had taken place.

SPCA Executive Committee

Councillor Kelt advised the Committee that the next meeting would be held in September 2024.

Stone Traders Group Directors' Meeting

Councillor Hood advised the Committee that no meeting had taken place.

West Midlands Railway and other rail matters

Councillor Kelt advised the Committee that a new representative had been introduced to the group. There has been continued discussion on the service terminating at Stafford and Crewe with no encouragement from the train operating company. There were plans to ask local MPs to offer their support.

Councillor Kelt said there was an urgent review into the West Midlands Transport Schemes as a whole and they have received information on the Virgin application for the West Coast Main Line. The next meeting will be held in September 2024.

Councillor Kelt advised the Committee that there was a possibility that parking charges would soon be introduced at Station Approach in Stone.

The meeting was suspended and reconvened after the Planning Consultative Committee meeting.

GP25/052 Exclusion of the Press and Public

To resolve, pursuant to the Public Bodies (Admission to Meetings) Act 1960, that the Public and Press be excluded from the meeting whilst the next items of business are discussed on the grounds that publicity would be prejudicial to public interest by reason of the confidential nature of the debate.

RESOLVED: To exclude the Press and Public from the next items of business.

GP25/053 Staffing Matters

The Committee considered the report* of the Town Clerk which had been attached to the agenda for the meeting.

RESOLVED:

That the Town Council reappoints to the post of Marketing and Events Organiser in line with the job description, person specification and recommendations enclosed in the report.

CHAIRMAN

* Items marked with an asterisk refer to reports or papers circulated with the agenda or distributed at the meeting. They are attached as an appendix to the signed copy of the Council minutes.

Stone Town Council – Tourism & Town Promotion Sub-Committee

**Minutes of the meeting held in the Council Chamber
at 15 Station Road, Stone, on Tuesday 17 September 2024**

PRESENT: Councillor P. Leason in the Chair and
Councillors: A. Best, A. Burgess, J. Davies and L. Davies

Co-opted Member: J. Cook

Officers: L. Trigg, R. Edwards and T. Williams

By Chairman's invitation: No Councillors

ABSENT: Councillors: K. Dawson, J. Hood, B. Kenney, R. Kenney, A. Mottershead and J. Powell

In the absence of the Chairman and the Vice Chairman for this Sub-Committee, the Town Mayor, Councillor Leason, was elected to Chair the meeting.

TTP25/009 Apologies

Councillors: J. Hood, B. Kenney, R. Kenney and A. Mottershead

TTP25/010 Declarations of Interest

None

TTP25/011 Requests for Dispensations

None

TTP25/012 Representations from Members of the Public

None

TTP25/013 Minutes of Previous Meeting

The Minutes of the Tourism & Town Promotion Sub-Committee meeting held on 16 July 2024 (Minute Numbers TTP25/001– TTP25/008), were approved as a correct record.

* Items marked with an asterisk refer to reports or papers circulated with the agenda or distributed at the meeting. They are attached as an appendix to the signed copy of the Council minutes.

TTP25/014 Calendar of Events

The Sub-Committee considered the Town Council's Calendar of Events for 2024-25 and gave updates on events that had taken place:

2024 – Events that have taken place

- Classic Car Event (Saturday 27 July 2024)
The Chairman advised the Sub-Committee that the Classic Car Event had been a well-attended, successful event with lots of exhibits on display in the High Street with a number of interesting models.
- Florence Brass Band Concert & Burma Star Commemoration (Sunday 18 August 2024)
The Chairman reported that the Florence Brass Band Concert, set in the beautiful backdrop of Stonefield Park, had been a most enjoyable and well-attended event. Cream teas were provided by the Town Council and a good time was had by all.
- Summer Circus Skills (Monday 19 to Wednesday 21 August 2024)
The Chairman reported that this was a new and successful event which had attracted lots of children to Market Square to practice their circus skills.
- Summer Street Party (Saturday 31 August 2024)
The Chairman informed the Sub-Committee that the Summer Street Party had been a popular and well attended event opened by two of the three Stone Olympic medallists who had worked extremely hard signing autographs. There were a lot of young families which was good to see, and only two minor incidents occurred which were well controlled by the Police and security staff.

2024 – Upcoming/Agreed

- Remembrance Commemorations (10 and 11 November 2024)
The Chairman advised the Sub-Committee that the invitations to the Remembrance Commemorations in November had been issued.

The Town Clerk confirmed that the Town Council was working in consultation with the Royal British Legion and the traditional format for the occasions would be adopted again this year. Attendees would not be asked to process to Market Square after the Church Service.

- Vegan Market (Saturday 16 November 2024)
The Chairman confirmed that a vegan market would be taking place on Saturday 16 November 2024. This was a new event and the first market of its kind to be arranged in the town.

Mr Cook asked that the details are shared on social media. He said the people running the market had started to promote it on Facebook.

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- Christmas Lights Switch-On (Thursday 21 November 2024)
The Chairman informed the Sub-Committee that the three Stone Olympians were switching the Christmas Lights Switch-On in Stafford this year. The Town Clerk said it was traditional in Stone for the Town Mayor to switch the lights alongside the winner of the Christmas Card competition.
- Texas Flag Raising, marking the anniversary of Texas joining the Union on 29 December 1845 (Sunday 29 December 2024)
Councillor Davies advised the Sub-Committee that the Texas Flag Raising event in December would be small scale.
- Any other suggested new events for 2024 and 2025
The Chairman invited new ideas for events and suggested that arrangements for the VE Day celebrations in May 2025 commence in earnest.

He informed the Sub-Committee that Stafford had set up a committee to look at the arrangements for their celebratory event and suggested the Sub-Committee set up a working group to consider the VE Day celebrations in Stone.

RESOLVED: That a VE Day Working Group is set up with membership consisting of Councillor J. Davies (who would act as co-ordinator), and additional members appointed by the General Purposes Committee.

TTP25/015 Reports from Working Groups

The Chairman invited co-ordinators from each Working Group to address the Sub-Committee:

Remembrance Plaques Working Group

Councillor J. Davies advised the Sub-Committee that the working group was making progress but was waiting for the timing to be right so that its work could be aligned with the opening of the Heritage Centre.

Market Strategy Working Group

The Town Clerk reported that no meeting of the Market Strategy Working Group had taken place.

Chairman

* Items marked with an asterisk refer to reports or papers circulated with the agenda or distributed at the meeting. They are attached as an appendix to the signed copy of the Council minutes.

Stone Town Council – Environment Sub-Committee

Minutes of the meeting held in the Council Chamber at 15 Station Road, Stone, on Tuesday 17 September 2024

PRESENT: Councillor T. Kelt in the Chair and
Councillors: J. Battrick, A. Burgess, P. Leason and C. Thornicroft

Officers: L. Trigg, R. Edwards and T. Williams

By Chairman's Invitation:

ABSENT: Councillors: B. Kenney, R. Kenney, J. Metters, J. Powell, N. Powell and
R. Townsend

ENV25/011 Apologies

Councillors: B. Kenney, R. Kenney, J. Metters and R. Townsend

ENV25/012 Declarations of Interest

None

ENV25/013 Request for Dispensations

None

ENV25/014 Representations from Members of the Public

None

ENV25/015 Minutes of Previous Meeting

The minutes of the Environment Sub-Committee meeting held on 16 July 2024 (Minute Numbers ENV25/001 – ENV25/010), were approved as a correct record.

ENV25/016 Environmental Sub-Committee Works Update

The Chairman drew the Sub-Committee's attention to the Grounds Maintenance Works Update document which had been enclosed with the agenda for the meeting.

He referenced the most recent comments on the Update which highlighted that progress was being made in completing the outstanding works, although at a slower pace than was hoped.

The proposal for an alternative project to replace the cancelled 'Crown Meadow hedgerow' works will be put forward to the next meeting.

ENV25/017 Crown Meadow Update

- i) The Chairman referred the Sub-Committee to the report of the Biodiversity & Ecology Officer at Stafford Borough Council regarding Crown Meadow and other surrounding Meadows. A copy of the report (entitled: Stone Meadows Local Nature Reserves and the River Trent Floodplain) had been enclosed with the agenda for the meeting.

The report identified four areas where nature recovery work was on-going and these included Goodall Meadow, Southern Meadow, land south of Westbridge Park and Crown Meadow. All sites except Crown Meadow are managed by Stafford Borough Council with the support of Stone Town.

The report ends with a conclusion and next steps identifying the importance of sharing information on the nature recovery work and raising its profile with Town Councillors.

The Chairman invited comments from the Sub-Committee and the suggestion was made that funding opportunities be explored for Crown Meadow as Goodall Meadow and Southern Meadow had benefited from some large grant awards. The Town Clerk advised the Committee that funding opportunities were always explored to establish appropriateness for use.

ENV25/018 Reports of Working Groups

Environmental Working Group

The Chairman reported on the various environmental works that were currently going on. He drew the Sub-Committees attention to the following items:

Town Council Website

The addition of new information to the Town Council's website on Crown Meadow includes impressive photographs taken by semi-professional photographer, Dave Emley. Three new pages – 'About', 'Flora and Trees' and 'Fauna' have been created and are listed from the 'What We Do' and 'Crown Meadow' menu and sub menu.

Removal of Himalayan Balsam on Crown Meadow

The Chairman suggested there were four options for managing Himalayan Balsam on Crown Meadow and Councillor N. Powell would share the findings of her research at a future meeting.

Safety Signs on Crown Meadow

The Town Clerk advised the Sub-Committee that the Council's Health and Safety consultants had recommended the installation of signage on Crown Meadow to warn members of the public about the dangers and risks of the riverbank.

The Sub-Committee agreed that appropriate signage should be installed as soon as possible at the entrance points to Crown Meadow.

Installation of Life Buoys

The Sub-Committee raised the question about whether the Town Council should install life buoys on Crown Meadow.

The Deputy Town Clerk confirmed that she had sought advice from the Council's Health and Safety consultants and insurers who suggested that whilst life buoys can be installed, they would not be of great benefit because the site was vast and there would be a need to install many of them which was not recommended.

The Sub-Committee agreed that it was more important to have safety warning signs installed as soon as possible.

Stafford Borough Community Panel

The Chairman reported on a meeting of the Community Panel in September 2024 where the following topics had been discussed:

Council Score Cards – Stafford Borough Council had agreed to adopt the Council Score Card system as a valid way of assessing and addressing occurring environmental issues. The Borough Council will be assigning officers to areas and the Community Panel will also assign a representative to join the Borough Council to oversee work going ahead.

Cannock Chase Education Programme – Two officers had spoken to the Panel and the initiative was very impressive. The programme will be expanded to schools including those in Stone, probably early next year.

Midlands Climate Expo – This event will be taking place at Uttoxeter Racecourse on 20 September 2024 and Hugh Fearnley Whittingstall will be the key speaker.

Mowing regime and Bee Friendly Status – The mowing regime in the Borough is in the process of being finalised. It requires extra funding and is linked to the Bee Friendly Town Project supported by the Council. Stafford has successfully achieved Bee Friendly Status, and the Chairman understood that an application was soon to be made for Stone.

Major Recovery Strategy – This Borough wide strategy has been developed by the Biodiversity & Ecology Officer and all town and parish councils along with the Staffordshire Wildlife Trust will be actively involved. A number of other environmental strategies are also being developed.

Local Energy Production – This is a subset of the Panel who are looking at working with the big solar co-op to install solar panels at scale on large roofs that they will lease from the owners.

Chairman

Stone Town Council – Estates Sub-Committee

Minutes of the meeting held in the Council Chamber at 15 Station Road, Stone, on Tuesday 17 September 2024

PRESENT: Councillor A. Best in the Chair and
Councillors: J. Batterick, L. Davies, P. Leason and C. Thornicroft

Officers: L. Trigg, R. Edwards and T. Williams

By Chairman's invitation:

ABSENT: Councillors: I. Fordham, J. Hood, R. Kenney, A. Mottershead and N. Powell

EST25/001 **Apologies**

Councillor: J. Hood, R. Kenney and A. Mottershead

EST25/002 **Declarations of Interest**

None received.

EST25/003 **Requests for Dispensations**

None received.

EST25/004 **Representations from Members of the Public**

None received.

EST25/005 **Minutes of Previous Meeting**

RESOLVED:

That the minutes of the Estates Sub-Committee meeting held on the 19 March 2024 (Minute Numbers EST24/031 – EST24/037), be approved as a correct record.

EST25/006 **Exclusion of the Press and Public**

RESOLVED: Pursuant to the Public Bodies (Admission to Meetings) Act 1960, that the Public and Press be excluded from the meeting whilst the next items of business are discussed on the grounds that publicity would be prejudicial to public interest by reason of the confidential nature of the debate.

* Items marked with an asterisk refer to reports or papers circulated with the agenda or distributed at the meeting. They are attached as an appendix to the signed copy of the Council minutes.

RESOLVED: To exclude the Press and Public from the next item of business.

EST25/007 **Confidential Minutes**

RESOLVED:

That the Confidential minutes of the Estates Sub-Committee meeting held on the 19 March 2024 (Minute Numbers EST24/031, EST24/037), be approved as a correct record.

EST25/008 **Update on Stone Station**

The Town Clerk provided an update on Stone Station in respect of the extended use of the lease.

Chairman

* Items marked with an asterisk refer to reports or papers circulated with the agenda or distributed at the meeting. They are attached as an appendix to the signed copy of the Council minutes.

MODEL FINANCIAL REGULATIONS FOR LOCAL COUNCILS

[ENTER COUNCIL NAME] FINANCIAL REGULATIONS

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These Financial Regulations were adopted by the council at its meeting held on [enter date].

1. General

- 1.1. These Financial Regulations govern the financial management of the council and may only be amended or varied by resolution of the council. They are one of the council's governing documents and shall be observed in conjunction with the council's Standing Orders.
- 1.2. Councillors are expected to follow these regulations and not to entice employees to breach them. Failure to follow these regulations brings the office of councillor into disrepute.
- 1.3. Wilful breach of these regulations by an employee may result in disciplinary proceedings.
- 1.4. In these Financial Regulations:
 - 'Accounts and Audit Regulations' means the regulations issued under Sections 32, 43(2) and 46 of the Local Audit and Accountability Act 2014, or any superseding legislation, and then in force, unless otherwise specified.
 - "Approve" refers to an online action, allowing an electronic transaction to take place.
 - "Authorise" refers to a decision by the council, or a committee or an officer, to allow something to happen.
 - 'Proper practices' means those set out in *The Practitioners' Guide*
 - *Practitioners' Guide* refers to the guide issued by the Joint Panel on Accountability and Governance (JPAG) and published by NALC in England or Governance and Accountability for Local Councils in Wales – A Practitioners Guide jointly published by One Voice Wales and the Society of Local Council Clerks in Wales.
 - 'Must' and **bold text** refer to a statutory obligation the council cannot change.
 - 'Shall' refers to a non-statutory instruction by the council to its members and staff.
- 1.5. The Responsible Financial Officer (RFO) holds a statutory office, appointed by the council. [The Clerk has been appointed as RFO and these regulations apply accordingly.] The RFO;
 - acts under the policy direction of the council;
 - administers the council's financial affairs in accordance with all Acts, Regulations and proper practices;
 - determines on behalf of the council its accounting records and control systems;
 - ensures the accounting control systems are observed;
 - ensures the accounting records are kept up to date;
 - seeks economy, efficiency and effectiveness in the use of council resources; and
 - produces financial management information as required by the council.
- 1.6. **The council must not delegate any decision regarding:**

- **setting the final budget or the precept (council tax requirement);**
 - **the outcome of a review of the effectiveness of its internal controls**
 - **approving accounting statements;**
 - **approving an annual governance statement;**
 - **borrowing;**
 - **declaring eligibility for the General Power of Competence; and**
 - **addressing recommendations from the internal or external auditors**
- 1.7. In addition, the council shall:
- determine and regularly review the bank mandate for all council bank accounts;
 - authorise any grant or single commitment in excess of [£5,000]; and

2. Risk management and internal control

- 2.1. **The council must ensure that it has a sound system of internal control, which delivers effective financial, operational and risk management.**
- 2.2. The Clerk [with the RFO] shall prepare, for approval by [the council], a risk management policy covering all activities of the council. This policy and consequential risk management arrangements shall be reviewed by the council at least annually.
- 2.3. When considering any new activity, the Clerk [with the RFO] shall prepare a draft risk assessment including risk management proposals for consideration by the council.
- 2.4. **At least once a year, the council must review the effectiveness of its system of internal control, before approving the Annual Governance Statement.**
- 2.5. **The accounting control systems determined by the RFO must include measures to:**
- **ensure that risk is appropriately managed;**
 - **ensure the prompt, accurate recording of financial transactions;**
 - **prevent and detect inaccuracy or fraud; and**
 - **allow the reconstitution of any lost records;**
 - **identify the duties of officers dealing with transactions and**
 - **ensure division of responsibilities.**
- 2.6. At least [once in each quarter], and at each financial year end, a member other than the Chair {or a cheque signatory} shall be appointed to verify bank reconciliations (for all accounts) produced by the RFO. The member shall sign and date the reconciliations and the original bank statements (or similar document) as evidence of this. This activity, including any exceptions, shall be reported to and noted by the council {Finance Committee}.

2.7. Regular back-up copies shall be made of the records on any council computer and stored either online or in a separate location from the computer. The council shall put measures in place to ensure that the ability to access any council computer is not lost if an employee leaves or is incapacitated for any reason.

3. Accounts and audit

3.1. All accounting procedures and financial records of the council shall be determined by the RFO in accordance with the Accounts and Audit Regulations.

3.2. **The accounting records determined by the RFO must be sufficient to explain the council's transactions and to disclose its financial position with reasonable accuracy at any time. In particular, they must contain:**

- **day-to-day entries of all sums of money received and expended by the council and the matters to which they relate;**
- **a record of the assets and liabilities of the council;**

3.3. The accounting records shall be designed to facilitate the efficient preparation of the accounting statements in the Annual {Governance and Accountability} Return.

3.4. The RFO shall complete and certify the annual Accounting Statements of the council contained in the Annual {Governance and Accountability} Return in accordance with proper practices, as soon as practicable after the end of the financial year. Having certified the Accounting Statements, the RFO shall submit them (with any related documents) to the council, within the timescales required by the Accounts and Audit Regulations.

3.5. **The council must ensure that there is an adequate and effective system of internal audit of its accounting records and internal control system in accordance with proper practices.**

3.6. **Any officer or member of the council must make available such documents and records as the internal or external auditor consider necessary for the purpose of the audit** and shall, as directed by the council, supply the RFO, internal auditor, or external auditor with such information and explanation as the council considers necessary.

3.7. The internal auditor shall be appointed by [the council] and shall carry out their work to evaluate the effectiveness of the council's risk management, control and governance processes in accordance with proper practices specified in the Practitioners' Guide.

3.8. The council shall ensure that the internal auditor:

- is competent and independent of the financial operations of the council;
- reports to council in writing, or in person, on a regular basis with a minimum of one written report during each financial year;
- can demonstrate competence, objectivity and independence, free from any actual or perceived conflicts of interest, including those arising from family relationships; and

- has no involvement in the management or control of the council

3.9. Internal or external auditors may not under any circumstances:

- perform any operational duties for the council;
- initiate or approve accounting transactions;
- provide financial, legal or other advice including in relation to any future transactions; or
- direct the activities of any council employee, except to the extent that such employees have been appropriately assigned to assist the internal auditor.

3.10. For the avoidance of doubt, in relation to internal audit the terms 'independent' and 'independence' shall have the same meaning as described in The Practitioners Guide.

3.11. The RFO shall make arrangements for the exercise of electors' rights in relation to the accounts, including the opportunity to inspect the accounts, books, and vouchers and display or publish any notices and documents required by the Local Audit and Accountability Act 2014, or any superseding legislation, and the Accounts and Audit Regulations.

3.12. The RFO shall, without undue delay, bring to the attention of all councillors any correspondence or report from internal or external auditors.

4. Budget and precept

4.1. **Before setting a precept, the council must calculate its [council tax (England)/budget (Wales)] requirement for each financial year by preparing and approving a budget, in accordance with The Local Government Finance Act 1992 or succeeding legislation.**

4.2. Budgets for salaries and wages, including employer contributions shall be reviewed by [the council] at least annually in [October] for the following financial year and the final version shall be evidenced by a hard copy schedule signed by the Clerk and the [Chair of the Council or relevant committee]. {The RFO will inform committees of any salary implications before they consider their draft their budgets.}

4.3. No later than [month] each year, the RFO shall prepare a draft budget with detailed estimates of all [receipts and payments/income and expenditure] for the following financial year {along with a forecast for the following [three financial years]}, taking account of the lifespan of assets and cost implications of repair or replacement.

4.4. Unspent budgets for completed projects shall not be carried forward to a subsequent year. {Unspent funds for partially completed projects may only be carried forward (by placing them in an earmarked reserve) with the formal approval of the full council.}

4.5. Each committee (if any) shall review its draft budget and submit any proposed amendments to the council {finance committee} not later than the end of [November] each year.

- 4.6. The draft budget {with any committee proposals and [three-year]} forecast, including any recommendations for the use or accumulation of reserves, shall be considered by the {finance committee and a recommendation made to the} council.
- 4.7. Having considered the proposed budget and [three-year] forecast, the council shall determine its [council tax (England)/budget (Wales)] requirement by setting a budget. The council shall set a precept for this amount no later than [the end of January] for the ensuing financial year.
- 4.8. **Any member with council tax unpaid for more than two months is prohibited from voting on the budget or precept by Section 106 of the Local Government Finance Act 1992 and must and must disclose at the start of the meeting that Section 106 applies to them.**
- 4.9. The RFO shall **issue the precept to the billing authority no later than the end of February** and supply each member with a copy of the agreed annual budget.
- 4.10. The agreed budget provides a basis for monitoring progress during the year by comparing actual spending and income against what was planned.
- 4.11. Any addition to, or withdrawal from, any earmarked reserve shall be agreed by the council {or relevant committee}.

5. Procurement

- 5.1. **Members and officers are responsible for obtaining value for money at all times.** Any officer procuring goods, services or works should ensure, as far as practicable, that the best available terms are obtained, usually by obtaining prices from several suppliers.
- 5.2. The RFO should verify the lawful nature of any proposed purchase before it is made and in the case of new or infrequent purchases, should ensure that the legal power being used is reported to the meeting at which the order is authorised and also recorded in the minutes.
- 5.3. Every contract shall comply with these the council's Standing Orders and these Financial Regulations and no exceptions shall be made, except in an emergency.
- 5.4. **For a contract for the supply of goods, services or works where the estimated value will exceed the thresholds set by Parliament, the full requirements of The Public Contracts Regulations 2015 or any superseding legislation ("the Legislation"), must be followed in respect of the tendering, award and notification of that contract.**
- 5.5. Where the estimated value is below the Government threshold, the council shall (with the exception of items listed in paragraph 6.12) obtain prices as follows:
- 5.6. For contracts estimated to exceed [£60,000] including VAT, the Clerk shall {seek formal tenders from at least [three] suppliers agreed by [the council]} OR {advertise an open invitation for tenders in compliance with any relevant provisions of the Legislation}. Tenders shall be invited in accordance with Appendix 1.

- 5.7. **For contracts estimated to be over £30,000 including VAT, the council must comply with any requirements of the Legislation¹ regarding the advertising of contract opportunities and the publication of notices about the award of contracts.**
- 5.8. For contracts greater than [£3,000] excluding VAT the Clerk [or RFO] shall seek at least [3] fixed-price quotes;
- 5.9. where the value is between [£500] and [£3,000] excluding VAT, the Clerk [or RFO] shall try to obtain 3 estimates {which might include evidence of online prices, or recent prices from regular suppliers.}
- 5.10. For smaller purchases, [the clerk] shall seek to achieve value for money.
- 5.11. **Contracts must not be split into smaller lots to avoid compliance with these rules.**
- 5.12. The requirement to obtain competitive prices in these regulations need not apply to contracts that relate to items (i) to (iv) below:
- i. specialist services, such as legal professionals acting in disputes;
 - ii. repairs to, or parts for, existing machinery or equipment;
 - iii. works, goods or services that constitute an extension of an existing contract;
 - iv. goods or services that are only available from one supplier or are sold at a fixed price.
- 5.13. When applications are made to waive this financial regulation to enable a price to be negotiated without competition, the reason should be set out in a recommendation to the council {or relevant committee}. Avoidance of competition is not a valid reason.
- 5.14. The council shall not be obliged to accept the lowest or any tender, quote or estimate.
- 5.15. Individual purchases within an agreed budget for that type of expenditure may be authorised by:
- [the Clerk], under delegated authority, for any items below [£500] excluding VAT.
 - the Clerk, in consultation with the Chair of the Council {or Chair of the appropriate committee}, for any items below [£2,000] excluding VAT.
 - {a duly delegated committee of the council for all items of expenditure within their delegated budgets for items under [£5,000] excluding VAT}
 - {in respect of grants, a duly authorised committee within any limits set by council and in accordance with any policy statement agreed by the council.}
 - the council for all items over [£5,000];

¹ The Regulations require councils to use the Contracts Finder website if they advertise contract opportunities and also to publicise the award of contracts over £30,000 including VAT, regardless of whether they were advertised.

Such authorisation must be supported by a minute (in the case of council or committee decisions) or other auditable evidence trail.

- 5.16. No individual member, or informal group of members may issue an official order {unless instructed to do so in advance by a resolution of the council} or make any contract on behalf of the council.
- 5.17. No expenditure may be authorised that will exceed the budget for that type of expenditure other than by resolution of the council {or a duly delegated committee acting within its Terms of Reference} except in an emergency.
- 5.18. In cases of serious risk to the delivery of council services or to public safety on council premises, the clerk may authorise expenditure of up to [£2,000] excluding VAT on repair, replacement or other work that in their judgement is necessary, whether or not there is any budget for such expenditure. The Clerk shall report such action to the Chair as soon as possible and to [the council] as soon as practicable thereafter.
- 5.19. No expenditure shall be authorised, no contract entered into or tender accepted in relation to any major project, unless [the council] is satisfied that the necessary funds are available and that where a loan is required, Government borrowing approval has been obtained first.
- 5.20. An official order or letter shall be issued for all work, goods and services {above [£250] excluding VAT} unless a formal contract is to be prepared or an official order would be inappropriate. Copies of orders shall be retained, along with evidence of receipt of goods.
- 5.21. Any ordering system can be misused and access to them shall be controlled by [the RFO].

6. Banking and payments

- 6.1. The council's banking arrangements, including the bank mandate, shall be made by the RFO and authorised by the council; banking arrangements shall not be delegated to a committee. The council has resolved to bank with [name bank]. The arrangements shall be reviewed [annually] for security and efficiency.
- 6.2. The council must have safe and efficient arrangements for making payments, to safeguard against the possibility of fraud or error. Wherever possible, more than one person should be involved in any payment, for example by dual online authorisation or dual cheque signing. Even where a purchase has been authorised, the payment must also be authorised and only authorised payments shall be approved or signed to allow the funds to leave the council's bank.
- 6.3. All invoices for payment should be examined for arithmetical accuracy, analysed to the appropriate expenditure heading and verified to confirm that the work, goods or services were received, checked and represent expenditure previously authorised by the council before being certified by [the RFO]. {Where the certification of invoices is done as a batch, this shall include a statement by the RFO that all invoices listed have been 'examined, verified and certified' by the RFO}.

- 6.4. Personal payments (including salaries, wages, expenses and any payment made in relation to the termination of employment) may be summarised to avoid disclosing any personal information.
- 6.5. All payments shall be made by [online banking/cheque], in accordance with a resolution of the council {or duly delegated committee}{or a delegated decision by an officer}, unless [the council] resolves to use a different payment method.
- 6.6. {For each financial year [the RFO] may draw up a schedule of regular payments due in relation to a continuing contract or obligation (such as Salaries, PAYE, National Insurance, pension contributions, rent, rates, regular maintenance contracts and similar items), which the council {or a duly delegated committee} may authorise in advance for the year}.
- 6.7. {A copy of this schedule of regular payments shall be signed by [two members] on each and every occasion when payment is made - to reduce the risk of duplicate payments.}
- 6.8. {A list of such payments shall be reported to the next appropriate meeting of the council or Finance Committee} for information only.
- 6.9. The Clerk and RFO shall have delegated authority to authorise payments {only} in the following circumstances:
 - i. {any payments of up to [£500] excluding VAT, within an agreed budget}.
 - ii. payments of up to [£2,000] excluding VAT in cases of serious risk to the delivery of council services or to public safety on council premises.
 - iii. any payment necessary to avoid a charge under the Late Payment of Commercial Debts (Interest) Act 1998 {or to comply with contractual terms}, where the due date for payment is before the next scheduled meeting of [the council], where the [Clerk and RFO] certify that there is no dispute or other reason to delay payment, provided that a list of such payments shall be submitted to the next appropriate meeting of council {or finance committee}.
 - iv. Fund transfers within the councils banking arrangements up to the sum of [£10,000], provided that a list of such payments shall be submitted to the next appropriate meeting of council [or finance committee].
- 6.10. The RFO shall present a schedule of payments requiring authorisation, forming part of the agenda for the meeting, together with the relevant invoices, to the council {or finance committee}. The council {or committee} shall review the schedule for compliance and, having satisfied itself, shall authorise payment by resolution. The authorised schedule shall be initialled immediately below the last item by the person chairing the meeting. A detailed list of all payments shall be disclosed within or as an attachment to the minutes of that meeting.

7. Electronic payments

- 7.1. Where internet banking arrangements are made with any bank, [the RFO] shall be appointed as the Service Administrator. The bank mandate agreed by the council shall identify [a number of] councillors who will be authorised to approve

transactions on those accounts and a minimum of two people will be involved in any online approval process. {The Clerk may be an authorised signatory, but no signatory should be involved in approving any payment to themselves.}

- 7.2. All authorised signatories shall have access to view the council's bank accounts online.
- 7.3. No employee or councillor shall disclose any PIN or password, relevant to the council or its banking, to anyone not authorised in writing by the council or a duly delegated committee.
- 7.4. The Service Administrator shall set up all items due for payment online. A list of payments for approval, together with copies of the relevant invoices, shall be sent [by email] to [two] authorised signatories.
- 7.5. In the prolonged absence of the Service Administrator [an authorised signatory] shall set up any payments due before the return of the Service Administrator.
- 7.6. Two [councillors who are] authorised signatories shall check the payment details against the invoices before approving each payment using the online banking system.
- 7.7. Evidence shall be retained showing which members approved the payment online {and a printout of the transaction confirming that the payment has been made shall be appended to the invoice for audit purposes}.
- 7.8. A full list of all payments made in a month shall be provided to the next [council] meeting {and appended to the minutes}.
- 7.9. With the approval of [the council] in each case, regular payments (such as gas, electricity, telephone, broadband, water, National Non-Domestic Rates, refuse collection, pension contributions and HMRC payments) may be made by variable direct debit, provided that the instructions are [signed/approved online] by [two authorised members]. The approval of the use of each variable direct debit shall be reviewed by [the council] at least every two years.
- 7.10. Payment may be made by BACS or CHAPS by resolution of [the council] provided that each payment is approved online by [two authorised bank signatories], evidence is retained and any payments are reported to [the council] at the next meeting. The approval of the use of BACS or CHAPS shall be renewed by resolution of the council at least every two years.
- 7.11. If thought appropriate by the council, regular payments of fixed sums may be made by banker's standing order, provided that the instructions are signed {or approved online} by [two members], evidence of this is retained and any payments are reported to council when made. The approval of the use of a banker's standing order shall be reviewed by [the council] at least every two years.
- 7.12. Account details for suppliers may only be changed upon written notification by the supplier verified by [two of] the Clerk and [the RFO] [a member]. This is a potential area for fraud and the individuals involved should ensure that any change is genuine. Data held should be checked with suppliers every [two years].

7.13. Members and officers shall ensure that any computer used for the council's financial business has adequate security, with anti-virus, anti-spyware and firewall software installed and regularly updated.

7.14. Remembered password facilities {other than secure password stores requiring separate identity verification} should not be used on any computer used for council banking.

8. Cheque payments

8.1. Cheques or orders for payment in accordance in accordance with a resolution or delegated decision shall be signed by [two members]{and countersigned by the Clerk}.

8.2. A signatory having a family or business relationship with the beneficiary of a payment shall not, under normal circumstances, be a signatory to that payment.

8.3. To indicate agreement of the details on the cheque with the counterfoil and the invoice or similar documentation, the signatories shall also initial the cheque counterfoil and invoice.

8.4. {Cheques or orders for payment shall not normally be presented for signature other than at, or immediately before or after a council {or committee} meeting}. Any signatures obtained away from council meetings shall be reported to the council {or Finance Committee} at the next convenient meeting.

9. Payment cards

9.1. Any Debit Card issued for use will be specifically restricted to [the Clerk and the RFO] and will also be restricted to a single transaction maximum value of [£500] unless authorised by council or finance committee in writing before any order is placed.

9.2. A pre-paid debit card may be issued to employees with varying limits. These limits will be set by [the council]. Transactions and purchases made will be reported to [the council] and authority for topping-up shall be at the discretion of [the council].

9.3. Any corporate credit card or trade card account opened by the council will be specifically restricted to use by the Clerk {and RFO} {specify other officers} and any balance shall be paid in full each month.

9.4. Personal credit or debit cards of members or staff shall not be used {under any circumstances.} OR {except for expenses of up to [£250] including VAT, incurred in accordance with council policy.}

10. Petty Cash

10.1. {The council will not maintain any form of cash float. All cash received must be banked intact. Any payments made in cash by the Clerk [or RFO] (for example for postage or minor stationery items) shall be refunded on a regular basis, at least quarterly.} **OR** {The RFO shall maintain a petty cash [float/imprest account] of [£250] and may provide petty cash to officers for the purpose of defraying operational and other expenses.

- a) Vouchers for payments made from petty cash shall be kept, along with receipts to substantiate every payment.
- b) Cash income received must not be paid into the petty cash float but must be separately banked, as provided elsewhere in these regulations.
- c) Payments to maintain the petty cash float shall be shown separately on any schedule of payments presented for approval.}

11. Payment of salaries and allowances

- 11.1. **As an employer, the council must make arrangements to comply with the statutory requirements of PAYE legislation.**
- 11.2. **Councillors allowances (where paid) are also liable to deduction of tax under PAYE rules and must be taxed correctly before payment.**
- 11.3. Salary rates shall be agreed by the council, or a duly delegated committee. No changes shall be made to any employee's gross pay, emoluments, or terms and conditions of employment without the prior consent of the council {or relevant committee}.
- 11.4. Payment of salaries shall be made, after deduction of tax, national insurance, pension contributions and any similar statutory or discretionary deductions, on the dates stipulated in employment contracts.
- 11.5. Deductions from salary shall be paid to the relevant bodies within the required timescales, provided that each payment is reported, as set out in these regulations above.
- 11.6. Each payment to employees of net salary and to the appropriate creditor of the statutory and discretionary deductions shall be recorded in a payroll control account or other separate confidential record, with the total of such payments each calendar month reported in the cashbook. Payroll reports will be reviewed by [the finance committee] to ensure that the correct payments have been made.
- 11.7. Any termination payments shall be supported by a report to the council, setting out a clear business case. Termination payments shall only be authorised by the full council.
- 11.8. Before employing interim staff, the council must consider a full business case.

12. Loans and investments

- 12.1. Any application for Government approval to borrow money and subsequent arrangements for a loan must be authorised by the full council and recorded in the minutes. All borrowing shall be in the name of the council, after obtaining any necessary approval.
- 12.2. Any financial arrangement which does not require formal borrowing approval from the [Secretary of State/Welsh Assembly Government] (such as Hire Purchase, Leasing of tangible assets or loans to be repaid within the financial year) must be authorised by the full council, following a written report on the value for money of the proposed transaction.
- 12.3. The council shall consider the requirement for an Investment Strategy and Policy in accordance with Statutory Guidance on Local Government Investments, which must

written be in accordance with relevant regulations, proper practices and guidance. Any Strategy and Policy shall be reviewed by the council at least annually.

12.4. All investment of money under the control of the council shall be in the name of the council.

12.5. All investment certificates and other documents relating thereto shall be retained in the custody of the RFO.

12.6. Payments in respect of short term or long-term investments, including transfers between bank accounts held in the same bank, shall be made in accordance with these regulations.

13. Income

13.1. The collection of all sums due to the council shall be the responsibility of and under the supervision of the RFO.

13.2. The council will review all fees and charges for work done, services provided, or goods sold at least annually as part of the budget-setting process, following a report of the Clerk. [The RFO] shall be responsible for the collection of all amounts due to the council.

13.3. Any sums found to be irrecoverable and any bad debts shall be reported to the council by [the RFO] and shall be written off in the year. The council's approval shall be shown in the accounting records.

13.4. All sums received on behalf of the council shall be deposited intact with the council's bankers, with such frequency as the RFO considers necessary. The origin of each receipt shall clearly be recorded on the paying-in slip or other record.

13.5. Personal cheques shall not be cashed out of money held on behalf of the council.

13.6. {The RFO shall ensure that VAT is correctly recorded in the council's accounting software software and that any VAT Return required is submitted form the software by the due date}. OR {Any repayment claim under section 33 of the VAT Act 1994 shall be made {quarterly where the claim exceeds [£100] and} at least annually at the end of the financial year.}

13.7. {Where significant sums of cash are regularly received by the council, the RFO shall ensure that more than one person is present when the cash is counted in the first instance, that there is a reconciliation to some form of control record such as ticket issues, and that appropriate care is taken for the security and safety of individuals banking such cash.}

13.8. {Any income that is the property of a charitable trust shall be paid into a charitable bank account. Instructions for the payment of funds due from the charitable trust to the council (to meet expenditure already incurred by the authority) will be given by the Managing Trustees of the charity meeting separately from any council meeting.}

14. Payments under contracts for building or other construction works

14.1. Where contracts provide for payment by instalments the RFO shall maintain a record of all such payments, which shall be made within the time specified in the

contract based on signed certificates from the architect or other consultant engaged to supervise the works.

- 14.2. Any variation of, addition to or omission from a contract must be authorised by [the Clerk] to the contractor in writing, with the council being informed where the final cost is likely to exceed the contract sum by 5% or more, or likely to exceed the budget available.

15. Stores and equipment

- 15.1. {[The officer in charge of each section] shall be responsible for the care and custody of stores and equipment [in that section].}
- 15.2. Delivery notes shall be obtained in respect of all goods received into store or otherwise delivered and goods must be checked as to order and quality at the time delivery is made.
- 15.3. {Stocks shall be kept at the minimum levels consistent with operational requirements.}
- 15.4. {The RFO shall be responsible for periodic checks of stocks and stores, at least annually.}

16. Assets, properties and estates

- 16.1. The Clerk shall make arrangements for the safe custody of all title deeds and Land Registry Certificates of properties held by the council.
- 16.2. The RFO shall ensure that an appropriate and accurate Register of Assets and Investments is kept up to date, with a record of all properties held by the council, their location, extent, plan, reference, purchase details, nature of the interest, tenancies granted, rents payable and purpose for which held, in accordance with Accounts and Audit Regulations.
- 16.3. The continued existence of tangible assets shown in the Register shall be verified at least annually, possibly in conjunction with a health and safety inspection of assets.
- 16.4. No interest in land shall be purchased or otherwise acquired, sold, leased or otherwise disposed of without the authority of the council, together with any other consents required by law. In each case a written report shall be provided to council in respect of valuation and surveyed condition of the property (including matters such as planning permissions and covenants) together with a proper business case (including an adequate level of consultation with the electorate where required by law).

No tangible moveable property shall be purchased or otherwise acquired, sold, leased or otherwise disposed of, without the authority of the council, together with any other consents required by law, except where the estimated value of any one item does not exceed [£500]. In each case a written report shall be provided to council with a full business case.

17. Insurance

- 17.1. The RFO shall keep a record of all insurances effected by the council and the property and risks covered, reviewing these annually before the renewal date in conjunction with the council's review of risk management.
- 17.2. The Clerk shall give prompt notification to [the RFO] of all new risks, properties or vehicles which require to be insured and of any alterations affecting existing insurances.
- 17.3. The RFO shall be notified of any loss, liability, damage or event likely to lead to a claim, and shall report these to [the council] at the next available meeting. The RFO shall negotiate all claims on the council's insurers {in consultation with the Clerk}.
- 17.4. All appropriate members and employees of the council shall be included in a suitable form of security or fidelity guarantee insurance which shall cover the maximum risk exposure as determined [annually] by the council, or duly delegated committee.

18. [Charities]

- 18.1. Where the council is sole managing trustee of a charitable body the Clerk and RFO shall ensure that separate accounts are kept of the funds held on charitable trusts and separate financial reports made in such form as shall be appropriate, in accordance with Charity Law and legislation, or as determined by the Charity Commission. The Clerk and RFO shall arrange for any audit or independent examination as may be required by Charity Law or any Governing Document.]

19. Suspension and revision of Financial Regulations

- 19.1. The council shall review these Financial Regulations [annually] and following any change of clerk or RFO. The Clerk shall monitor changes in legislation or proper practices and advise the council of any need to amend these Financial Regulations.
- 19.2. The council may, by resolution duly notified prior to the relevant meeting of council, suspend any part of these Financial Regulations, provided that reasons for the suspension are recorded and that an assessment of the risks arising has been presented to all members. Suspension does not disapply any legislation or permit the council to act unlawfully.
- 19.3. The council may temporarily amend these Financial Regulations by a duly notified resolution, to cope with periods of absence, local government reorganisation, national restrictions or other exceptional circumstances.

Appendix 1 - Tender process

- 1) Any invitation to tender shall state the general nature of the intended contract and the Clerk shall obtain the necessary technical assistance to prepare a specification in appropriate cases.
- 2) The invitation shall in addition state that tenders must be addressed to the Clerk in the ordinary course of post, unless an electronic tendering process has been agreed by the council.
- 3) Where a postal process is used, each tendering firm shall be supplied with a specifically marked envelope in which the tender is to be sealed and remain sealed until the prescribed date for opening tenders for that contract. All sealed tenders shall be opened at the same time on the prescribed date by the Clerk in the presence of at least one member of council.
- 4) Where an electronic tendering process is used, the council shall use a specific email address that will be monitored to ensure that nobody accesses any tender before the expiry of the deadline for submission.
- 5) Any invitation to tender issued under this regulation shall be subject to Standing Order [insert reference of the council's relevant standing order] and shall refer to the terms of the Bribery Act 2010.
- 6) Where the council, or duly delegated committee, does not accept any tender, quote or estimate, the work is not allocated and the council requires further pricing, no person shall be permitted to submit a later tender, estimate or quote who was present when the original decision-making process was being undertaken.

Stone Town Council



Health and Safety Policy

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INTRODUCTION

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.

Stone 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 person in our organisation to demonstrate that our commitment is led from the top.

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

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

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

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

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 Town Council operates.

Creation Date	Signed on behalf of WorkNest	Confirmed
06/08/2024	Theresa Lama-Cramp	

POLICY REVIEW

This Health and Safety Policy will be reviewed annually by WorkNest in conjunction with our nominated responsible person. As each review is completed it will be signed off by the consultant from WorkNest and confirmed by our nominated responsible person.

Review Date	Signed on behalf of WorkNest	Confirmed

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) and the National Archives (www.legislation.gov.uk)

GUIDANCE

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

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

FORMS

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

POLICY STATEMENTS

2. ENVIRONMENTAL, HEALTH AND SAFETY POLICY STATEMENT

The management of Stone Town Council operates an integrated environmental, health and safety management system, which is geared towards the identification and control of key processes in our organisation. It is also our intention to encompass environmental, health and safety best practice into our business activities and decisions and to:

- bring this Policy Statement to the attention of all stakeholders
- carry out regular audits of our environmental, health and safety management systems
- comply with legislation, guidance and approved codes of practice issued at International, National and Local levels
- eliminate risks to the environment, health and safety, where possible, through selection and design of materials, buildings, facilities, equipment and processes
- ensure that emergency procedures are in place at all locations for dealing with foreseeable environmental, health and safety incidents
- establish meaningful, measurable targets and goals for environmental, health and safety performance
- maintain an open and constructive dialogue on environmental, health and safety issues with our employees, contractors, suppliers, customers and regulatory authorities
- maintain our premises, provide and maintain safe plant and equipment
- minimise waste and increase recycling within the framework of our waste management procedures
- only engage contractors who are able to demonstrate due regard to environmental, health and safety law
- prevent pollution to land, air and water
- promote environmentally responsible purchasing
- provide adequate resources to control the environmental, health and safety risks arising from our work activities
- provide adequate training and ensure that all employees are competent to do their tasks
- raise awareness, encourage participation and train employees in environmental, health and safety matters
- reduce the use of water, energy and any other natural resources
- seek opportunities to continuously improve our ability to identify measure and control the environmental, health and safety impacts of our activities.

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

Signed:

Dated:

Name: Les Trigg

Position: Town Clerk

ORGANISATION FOR HEALTH & SAFETY

3. ORGANISATION FOR HEALTH AND SAFETY

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

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

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

Town Council

Town Clerk

Deputy Town Clerk

Caretaker

HEALTH AND SAFETY RESPONSIBILITIES

4. HEALTH AND SAFETY RESPONSIBILITIES

Town Council

The Town Council has the ultimate responsibility for the health and safety of Stone Town Council but discharges this responsibility through the Town Clerk down to individual managers, supervisors and employees.

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

The Town Council will ensure that:

- they provide a lead in developing a positive health and safety culture throughout the organisation
- all its decisions reflect its health and safety intentions
- adequate resources are made available for the implementation of health and safety
- they will promote the active participation of employees in improving health and safety performance
- they will review the health and safety performance of the Town 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, but delegates the responsibility for implementation to the Caretaker.

They will ensure that:

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

Caretaker

The Caretaker will ensure that in their areas of control:

- they implement our Health and Safety Policy
- they supervise their staff to ensure that they work safely, providing increased supervision for new and young workers
- they communicate and consult with staff on health and safety issues
- health and safety rules are followed by all
- they encourage staff to report hazards and raise health and safety concerns
- issues concerning safety raised by anyone are thoroughly investigated and, when necessary, further effective controls implemented and communicated to staff
- any safety issues that cannot be dealt with are referred to a senior manager for action
- safety training for staff is identified, undertaken and recorded to ensure they 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
- personal protective equipment is readily available and maintained, and relevant staff are aware of the correct use of this and the procedures for replacement
- hazardous substances are stored, transported, handled and used in a safe manner according to manufacturers' instructions and established rules and procedures.

Fire Marshal

Fire Marshal 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 Marshal must:

- without putting themselves at risk, sweep through their allocated area and verbally encourage staff to leave via the nearest fire escape route. Fire Marshal 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 Marshal are not expected to unnecessarily delay their own exit from the building or to jeopardize their own safety at any time. Fire Marshals 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 Marshal 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 briefings to help keep us up to date with new and forthcoming legislation.
- provide legal fees insurance, the terms of which are defined in our insurance policy document.

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 Town 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 Town Council.

The Accident Book

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

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

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

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

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

Reporting Requirements

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

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

- A death
- A specified injury to an employee as detailed in regulation 4
- An injury to a non-employee where that person is taken directly to hospital for treatment as a result of their injury
- Any dangerous occurrence
- Any employee diagnosed by a qualified medical practitioner as suffering from a disease specified in the Regulations

- Any employee diagnosed with a cancer caused by work-related exposure to a known carcinogen or mutagen.

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

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

Contact details for the Health and Safety Executive are:

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

Website: www.hse.gov.uk

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

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

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

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

Investigation

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

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

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

Asbestos

The Town Council will protect employees and other persons potentially exposed to asbestos as far as is reasonably practicable. Everyone who needs to know about the presence of asbestos will be alerted. No one will be allowed to start any work that could disturb asbestos unless the correct procedures are to be employed.

This will be achieved by minimising exposure through:

- the management of asbestos-containing materials in the workplace premises by
 - **Assessment** - The premises will be surveyed to determine whether asbestos-containing materials are present. It will be presumed that materials contain asbestos unless there is strong evidence to the contrary.
 - The amount and condition of the asbestos-containing material will be assessed and measures will be identified to ensure that airborne asbestos fibres are not present or formed in the workplace.
 - **A Written Plan** - A written plan or register that sets out the location of the asbestos-containing material and how the risk from this material will be managed will be prepared and steps will be taken to put the plan into action. The plan or register will be made available and the arrangements will be reviewed at regular intervals or when there has been a significant change to the organisation or personnel.
 - **Access to Asbestos-containing Materials** - Access to asbestos-containing materials in the premises will be controlled so as to prevent inadvertent disturbance of the material and the release of asbestos fibres. Systems will be put in place to ensure that anyone liable to disturb asbestos-containing materials is made aware of their location.
 - **Monitoring and Maintenance** - The condition of all asbestos-containing materials or materials suspected of containing asbestos will be inspected at agreed intervals to ascertain that there has been no damage or deterioration. Where damage or deterioration is found the asbestos-containing material will be reassessed and repaired or removed as appropriate.
- the management of work in premises that may contain asbestos
 - **Training and Information** - Employees who may come into contact with asbestos containing materials (ACM's) through the course of their work will receive adequate training and information such that they can recognise potential ACM's and know what precautions to take.
 - **Health Surveillance** – Employees who carry out licensed work with asbestos will receive a medical examination by a qualified practitioner before asbestos work commences and every two years after that. Employees who only carry out notifiable non-licensed work with asbestos will receive their examinations every three years instead.

Asbestos-related Emergencies

Procedures to deal with asbestos-related incidents will be in place (including the provision of information and warning systems) unless there is only a slight risk to the health of employees.

Arrangements for Controlling Work on Asbestos

Any work on, or removal of, asbestos-containing materials will be controlled to ensure that adequate precautions are taken to prevent the release of asbestos fibres.

Work with asbestos and asbestos-containing materials is to be carried out by a licensed contractor (licensed by the HSE) unless the work is exempted from the requirement for licensing.

Selection and Control of Contractors to Work on Asbestos-containing Materials

When contractors are engaged to work on the premises, adequate steps will be taken to ensure the contractors are competent and have sufficient skills and knowledge to do the job safely and without risks to health.

Only contractors licensed by the HSE will be used for the removal of asbestos-containing materials, unless the work involves the removal of materials in which:

- asbestos fibres are firmly linked in a matrix
- the exposure during the removal process is likely to be sporadic or of low intensity.

Contractors hired to carry out building or allied trade work that will involve minor work with asbestos must comply with the Control of Asbestos Regulations.

Procedures for Dealing with Health and Safety Issues

Where an employee raises a health and safety problem related to work with asbestos, the Town Council will:

- take all necessary steps to investigate the circumstances
- take corrective measures where appropriate
- advise the employee of actions taken.

Where a problem arises relating to the condition of, or during work on, asbestos-containing material, the employee must:

- inform a responsible person immediately, usually a supervisor or manager
- in the case of an accident or emergency, respond quickly to ensure effective treatment.

Communication and Consultation

It is a legal requirement for the Town 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 representatives, we will arrange for representatives of employee safety to be elected.

The Town 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.

Display Screen Equipment

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

To achieve this objective the Town 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 £60.00, 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).

Drugs and Alcohol

Alcohol

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

Drugs and medication

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

Reasonable Grounds

The Town Council reserves the right to search you or any of your property held on Town 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 Town 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 Town 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 Town 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 Town Council premises until it has been tested and a record of such a test has been included in the appropriate record
- not leave electric cables in such a position that they will cause a tripping hazard or be subject to mechanical damage.

Environment

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

- comply fully with all relevant legal requirements, codes of practice and regulations
- prevent pollution to land, air and water
- reduce water and energy use
- minimise waste and increase recycling within the framework of our waste management procedures
- identify and manage environmental risks and hazards
- involve customers, partners, clients, suppliers and subcontractors in the implementation of our objectives
- promote environmentally responsible purchasing
- provide suitable training to enable employees to deal with their specific areas of environmental control
- improve the environmental efficiency of our transport and travel
- establish targets to measure the continuous improvement in our environmental performance
- eliminate risks to the environment through selection and design of buildings, facilities, equipment and processes. Where risks cannot be eliminated they will be minimised by the use of physical controls or, as a last resort, through systems of work and personal protection
- only engage contractors who are able to demonstrate due regard to environmental matters
- bring the Environmental Policy Statement to the attention of all employees.

Environmental complaints procedure

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

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

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

Fire

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

In order to prevent fire and to minimise the likelihood of injury in the event of a fire the Town 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 Town 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 Town 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 Town 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:

- work with potentially dangerous tools and machinery away from base location
- staff whose work takes them to isolated or remote locations

Gas Installations and Appliances

The Town 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 Town 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 Town 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 company 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 Town 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 Town 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 Town 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 Town 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 Town 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 Town Council.

Home Working

Home workers are subject to the same health and safety requirements as workers based on Town 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 Town 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 Town Council using the Town 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:

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

The Town Council will:

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

Vaccination

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

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

Training and Information

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

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

Staff Illness and Reporting

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

- skin infections or exposed areas of infestation
- severe respiratory infection (e.g. pneumonia, TB)
- severe diarrhoea
- jaundice
- hepatitis
- Chicken Pox, Measles, Mumps, Rubella
- norovirus
- gastroenteritis

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 Town Council will aim to prevent the spread of infection through work-based activities by adopting suitable control measures.

The Town 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 Town 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.

- **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.

Lone Working

The Town 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 Town 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.

Manual Handling

To prevent injuries and long term ill-health from manual handling the Town Council will ensure that operations which involve manual handling are eliminated, so far as is reasonably practicable. Where it is not practical the Town 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 Town Council will ensure that:

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

Reducing the risk of injury

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

Techniques of risk reduction will include:

- mechanical assistance
- redesigning the task
- reducing risk factors arising from the load
- improvements in the work environment
- employee selection.

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

New and Expectant Mothers

The Town 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 Town 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.

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 Town 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 Town Council vehicles that are used by more than one employee. If you have a Town 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 Town 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 Town 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 company 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 company, 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 company’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 Town 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 Town 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 Town 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.

Violence

The Town 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 Town 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.

Work At Height

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

Work Equipment

The Town 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 Town Council will:

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

Working Time Regulations

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

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

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

A summary of the requirements for adult workers:

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

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

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

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

Young persons are generally excluded from shift working.

Further information

All employees should refer to the Town Clerk for full details on working times, holidays and other benefits.

RISK ASSESSMENT

7. RISK ASSESSMENT

Risk Assessment

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

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

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

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

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

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

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

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

Carrying out risk assessments

Those who are involved in risk assessments should:

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

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

The five stages of risk assessment

STEP 1 - IDENTIFY THE HAZARDS

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

Examples of hazards include:

- cables trailing over floors
- fire
- chemicals
- work benches which are too high or too low
- electricity
- loads which have to be moved manually
- work equipment
- working environment e.g. ventilation, lighting, heating.

STEP 2 - IDENTIFY WHO MAY BE HARMED AND HOW

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

- staff
- members of the public
- contractors on the premises.

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

STEP 3 - EVALUATE AND CONTROL THE RISK

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

Severity x Likelihood = Risk

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 Town 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.

Stone Town Council



Health and Safety Handbook

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

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INTRODUCTION

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

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

Safety is everyone's responsibility and that includes you.

ENVIRONMENTAL, HEALTH AND SAFETY POLICY STATEMENT

The management of Stone Town Council operates an integrated environmental, health and safety management system, which is geared towards the identification and control of key processes in our organisation. It is also our intention to encompass environmental, health and safety best practice into our business activities and decisions and to:

- bring this Policy Statement to the attention of all stakeholders
- carry out regular audits of our environmental, health and safety management systems
- comply with legislation, guidance and approved codes of practice issued at International, National and Local levels
- eliminate risks to the environment, health and safety, where possible, through selection and design of materials, buildings, facilities, equipment and processes
- ensure that emergency procedures are in place at all locations for dealing with foreseeable environmental, health and safety incidents
- establish meaningful, measurable targets and goals for environmental, health and safety performance
- maintain an open and constructive dialogue on environmental, health and safety issues with our employees, contractors, suppliers, customers and regulatory authorities
- maintain our premises, provide and maintain safe plant and equipment
- minimise waste and increase recycling within the framework of our waste management procedures
- only engage contractors who are able to demonstrate due regard to environmental, health and safety law
- prevent pollution to land, air and water
- promote environmentally responsible purchasing
- provide adequate resources to control the environmental, health and safety risks arising from our work activities
- provide adequate training and ensure that all employees are competent to do their tasks
- raise awareness, encourage participation and train employees in environmental, health and safety matters
- reduce the use of water, energy and any other natural resources
- seek opportunities to continuously improve our ability to identify measure and control the environmental, health and safety impacts of our activities.

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

Signed: Dated:

Name: Les Trigg

Position: Town Clerk

RESPONSIBILITIES AND RULES

Employee Responsibilities

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

Employees must therefore:

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

Health and Safety Rules

General

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

Working Practices

- Employees must not operate any item of plant or equipment unless they have been trained and authorised.
- Employees must make full and proper use of all equipment guarding.
- Employees must not clean any moving item of plant or equipment.
- Employees under the age of 18 years must not operate any item of plant or equipment unless they have received sufficient training or are under adequate supervision.

- Employees must not make any repairs or carry out maintenance work of any description unless authorised to do so.
- Employees must use all substances, chemicals, liquids etc, in accordance with all written instructions.
- Employees must not smoke except in prescribed areas.

Hazard / Warning Signs and Notices

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

Working Conditions / Environment

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

Protective Clothing and Equipment

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

Fire Precautions

- Employees must comply with all laid down emergency procedures.
- Employees must not obstruct any fire escape route, fire equipment or fire doors.
- Employees must not misuse any 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 FOR HEALTH AND SAFETY

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

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

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

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

Reporting

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

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

Asbestos

The Town Council will protect employees and other persons potentially exposed to asbestos as far as is reasonably practicable. Everyone who needs to know about the presence of asbestos will be alerted. No one will be allowed to start any work that could disturb asbestos unless the correct procedures are to be employed.

If you notice any material that causes you concern or you become aware of any damage to asbestos material you must report it immediately to your supervisor/manager. Please be aware of any asbestos materials which are labelled as shown.



Communication and Consultation

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

These may include:

- individual conversations
- notice boards
- internal publications
- staff meetings
- Health and Safety meetings.

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

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

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

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



Display Screen Equipment

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

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

Eye Tests and Corrective Appliances

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

Training

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

Health

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

Drugs and Alcohol

Alcohol

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

Drugs and medication

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

Reasonable Grounds

The Town Council reserves the right to search you or any of your property held on Town 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 Town 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 Town Council's premises.

Electricity

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

Employees must:

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



Environment

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

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

Environmental complaints procedure

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

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

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

Fire







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

The Town 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.





The following types of extinguisher are currently present on site. Other types of extinguishers will be added to this chart if they are required on site.

Fire Extinguisher Chart								
Extinguisher		Class of Fire						
Colour	Type							Special Notes
		Solids	Flammable Liquids	Flammable Gases	Flammable Metals	Electrical Contact	Cooking Oils & Fats	

 Red	Water	 Yes	 No	 No	 No	 No	 No	Dangerous if used on 'liquid fires' or live electricity.
--	--------------	--	---	---	---	---	---	--

Colour	Type	 Solids	 Flammable Liquids	 Flammable Gases	 Flammable Metals	 Electrical Contact	 Cooking Oils & Fats	Special Notes
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Fire and Emergency Evacuation

1. IF YOU DISCOVER A FIRE:	
	<p>Operate the nearest fire alarm call point.</p> <p>IF IT IS SAFE TO DO SO AND IF YOU HAVE AUTHORISATION AND APPROPRIATE TRAINING, attack the fire with the fire fighting equipment provided</p> <p>Always ensure there is a safe exit route before attempting to extinguish any fire.</p> <p>Leave the building immediately if you cannot control the fire or your escape route is threatened.</p>
<u>ON HEARING THE ALARM:</u>	
The fire alarm sound is a A continuous set of three loud beeps	
	<p>Immediately vacate the premises by the nearest available exit</p> <p>Close all windows and doors behind you</p>
	<p>Go to assembly point</p> <p>Report to the person in charge of your assembly point</p> <p>The assembly point is located:</p> <p>Carpark</p>
	<p>DO NOT RE-ENTER THE BUILDING TO COLLECT PERSONAL BELONGINGS.</p> <p>DO NOT RE-ENTER THE BUILDING UNTIL TOLD TO DO SO BY THE SENIOR PERSON PRESENT</p>

VISITORS

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

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

LIAISING WITH EMERGENCY SERVICES

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

First Aid

The Town 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 Town Council will appoint and train a suitable number of first aid personnel to cover all work patterns and communicate their identities to all staff.

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

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

First Aid supplies

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



Gas Installations and Appliances

The Town 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 Gas Safe Register (GSR), formerly CORGI, 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 Town 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.



Gas Leak Procedure

If you smell gas or suspect you have a gas emergency you **MUST** follow the steps below:

DO NOT

- operate any electrical switches (on or off)
- smoke or use a naked flame
- turn the gas back on until the leak has been repaired.

DO

- extinguish all naked flames
- open doors and/or windows to ventilate the area
- check your gas appliances and turn them off
- turn the gas supply off at the main meter
- telephone the National Grid Emergency Service
- evacuate the building
- report to the Fire Assembly Point.

Fire

If a gas leak results in a fire on the premises:

- **IMMEDIATELY** activate the fire alarm, evacuating premises
- **TELEPHONE** the Fire Brigade
- **ISOLATE** the gas supply at the main meter if safe to do so
- **TELEPHONE** the National Grid Emergency Service.

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

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



Health, Safety and Welfare

The Town 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 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 employee's work requires this
- appropriate first aid provision
- appropriate emergency, fire and evacuation equipment and procedures.

The Town 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.

Any employee suffering ill health that they believe to be associated with work must report to their supervisor/manager immediately. Any health information will be treated confidentially.

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

Health records

Health records are required to and will be retained 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 Town Council.

Home Working

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

If you are a home worker, then you will be required to complete an assessment annually to review any requirements identified.

The assessment will review (but not limited to), equipment supplied, electrical testing, training, interaction with colleagues, communication.

Training

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

Infection Control

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

Employees must:

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

Vaccination

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

Training and Information

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

Staff Illness and Reporting

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

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

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

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

Confidentiality

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

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

Pandemics and Epidemics

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

Employees must:

- assist the Town Council with implementing measures specified by government agencies, including adopting alternative methods of working such as home working where needed,
- use any required personal protective equipment (PPE) as instructed,
- ensure that they inform the company about any relevant changes to their medical circumstances, 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 Town Council will implement measures to ensure any growth of the bacteria is kept to a minimum and systems maintained.

Lone Working

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

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

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

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

Manual Handling

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

Information and Training

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

Health

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

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

New and Expectant Mothers

The Town Council recognises that the general precautions taken to protect the health and safety of the workforce as a whole may not in all cases protect new and expectant mothers

and there may be occasions when, due to their condition, different and/or additional measures will be necessary.

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

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

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

Personal Protective Equipment

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

Employees provided with PPE must:

- wear the PPE as instructed or where indicated by signage
- maintain it in good condition
- report any defects to your supervisor/manager
- ensure the PPE fits correctly, is comfortable and fully adjusted.



Employees may also be required to remove jewellery or other small items when using PPE. Employees must remove such items as instructed; employees with concerns about removing items worn for ethical, philosophical or cultural reasons should speak to their supervisor.



Risk Assessment

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

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

Smoking

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

It is the policy of the Town 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 Town Council vehicles that are used by more than one employee. If you have a Town 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 Town 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 Town 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 company vehicles that are covered by the law.

Stress at Work

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

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

Employees who experience unreasonable stress which they think may be caused by work should raise their concerns with their Manager or through the Town Council’s grievance procedure. If deemed appropriate, the Town Council will provide access to confidential counselling for employees affected by stress caused either by work or external factors

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

Training

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

All employees will receive **induction training**.

Such training will cover:

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

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

Records of training will be kept for all employees.

Employees must:

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

Violence to Staff

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

We define violence and aggression as:

- actual or threatened physical assaults on staff
- psychological abuse of staff
- verbal abuse which includes shouting, swearing and gestures
- threats against employees.

All staff must familiarise themselves with any relevant risk assessments to help them prevent violence and aggression so far as possible and to help them manage it if it occurs.

If you are a witness or receive any violence or aggression towards you, then you should report this to your manager / supervisor so that this can be recorded and investigated. The Town Council will support the decision of any employee wishing to press charges against the individual(s) involved. Access to counselling can also be provided where required.

Visitors

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

Employees hosting visitors must ensure that:

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

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

Emergency Action

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

Work At Height

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

The need to undertake work at height will be eliminated whenever it is reasonably practicable to do so. Where not practical, then the Town Council will ensure that all work activities that involve work at height are identified and assessed.

If working at height you must ensure that:

- the task has been assessed
- suitable safety measures are in place
- any equipment being used has been erected by a competent person and is safe to use
- you only use equipment for which you have been trained and are authorised to use.

Ladders are permitted for light, short duration work only and must be checked in advance of use and be secured to prevent displacement.

Work Equipment

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

Employees must

- only use work equipment for which they have received information and training for
- not undertake any maintenance work unless competent and authorised to do so
- not interfere with or remove anything which has been provided for safety reasons
- report defects immediately to their manager/supervisor
- use any personal protective equipment as required.

Working Time Regulations

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

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

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

A summary of the requirements for adult workers:

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

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

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

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

Young persons are generally excluded from shift working.

Further information

All employees should refer to the Town Clerk for full details of the company's policy on working times, holidays and other benefits.

GUIDANCE

Asbestos

Asbestos fibres are present in the environment in Great Britain so people are exposed to very low levels of fibres. However, a key factor in the risk of developing an asbestos-related disease is the total number of fibres breathed in.

Working on or near damaged asbestos-containing materials or breathing in high levels of asbestos fibres, which may be many hundreds of times that of environmental levels could increase your chances of getting an asbestos-related disease.

When these fibres are inhaled they can cause serious diseases which are responsible for around 4000 deaths a year. There are three main diseases caused by asbestos: mesothelioma (which is always fatal), lung cancer (almost always fatal) and asbestosis (not always fatal, but it can be very debilitating).

Remember, these diseases will not affect you immediately but later on in life, so there is a need for you to protect yourself now to prevent you contracting an asbestos-related disease in the future.

It is also important to remember that people who smoke and are also exposed to asbestos fibres are at a much greater risk of developing lung cancer.

You are mostly at risk when:

1. you are working on an unfamiliar site
2. the building you are working on was built before the year 2000
3. asbestos-containing materials were not identified before the job was started
4. asbestos-containing materials were identified but this information was not passed on by the people in charge to the people doing the work
5. you don't know how to recognise and work safely with asbestos
6. you know how to work safely with asbestos but you choose to put yourself at risk by not following proper precautions, perhaps to save time or because no one else is following proper procedures.

Remember, as long as the asbestos is not damaged or located somewhere where it can be easily damaged it won't be a risk to you.

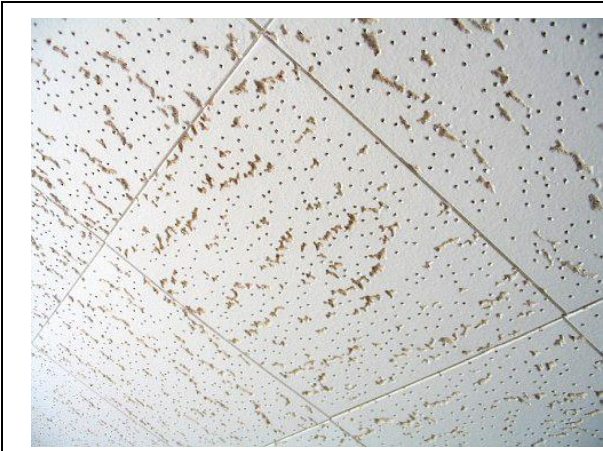
1. you can't see or smell asbestos fibres in the air
2. the effects of asbestos take many years to show up - avoid breathing it in now
3. smoking increases the risk many times
4. asbestos is only a danger when fibres are made airborne.

What to do if you suspect Asbestos

1. DO NOT disturb the material
2. check the design specification (details asbestos procedure)
3. notify the responsible person on the site
4. ask to see the site asbestos log / survey report
5. DO NOT carry out any drilling or removal of the suspect material until it has been declared safe by an approved specialist or the material has been safely removed by a licensed contractor.

How do I identify Asbestos?

There is no clear way of identifying asbestos by just looking at it but the following images do clarify the main areas you are likely to find it and what it looks like.



Asbestos textured coating



Asbestos containing ceiling tiles



Asbestos cement drainage pipe (downpipe)



Pieces of Asbestos Insulating Board (AIB)



Suspended Asbestos Insulating Board tiles in a corridor



Asbestos cement downpipe, hopper and profile sheet



Asbestos rope used as insulation on a pipe	Pieces of Asbestos Insulating Board (AIB)
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Asbestos panelling around a gas meter	Asbestos containing floor tiles in a corridor
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This list is not exhaustive and is a basic example of products which you may come into contact with.

Control of Substances Hazardous to Health (COSHH)

There are a range of Hazardous Substances to which the regulations apply. These include:







- those classified and shown with warning label
 - substances with Occupational Exposure Limits
 - biological agents e.g. Legionella bacteria
 - any kind of dust
 - substances generated by work processes e.g. various bacteria/viruses from bodily fluids'
- premises with covered or underground parking that may expose people to vehicle exhaust fumes and some manufacturing and cleaning processes that may give off dusts, vapours or fumes.

Hazard Labelling

Hazardous substances may be defined as being toxic, corrosive, a health hazard, a serious health hazard, flammable, oxidising, explosive, harmful to the environment or gases stored under pressure.

Classification of hazardous substances is currently done under the Classification Labelling and Packaging (CLP) Regulations, which came into full effect in June 2015. These Regulations require hazardous substances to be packaged and labelled to an internationally agreed standard.

Hazardous substances can be readily identified by their label:

 Health Hazard	 Corrosive	 Toxic
 Flammable	 Oxidising	 Harmful to the environment



Hazardous substances that are generated by work processes are not as easily identifiable as they do not come conveniently labelled. You will be informed of any hazardous substances generated by the company's work processes.

Exposure Routes

Exposure to hazardous substances may be via:

- inhalation e.g. dust/ particulate or vapours/ fumes
- contact with eyes or cuts
- absorption through the skin
- ingestion
- injection.

Hazard Effects

Effects on health may be short-term or long-term and will generally vary according to levels and duration of exposure. Effects of substances also vary with some having an accumulative effect and some that will have only temporary health effects.

Control Principles

The principles applied to substances to control exposure are:

1. elimination e.g. don't use the substance
2. substitution e.g. a less hazardous substances
3. engineering controls e.g. Local Exhaust Ventilation
4. information, instruction, supervision and training
5. Personal Protective Equipment (PPE) e.g. gloves, glasses, overalls.

Working with Hazardous Substances

Prior to working:

- ensure you understand the risks of working with any hazardous substances and the controls in place
- ensure you know the location of the material safety data sheets and risk assessments
- ensure the controls specified in the risk assessment, including any items for emergencies are:
 - in place

- fully operational
 - available.
- ensure you understand how to operate or use any control measures safely and have received training prior to starting work.

Whilst working

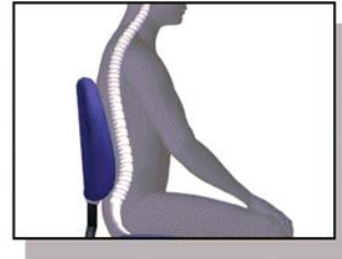
- ensure regular check controls are effective
- clean up any spillages etc
- report any problems or defects immediately to your manager
- report any ill-health or accidents to your manager.

Display Screen Equipment (DSE)/Visual Display Unit (VDU)

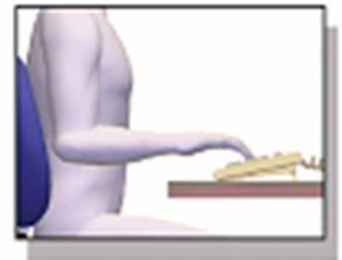
Some practical tips:

Getting Comfortable

- Adjust your chair and VDU to find the most comfortable position for your work. As a broad guide, your lumbar should be supported by the seat cushion, forearms should be approximately horizontal and your eyes the same height as the top of the VDU.
- Make sure you have enough work space to take whatever documents or other equipment you need.
- Try different arrangements of keyboard, screen, mouse and documents to find the best arrangement for you.



- A document holder may help you avoid awkward neck and eye movements
- Arrange your desk and VDU to avoid glare, or bright reflections on the screen. This will be easiest if neither you nor the screen is directly facing windows or bright lights. Adjust curtains or blinds to prevent unwanted light
- Make sure there is space under your desk to move your legs freely. Move any obstacles such as boxes or equipment



- Avoid excess pressure from the edge of your seat on the backs of your legs and knees. A footrest may be helpful, particularly for smaller users.



Keying in

- Adjust your keyboard to get a good keying position. A space in front of the keyboard is sometimes helpful for resting the hands and wrists when not keying.
- Try to keep your wrists straight when keying. Keep a soft touch on the keys and don't overstretch your fingers. Good keyboard technique is important.

Using a mouse

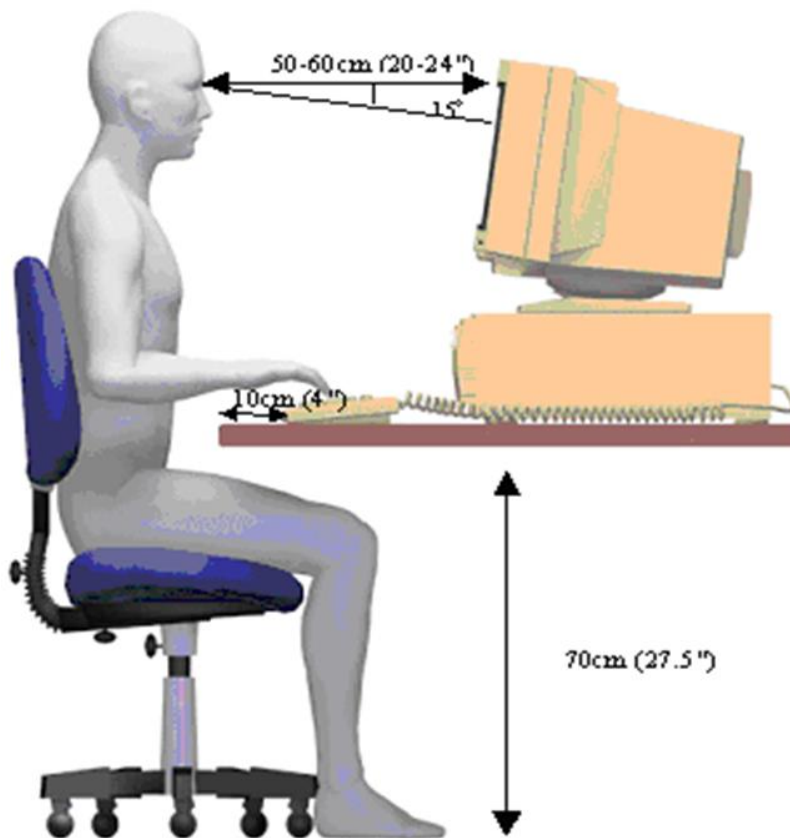
- Position the mouse within easy reach, so it can be used with the wrist straight. Sit upright and close to the desk, so you don't have to work with your mouse arm stretched. Move the keyboard out of the way if it is not being used.
- Support your forearm on the desk, and don't grip the mouse too tightly.
- Rest your fingers lightly on the buttons and do not press them hard.

Reading the screen

- Adjust the brightness and contrast controls on the screen to suit lighting conditions in the room.
- Make sure the screen surface is clean.
- In setting up software, choose options giving text that is large enough to read easily on your screen, when you are sitting in a normal, comfortable working position. Select colours that are easy on the eye (avoid red text on a blue background, or vice-versa).
- Individual characters on the screen should be sharply focused and should not flicker or move. If they do, the VDU may need servicing or adjustment.

Posture and Breaks

- Don't sit in the same position for long periods. Make sure you change your posture as often as practicable. Some movement is desirable, but avoid repeated stretching to reach things you need (if this happens a lot, rearrange your workstation).
- Most jobs provide opportunities to take a break from the screen, e.g. to do filing or photocopying. Make use of them. If there are no such natural breaks in your job, your employer should plan for you to have rest breaks. Frequent short breaks are better than fewer long ones.



Electrical Safety

What are the hazards?

The main hazards are:

- contact with live parts causing shock / burns (normal mains voltage, 230 volts AC, can kill)
- faults which could cause fires
- fire or explosion where electricity could be the source of ignition in a potentially flammable or explosive atmosphere, e.g. in a spray paint booth

Ensure that:

- suspect or faulty equipment is taken out of use, labelled 'DO NOT USE' and kept secure until examined by a competent person
- where possible, equipment, tools and power socket-outlets are switched off before plugging in or unplugging
- equipment is switched off and/or unplugged before cleaning or making adjustments.

Visual checks on electrical equipment

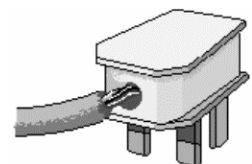
1. Inspections and testing of all portable electrical equipment and the fixed electrical installations is the responsibility of the Town Council, though the responsibility for undertaking visual checks falls to all employees.

2. Around 95% of all faults or damage can be found by visual checks and this will involve checking:

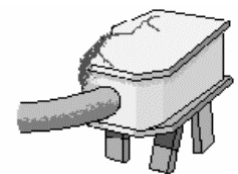
- for damage to the cable covering, such as cuts and abrasions, apart from light scuffing, or non-standard repairs e.g. cable wrapped with electrical tape



- where the cable enters the plug. Internal wires - those covered by the outer sheath may be exposed or the cable may be loose and move within the plug



- for damage to the plug, such as the cracked casing, bent pins, evidence of overheating i.e. burn marks or discoloration

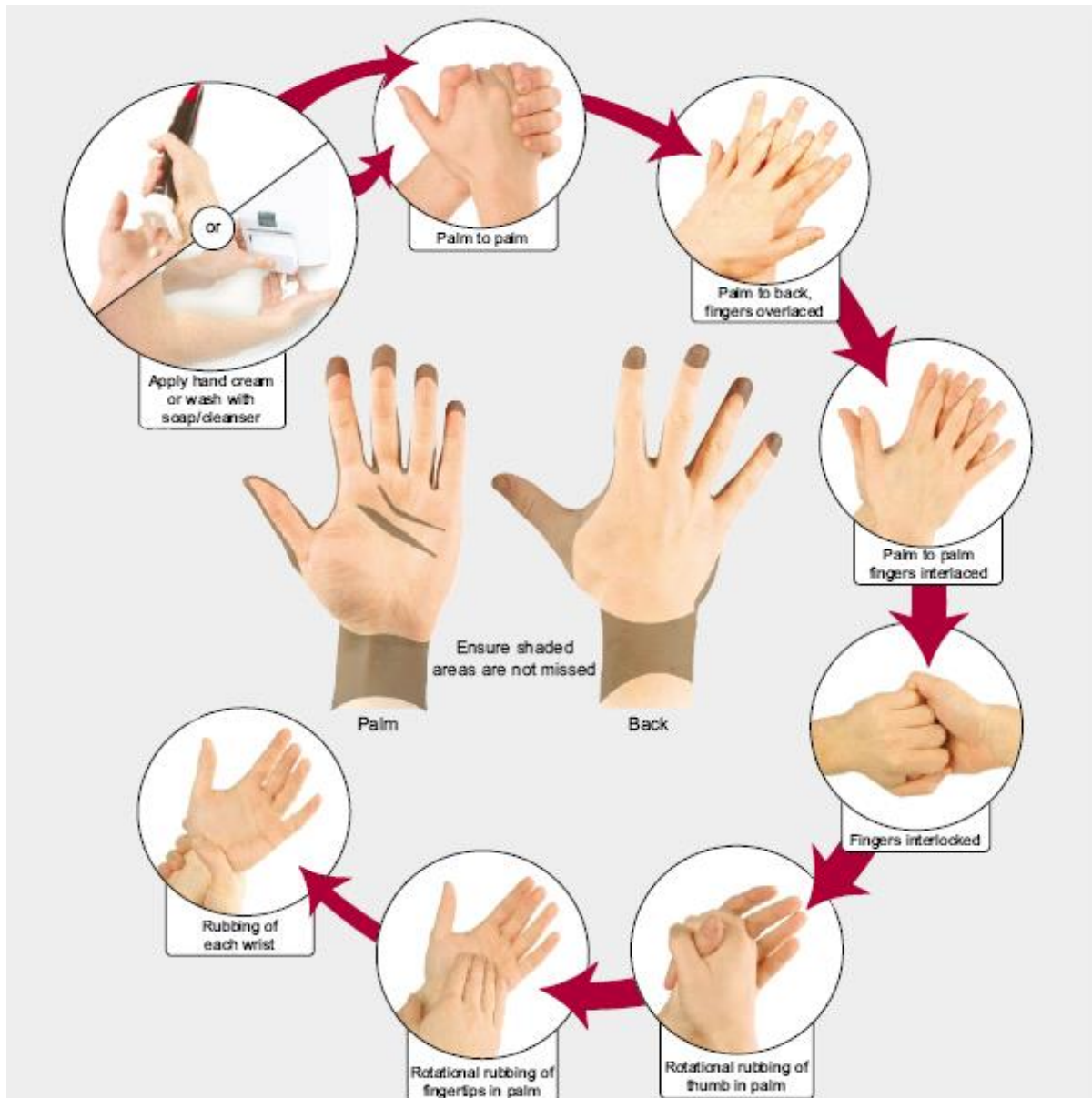


- for damage to the sockets, switches, etc. e.g. cracked or broken casing
- that equipment has been used in conditions for which it is not suitable, e.g. a wet or dusty workplace or has damage to the outer cover of the equipment or has obvious loose parts or screws

- cables are routed safely, with the one extension lead used per socket. Where there is a risk of tripping over cables and they cannot be re-routed, cable strips must be fitted.

Hand Washing

It is important to look after your skin. Wash hands using steps below to remove any contamination from your skin promptly, and remember to thoroughly dry your skin after washing. Using moisturising creams can also help to protect your skin.



Regularly check your skin for dermatitis. Look for signs of dryness, itching and redness. If you think you may have dermatitis, report it to your supervisor.

Ladders and Stepladders

This guidance is to help you:

- know when to use a ladder
- decide how to go about selecting the right sort of ladder for the particular job
- understand how to use it
- know how to look after it
- take sensible safety precautions.

When is a ladder the most suitable access equipment?

As a guide, **only** use a ladder or stepladder:

- in one position for a maximum of 30 minutes
- for 'light work' - they are not suitable for strenuous or heavy work. If a task involves you carrying more than 10 kg (a bucket of something) up the ladder or steps it will need to be justified by a detailed manual handling assessment
- where a handhold is available on the ladder or stepladder
- where you can maintain three points of contact (hands and feet) at the working position.

On a **ladder** where you cannot maintain a handhold, other than for a brief period of time, other measures will be needed to prevent a fall or reduce the consequences of one. On **stepladders** where a handhold is not practicable you will need to consider whether it is safe to work or not.

Is it a safe place to use a ladder or stepladder?

As a guide, **only** use a ladder or stepladder:

- on firm ground or spread the load (e.g. use a board)
- on level ground - for stepladders refer to the manufacturer's instructions, for ladders the maximum safe ground slopes on a suitable surface (unless the manufacturer states otherwise) are as follows:
 - side slope 16° – but the rungs still need to be levelled
 - back slope 6°
- on clean, solid surfaces (paving slabs, floors etc). These need to be clean (no oil, moss or leaf litter) and free of loose material (sand, packaging materials etc) so the feet can grip. Shiny floor surfaces can be slippery even without contamination.

Never stand ladders or stepladders on moveable objects, such as pallets, bricks, lift trucks, tower scaffolds, vans, stacks of paper or boxes etc. If the ladder or stepladder won't reach, you need to use a more suitable type of access equipment.

You should **only** use ladders or stepladders:

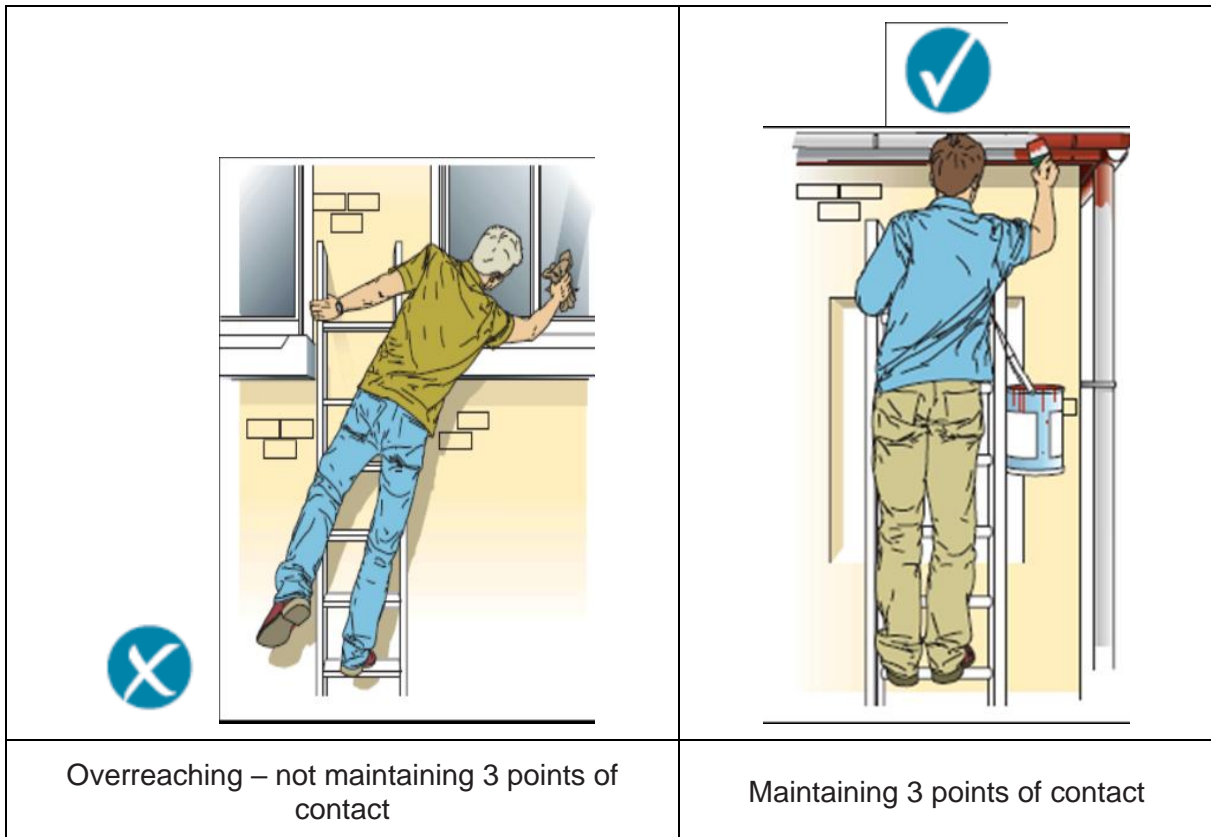
- where they will not be struck by vehicles, by protecting them with suitable barriers or cones
- where they will not be pushed over by other hazards such as doors or windows, by securing doors (not fire exits) and windows where possible. If this is impractical, have a person standing guard at a doorway, or inform building occupants not to open windows until they are told it is safe to do so

- where pedestrians are prevented from walking under them or near them, by using barriers, cones or, as a last resort, a person standing guard at the base.

Safety in use – ladders

On a ladder **do not**:

- overload it – you and anything you are carrying should not exceed the highest load stated on the ladder
- overreach - keep your navel inside the stiles and both feet on the same rung throughout the task
- rest ladders against weak upper surfaces e.g. glazing or plastic gutters. Use effective spreader bars instead
- use the top three rungs
- move the ladder while someone is using it
- extend a ladder while standing on the rungs
- slide down the stiles.



Do:

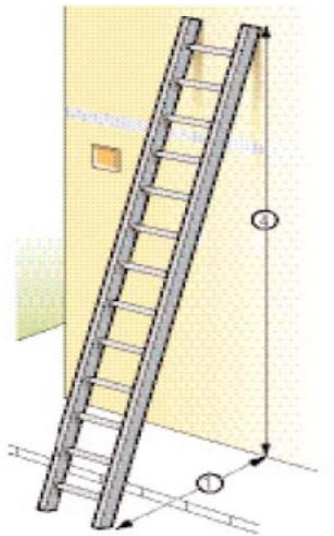
- make sure the ladder rungs are level. This can be judged by the naked eye. Ladders can be levelled using specially designed devices but not by using bits of brick or whatever else is at hand
- check that the weather is suitable - do not use ladders in strong or gusting winds
- wear sensible footwear. Shoes should not have the soles hanging off, have long or dangling laces, or be thick with mud or other slippery contaminants. High heels are also unsuitable!
- check that you are fit. Certain medical conditions or medication, or a fear of heights, could mean that you shouldn't be working at height
- know how to tie a ladder properly.

You should also avoid holding items when climbing (for example by using tool belts). If you must carry something you must still have one free hand to grip the ladder. Remember the **THREE POINTS OF CONTACT RULE** – 2 hands and 1 foot or 2 feet and 1 hand **MUST BE** on the ladder at all times when climbing and descending.

Ladders must be erected at an angle of 75°. To judge the angle use the angle indicator marked on the stiles of some ladders or the 1 in 4 rule (1 unit out for every 4 units up).

Ladders used for access to another level must be tied and should extend at least 1 metre above the landing point to provide a secure handhold.

Correct 1 in 4 angle:



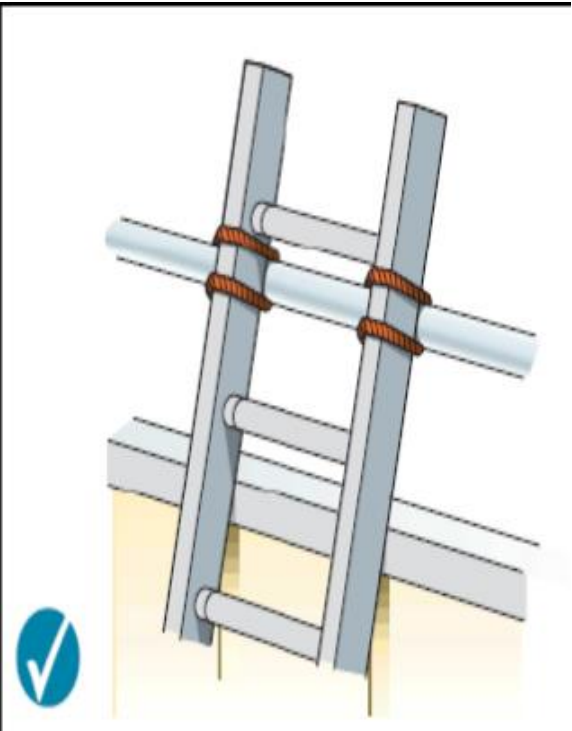


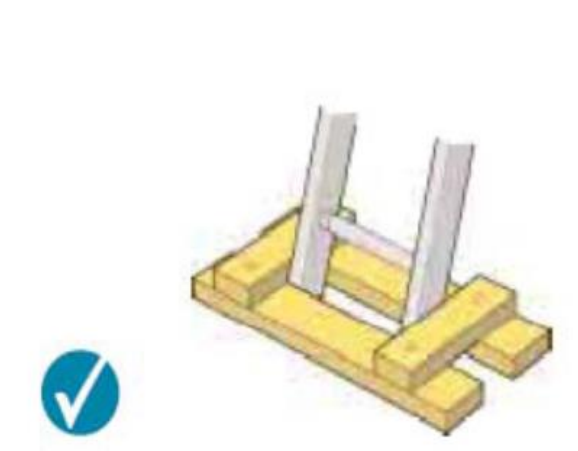
Securing a ladder

To prevent the ladder slipping away from the wall, or slipping sideways, you must secure it. The options for securing a **ladder** are:

- tie the ladder to a suitable point, making sure both stiles are tied
- where this is not practical, use a safe, unsecured ladder or a ladder supplemented with an effective ladder stability device

- if this is not possible, then securely wedge the ladder e.g. against a wall
- if none of the above can be achieved, foot the ladder. Footing is the last resort and other methods of securing the ladder should be used in preference.


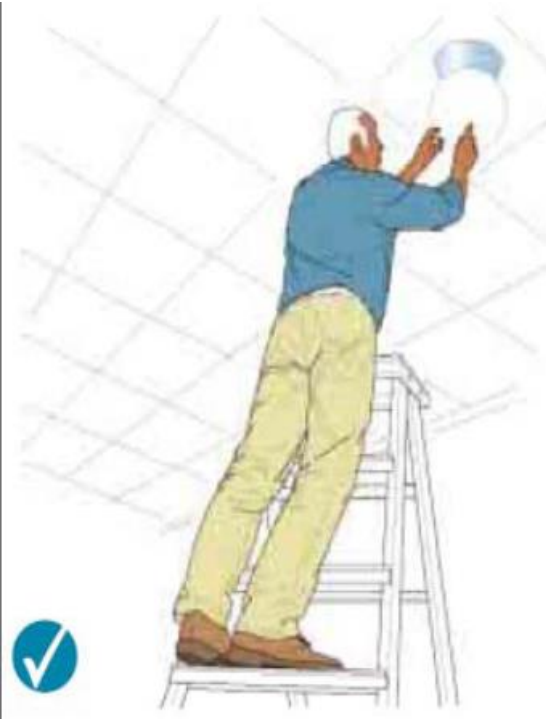
If you do have to foot a ladder, be aware that this will not stop a ladder slipping sideways at the top. Individuals footing ladders should apply weight downwards on the ladder by standing on a rung, or by pushing against the ladder stiles (although this is less effective).

	
<p>Ladder tied at the top stiles (correct for working on, but not for access)</p>	<p>Tying part way down</p>
	
<p>Tying near the base</p>	<p>Securing at the base</p>

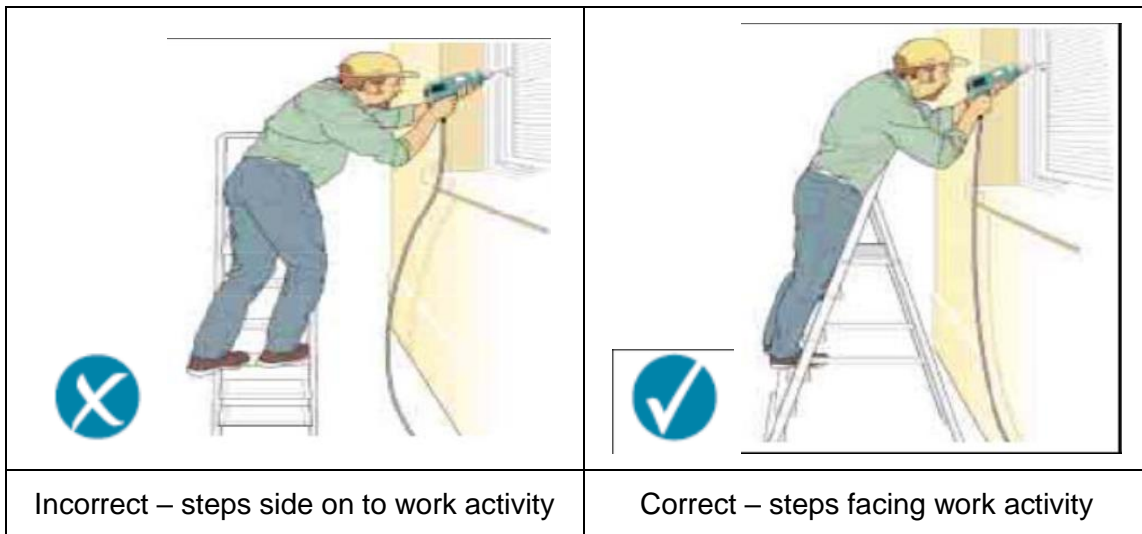
Safety in use – stepladders

On a stepladder **do not**:

- overload it – you and anything you are carrying should not exceed the highest load stated on the stepladder
- use it in locations where the restraint devices cannot be fully opened. Any locking devices must also be engaged
- use the top two steps of a stepladder, unless a suitable handrail is available on the stepladder
- use the top three steps of swing-back or double-sided stepladders, where a step forms the very top of the stepladder.

 An illustration of a person in a green shirt and grey trousers standing on a stepladder. The person is leaning forward, reaching up to a wall. The stepladder is positioned with two clear rungs. A blue checkmark icon is in the bottom left corner of the illustration area.	 An illustration of a person in a blue shirt and yellow trousers standing on a stepladder. The person is leaning back, reaching up to a ceiling. The stepladder is positioned with three clear rungs. A blue checkmark icon is in the bottom left corner of the illustration area.
<p>Correct – two clear rungs. Don't work any higher up this type of stepladder.</p>	<p>Correct – 3 clear rungs, do not work any higher on this type of stepladder</p>

When using stepladders, avoid work that imposes a side loading, such as side-on drilling through solid materials (e.g. bricks or concrete), by having the steps facing the work activity. Where side-on loadings cannot be avoided you should prevent the steps from tipping over, for example by tying the steps to a suitable point, or you should use a more suitable type of access equipment.



Where you cannot maintain a handhold (e.g. putting a box on a shelf), the use of a stepladder will have to be justified by taking into account:

- the height of the task
- a safe handhold still being available on the stepladder
- whether it is light work
- whether it avoids side loading
- whether it avoids overreaching
- whether your feet are fully supported
- whether you can tie the stepladder.

Consider tying a **stepladder** where possible and helpful to the task (e.g. side-on working or where two free hands are needed). Stepladders should not be used for access to another level unless they have been designed for this.

Is the ladder or stepladder safe to be used?

You must check that the ladder or stepladder is in a safe condition before using it (a daily pre-use check). As a guide, **only** use ladders or stepladders that:

- have no visible defects
- have a current detailed visual inspection (look for an inspection label)
- are suitable for work use. Use EN 131 Professional ladders or stepladders at work because Non-Professional ones are not normally suitable for use at work
- have been maintained and stored in accordance with the manufacturer's instructions.

Also, you must always use a non-conductive ladder or steps for any necessary live electrical work.

Pre-use checks

Look for obvious visual defects before using a ladder or stepladder. Check that:

- all the ladder feet are fitted
- the feet are in good repair (not loose, missing, splitting, excessively worn, secure etc)

- the feet are clean - the feet should be in contact with the ground. Ladder feet should also be checked when moving from soft/dirty ground (e.g. dug soil, loose sand/stone, a dirty workshop) to a smooth, solid surface (e.g. paving slabs), to ensure the foot material and not the dirt (e.g. soil, embedded stones or swarf) is making contact with the ground
- all the screws, bolts and hinges are secure
- on a stepladder, that the “spreaders” on the ladder can be locked into place
- There are no other obvious signs of damage such as cracks.

If you find a problem, DO NOT USE the ladder. It should be repaired (if practicable) or destroyed

Storage

When storing ladders and stepladders, store them in a well-ventilated area to prevent sagging and warping. Store straight ladders in flat racks or on wall brackets, don't hand them from the rungs. Store step ladders in the closed, vertical position.

Lone Working

There are certain circumstances where two staff must always be involved and specifically, that a safe system of work should be followed e.g. working in confined spaces. If you think that the job cannot or should not be done safely alone discuss it with your manager or supervisor prior to starting.

Working alone can involve a number of scenarios. However, the following practical tips will apply to all of these:

- always tell someone, record where you are going, when you are going and your expected time of return
- take a mobile phone with you and ensure that it is charged in case you need to use it
- ensure your manager or colleagues have a record of your mobile telephone number
- keep valuables / cash to a minimum
- maintain regular contact with colleagues or manager.

HOME VISITS

When visiting people in their own homes it must always be recognised that you are far more vulnerable than in other situations, due to a number of factors e.g. you are on their territory, you will be less familiar with the surroundings, prior to entering you will not know who is in the property.

When carrying out home visits the following advice must be taken into consideration:

- wherever possible get to know the persons in advance. If in any doubt, discuss the visit with your manager, and if necessary go with another member of staff
- if you are meeting someone unknown to you, check their authenticity before leaving for your appointment
- if possible arrange an initial meeting to take place at the office or a public place to give the opportunity to assess the person
- during visits ensure that your exit is never impeded
- do not enter a property if the person you expect to see is not there
- be alert at all times to signs that a situation is getting out of hand. If you feel that this is happening, make your excuses and leave immediately
- be aware that people may have dogs or other animals in their home and these could be used to intimidate you. Where possible ask for them to be moved to a separate room (an exception may be when a dog is provided as a support for a disability)
- always stay calm and do not return aggression as this may aggravate the situation
- trust your instincts and act on them
- report any conflict or incidents to your manager or supervisor.

INTERVIEWING IN OFFICES

There is a potential for violent crime against staff at all times, not least when interviewing or meeting members of the public in offices. The following general advice is given:

- ensure your manager or colleagues have a record of your mobile telephone number
- keep valuables / cash to a minimum
- maintain regular contact with colleagues or your manager

- assess the client prior to the meeting
- notify staff in your department, recording who and where you are interviewing
- ensure that there are always other members of staff available
- if you have any doubts or fears do not interview alone, ask for another member of staff to assist
- be constantly alert to signs of tension, frustration or aggression
- when using any interview room ensure that your exit to the door is not impeded, always seat yourself nearest to the exit
- prior to using an interview room ensure that there are no loose objects available which could be used as weapons
- know how to summon help and ensure this remains accessible.

WALKING

Anyone who is on foot should develop a sensible level of awareness to danger that is relevant to the circumstances. The use of a few sensible precautions should minimise risks:

1) Walking safely

- avoid short cuts through dimly lit or enclosed areas
- after dark keep away from bushes, doorways and alleyways
- tell your manager or colleagues your precise destination and expected time of return
- walk facing oncoming traffic, this avoids a vehicle coasting quietly upon you from behind
- walk confidently and purposefully, avoid sending out signals of fear and vulnerability
- do not wear a personal stereo, it will reduce awareness of your surroundings
- wear sensible footwear, do not wear footwear which may impede your actions if alarmed
- if you think you are being followed, cross the street. If they continue to follow, move to the nearest place with people and call the Police using your mobile phone
- keep your distance if asked for directions.

2) Carrying money and valuables safely

- don't carry more cash than absolutely necessary
- keep wallets/purses in inside pockets
- carry handbags close to the body, on the side away from the kerb
- make sure the fastening on the bag is secure
- if someone grabs your bag or wallet, let it go. Personal safety is paramount.

3) Be on guard with strangers

- be cautious in conversation; don't give away any personal details
- trust your instincts and avoid crowds or groups which may appear threatening
- be wary of stationary vehicles with engines running and people sitting in them
- if a car stops and you are threatened, move away quickly in the opposite direction and use your mobile phone to call for assistance.

DRIVING

If you drive, a few sensible precautions will help minimise risks and help to make you more confident:

1) Before you set off

- make sure your vehicle is regularly serviced and check oil and tyres etc. regularly
- ensure you have adequate fuel for the journey
- plan your route
- tell your manager or colleagues your precise destination and expected time of return.

2) On the road

- keep bags and other valuables out of sight – even during the journey
- keep doors locked, windows and sunroof closed as much as possible, especially in stop/go traffic
- do not pick-up hitch hikers
- if followed, drive to the nearest police station or concentration of people and call for assistance using your mobile phone.

3) Leaving the vehicle

- always lock your vehicle and put anything of value out of sight
- if dark or if it will be dark when returning to your vehicle, park in well lit places, as near to your destination as possible
- wherever possible, use a manned car park
- when parking, reverse your vehicle into a parking space and leave it as close to the exit as you can
- have your keys ready when you return to your vehicle; check the interior for intruders before getting in.

4) If you break down

- pull off the road as far as you can and if necessary switch on your hazard warning lights
- if someone offers help and you feel uncertain about them, stay in your vehicle (except on motorway) with the doors locked and use your mobile phone to summon assistance. Do not get into a car with a stranger or try to hitch a lift
- summon assistance using your mobile phone and give precise details of your location.

5) If you feel threatened

- if you are being followed, drive to a busy place
- if the occupants of a car beside you e.g. at traffic lights or road junction try to attract your attention for any reason, simply ignore them
- if a car travels alongside you at the same speed, slow down and let them pass. If the driver persists, drive to a busy place and call the police
- if a car pulls up in front of you, forcing you to stop, leave the engine running, activate your hazard warning lights and sound your horn continuously. If the driver gets out and approaches you, reverse and get away.

Manual Handling

PRINCIPLES OF GOOD HANDLING TECHNIQUE

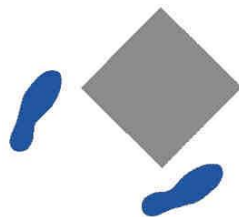
1. Planning

Plan the lift and consider: where the load is to be placed, what are the distances involved, are there any obstructions such as closed doors, is assistance required, and can handling aids or equipment be used?



2. Feet

The feet should be positioned a shoulder width apart, one foot ahead of the other in the direction of the intended movement.



3. Knees

Adopt a good posture for handling with the knees bent (not squat – don't kneel), in order to gain the most effective power from the thigh muscles.

4. Back

The back should be straight (not necessarily vertical, 15 - 20° from vertical is alright) keeping the natural curve of the spine. It may help to tuck in the chin. If necessary, lean forward a little over the load to get a good grip and to keep the centre of gravity over the load.

5. Arms

The arms should be close to the body (nearer the centre of gravity) with the shoulders level and facing the same direction as the hips.



6. Hands

Ensure a firm grip on the load using the roots of the fingers and the palm of the hand. Holding the load this way is also less tiring than keeping the fingers straight.

7. Head

Raise the chin out and up as the lift begins, otherwise this results in round shoulders and a curved spine.

8. Moving the Load

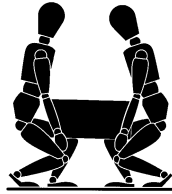
Keep the load as close to the trunk for as long as possible, and where relevant, keep the heaviest side of the load close to the body. Slide the load towards you if required.



- Lift smoothly
- Move the feet not the trunk when turning to the side i.e. don't twist.
- Put the load down and then slide the load into the required position if necessary.

9. Team handling

Handling by two or more people may make possible an operation that is beyond the capability of one person or reduce the risk of injury to a solo handler.



Additional difficulties may arise if team members impede each other's vision or movement, or if the load offers insufficient good handholds. This can occur particularly with compact loads which force the handlers to work close together or where the space available for movement is limited.

When lifting loads at or near floor level is unavoidable, it is preferable to use handling techniques which allow the use of relatively strong leg muscles rather than those of the back, provided the load is small enough to be held close to the trunk. In addition, if the task includes lifting to shoulder height, allow the handlers to change hand grip. Bear in mind however, that such techniques impose heavy forces on the knees and hip joints which must carry both the weight of the load and the weight of the rest of the body.

The closeness of the load to the body can also be influenced by foot placement. The elimination of obstacles which need to be reached over or into will permit the handler's feet to be placed beneath or adjacent to the load before beginning the manual handling operation.

Safe Use of Stepladders

This guidance is to help you:

- know when to use a stepladder
- decide how to go about selecting the right sort of stepladder for the particular job
- understand how to use it
- know how to look after it
- take sensible safety precautions.

When is a stepladder the most suitable access equipment?

As a guide, **only** use a stepladder:

- in one position for a maximum of 30 minutes
- for 'light work' - they are not suitable for strenuous or heavy work. If a task involves you carrying more than 10 kg (a bucket of something) up the stepladder it will need to be justified by a detailed manual handling assessment
- where a handhold is available on the stepladder
- where you can maintain three points of contact (hands and feet) at the working position.

On **stepladders** where a handhold is not practicable you will need to consider whether it is safe to work or not.

Is it a safe place to use a stepladder?

As a guide, **only** use a stepladder:

- on firm ground or spread the load (e.g. use a board)
- on level ground - for stepladders refer to the manufacturer's instructions
- on clean, solid surfaces (paving slabs, floors etc). These need to be clean (no oil, moss or leaf litter) and free of loose material (sand, packaging materials etc) so the feet can grip. Shiny floor surfaces can be slippery even without contamination.

Never stand stepladders on moveable objects, such as pallets, bricks, stacks of paper or boxes etc. If the stepladder won't reach, you need to use a more suitable type of access equipment.


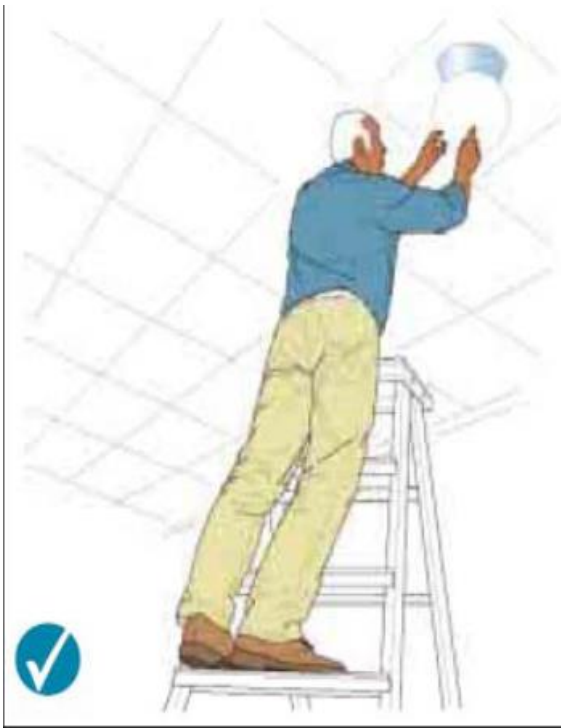
You should **only** use stepladders:

- where they will not be struck by vehicles, by protecting them with suitable barriers or cones
- where they will not be pushed over by other hazards such as doors or windows, by securing doors (not fire exits) and windows where possible. If this is impractical, have a person standing guard at a doorway, or inform building occupants not to open windows until they are told it is safe to do so
- where pedestrians are prevented from walking under them or near them, by using barriers, cones or, as a last resort, a person standing guard at the base.

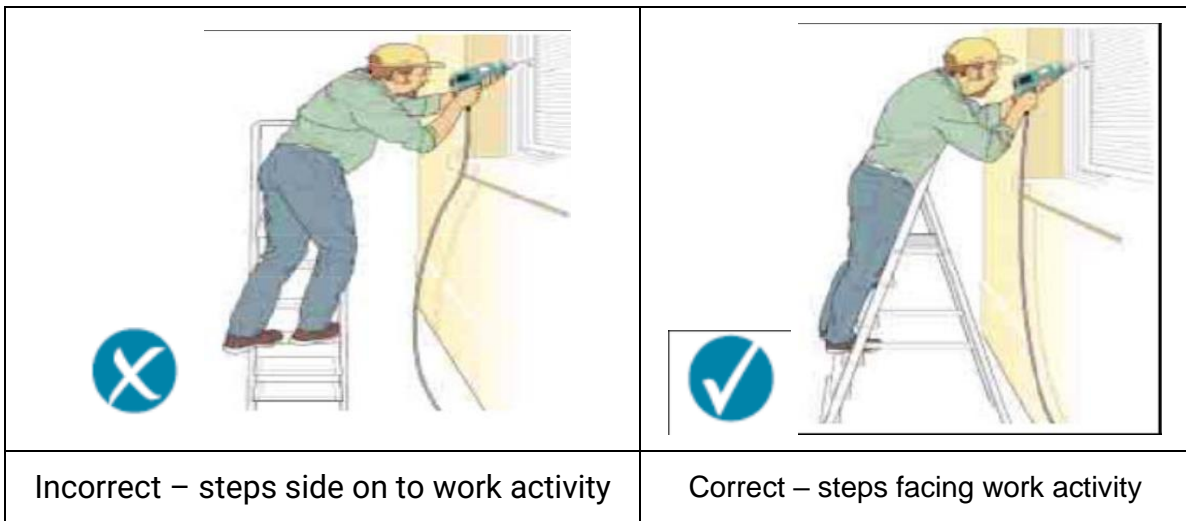
Safety in use – stepladders

On a stepladder **do not**:

- overload it – you and anything you are carrying should not exceed the highest load stated on the stepladder
- use it in locations where the restraint devices cannot be fully opened. Any locking devices must also be engaged
- use the top two steps of a stepladder, unless a suitable handrail is available on the stepladder
- use the top three steps of swing-back or double-sided stepladders, where a step forms the very top of the stepladder.

	
<p>Correct – two clear rungs. Don't work any higher up this type of stepladder.</p>	<p>Correct – 3 clear rungs, do not work any higher on this type of stepladder</p>

When using stepladders, avoid work that imposes a side loading, such as side-on drilling through solid materials (e.g. bricks or concrete), by having the steps facing the work activity. Where side-on loadings cannot be avoided you should prevent the steps from tipping over, for example by tying the steps to a suitable point, or you should use a more suitable type of access equipment.



Where you cannot maintain a handhold (e.g. putting a box on a shelf), the use of a stepladder will have to be justified by taking into account:

- the height of the task
- a safe handhold still being available on the stepladder
- whether it is light work
- whether it avoids side loading
- whether it avoids overreaching
- whether your feet are fully supported
- whether you can tie the stepladder.

Consider tying a **stepladder** where possible and helpful to the task (e.g. side-on working or where two free hands are needed). Stepladders should not be used for access to another level unless they have been designed for this.

Is the stepladder safe to be used?

You must check that the stepladder is in a safe condition before using it (a daily pre-use check). As a guide, **only** use stepladders that:

- have no visible defects
- are suitable for work use - use EN 131 Professional stepladders at work because Non-Professional ones are not normally suitable for use at work
- have been maintained and stored in accordance with the manufacturer's instructions.

Also, you must always use a non-conductive stepladder for any necessary live electrical work.

Pre-use checks

Look for obvious visual defects before using a stepladder. Check that:

- all the feet are fitted
- the feet are in good repair (not loose, missing, splitting, excessively worn, secure etc)
- the feet are clean - the feet should be in contact with the ground
- all the screws, bolts and hinges are secure
- on a stepladder, that the "spreaders" on the ladder can be locked into place

- there are no other obvious signs of damage such as cracks.

If you find a problem DO NOT USE the stepladder. It should be repaired (if practicable) or destroyed.

Storage

Store step ladders in the closed, vertical position.

Violence and Aggression

Work-related violence has serious consequences for employees and the company. Victims may suffer not only physical injury, but also psychological effects, such as anxiety and stress. The Town Council will take reasonable measures to protect you from acts of violence and aggression.

What is meant by violence?

An act of violence can be defined as:

- actual or threatened physical assaults on staff
- psychological abuse of staff
- verbal abuse which includes shouting, swearing and gestures
- threats against employees.

How will the Town Council support you?

There are a wide range of measures that the Town Council will follow to reduce the risk of violence at work to employees. The Town Council will:

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

Defusing the situation

In the event of violent or aggressive behaviour towards you there are several steps that you can try to diffuse the situation:

- **Act in control:** Even if you feel anxious or scared when confronted by an aggressor, try to give the impression that you are confident and in control of the situation. Anxiety is an entirely reasonable reaction to violent or aggressive behaviour, but if an aggressor notices it then it may increase their level of aggression.
- **Adopt a calm approach:**
 - Talk to the aggressor in a calm and respectful manner, and keep the tone of your voice low.
 - If you have been summoned to assist with a violent or aggressive customer or person that you don't know, introduce yourself to the aggressor and ask what you can do to help.



- Maintain a non-judgmental attitude and focus your attention on the aggressor at all times
- Let the aggressor talk without interruption, and acknowledge how they are feeling. Remember that your aim is to calm them down, not to make sense of their complaint or issue.
- **Use body language:** Body language can reinforce or undermine the impression that you are trying to give.
 - Maintain neutral eye contact with the aggressor, but try not to stare. Break eye contact every so often if necessary
 - Keep your face relaxed, but don't smile. The aggressor will respond badly if they think that you are laughing at them or making light of the situation.
 - Keep your body language open and don't cross your arms or gesture with anything that could be perceived as a weapon. Stand a safe distance away from the aggressor and be aware of your nearest exit at all times.
- **Work towards a solution:** Wait for the aggressor to calm down. Explain the consequences of their aggressive behaviour respectfully but firmly. Suggest ways in which the situation could be resolved without conflict, and try to give the aggressor more than one solution so that they have some control over the situation.

If you are a witness or receive any violence or aggression towards you, then you should report this to your manager/supervisor so that this can be recorded and investigated. The Town Council will support the decision of any employee wishing to press charges against the individual(s) involved. Access to counselling can also be provided where required.

HEALTH AND SAFETY HANDBOOK ACKNOWLEDGEMENT FORM

Please read the notes below and then sign this form.

Clearly, we will do all in our power to ensure the health and safety and welfare of all our staff and we look to our employees to abide by the Health and Safety standards laid down.

We have formulated our Health and Safety at Work Policy as legally required and this handbook informs you of those sections of the Policy which affect you.

You should read the information contained in this Handbook and adhere to the rules at all times.

Please discuss any queries you may have with your employer and sign this form.

I have read the Health and Safety Handbook and understand and accept its contents. I will keep myself informed of its contents.

Signature:

Date:

Print Name:

Stone

Town Council



Grievance Procedure

October 2024

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1 INTRODUCTION

- 1.1 Anybody working within Stone Town Council may, at some time, have problems or concerns about their work, working conditions or relationships with colleagues that they wish to talk about. They will want their grievance to be addressed and, if possible, resolved.
- 1.2 Issues that may cause grievances include:
- a. equal opportunities
 - b. bullying and harassment
 - c. work relations
 - d. new working practices
 - e. organisational change
 - f. working environment
 - g. health and safety
 - h. terms and conditions of employment
- 1.3 New legislation taking effect from October 2024 also places greater responsibility on employers relating to sexual harassment at work, which this procedure has been expanded to cover. In general, if an employee believes they have been the subject of sexual harassment at work they should follow this procedure. The term “grievance” throughout this document will include cases of sexual harassment unless there is specific identification to the contrary within the text.
- 1.4 Grievances may occur at any level and apply equally to all employees.
- 1.5 The best method of resolving any staff complaint is by informal discussion, as dealing with problems in this way will usually lead to a speedy resolution. However, when problems cannot be resolved informally, formal procedures should be followed.
- 1.6 The option of using a mediator, where appropriate, as an independent third party will be considered. The third party could be an internal mediator as long as they are not involved in the issue, or in some cases an external mediator may be more appropriate. This option will be on a voluntary basis and will only be used if both parties agree to it.
- 1.7 The purpose of these Grievance Procedures is to ensure that there is a system in place whereby employees can raise a grievance matter formally. It should be used when employees have problems or concerns about their work, working environment or working relationships that they wish to raise and have addressed, and which have not been resolved on an informal basis. These procedures allow for any grievance to be dealt with fairly and speedily before it develops into a major problem.

2 STAGE 1 - STATEMENT OF GRIEVANCE

- 2.1 The employee must set out the grievance in writing, together with their proposed solution for addressing it, and send a copy to the Town Clerk.
- 2.2 For ease of reference, the term “Town Clerk” is used throughout this document to refer to the person leading the process on behalf of the Council. These references to the Town Clerk should be changed to the Town Mayor if the Town Clerk is the subject of the grievance or the person making the grievance. Where neither the Town Clerk or the Town Mayor would be appropriate to take on this role due to a conflict of interest, the Chairman of the General Purposes Committee would substitute, or if this would also be inappropriate, any other Council committee or sub-committee chairman.

3 STAGE 2 – INFORMAL CONSIDERATION

- 3.1 Where another member of staff or a Councillor is the subject of the grievance, and unless there is a strong reason not to do so, they will be given a copy of the grievance and be given at least three working days to respond.
- 3.2 After considering the grievance, and taking account of any response if the grievance is against another member of staff or a Councillor, the Town Clerk will determine what they believe would be an appropriate action and inform the person who made the grievance of this decision in writing within ten working days of the grievance being received. If it is not possible to respond within ten working days, the employee should be given an explanation for the delay and advised when a response can be expected.
- 3.3 Possible outcomes at this stage may be, for example:
 - a. The grievance is wholly or partly upheld, and the actions requested in the written grievance are implemented (subject to any formal Council approval that may be required).
 - b. The grievance is not upheld, and no further action will be taken.
 - c. The grievance is wholly or partly upheld, but different actions to those proposed by the person raising the grievance are recommended (subject to any formal Council approval that may be required), or,
 - d. Further detailed investigation is required before a conclusion can be reached.
- 3.4 The person making the grievance would then be given five working days to consider the response from the Town Clerk and either accept it or ask for a meeting to discuss the response further. The employee may also request an extension of the five-day period if there is a good reason why they cannot meet it. If no response is received within the five days (or longer period, if agreed) the Town Clerk’s recommendations will be considered to be accepted.

- 3.5 It must be remembered that, depending on the nature of the grievance, not all outcomes which may be considered appropriate by the employee may be legally implementable by the Council. For example, if the grievance is against a Councillor and there may be a case to answer, the matter would need to be referred to the Monitoring Officer for action rather than being dealt with any further using this procedure.

4 STAGE 3 - MEETING

- 4.1 If the employee making the grievance is not satisfied with the outcome proposed by the Town Clerk, or wants to discuss the proposed outcome further, the Town Clerk will invite the employee to attend a meeting to discuss the grievance. The Town Clerk will be accompanied by an officer not involved in the grievance or, if this is not possible or appropriate, an independent third party¹.
- 4.2 The meeting must not take place unless:
- a. The employee has informed the Town Clerk what the basis for the grievance was when he or she made the statement as referred to in 2.1 above; and
 - b. Any other party involved in the grievance has had a reasonable opportunity (at least three working days) to consider and provide his/her response; and
 - c. The employee has been advised that he or she may be accompanied and assisted by another employee or a trade union representative of his or her choice².
- 4.3 The employee must take all reasonable steps to attend the meeting. Non-attendance at a meeting arranged at a reasonable time and in a reasonable place may result in the loss of an employee's right to further consider the issue.
- 4.4 For any outcome proposed by the Town Clerk that would close the matter, such as those set out in paragraphs 3.3a, 3.3b, or 3.3c above, the employee raising the grievance would have the right of appeal. Should the employee decide to appeal, it will be dealt with in accordance with section 6 below.
- 4.5 Should the employee decide to withdraw the grievance at this stage, rather than the Town Clerk's decision being implemented, it would still be at the Town Clerk's discretion to proceed with implementing the recommended outcome if it is considered to be in the Council's best interests to do so.
- 4.6 Following the meeting, the Town Clerk must inform the employee in writing of the meeting outcome within five working days. The employee must also be informed of his/her right to appeal as set out in these procedures. If it is not possible to respond within five working days, the employee should be given an explanation for the delay and advised when a response can be expected.

¹ A Councillor who is not involved in the grievance may undertake this role if appropriately independent.

² If no suitable member of staff or trade union representative is available, the Town Clerk may agree to an independent third party such as a family member attending in their place.

5 INVESTIGATION

- 5.1 Should the Town Clerk determine that a detailed investigation needs to be undertaken before a decision on the grievance can be made, this will be undertaken as quickly as possible, after which a meeting will be arranged with the employee raising the grievance to discuss the outcome of and recommendations from the investigation.
- 5.2 The meeting will proceed in accordance with the principles set out in section 4 above.
- 5.3 The investigation report will be a confidential document, and only shared with the parties to the grievance where absolutely necessary. In particular, the right to privacy of any witness statements will be respected wherever possible.
- 5.4 According to the circumstances of the case, and at the discretion of the Town Clerk, the investigation may be undertaken by the Town Clerk or by an independent third party.

6 STAGE 4 - APPEAL

- 6.1 Except where the grievance is against a Councillor, if the matter is not resolved at Stage 3, following any detailed investigation which may need to take place, the employee has the right to appeal.
- 6.2 The appeal must be made in writing, stating the full grounds for appeal, to the Town Clerk within five working days of the date on which they were informed of the decision.
- 6.3 An employee will be given written notice of the date, time and place of the appeal hearing. If no new matters are raised, this will normally be within fourteen days of the written notification to the Town Clerk.
- 6.4 If any new matters are raised in the appeal, it may be necessary to carry out further investigation.
- 6.5 The appeal hearing may be a complete re-hearing of the matter, or it may be a review of the fairness of the original decision in the light of the procedure that was followed and any new information that may have come to light. This will be at the discretion of the Appeals Panel depending on the circumstances of the case. In any event the appeal will be dealt with as impartially as possible.
- 6.6 The appeal hearing will be conducted by an Appeals Panel made up of the Chairman and Vice-Chairman of the General Purposes Committee and the Chairman of the Planning Consultative Committee. Where any of these has previously been involved in the case, is unavailable, has a conflict of interest, or otherwise cannot or should not be involved, their place(s) will be taken by (an) impartial Councillor(s) appointed by the General Purposes Committee.
- 6.7 A companion may be brought by the employee to the appeal hearing (see paragraph 4.2c above).

- 6.8 If the appeal relates to a grievance against another employee, that employee would have the right to make a further written submission to the Appeals Panel.
- 6.9 Following the appeal hearing the Panel may:
- a. confirm the original decision;
 - b. revoke the original decision; or
 - c. substitute a different decision.
- 6.10 The employee will be informed in writing of the Appeals Panel's final decision as soon as possible, usually within five working days of the appeal hearing. There will be no further right of appeal.
- 6.11 Whilst no appeal would be possible under this process for a grievance made against a Councillor, the employee who raised the grievance would be free to raise any issues directly with the Monitoring Officer should the Council decide not to do so.

7 DISCIPLINARY ACTION

- 7.1 The outcome of a grievance may be a recommendation to instigate the Council's disciplinary procedures in respect of an employee. In this case, the Council's disciplinary procedures should operate in full, with an independent decision made which may not necessarily accord with the outcome of the grievance investigations.
- 7.2 Where possible, however, the disciplinary procedures should make use of evidence and investigations undertaken as part of the grievance procedure to avoid putting employees through the stress of the process a second time.
- 7.3 Care would also need to be taken that the persons hearing the disciplinary case are different to those that considered the grievance to avoid any conflicts of interest. In this case, the Town Clerk would be able to act as an advisor, and/or put the case for the Council, but could play no part in any decision relating to the outcome of a disciplinary hearing.
- 7.4 Should a grievance not be upheld, no action will be taken against the person raising it unless the grievance could reasonably be considered to be malicious.

8 EXTERNAL ADVICE

- 8.1 At the Council's discretion, and particularly where the grievance is against the Town Clerk or a Councillor, it may be helpful to seek external advice and assistance during the grievance procedure. Additionally, there may be circumstances where the use of an external facilitator might be able to help resolve the problem more successfully than the use of the Council's own resources.

9 GRIEVANCE PROCEDURE DURING DISCIPLINARY ACTION

- 9.1 Should an employee raise a grievance about the behaviour of his/her Line Manager or others during the course of the organisation's Disciplinary Procedure, it may be appropriate to suspend the disciplinary procedure for a short period until the grievance can be properly considered. The Town Council may consider seeking external advice if appropriate.

10 RECORDS

- 10.1 Full records should be kept including the statement of grievance, the response from the Town Clerk/Town Mayor/Appeals Panel, and any action taken together with the reasons for it. These records will be kept confidential and retained in accordance with the Data Protection Act. Copies of any formal minutes of the meetings held at which they were in attendance will be given to the employee.

11 EMPLOYEE WELFARE

- 11.1 It should be acknowledged that both raising a grievance and having a grievance raised against you can be very stressful experiences.
- 11.2 The Council should seek to keep both parties as fully informed as reasonably possible, bearing in mind the circumstances of the case.
- 11.3 Both during and following any case, the Council should also be aware of the support needs of employees, and take action to provide appropriate support, following the receipt of external advice where appropriate.

From: [Redacted]
To: [Town Clerk](#)
Subject: Fire and Rescue Service - Community Risk Management Plan 2025-2028
Date: 15 August 2024 20:50:38
Attachments: [image002.png](#)

Dear Town Council,

Staffordshire Fire and Rescue Service is currently consulting with local communities with regards to our [Community Risk Management Plan 2025-2028](#).

The CRMP is a document which every fire and rescue service is required to produce. It details how we will manage the many different risks within the county and outlines what we will focus on for the next four years, to help achieve the ambitions in the Commissioner's Fire and Rescue Plan.

As elected representatives of the communities which you serve I would very much welcome any comments or feedback which you may have via the accompanying [survey](#).

Please feel free to share should you wish to do so,

Thank you in advance,

James

[Redacted]
Group Manager
Western Service Delivery Group



Staffordshire Fire and Rescue Service

Phone: [Redacted]

Mob: [Redacted]

Email: [Redacted]



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Community Risk Management Plan (CRMP) 2025-2028

Setting out our priorities for the next four years.

Our vision

Our CRMP details our priorities based on an assessment of county-wide risks, all aimed at achieving our vision of *'making Staffordshire the safest place to be.'* Central to our efforts is our dedication to delivering a first-class fire and rescue service to our communities.

Our values

Our **Core Code of Ethics** sets out the values, attributes and behaviours that we expect from everyone in the Service (and those working with, or on behalf, of the Service). We believe these values will enhance our ability to serve our communities and make our service an even better place to work.

Our priorities

We aim to foster a diverse, healthy, and highly professional workforce, providing the support needed to keep **our people** motivated and empowered to improve the way we deliver our services.

We are committed to serving **our communities** and protecting them from fires and other emergencies through a combination of our emergency response, prevention and protection activities.

Our goal is to reduce our carbon footprint to protect **our environment** and support resilient, healthy, and sustainable communities. We also aim to ensure that Staffordshire's built environment is safe and that our practices promote a cleaner, healthier environment for all.

Key areas of focus in the survey


In the survey there are three specific questions, a summary of each is detailed below.

Three-rider trial for on-call crews

As part of our ongoing transformation work we have considered ways in which we can use our on-call crews in a more flexible and efficient way. This initiative aims to prevent incidents from escalating, and reduce the risk to the public. The concept is to mobilise a crew of three to make quicker interventions to improve community safety when they would otherwise not have been mobilised. This is not about reducing costs, its actually an investment aimed at improving outcomes for our communities. A crew of three will have the potential to implement early lifesaving actions. It is an expectation that every effort is made to maintain a minimum crew of four on all front line on-call fire appliances within Staffordshire. There are times when it may not be possible and in those circumstances a crew of three will be mobilised to an incident. The trial has already demonstrated crews are attending nine minutes and 45 seconds quicker than waiting for the next crew of four to be available.

Home from Hospital

In December 2023, we launched a new initiative to help vulnerable people return home from hospital and to help alleviate pressures on the NHS. The Service was requested by Midlands Partnership Foundation Trust (MPFT) to assist with winter pressures. MPFT had identified that there were difficulties getting vulnerable patients home in a timely manner to coincide with



ongoing care arrangements, which could lead to readmissions to hospital when patients were discharged using traditional Patient Transport Services. Our specially-appointed Fire and Health Partnership Technicians collect patients from the Royal Stoke University Hospital and transport them to their homes across Staffordshire and 'settle them in'. Once home they are given personalised care and attention, and offered potentially life-saving support.

Following a successful pilot from December 2023 to March 2024, the fully-funded service has been continued until at least late 2024. The project has been particularly successful and the team have assisted a large number of patients, expediting discharges from hospital thereby alleviating pressure on the NHS, alongside a negligible readmission rate.

Fire appliance availability

We will review our current response model to ensure it is fit for purpose and flexible in all areas, using an intelligent approach to measuring our response availability and how we mobilise our appliances to communities.

Whilst our ambition remains that our fire appliances are available 100 per cent of the time, we are proposing to more intelligently monitor when a fire station's performance falls below expected levels so we can proactively help the station to improve their availability.

Our finances

Our 2024/25 budget is set at £50.1 million. We remain one of the most cost-effective fire and rescue services, with an average firefighter cost £19.53 per person per year (national average £25.22).

The future

We will continue to deliver the highest standard of emergency response, prevention and protection activities. New technology and equipment offer us opportunities to improve our services and ways of working for our people, our communities and reducing our impact on our environment.

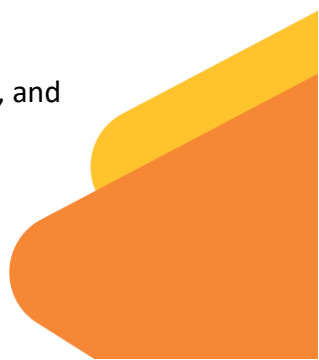
Whenever possible and appropriate, we will look for opportunities to collaborate with partners like the police, health, local authorities, and other emergency services. Our goal is to jointly carry out activities that provide clear benefits to our communities and create new opportunities for our people.

We will also explore ways to share premises and information when it is advantageous for all parties, thereby enhancing community safety, reducing the strain on public services, and minimising our impact on our environment.

Putting our plan together

To develop the CRMP effectively, we must engage with and listen to our staff, local communities, partners, representative bodies, and other stakeholders. Their feedback will help us understand their expectations and the services they need, shaping our plans more effectively.

We will use feedback from consultations to shape our plans, address future challenges, and ensure the best outcomes for people and communities in Staffordshire.



From: [PFCC](#)
Subject: Have your say on Policing and Fire & Rescue in Staffordshire
Date: 19 September 2024 13:41:16
Attachments: [image001.png](#)

Dear Colleague,

Subject: Have your say on Policing and Fire & Rescue in Staffordshire

As you are a key partner, I would personally like to invite you to take part in a consultation to provide feedback on the key priorities in my proposed Police & Crime Plan, and Fire & Rescue Plan 2024-2028.

As elected Commissioner, I am responsible for securing effective, efficient Police and Fire & Rescue services. These plans set the local direction and priorities for the next four years to deliver that while detailing how I intend to work with the services and partners to support victims, prevent crime and reduce harm.

The proposed plans inform the operational plans developed by our Chief Constable and Chief Fire Officer, which take account of national factors and the risks we face in Staffordshire. I will continue to invest in the technology, training and people to help the Police and Fire & Rescue meet both these wider challenges and your local expectations of the services.

Your views matter. I want these refreshed plans to reflect what is important for our communities in Staffordshire and Stoke-on-Trent, and I encourage you to take a few minutes to share your feedback with me.

The consultation is available to complete online until 21 October.

Please visit [Have Your Say - Staffordshire Commissioner \(staffordshire-pfcc.gov.uk\)](https://staffordshire-pfcc.gov.uk) to share your views, and see the full draft Police & Crime Plan, and Fire & Rescue Plan 2024-2028. All responses will be collated anonymously and used to inform the plans' priorities.

I have attached a graphic and suggested content for use on social media and would appreciate any support in promoting this consultation.

Facebook:

The Staffordshire Commissioner's Office is inviting those who live, work or visit Staffordshire and Stoke-on-Trent to have their say on their local Policing & Fire priorities over the next 4 years.

All responses will be collated anonymously and used to inform the plans' priorities.

Read the plans in full and #HaveYourSay: <https://staffordshire-pfcc.gov.uk/have-your-say/>
@staffordshirepfcc

Twitter:

@staffspfcc is inviting those who live, work or visit Staffordshire and Stoke-on-Trent to have their say on their local Policing & Fire priorities over the next 4 years.

Read the plans in full and #HaveYourSay: <https://staffordshire-pfcc.gov.uk/have-your-say/>

Regards, Ben.

Ben Adams
Staffordshire Commissioner for Police, Fire & Rescue and Crime
pfcc@staffordshire-pfcc.gov.uk
01785 232385



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www.staffordshire.police.uk

Police and Crime Plan

www.staffordshire-pfcc.gov.uk

2024 – 2028

Staffordshire &
Stoke-on-Trent



STAFFORDSHIRE COMMISSIONER
Police | Fire and Rescue | Crime

Introduction



As Staffordshire's Police, Fire & Crime Commissioner, I am responsible for securing an effective and efficient Police service, so I am delighted at the considerable progress officers and staff have made over the past three years with Chief Constable Chris Noble's clear direction. That progress was recognised by His Majesty's Inspectors of Constabulary and Fire & Rescue Services (HMICFRS) when they discharged Staffordshire Police from 'special measures' this spring, and in their recent PEEL report highlighting improvements across the force. My office monitors the force's performance on your behalf, and it is rewarding that the improvements I have seen have been recognised by the inspectors. There is still more to do, however, to further reduce crime and anti-social behaviour (ASB), and give more people confidence that their Police and community safety partners will keep them safe.

This plan is informed by our communities' expectations: a good quality service which responds quickly to emergencies, crime reports or sharing of information. An expectation that they will be treated with courtesy and respect, that victims will be kept informed and that crime and ASB in their neighbourhoods will be addressed.

Staffordshire Police is well placed to meet these expectations, balancing them with the demands of tackling organised criminals, responding to increases in domestic abuse, and protecting children and vulnerable people. With council taxpayers' support, I will continue to invest in the technology, training and people to help the force meet these daily challenges, weighing up risk and potential harm to prioritise tasks.

Since the pandemic, organised gangs have targeted Staffordshire, sometimes forcing vulnerable young people to break into properties to take car keys and steal cars, or machinery from rural businesses and farms. These criminals contribute to increased shoplifting and drugs in our communities. Investment in proactive policing is already helping to tackle these issues, but people are understandably concerned and many, especially those in the countryside, feel vulnerable. In this plan, and in my public performance meetings with the Chief Constable, we will focus on the force's response to vehicle crime, rural crime and retail crime, as well as prioritising 101 call answering times.

Too many people are seriously injured or killed on our roads, so this remains a

plan priority. My deputy and I co-chair the Staffordshire Safer Roads Partnership, bringing together council highways, education and other specialists with Police and Fire & Rescue. The Central Motorway Policing Group has now been dissolved and the force has taken back responsibility for its own Roads Crime Team, policing the motorway and road network and providing our communities with a more focused and localised service.

Staffordshire's significant court backlog since the pandemic distresses victims and undermines public confidence, so I will strengthen relationships between the agencies responsible for delivering justice. I will use my powers to bring agencies together to tackle the underlying causes of crime, reduce violence and push for more rapid justice. Further progress over the next four years should see a reduction in numbers entering the criminal justice system, and the daily demand on our Police service.

Staffordshire Police and partners in local councils, housing, NHS, voluntary sector and other agencies can all contribute to preventing and reducing crime and ASB, and many have a statutory requirement to do so. Our Local Community Safety Partnerships (CSPs) have an important role to play, and this plan outlines how I will help them focus on community concerns and involve residents and businesses in their solutions. I will also be exploring how experienced groups such as Neighbourhood Watch can help us do more to keep ourselves and our property safe.

Confidence matters. Staffordshire and Stoke-on-Trent are safe places to live, yet people tell me crime and ASB are increasing when overall they are not, and they don't feel supported. Police and partners must engage more effectively to keep our communities informed about issues in their area or industry, how they are being policed and what they can do to help make Staffordshire unattractive to criminals. Capturing feedback from victims, witnesses and those who feel let down is important. The best-performing organisations learn from feedback and I think Staffordshire Police can, too.

A new local policing model, introduced in 2022, and increased officer numbers are delivering a more local and responsive service for our communities. More suspects are being arrested and stop searched, 999 calls are answered more quickly and effectively, and people are seeing some improved criminal justice outcomes. Emerging challenges such as this summer's violent disorder reminded us all of the bravery and resilience of our officers, earning the respect and support of communities across Staffordshire and Stoke-on-Trent.

Keeping Staffordshire safe is something we must all do together. I will be doing everything I can to help residents, businesses, charities, our Police service and our criminal justice and community safety partners to play their part.

Ben Adams
Staffordshire Commissioner

Our aim

Keep Staffordshire safe

Our priorities

An outstanding local Police service

Closer to communities to really understand what matters to them and proactive in solving their concerns. Easy to contact, focused on the needs of victims and providing excellent customer service. Proficient and professional in everything they do. This will mean that people are safer and feel safer, and are confident in and proud of Staffordshire Police.

Supporting victims

Ensure that victims (which includes witnesses) are treated with respect and empathy to ensure they remain confident in the force's response and are provided with high quality, specialist support services so they feel able to cope and recover from the impact of crime and ASB.

Preventing and protecting

Prevent harm and protect people (particularly children and those who are vulnerable) by intervening early, ensuring they are appropriately safeguarded and receive the help and support they need. Challenge and support people to make life choices that will prevent them from offending or reoffending. Doing so will mean fewer victims of crime.

Impactful partnerships

Bring partners together and ensure the appropriate agency plays to its strengths in preventing crime and ASB, protecting people from harm, supporting those affected and delivering justice. Encourage people to get more involved in shaping priorities, volunteering and helping to solve problems in their community.

Our aim

Keep Staffordshire safe

Our approach

Community focused

Understanding communities and recognising their different needs is essential to delivering a style of policing and related services in their area that builds relationships, tackles the issues most important to them and increases public confidence. It's important to give people a voice so that they feel they are being heard and are confident to report crime and ASB and provide information that can help to prevent crime.

Prevention and early intervention

Targeting interventions at those more vulnerable to crime and ASB and intervening as early as possible prevents issues from happening in the first place or escalating so that they become even more damaging, complex and costly.

Supported and equipped

Our Police service must have the equipment, vehicles, buildings and technology it needs to improve services, help protect the public and deliver real value for money. Staffordshire Police's most valuable asset is its people; officers, staff and volunteers must have the right leadership, management, training and wellbeing support, underpinned by the right organisational culture.

Solving problems together

The issues affecting individuals, families and communities are often complex and rarely solved by one organisation alone so we need to bring organisations together to prevent problems from escalating and protect people from harm. This means sharing resources and knowledge and aligning services to deliver more efficient and comprehensive solutions. Even better collaboration between partners including neighbouring Police forces, other blue light services, councils, health authorities, criminal justice partners, businesses, communities and the voluntary sector is essential.

Value for money

Every penny in policing should be directed at keeping people safe by preventing and reducing crime. We can use our resources efficiently and continuously improve by listening to the people doing the job, learning from best practice elsewhere and listening to those who receive our services, remembering that government grants and the Police share of council tax are not just to cover policing; PCCs have broader statutory responsibilities to prevent crime and support victims with services which cannot be delivered by Staffordshire Police alone.

Open and transparent

I will listen, act on public concerns, explain what we are doing to address them and treat people fairly, and I expect Staffordshire Police to do the same. In holding the force and partners to account, I will challenge, scrutinise and share performance data to demonstrate my expectation of the highest standards of public service and to increase trust and confidence.

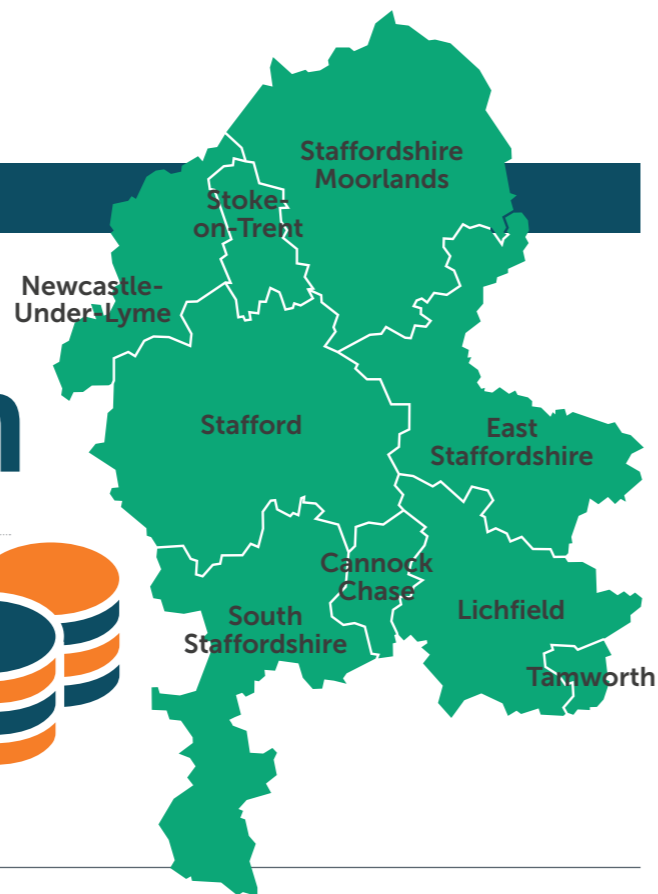


Finance

Budget
 **£248m**

58 pence


per person per day



About Staffordshire

 **1.16m**
people

488,600 
households

 **1,049** square miles

Motorways
64.5 miles 

A roads
543.5 miles

Minor roads
3,895.5 miles

Officers and staff



2,017

Officers

(1,845 by end March 2022
 1,935 by end March 2023)

183

PCSOs

1,448

Police Staff

140

Special Constables

109

Volunteers



Over the past year there were:



230,000

calls to 999



310,000

calls to 101



59,000

online contacts



5,000

missing person reports



1,846

police complaints

263,000

incidents

84,600

crimes

3,756

repeat offenders

51,000

motoring offences



16,000

counts of anti-social behaviour

16,300

arrests

5,400

people stopped and searched



80.1%

of victims of crime
 satisfied with the way the
 incident was investigated

63,700

crime victims
 referred to the
 Victim Gateway



About Staffordshire

Shaping the Plan

To help inform and develop this plan, a number of considerations have been made. This includes reviewing national guidance, understanding and assessing local community safety needs and, importantly, seeking and listening to professional and community opinion.

The following section outlines the main findings.

Public Concerns

Throughout my previous term of office and during my election campaign, I have consulted with individuals, families and community representatives. The issues that continue to concern them most are ASB, neighbourhood crime, drug dealing and road safety.

My office and the force jointly commission regular surveys to understand public concerns about crime and ASB, their priorities for policing, levels of trust and confidence in the force, and opinions on its effectiveness in delivering services and engaging with communities. These surveys confirm that people's top priorities for Staffordshire Police are reassurance (49%), ASB (41%) and drug-related crime (40%), followed by acquisitive crimes such as burglary and vehicle crime (20%).

Other findings from the latest survey in March 2024 include:

- 94% say it's important to them to have a visible Police presence where they live
- 18% had some contact with Staffordshire Police in the previous year
- 24% say there has been a decrease in Police numbers in their area
- 65% have confidence in Staffordshire Police
- 73% feel they could rely on their local Police team if needed
- 88% are confident the Police treat people fairly
- 77% feel that people from different backgrounds are treated equally
- 21% believe they might become a victim of crime in the next year
- 8% say they have been a victim of crime in the past year

This indicates the challenge we have in reassuring communities. Even though there are 428 more Police officers in Staffordshire than in 2020, too many people perceive that the numbers have reduced. Some people's fear of crime is far higher than the likelihood of them actually becoming a victim of it.

Communities are not just geographical, and I have also listened to concerns from groups with common interests such as retailers and other businesses, farmers and rural communities.

My engagement and consultation highlight consistent themes around the basic aspects of policing. People value a visible Police presence to deter offending and provide reassurance, they want a prompt response to calls for service and expect officers to take robust action and be effective in investigating crime.

I will continue to listen to and consult with people across Staffordshire as your concerns will always be foremost in my local Police & Crime Plans.

My challenge, and the challenge for Staffordshire Police, is to get the balance right in addressing the issues that many people see every day, while also tackling the problems that most people don't experience but which can cause significant harm to a smaller number of people who need to be protected.

Local Needs

Staffordshire is a safe place to live, visit and work. Overall crime rates are well below the regional and national average, and our area sees particularly low levels of neighbourhood crimes such as burglary, vehicle crime and robbery compared to most similar force areas. An annual Community Safety Strategic Assessment, commissioned by my office to identify crime and ASB challenges, demonstrates some that are specific to particular areas and others that are common to all. I will publish the executive summaries of each strategic assessment and a county-wide assessment on my website.

The common challenges identified in the assessments are:

ASB

Overall rates of ASB in Staffordshire are now significantly lower than they were before the pandemic, and are fractionally lower than those seen across the West Midlands region but in line with national levels. As with crime overall, ASB tends to disproportionately affect our most deprived and disadvantaged communities, which tend to be overly affected by neighbour disputes, while town and city centres are more subject to rowdy and inconsiderate behaviour. Repeat victims of ASB tend to experience the same levels of psychological harm as victims of less serious violent crime.

Domestic Abuse

Domestic Abuse (DA) presents a significant risk to victims, but also has a wider impact where children are present. It is not just limited to physically violent offences but can also include incidents of controlling, coercive or threatening behaviour, stalking and harassment or abuse. The passing of the DA Act (2021) and the Victim and Prisoners Act (2024) means there is now recognition of children who witness or experience such abuse as victims of DA in their own right. DA remains a largely hidden crime; an estimated 65% is not reported to the Police or other support services. In rural communities, it is estimated that around 90% of all DA goes unreported.

Current rates of DA offences in Staffordshire are almost unchanged from the previous year, however, people providing DA support services and in safeguarding roles report that cases are becoming increasingly complex and high risk. 80% of DA crimes are violent offences; while around 25% of all crime is flagged as DA related, this increases to 46% of violent crime. While victims of domestic offences are primarily younger women (aged 18-39) and offenders are most likely to be younger men (aged 18-39), there are victims across all age ranges and both male and female offenders and victims.

Vulnerable People, Safeguarding and Drugs

Drugs can be a factor in a range of crimes, from acquisitive offences to fund addiction to violent offences. County Lines are a form of criminal activity in which drug dealers in major cities establish networks for the supply and sale of drugs to users in towns and rural areas, using other people (typically young or otherwise vulnerable people) to carry, store, and sell the drugs. This causes significant issues for communities, particularly the degradation of local areas through use of properties for drug use, drug supply and other criminal activity. Other issues are related to violence and disputes between Organised Crime Groups (OCGs) and Urban Street Gangs (USGs) over control of particular County Lines and drug supply in specific areas.

The use of County Lines by OCGs is not limited to the supply and movement of drugs. The same criminal infrastructure is linked to Modern Slavery and People Trafficking, Child Sexual, Criminal and Financial Exploitation, Serious Violence, Money Laundering and the supply of illegal weapons.

People with long-term substance misuse challenges often experience DA and are highly vulnerable to violence and criminal exploitation. Children in families where substance misuse is prevalent are often at substantially increased need of safeguarding and support to keep them from potential harm.

Mental health-related incidents place significant demand on policing and many people with mental health needs appear in other high-risk groups including those with substance misuse issues, socially isolated and living in poor-quality housing, as well as young people and adults at risk of criminal exploitation.

Fraud

Fraud is often sophisticated, organised and technologically advanced. In Staffordshire, around 70% of personal fraud has an online element. Fraud scams using internet banking and remote computer access mean that criminals can defraud individuals and businesses of large sums of money very rapidly and from anywhere in the world. This is often also the case in incidents of 'Romance Fraud', with criminals using chat functions in online games and social media to groom their victims online. Those vulnerable to fraud are also often vulnerable to 'door-step' crime, which may involve intimidating and aggressive behaviour or an element of befriending or grooming of the victim to facilitate offending or repeat victimisation. The average victim of door-step crime is over 80 years old and lives alone.

Serious Violence including Violence Against Women and Girls (VAWG)

Media, government and public interest and concern over levels of knife crime remains. There is ongoing local concern around

knife crime linked to organised criminality, however, actual levels of knife crime in Staffordshire remain comparatively low and have seen minimal change compared to pre-pandemic levels.

Evidence shows that many women in the UK do not feel safe in public or online: recent government research found that girls do not feel safe at school or in other educational establishments, and many women and girls in the UK have experienced verbal abuse, intimidation, and sexual harassment in public spaces. In 2022/23 VAWG accounted for 12.5% of non-domestic related crimes and 23% of non-domestic related violent crimes.

Community Cohesion and Tackling Extremism

National increases in hate crime, extremism and tension in some communities have also been seen locally, although they have increased at a slower rate. Social change, concerns over immigration and climate change and national and global events including war and incidents of terrorism have had an effect on community cohesion. Such major events and government decisions arising from them have the potential to exacerbate tensions within a small number of more fragmented communities and affect social and political trust. This can be exploited by extremist groups, often through social media. In recent years, we have seen community tensions heightened in specific locations where repeated environmental and other

protests have taken place and in the summer of 2024 the force dealt with severe incidents of disorder.

The UK terror threat level currently remains at 'Substantial', meaning that an attack is likely. There have been several terror acts carried out in the UK in recent years, and many more that have been foiled by security services and Police. While many high-profile terror incidents, arrests, and cases have been linked to Islamist Extremism, there have also been notable incidents linked with Right Wing Extremism.

More broadly, ongoing global conflicts, in particular the Israel and Palestine conflict, have the potential to impact at a local level with a growth in and vocalisation of polarised political and ideological standpoints. Unfortunately, Stoke-on-Trent is no longer a Home Office 'Prevent' priority area, which previously saw the City Council receive additional support from the Home Office for its work to tackle extremism.

His Majesty's Inspectorate of Constabulary and Fire & Rescue Services

The findings of HMICFRS' 2023 inspection of Staffordshire Police are due to be published on 24 September 2024, when this section will be updated with confirmed gradings under the following headings and summary of findings.



- Providing a service to the victims of crime
- Recording data about crime
- Police powers and treating the public fairly and respectfully
- Preventing and deterring crime and ASB and reducing vulnerability
- Responding to the public
- Investigating crime
- Protecting vulnerable people
- Managing offenders and suspects
- Building, supporting and protecting the workforce
- Leadership and force management



Government Policy

At the time of publishing this plan, the new Government's policies with regard to crime, policing and community safety are in development. There are, however, some themes contained in the Labour Party Manifesto, some of which are consistent with our local findings:

- Public trust in policing is reliant on responsive service and quality investigation
- Victims must have faith that justice will be delivered and criminals punished
- Investment is needed in neighbourhood policing to improve the connection between Police and public
- Trust in the service has been undermined by high-profile misconduct cases and failures in vetting
- ASB needs to be tackled and enforcement powers increased
- Tougher enforcement action and support is needed to reduce knife crime
- VAWG needs to be a higher priority, with action needed to bring more offenders to justice, fast-track rape cases and provide support to victims of DA at the first point of contact
- More needs to be done to tackle the backlog in the criminal justice system and improve service to victims

National Policing requirements



National Crime and Policing Outcomes are set for all forces, including reducing murder, serious violence and neighbourhood crime, improving victim satisfaction, disrupting drugs supply and County Lines and tackling cyber-crime.

The Strategic Policing Requirement (SPR) sets out seven national threats which all Police force areas in England and Wales must demonstrate they have the plans, capacity and capability to respond to:

- VAWG
- Terrorism
- Serious and organised crime
- A national cyber incident
- Child sexual abuse
- Public disorder
- Civil emergencies

I have a legal duty to respond to the SPR and ensure that Staffordshire Police is well prepared to meet the requirement locally and also able to support joint responses between forces, regionally and nationally. I will hold the Chief Constable to account and regularly scrutinise Staffordshire Police's position against these areas and allocate sufficient funding to ensure the force has the capacity and resilience to make its contribution to these vital aspects of policing.

This plan, and force plans, will be kept under review to take account of any changes made to the SPR by the Home Secretary.

I have considered the seven national threats in forming my priorities. Tackling them relies on strong partnerships with other Police forces, emergency services, councils, health and other organisations, and a major part of my role is to convene agencies to develop and deliver an effective, coordinated response.

I chair the Staffordshire and Stoke-on-Trent Violence Reduction Alliance Board and have overseen the development of our local Violence Reduction Strategy which includes a range of projects developed to help prevent and reduce violence, including public space VAWG.

I currently chair a Regional Governance Group of PCCs and Chief Constables which oversees our collaborations to respond to serious and organised crime and terrorism across the region. Drugs supply is a major driver of serious and organised crime and I also chair the local Drug and Alcohol Partnership Board which oversees our local response to the National Drugs Strategy.

My office supports and works alongside the Staffordshire Safeguarding Children Board and the Stoke-on-Trent Safeguarding Children Partnership, which co-ordinate the actions of partner agencies and help ensure the effectiveness of safeguarding children arrangements. I also commission a

range of support services for young people, professionals, parents, and carers, aimed at preventing or stopping child criminal exploitation.

Our local response to civil emergencies is through the Staffordshire Local Resilience Forum (LRF), a partnership of Police, Fire & Rescue, local authorities, health services and the Environment Agency, currently chaired by the Chief Fire Officer. Through the Civil Contingencies Unit, the LRF supports and coordinates agencies to prepare for emergencies through joint plans and exercises.

The Policing Vision 2030 sets out the future for policing and will shape decisions about how Police forces use their resources to keep people safe. The vision has been developed by the National Police Chiefs' Council and the Association of Police & Crime Commissioners, in consultation with The College of Policing and the National Crime Agency, staff associations and other policing and community partners. All Police & Crime Commissioners and Chief Constables in England and Wales have signed up to the Vision.



Working together to keep Staffordshire safe

Regional Policing

Criminals don't recognise borders so it is important that Staffordshire Police works effectively with our neighbouring forces. It also means that more specialised services can be provided on a larger scale to tackle the most acute problems across a broader geography in a way that would not be affordable locally.

The **Regional Organised Crime Unit** comprises officers from Staffordshire, West Midlands, Warwickshire and West Mercia forces and delivers a cohesive and coordinated response to serious organised crime across the region.

The **West Midlands Counter Terrorism Unit** is part of the national counter terrorism network that leads the response to international terrorism and domestic extremism. Its team of specialist officers provides a coordinated response in support to Staffordshire, West Midlands, Warwickshire and West Mercia forces and supports the national network as required.

Staffordshire has a collaborative arrangement with West Mercia and Warwickshire Police for the delivery of **Police Constable Entry Route** (PCER) programmes through Staffordshire University's Institute of Policing. The PCER includes undergraduate and postgraduate courses for new recruits.

Staffordshire and West Midlands also have joint teams for **Legal Services** and **Firearms Licencing**.

Police/Fire Collaboration

Staffordshire was the second area in England where governance of Fire & Rescue was transferred to an elected Police, Fire & Crime Commissioner. Collaborative work has brought real benefits to how Police and Fire & Rescue work together to keep communities safe and delivered significant financial benefits. There are now five Police, Fire & Crime Commissioners and the Government is encouraging more coterminous Police and Fire & Rescue areas to consider the benefits of collaboration.

A bold joint estates plan has seen Police and Fire & Rescue teams brought together in modern facilities in Hanley, Tamworth, Penkridge, Stone, Uttoxeter and Kinver, with public money no longer misspent on separate buildings for each team. There are plans for similar arrangements in other locations across Staffordshire.

Staffordshire Police and Staffordshire Fire & Rescue Service now share a number of vital support services including vehicle fleet management, estates management, corporate communications, financial services, supplies and logistics, HR, occupational health and equality, diversity and inclusion. This saves money that is redirected to frontline services.

Work is being carried out to scope the opportunities for a joint approach to IT which shares expertise, networks and systems where appropriate, improves resilience and delivers efficiencies through better procurement. This would also be a sound basis for taking full advantage of advances in automation and artificial intelligence.

In addition to financial savings, closer working between Police and Fire & Rescue is bringing benefits such as joined-up approaches to protecting vulnerable people, and missing persons searches that take advantage of both services' resources and skills.

An outstanding local Police service

Closer to communities to really understand what matters to them and proactive in solving their concerns. Easy to contact, focused on the needs of victims and providing excellent customer service. Proficient and professional in everything they do. This will mean that people are safer and feel safer, and are confident in and proud of Staffordshire Police.

I will:

- Work with the force to develop innovative approaches to engaging with neighbourhoods and communities with shared interests to help shape priorities and services and keep them informed of what the force are doing.
- Expect Staffordshire Police to continue to improve telephone and online 101 non-emergency services so that people contacting the force receive a high-quality and timely response.
- Ensure Staffordshire Police reduce the time taken to safely respond to emergency and non-urgent calls and ensure the effective management of incidents and ongoing investigations.
- Expect the force to build strong relationships with communities by focusing neighbourhood policing teams on crime prevention and early intervention and by ensuring people can easily contact their local Police to raise concerns.
- Ensure Police and partners take a problem-solving approach to drive down neighbourhood crimes such as burglary and vehicle crime and to tackle business and rural crime, all of which cause distress, disrupt communities and directly impact on livelihoods.
- Ensure the force actively uses victim feedback, complaints data and misconduct case outcomes for organisational learning and improvement.
- Ensure resources are in place to provide the force with the capacity and resilience to tackle domestic abuse, child sexual abuse, VAWG and other incidents of high harm.
- Ensure the force has the specialist staff, technology and equipment to proactively tackle serious and organised crime gangs involved in drug-related crime, theft of vehicles and plant, and the exploitation of vulnerable people.
- Require Police leadership, standards, systems, culture and training to be focused on providing high-quality services.
- Require Staffordshire Police to have a rigorous approach to, and a low tolerance of, unacceptable behaviour by their officers and staff, ensuring they meet the required standards.
- Ensure the force continues its work to increase the diversity of the workforce to better reflect the communities we serve, promoting inclusion and addressing any organisational or cultural barriers to achieving this.
- Ensure the force takes a strategic approach to transformation and Digital, Data and Technology (DDaT) and has sufficient capacity and capability to deliver change programmes and monitor their benefits.
- Help the force stay ahead of criminals and respond to new challenges by providing facilities and technology to further enhance their specialist capabilities such as firearms and public order training.
- Ensure the policing of our road and transport network is appropriately resourced and assisted by the latest digital technology to help officers identify and apprehend offenders, deter criminals and reduce casualties by tackling excessive speed, distracted driving, drug or drink driving, unsafe and uninsured vehicles.
- Ensure that public protests are policed in a safe and impartial way which balances the rights of individuals to protest against the rights of those whose activities are impacted upon.
- Require Staffordshire Police to protect people in custody by ensuring appropriate arrangements are in place for their safe detention.

Supporting victims

Ensure that victims are treated with respect and empathy to ensure they remain confident in the force's response and are provided with quality, specialist support services so they feel able to cope and recover from the impact of crime and ASB.

I will:

- Provide a free and confidential triage service for victims of crime to assess their needs, provide help and support, and ensure they are signposted to specialist services where necessary.
- Provide a range of free, confidential, non-discriminatory, specialist support services for victims and witnesses of crime (including DA, sexual assault and abuse, violence, child criminal exploitation, hate crime, road crime, harmful sexual behaviour, business crime, restorative justice, online fraud and cybercrime) and ASB.
- Ensure Staffordshire Police improve their approach to keeping victims informed on how their case is progressing with new technology, processes and customer service standards.
- Ensure that Police and the wider criminal justice system improves its recognition and response to the personal impact on employees of crime and ASB committed against businesses.
- Work with Police and partners to reduce repeat victimisation.
- Ensure service providers comply with the Victims and Prisoners Act 2024.
- Work with Police and partners to ensure information about victims' and witnesses' experience is accurately recorded and used to help services improve.
- Improve communication on victim support so that people are more aware of what services are available and how they can access them.
- Improve accessibility to support services, paying particular attention to seldom heard groups.
- Ensure agencies working with victims consider how they provide consistency when engaging with a victim to limit the number of contacts, confusion and repeating of the victim's story.
- Work with the NHS and other agencies to ensure victims have access to services to meet a broad range of related needs (such as mental and emotional health support).



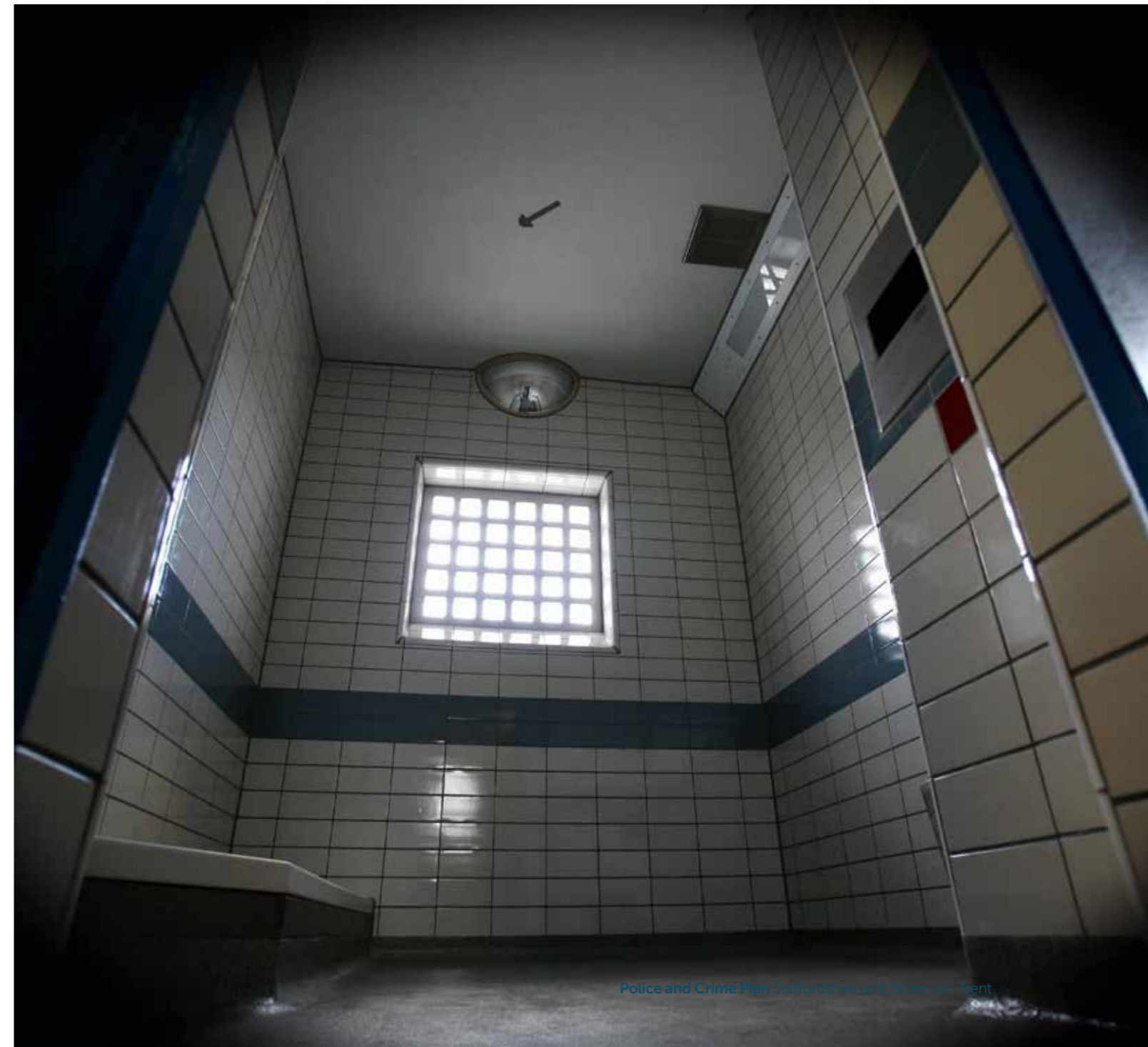
Preventing and protecting

Prevent harm and protect people (particularly children and those who are vulnerable) by intervening early, ensuring they are appropriately safeguarded and receive the help and support they need. Challenge and support people to make life choices that will prevent them from offending or reoffending. Doing so will mean fewer victims of crime.

I will:

- Reduce demand on Police and other services and prevent harm to individuals, families and communities by commissioning prevention and early intervention programmes for those more vulnerable to being drawn into crime or ASB.
- Work with schools and other educational examples to develop and deliver consistent, good quality education on community safety related projects.
- Divert children from crime and ASB through positive, diversionary activities.
- Work with partners to equip professionals with the skills and knowledge to identify and respond appropriately to harm and the root causes of harm and criminal behaviour.
- Work with Police and criminal justice partners to ensure offenders are brought to justice or receive effective interventions to prevent them from reoffending.
- Work with partners and criminal justice agencies to ensure Community Orders are granted with drug, alcohol and mental health treatment requirements to provide people with support and encouragement to avoid reoffending.
- Target interventions to those identified as more vulnerable to / at risk of offending; working with partners to prevent generational offending.
- Improve the availability and effectiveness of housing, employment and other rehabilitation support services to help those in prison or in the community achieve stable lifestyles away from crime.
- Commission programmes to address specific offending behaviours such as domestic abuse and harmful sexual behaviours.
- Work with Police, local authorities and support services to ensure a joined-up approach to supporting vulnerable children and adults, protecting them from harm and exploitation including those who go missing from home or care.

- Prevent people from being drawn into terrorism due to their vulnerabilities, associations or ideology and ensure individuals are appropriately monitored and managed.
- Work with partners to continue to disrupt criminality in Staffordshire's prisons, address staff corruption and protect prison staff.



Impactful partnerships

Bring partners together and ensure the appropriate agency plays to its strengths in preventing crime and ASB, protecting people from harm, supporting those affected and delivering justice. Encourage people to get more involved in shaping priorities, volunteering and helping to solve problems in their community.

I will:

- Work with our local Community Safety Partnerships to develop and implement sound strategies to prevent and tackle crime and ASB in their area and to ensure any funding I allocate to them is directed to best effect.
- Improve digital and traditional links with people, particularly seldom heard groups and young people, to understand their views, gather evidence on crime, ASB, drugs and alcohol, road safety issues, and keep them informed about what is being done to tackle them.
- Encourage more people to play a part in tackling crime and ASB and improving safety in their community through volunteering, community representation and scrutiny and assurance work.
- Help community-based organisations that want to make their neighbourhoods safer.
- Strengthen Police and partners' ability to share data to help them identify vulnerability and intervene quickly to support victims and target offenders.
- Promote awareness and use of the tools and powers available to Community Safety Partnerships to prevent and resolve ASB so that issues are quickly and effectively addressed by all those responsible.
- Through the Violence Reduction Alliance, prevent and address violence, including that connected to County Lines drug gangs and violence against women and girls and ensure specified authorities meet their obligations under the Serious Violence Duty.
- Through the Drug and Alcohol Partnership Board, implement a comprehensive local response to the National Drugs Strategy to break drug supply chains, deliver treatment and recovery services and reduce the demand for drugs and to develop and deliver a local alcohol strategy.
- Work with regional partners to disrupt and dismantle serious organised crime gangs and prevent potential terrorist activity.
- Continue to engage and develop our relationship with our partners in the Criminal Justice

System to help deliver effective and efficient processes for delivering justice and provide quality services to victims and witnesses.

- Intensify the activity of our Safer Roads Partnership so that Police, Fire & Rescue, local authorities and National Highways work jointly towards safe roads, safe vehicles, safe road use, safe speeds and post-crash care to reduce road casualties that have devastating consequences for families.
- Ensure the continued support of NHS partners to Staffordshire Police in addressing mental health and other vulnerabilities in a community safety setting to ensure that people get early access to the support they need from the right agencies.
- Continue to work with the Environment Agency, Staffordshire Fire & Rescue Service, local authorities and other partners to ensure co-operation in investigation and enforcement activity related to fly-tipping, waste and environmental crime, often linked to organised crime.
- Drive further collaboration between Police and Fire & Rescue services to deliver effective, efficient and resilient support services with an early focus on finance and IT support.



Delivering the Plan

Finance and Resources

The total Police & Crime budget I hold is £264.8m in 2024/25. This is not just about policing – PCCs have broader statutory responsibilities to prevent crime and support victims with services which cannot be delivered by the Police.

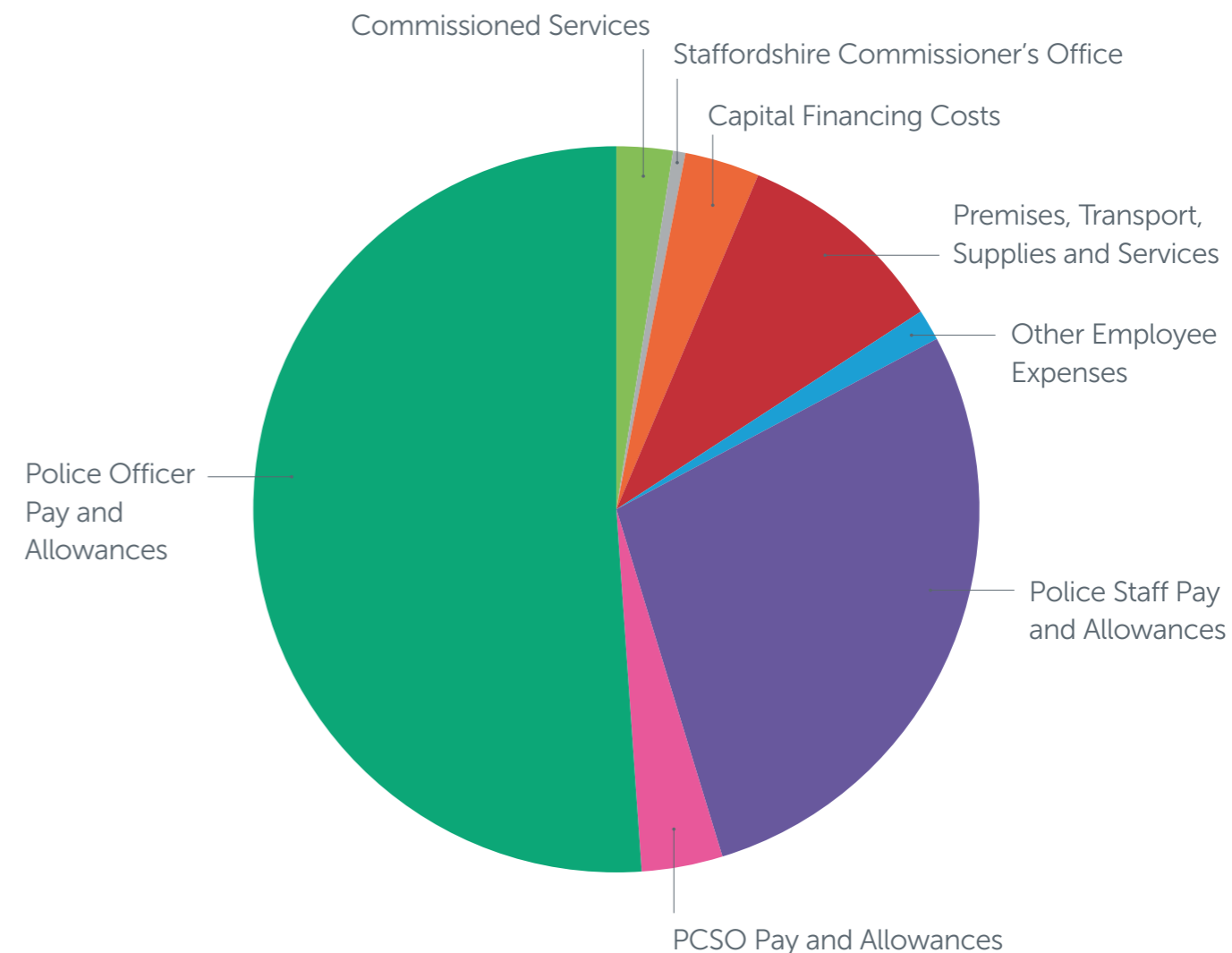
The budget includes direct grants from government, such as the Victim’s Grant, dedicated to community safety initiatives, drug and alcohol services and victim support services. Income is also received from local authority partners to jointly commission services to address DA and provide support for victims.

The Medium-Term Financial Strategy (MTFS) sets out the basis of our current assumptions for the future and looks ahead in order to predict the overall funding position for my office and Staffordshire Police for the next few years. As at 2024/25, the current MTFS is predicated on identifying savings of £19m and work is underway to achieve this significant target.

The future is always difficult to predict, but there is likely to be a significant impact of the change in Government on public finances both locally and centrally.

A good MTFS will remain flexible to take account of changes in financial assumptions, the overall funding position, the operational priorities of the Chief Constable and emerging challenges.

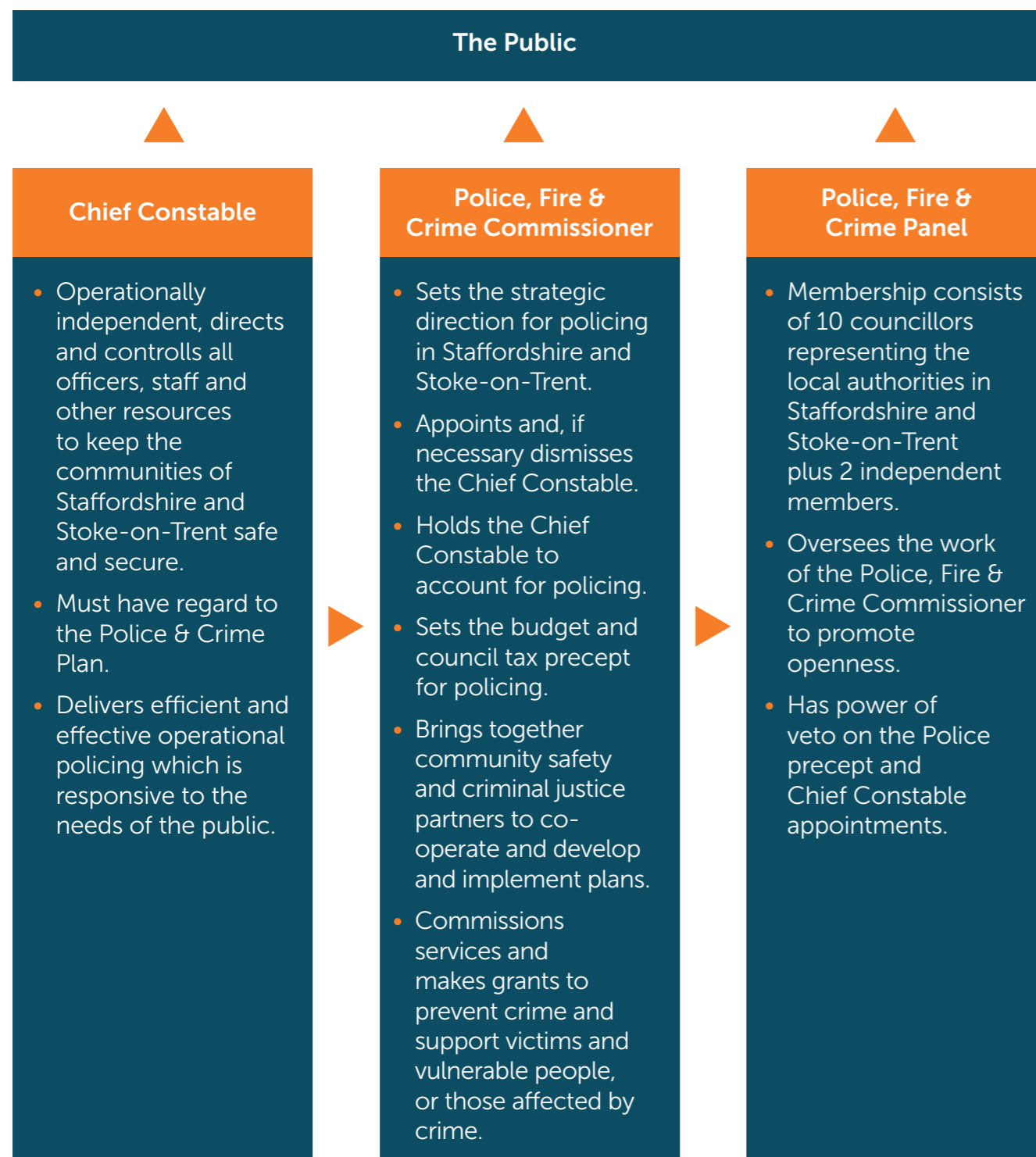
Future funding considerations will of course influence any proposals I put forward regarding the level of council tax increases required for 2025/26 and beyond. The increases in council tax for Staffordshire have been lower than most other regions during the last 10 years, and I will only ask for additional funding where I consider the increase necessary to protect services and keep the communities we serve safe.



Expenditure	£m	Income	£m
Police Officer Pay and Allowances	135.5	Income	16.9
Police Staff Pay and Allowances	74.4		
PCSO Pay and Allowances	9.5		
Other Employee Expenses	3.7		
Premises, Transport, Supplies and Services	25.5		
Commissioned Services	6.1		
Capital Financing Costs	8.6		
Staffordshire Commissioner’s Office	1.5		
Total Gross Police and Crime Expenditure	264.8	Net Cost of Service	247.9

Delivering the Plan

Performance and Accountability



This plan sets the overall direction of travel for policing and other services over the next three years, and some of my ambitions go beyond my term of office. It will be kept under review and refreshed to take account of finances, changes in national policy or major events.

I expect the Chief Constable to develop an annual Policing Plan in response to each of the priorities for policing set out in this plan and the Strategic Policing Requirement. The Policing Plan will review progress in the previous year, set out current and emerging issues and challenges, and how Staffordshire Police intends to address them.

Evidence on progress will be gathered from a number of sources including the force's own performance data, His Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) reports, government reports and datasets, audit findings, data from partners and public surveys.

I will be completely open about performance against the new national outcomes and the measures I will monitor locally to ensure our priorities are being delivered. I will publish performance data and hold Public Performance Meetings where I will hold the Chief Constable to account for delivery and which will be available online.

Governance statements, policies and procedures, decision records and details of expenditure and contracts are all accessible at www.staffordshire-pfcc.gov.uk/transparency/.

Progress against this plan will be regularly reported to the Police, Fire & Crime Panel and an annual report will be published.

My office is separate to the Police and Fire & Rescue services. It works closely with partners, businesses and communities to support me in implementing this plan and with public engagement, the scrutiny of Police and Fire & Rescue services, and commissioning services to support victims and prevent crime.

My office is specifically responsible for:

- Monitoring and scrutinising the performance of Staffordshire Police and Staffordshire Fire & Rescue Service.
- Commissioning appropriate services to prevent crime and ASB and provide support for local people affected by crime and ASB. This means consulting with partners and service users to understand their needs, designing services and targeting resources to meet those needs.
- Seeking the public's views on policing and community safety decisions that affect them directly.
- Keeping the public up-to-date and informed about Police performance, Fire & Rescue Service performance, my work and that of my office.
- Publishing easy-to-access and transparent information about decisions, budgets, performance and governance.
- Co-ordinating community safety and crime prevention activities across Staffordshire.
- Managing a range of contracts providing essential support services to operational policing such as sexual abuse referral centres for victims of sexual abuse.
- Carrying out reviews of Police complaints where the complainant is unhappy with the way the original complaint was handled or the final outcome.



Get involved

As your Police, Fire & Crime Commissioner for Staffordshire, I welcome your feedback. By letting me know the issues that matter to you most, you will be directly shaping policing and community safety decisions both now and in the future.

You can contact my office to give feedback or ask questions about your Police service.

Staffordshire Commissioner's Office, Block 9, Weston Road, Stafford, ST18 0YY

Telephone: 01785 232385

Email:
pfcc@staffordshire-pfcc.gov.uk

Website:
www.staffordshire-pfcc.gov.uk

Facebook:
Ben Adams for Staffordshire
StaffordshirePFCC

Instagram:
benadams4staffs
staffscommissioner

X:
benadams4staffs
StaffsPFCC

Volunteers play a vital role within the Police service. Details on the following opportunities and more can be found at:

www.staffordshire-pfcc.gov.uk/getinvolved/volunteer/

- Independent Custody Visitors
- Custody Appropriate Adults
- Ethics, Transparency and Audit Panel
- Independent Scrutiny Panel

Details on the following opportunities and more can be found at:

www.careers.staffordshire.police.uk/volunteers/

- Special Constables
- Independent Advisory Group Members
- Police Cadet Leaders/Assistants
- Rural Crime Volunteers

For Community Speed Watch, go to:

www.staffssaferroads.co.uk/communityspeed-watch/

For details of Neighbourhood Watch schemes in your area, go to:

www.ourwatch.org.uk/

To stay in touch with Police and crime issues affecting your local area, go to:

www.staffordshiresmartalert.co.uk/

If you require this information in an alternative format or language please email:
pfcc@staffordshire-pfcc.gov.uk

Fire and Rescue Plan

2024 – 2028

Staffordshire & Stoke-on-Trent



STAFFORDSHIRE COMMISSIONER
Police | Fire and Rescue | Crime

Introduction



I continue to be pleased with the progress Staffordshire Fire & Rescue Service has made in recent years, recognised in the most recent inspection report by His Majesty's Inspector of Constabulary and Fire & Rescue Services (HMICFRS). The improvement in nearly all the areas assessed is testament to the hard work and dedication of the service's staff, firefighters and senior leadership during the past three years.

Staffordshire Fire & Rescue has developed specialist capabilities to enable it to meet new operational challenges, some of which are a consequence of climate change or new battery and energy storage technologies that are rapidly developing in response to it. To support this, I have invested in new appliances to equip the service at the most challenging incidents.

Prevention and protection work are as important as the ability to respond

effectively. Alongside specialist staff, more firefighters, staff and volunteers are engaged in prevention work that is ever more focused on those most at risk.

The service is now also more effective at identifying and reducing the risk of fire in the built environment through technical fire safety audits, inspections of premises and the use of enforcement powers. I have invested in this area to enable the service to enhance their team of highly qualified fire safety officers, however, there is a challenge in attracting and retaining them (due to external factors) which is a priority for the service.

I am very supportive of the service's ambition to help other agencies to keep people safe, even outside the traditional parameters of Fire & Rescue. Working across Staffordshire with local NHS partners and West Midlands Ambulance Service to respond when people have fallen or need assistance returning home from hospital has helped to keep hundreds of people out of hospital and freed up valuable health resources.

I am always impressed with the professionalism and enthusiasm of Fire & Rescue staff in Staffordshire, who often go above and beyond what is expected of them and have embraced change. It is, however, frustrating that progress in reforming governance, modernising working practices and extending the reach of the sector nationally has been so slow.

A White Paper on Fire Reform was published by the previous Government in 2021 but has yet to be progressed into legislation.

Its intention is to build on the existing framework to ensure Fire & Rescue services operate effectively and efficiently, put the public first and meet community needs, while adapting to societal changes. It focuses on new governance arrangements, drawing on lessons learned from the first cycle of governance transfers to Police, Fire & Crime Commissioners, of which Staffordshire was one of the first. Importantly, it could legislate to create operational independence for Chief Fire Officers which I very much support. It could also bring much-needed flexibility to firefighters' terms and conditions to ensure they can be deployed to meet local needs and appropriately compensated for it.

This is echoed in the Chief Inspector of Fire & Rescue Services' most recent State of Fire report, which acknowledges the sector's good progress in response to previous recommendations but urges the Government to press ahead with reforms.

The report also calls for urgent improvements in values, culture and the management of misconduct across the sector. Inspections found examples of racist, homophobic and misogynistic behaviour in a quarter of services in England. In a survey, staff from every service reported bullying, harassment and discrimination. This is a damning reflection on the sector, and I welcome the progress made nationally in establishing a core code of ethics, improving background checks on staff and introducing new national standards for identifying and dealing with misconduct.

While I recognise the progress Staffordshire has made in tackling these issues, including its openness to HMICFRS scrutiny as part of its inspection of the handling of misconduct in Fire & Rescue services, I will not be complacent. I will continue to hold the Chief Fire Officer and his senior leadership team to account for delivering the required improvements in organisational culture, diversity and inclusion which are essential to ensure the trust and confidence of our staff and our communities.

Linked to this, HMICFRS highlights that service leaders must take a strategic approach to transformation and service improvement. In Staffordshire, the service has made excellent progress in piloting flexible crewing and other initiatives leading to improved availability of our teams. Keeping firefighters safe is vitally important so the service will also introduce new equipment and processes to protect them from contaminants. I want to ensure that these initiatives continue to be developed as part of a cohesive and coherent transformation programme, and that the service has the capacity and capability to deliver it.

Thanks to careful financial management, Staffordshire Fire & Rescue Service, unlike many others, is well placed to continue to invest, improve and do more, which I feel sure central government and council tax payers across Staffordshire and Stoke-on-Trent will wish to continue to support.

Ben Adams
Staffordshire Commissioner

Our aim

Keep Staffordshire safe

Our priorities

An outstanding Fire & Rescue service

Ensure your local Fire & Rescue service continues to be accessible and responsive to changing demands so that risk is appropriately and proportionally managed, community and firefighter safety remains paramount and high levels of public confidence and trust in the service are maintained.

Preventing

Deliver effective and targeted prevention work that provides early help to individuals, families and communities so that we keep people safe from fires and other incidents, they feel safer and there is less pressure on fire response services.

Protecting

Protect people, premises and the environment through the right balance of education, advice and support and the use of regulatory and enforcement powers to keep people safe.

Our aim

Keep Staffordshire safe

Our approach

Community focused

Understanding communities and recognising their different needs is essential to delivering services in their local area that build relationships, tackle the right problems and increase public confidence. I will listen to communities and ensure public expectations and concerns, alongside the service's professional assessment of risk, shape the Community Risk Management Plan. I will encourage people to get more involved through shaping priorities and services, volunteering, scrutinising the service and helping to solve problems in their community. I will challenge, scrutinise and share performance data publicly to demonstrate my expectation of the highest standards of public service.

Prevention and early intervention

Preventing fires, road traffic collisions and other incidents from happening in the first place reduces demand on our Fire & Rescue and other services, and reduces harm. By intelligently targeting interventions at the most vulnerable people and locations and intervening as early as possible we can prevent issues from happening in the first place or escalating so that they become even more damaging, complex and costly. So, prevention and early intervention will be central to delivering all aspects of this plan.

Supported and equipped

Our Fire & Rescue service must have the equipment, vehicles, buildings and technology it needs to be able to improve services, help protect the public and deliver real value for money. Staffordshire Fire & Rescue Service's most important resource is its people, and firefighters and support staff must have the right leadership, management, training and wellbeing support, underpinned by the right organisational culture. Recognising the Government's climate change commitment, I will also work with the service to do everything we can to reduce our impact on the environment without compromising operational effectiveness.

Solving problems together

The issues affecting individuals, families and communities are often complex and rarely solved by one organisation alone so we need to bring organisations together to prevent problems from escalating and protect people from harm. This means sharing resources and knowledge and aligning services to deliver more efficient and comprehensive solutions. Even better collaboration between partners including neighbouring fire & rescue services, other blue light services, councils, health authorities, business and the voluntary and community sector is essential. I will work with communities to address their local safety concerns and ensure that partners have the skills to intervene early, recognise and address vulnerability.

Value for money

Wherever possible, every penny in Fire & Rescue should be directed towards their core purpose of keeping people safe. This is not about cost cutting but changing the way the service works by listening to the people doing the job and learning from other organisations.



Finance and Resources

Budget
£50m

12 pence

per person per day



33
fire stations

39
fire appliances



8
full time

2
day shift

29
on call

About Staffordshire

1.16m
people

488,600
households

1,049
square miles

Motorways
64.5 miles

A roads
543.5 miles

Minor roads
3,895.5 miles

30

Officers and Staff

313
wholtime
firefighters

279
on-call
firefighters

126
support
staff



Over the past year there were:

29,000 calls
for service

8,000
incidents attended

400
accidental
dwelling fires



1,450
small outdoor
fires



130
accidental
business fires



790
road traffic
collisions attended



15,000
safe and well visits



350
fire safety audits



16
enforcement
notices issued



12
prohibition
notices issued



About Staffordshire

Shaping the Plan

To help inform and develop this plan, a number of considerations have been made. This includes reviewing national guidance, understanding and assessing local fire safety and broader community safety needs and importantly seeking and listening to professional and community opinion.

The following section outlines the main findings.

Public Concerns

When I talk to local communities it is clear that what they want from their Fire & Rescue service is quite straightforward – to be confident that there will be a rapid response if they faced an emergency. Our priority will always be to maintain high standards of service.

People also expect the service to plan for the future to ensure they can meet current and emerging risks.

My challenge, and the challenge for Staffordshire Fire & Rescue Service, is to get the balance right in meeting the traditional expectations of communities whilst also making the reforms needed to ensure the service is prepared for future challenges.

I will continue to listen to and consult with people across Staffordshire as your concerns will always be foremost in my local Fire and Rescue Plans.

Local Needs

Staffordshire is a relatively safe place to live, visit and work and the risk of fire and other incidents that require a response remain very low. This is due to years of prevention work, changes in behaviour and improvements to the design of buildings, vehicles and appliances to minimise risk.

In addition to the national priorities set out above, Staffordshire Fire & Rescue Service conduct detailed assessments of demand, threat and risk to provide a sound evidence base to inform decisions on how resources are allocated. This process has informed the priorities set out in this plan.

Safe Buildings and Infrastructure

Following the tragic fire at Grenfell Tower in 2017, there have been major changes to building regulations and fire safety to keep people living in multi-occupancy buildings safe in their homes. This has placed greater responsibilities on all Fire & Rescue services

to engage with and influence the planning process. Doing so relies on skilled, specialist staff for audit and inspection work and to take enforcement action when required. I have supported investment to grow these teams and it remains a priority to ensure that Staffordshire Fire & Rescue continue to attract, develop and retain staff for this vital work.

Community protection work has to respond to changing risks. The rapid uptake of electric vehicles (EVs), battery energy storage systems (BESS) and the move to renewable energy sources creates new challenges. When fires do occur with EVs and battery systems, they can be difficult to extinguish properly and safely with traditional methods. Staffordshire Fire & Rescue Service need to be close to these developments and have the right equipment, training and other resources to deal with such incidents but also provide safety advice and guidance to individuals, businesses and planners.

The service also has a major role in the Staffordshire Safer Roads Partnership, contributing to its broader remit of working towards safe roads, safe vehicles, safe road use, safe speeds and post-crash care to reduce road casualties.

Climate Change

Severe weather events have become more frequent and continue to put enormous pressure on the service, from wildfires in rural areas during hot, dry periods to floods and storm damage.

The service is currently not statutorily required to respond to floods but does so willingly to protect and rescue people and minimise the damage caused to properties and public spaces. Through the national Fire reform agenda, my ambition is to ensure that this is properly and formally recognised as a responsibility of the sector and reflected in firefighters' roles, terms and conditions.

People Most at Risk

The leading causes of accidental fires in the home are cooking, heating appliances, electrical fires, smoking and candles. The primary human factors that contribute to injuries and deaths from these incidents in Staffordshire have been identified by the service as smoking, alcohol and drug use, mobility and the elderly. The population is increasing and is aging. More houses are being built and more people are being supported to live at home independently for longer. Household inflation and internationally higher energy costs has increased the risk to those in fuel poverty who may use unsafe heating and cooking methods, for example. We also know that motorcyclists, pedal cyclists, pedestrians and young drivers are at most risk of becoming a casualty on our roads. It's important to identify those that are at most risk, engage with them and provide practical help and advice to prevent fires, road traffic collisions and other incidents from happening.

Terrorism

In response to findings of the inquiry into the preparedness for, and the response to the terrorist attack at Manchester Arena in 2017, emergency services have been required to continually assess their operational readiness for such events, develop specialist capabilities and carry out regular multi-agency training exercises. This ensures Staffordshire Fire & Rescue are prepared to respond effectively to local terrorist incidents and provide capacity and capability to support other areas.

National Fire & Rescue Priorities



The Fire & Rescue National Framework for England was designed to “make Fire & Rescue more accountable, more effective and more professional than ever before... building on the great strides in prevention and collaboration that Fire & Rescue services have already made” and included:

- transforming the local governance of Fire & Rescue by enabling mayors and Police & Crime Commissioners to take on responsibility for their Fire & Rescue service where a local case is made;
- establishing His Majesty’s Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) as an independent inspection regime for Fire & Rescue services;

- developing a comprehensive set of professional standards to drive sector improvement;
- supporting services to transform commercially with more efficient procurement and collaboration;
- increasing the transparency of services with the publication of greater performance data and the creation of a new national fire website;
- driving forward an ambitious programme for workforce reform including through enhancing: professionalism; management and leadership; training and development; equality and diversity; culture; and options for flexible working.

The framework itself sets out five priorities for Fire & Rescue Authorities:

- make appropriate provision for fire prevention and protection activities and response to Fire & Rescue-related incidents;
- identify and assess the full range of foreseeable Fire & Rescue-related risks their areas face;
- collaborate with emergency services and other local and national partners to increase the efficiency and effectiveness of the service they provide;
- be accountable to communities for the service they provide; and
- develop and maintain a workforce that is professional, resilient, skilled, flexible and diverse.

His Majesty’s Inspectorate of Constabulary and Fire & Rescue Services

The findings of HMICFRS’ 2023 inspection of Staffordshire Fire & Rescue Service are due to be published in September 2024 when this section will be updated with confirmed gradings.



Understanding fires and other risks
Preventing fires and other risks
Protecting the public through fire regulation
Responding to fires and other emergencies
Responding to major and multi-agency incidents
Making best use of resources
Future affordability
Promoting the right values and culture
Getting the right people with the right skills
Ensuring fairness and promoting diversity
Managing performance and developing leaders

An outstanding Fire & Rescue service

Redacted

Ensure your local Fire & Rescue service continues to be accessible and responsive to changing demands so that risk is appropriately and proportionally managed, community and firefighter safety remains paramount and high levels of public confidence and trust in the service are maintained.

I will:

- Ensure the service carries out ongoing, thorough analysis to fully understand demand, risk, productivity, outcomes, resource utilisation and value for money across the service.
- Use this evidence base to develop an operating model that puts the right people with the right skills in the right place at the right time to respond to fires and other incidents and deliver the services which will prevent incidents and reduce risk even further.
- Ensure the right resources are available to respond to fires and other incidents, considering the balance between wholtime and on-call firefighters, generalist and specialist roles, shift patterns and working locations. Reviewing the vehicle fleet mix and associated crewing arrangements will form part of this process.
- Ensure our operating model enables the service to assist other areas in line with our mutual aid commitments, regionally and nationally.
- Ensure the service takes a strategic approach to transformation and service improvement and has sufficient capacity and capability to deliver change programmes and monitor their benefits.
- Expect the service to meet approved National Fire Standards and contribute to their development.
- Expect service leadership, standards, systems, culture and training to be focused on providing high-quality services.
- Expect Staffordshire Fire & Rescue Service to have a rigorous approach to, and a low tolerance of, unacceptable behaviour by their firefighters and staff, ensuring they meet the required standards, including the Core Code of Ethics.
- Increase the diversity of the workforce to better reflect the community we serve, promoting inclusion and addressing any organisational or cultural barriers to achieving this.



- Building on our successful collaboration with Staffordshire and Stoke-on-Trent Integrated Care Board (SSOTICB), explore more opportunities to keep people safe by Fire & Rescue teams responding to incidents which might be initially reported to other agencies.
- Increase engagement with rural communities to understand their concerns and ensure effective preparation and response to risks specific to rural areas so that people, livestock, wildlife and the environment can be rescued and protected.
- Ensure appropriate resources and services are available to provide practical and emotional support to people and businesses affected by fire, and other emergencies.
- Develop plans and capabilities to be able to respond to fire risks associated with rapidly growing technologies including electric vehicles and power storage systems.
- Continue to develop the 'clean cab' approach, to safeguard firefighters from the risk of chemicals and other contaminants being transferred from the scene into fire appliances and stations.
- Drive further collaboration between Police and Fire services to deliver effective, efficient and resilient support services with an early focus on finance and IT support.
- Continue the modernisation of the Fire estate and make better use of our best buildings by sharing space with Police colleagues.

Police/Fire Collaboration

Staffordshire was the second area in England where governance of Fire & Rescue was transferred to an elected Police, Fire & Crime Commissioner. Collaborative work has brought real benefits to how Fire and Police work together to keep communities safe and delivered significant financial benefits. There are now five Police, Fire & Crime Commissioners and the Government is encouraging more coterminous Police and Fire areas to consider the benefits of collaboration.

A bold joint estates plan has seen Fire and Police teams brought together in modern facilities in Hanley, Tamworth, Penkridge, Stone, Uttoxeter and Kinver, with public money no longer misspent on separate buildings for each team. There are plans for similar arrangements in other locations across Staffordshire.

Staffordshire Police and Staffordshire Fire & Rescue Service now share a number of vital support services including vehicle fleet management, estates management, corporate communications, financial services, supplies and logistics, HR, occupational health and equality, diversity & inclusion. This saves money that is redirected to front line services.

Work is being carried out to scope the opportunities for a joint approach to IT which shares expertise, networks and systems where appropriate, improves resilience and delivers efficiencies through better procurement. This would also be a sound basis for taking full advantage of advances in automation and artificial intelligence.

In addition to financial savings, closer working between Fire and Police is bringing benefits such as joined-up approaches to protecting vulnerable people, and missing persons searches that take advantage of both services' resources and skills.

Preventing

Deliver effective and targeted prevention work that provides early help to individuals, families and communities so that we keep people safe from fires, road traffic collisions and other incidents, they feel safer and there is less pressure on fire response services.

I will:

- Adopt NFCC criteria and improve the data available on multiple risk factors to better identify those most at risk of fire in the home.
- Target safe and well checks at those at most risk to enable prompt intervention to provide the support people need to prevent fires and identify underlying issues which contribute to fire risks.
- Follow up safe and well interventions and other prevention activity to ensure improvements are sustained, the impact is evaluated and any learning is applied to other cases.
- Ensure referral pathways are in place between Fire & Rescue and health services so that people get the help they need to reduce the risk of fire and other incidents in the home such as mental and physical health, and drug and alcohol support.
- Share data appropriately to ensure services are targeted towards people and places most at risk.
- Work with schools and alternative education providers to develop and deliver consistent, good quality personal, social, health and economic education to help children make informed, positive and safe choices.
- Increase engagement with groups of people most at risk through targeted education programmes, volunteering, open days and other events.
- Divert children away from harm through a range of personal development programmes and positive diversionary activities and ensure that they are brought together with similar activities in policing in a cohesive and coordinated way.



Protecting

Protect people, premises and the environment through the right balance of education, advice and support and the use of regulatory and enforcement powers to keep people safe.

I will:

- Adopt NFCC guidance and processes for the identification, mapping and monitoring of high-risk premises to ensure inspection activity is properly targeted. This will be enhanced by better information sharing and joint analysis with partners.
- Ensure the service recruits and retains the required specialist staff to undertake risk-based audit and inspection of premises and the application of regulatory powers.
- Strike the right balance between advising and supporting co-operative businesses to achieve compliance and robust enforcement where it's needed.
- Ensure the service is properly engaged by planners when considering applications for renewable energy developments and the installation of Battery Energy Storage Systems.
- As part of the Staffordshire Local Resilience Forum, continue to take an active role in planning and preparing responses to disruptive events including those arising from adverse weather conditions, public health crises, industrial incidents, transport incidents and terrorist attacks.
- In light of tragic events at Grenfell and Manchester Arena, further develop work between Staffordshire Fire & Rescue Service, Staffordshire Police and other emergency services in examining their approach to managing incidents where multiple services attend.
- Ensure the service engages with planners, regulators and businesses under the Protect Duty, or Martyn's Law, designed to ensure premises and events prepare for and are protected from a potential terrorist attack.
- Place expectations on developers to maintain high standards in the installation of sprinklers and other fire protection systems to new multi-occupancy residential buildings.
- Continue to work with the Environment Agency, Staffordshire Police, Local Authorities and other partners to ensure co-operation in investigation and enforcement activity related to cannabis grows, fly-tipping, waste and environmental crime.

- Intensify the activity of Staffordshire Safer Roads Partnership (SSRP) so that Police, Fire & Rescue, local authorities and National Highways work jointly to drive down casualties.
- Engage communities more in understanding the work of the service and volunteering to support prevention work in activities such as Community Speed Watch and the Safe + Sound programme.



Delivering the Plan

Finance and Resources

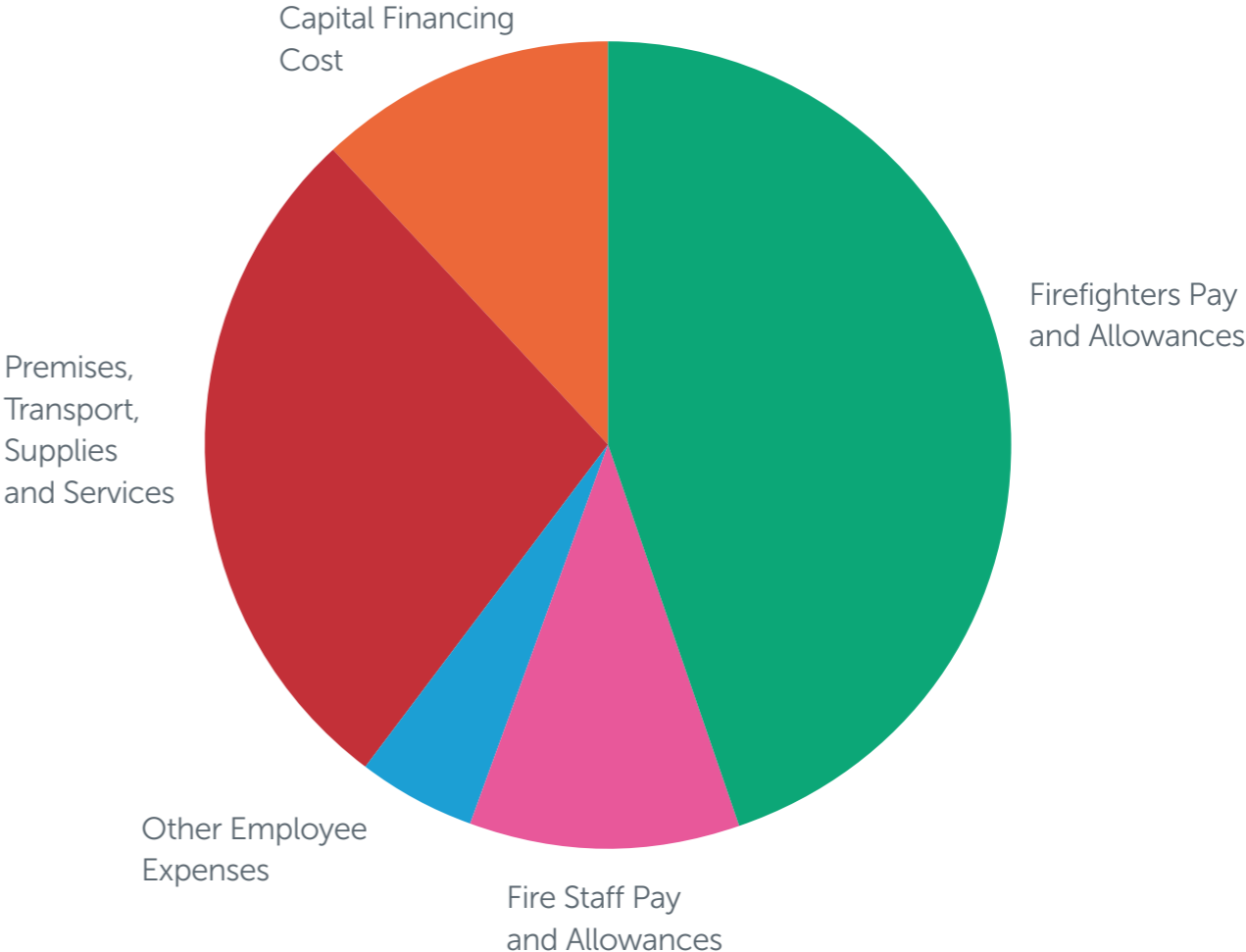
The total revenue budget for 2024/25 was set at £50.1m. The funding for the Staffordshire Commissioner Fire & Rescue Authority comes from three main sources; 64% comes from council tax, 21% from business rates with the remaining 15% coming from central Government in the form of a Revenue Support Grant. The service also generates a small amount of income through rents, fees and charges, investments, and sharing sites with Staffordshire Police. How the budget is spent is shown on the next page.

The Medium-Term Financial Strategy (MTFS) sets out the basis of our current assumptions for the future and looks ahead in order to predict the overall funding position for Staffordshire Fire & Rescue Service for the next few years.

I recognise that, as pressures on household budgets continue, council tax payers will demand value for money and a service that is evolving to meet their needs. I aim to put every penny of the budget to the best use possible, and I expect every pound of taxpayers' money invested in Fire & Rescue to be spent wisely and for the service to continue to seek efficiencies.

The service continues to develop its transformation plan to meet new financial and operational challenges with value for money being a key priority. The plan will need to be flexible to allow for changes in assumptions and the overall funding position.

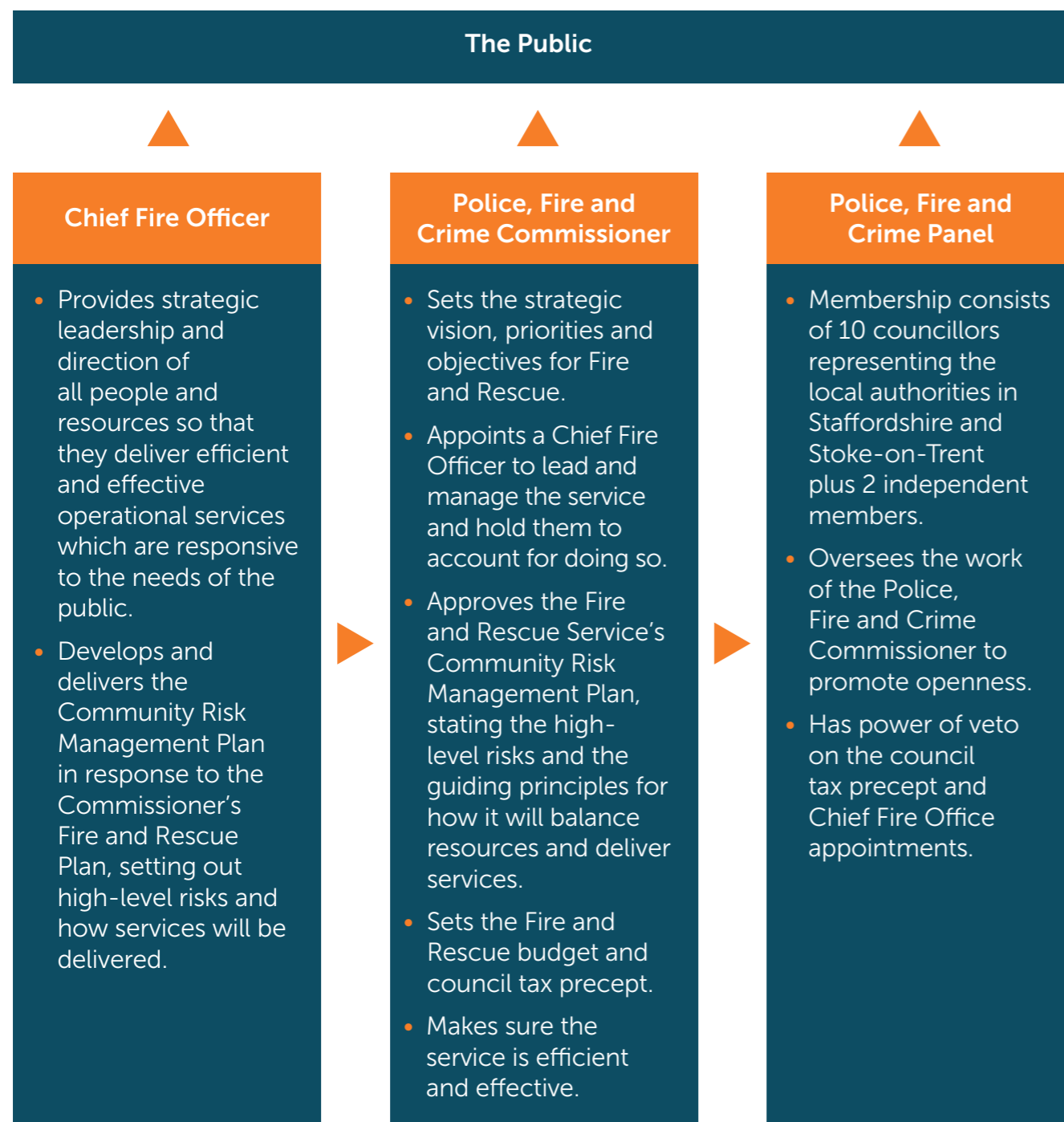
Future funding considerations will of course influence any proposals that I put forward regarding the level of council tax increases required for 2025/26 and beyond. Increases in council tax for the Fire & Rescue Authority have been kept very low during my term of office and, as with policing, I will only ask for funding above the level of inflation where I consider the increase necessary to protect services and keep our communities safe.



Expenditure	£m	Income	£m
Firefighters Pay and Allowances	24.9	Income	5.4
Fire Staff Pay and Allowances	6.0		
Other Employee Expenses	2.6		
Premises, Transport, Supplies and Services	15.5		
Capital Financing Costs	6.5		
Total Gross Fire and Rescue Expenditure	55.5	Net Cost of Service	50.1

Delivering the Plan

Performance and Accountability



The relationship between my role and Staffordshire Fire & Rescue Service differs slightly from that with Staffordshire Police in that, as the law currently stands, the Fire & Rescue service is not operationally independent. As the Fire & Rescue Authority, I am ultimately responsible for ensuring that provision is made to extinguish fires, protect life and property in the event of such fires, protect life and property in the event of fires and rescuing and protecting people in the event of road traffic collision and other emergencies.

I expect the Chief Fire Officer to develop a Community Risk Management Plan (CRMP) that demonstrates the service's understanding of the risks faced by communities and provide assurance that it is taking the appropriate action to reduce and deal with those risks. The CRMP will also set out the service's responses to each of the priorities set out in this plan.

Evidence on progress will be gathered from a number of sources including the service's own performance data, His Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) reports, government reports and datasets, audit findings, data from partners and public surveys.

I sit on the national Fire Standards Board, which has been established to develop professional standards for Fire & Rescue services across England.

HMICFRS use these standards as a basis for their inspection of the service. Standards are now in place covering:

- Core Code of Ethics
- Communication and Engagement
- Community Risk Management Planning
- Data Management
- Emergency Preparedness and Resilience
- Emergency Response Driving
- Fire Control
- Fire Investigation
- Internal Governance and Assurance
- Leading the Service
- Leading and Developing People
- Operational Competence
- Operational Learning
- Operational Preparedness
- Prevention
- Protection
- Safeguarding

I will be completely open about performance against the measures I will monitor locally to ensure our priorities are being delivered. I will publish performance data and hold Public Performance Meetings where I will hold the Chief Fire Officer to account for delivery and which will be available online.

Governance statements, policies and procedures, decision records and details of expenditure and contracts are all accessible on the Commissioner's Office website.

Progress against this plan will be regularly reported to the Police, Fire & Crime Panel and an annual report will be published. This plan will be kept under review and refreshed to take account of finances, changes in national policy or major events.

My office is separate to the Fire & Rescue service and the Police service and works closely with partners, businesses and communities to support me in implementing this plan. It also undertakes public engagement, the scrutiny of the Fire & Rescue service and the Police, and commissions services to support community safety.



My office is specifically responsible for:

- Monitoring and scrutinising the performance of Staffordshire Fire & Rescue Service and Staffordshire Police.
- Seeking public views on fire safety, road safety and broader community safety decisions that affect them directly.
- Keeping the public up-to-date and informed about Fire & Rescue service performance, my work and that of my office.
- Publishing easy-to-access and transparent information about decisions, budgets, performance and governance.
- Working with partners to co-ordinate community safety and prevention activities across Staffordshire.



Get involved

As your Police, Fire & Crime Commissioner for Staffordshire, I welcome your feedback. By letting me know the issues that matter to you most, you will be directly shaping Fire & Rescue and broader community safety decisions both now and in the future.

You can contact my office to give feedback or ask questions about your fire and rescue service.

Staffordshire Commissioner's Office, Block 9, Weston Road, Stafford, ST18 0YY

Telephone: 01785 232385

Email:
pfcc@staffordshire-pfcc.gov.uk

Website:
www.staffordshire-pfcc.gov.uk

Facebook:
Ben Adams for Staffordshire
StaffordshirePFCC

Instagram:
benadams4staffs
staffscommissioner

X:
benadams4staffs
StaffsPFCC

If you require this information in an alternative format or language please email:
pfcc@staffordshire-pfcc.gov.uk

Date: 18/09/2024

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Stone Town Council - Payments

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The table below lists payments made by the Council in the period identified, for the Committee's information.

The table includes payments by cheque, direct debit, PayPal, payment card, telephone banking and online banking. It excludes salary and related payments, payments from the Mayor's Charity, and transfers between the Council's bank accounts. All amounts exclude VAT.

Payment Date From : 01/07/2024

Payment Date To : 31/08/2024

<u>Payment Date</u>	<u>Reference</u>	<u>Supplier</u>	<u>Description</u>	<u>Amount (£)</u>
01/07/2024	5623	Prism Solutions	Leased line rental - June 24	59.90
01/07/2024	5623	Prism Solutions	Leased line rental - June 24	60.90
02/07/2024	STC/DL14042024-2	The Puppet Tree	Puppet Tree Event 29.06.24	2,000.00
03/07/2024	SBC	Stafford Borough Council	SBC Rates for Mkt Sq Jul 2024	21.00
03/07/2024	SBC	Stafford Borough Council	SBC Rates SSTN - Jul 2024	180.00
03/07/2024	SBC	Stafford Borough Council	SBC Rates FJC July 2024	279.00
05/07/2024	7070295014	Stafford Borough Council	Temp Road Closure for Classic car event	135.00
05/07/2024	7070295017	Stafford Borough Council	Temp Road closure for Puppet Festival	135.00
08/07/2024	V02241698526	EE	EE Mobiles - 29 June - 29 July	14.80
08/07/2024	7986169	British Gas	Elec Supply Ampitheatre 19 May to 19 June 24	13.02
08/07/2024	V02241698526	EE	EE Mobiles - 29 June - 29 July	14.80
09/07/2024	ICO	Information Commissioner's Office	ICO Annual fee 2024/25	35.00
10/07/2024	CD-243353504	Culligan	Water Cooler rental July	23.06
10/07/2024	8018255	British Gas	Elec Usage 61 High Street 21.05 to 21.06.24	18.69
10/07/2024	8019445	British Gas	Elec Usage - Feeder Pillar 1, High Street 21.05 to 21.06	13.02
11/07/2024	Inv1786	The Secret Kitchen	Catering for Civic Sunday 2024	1,072.00
11/07/2024	00361249124988	Paul Castrey Expenses	Heritage Centre - ventilation soffits	4.50
11/07/2024	CSST414917	Paul Castrey Expenses	Heritage Centre - Kettle	23.25

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Stone Town Council - Payments

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<u>Payment Date</u>	<u>Reference</u>	<u>Supplier</u>	<u>Description</u>	<u>Amount (£)</u>
11/07/2024	SI-3896	Access Displays Ltd	HC Grant - Display cases	464.00
11/07/2024	Cancel	Stafford Borough Council	Temp Road Closure for Classic car event	135.00
11/07/2024	5320	Christmas Plus	Festive display hire 2023/2024	7,650.00
11/07/2024	7070295013	Stafford Borough Council	Temp Road Closure for Civic Sunday	135.00
11/07/2024	7070295012	Stafford Borough Council	Temp Road Closure for Remembrance Sunday	135.00
11/07/2024	INV5000862	MEB Total Ltd	HC - Annual boiler service	105.00
11/07/2024	17040	Cress Security	Alarm Tags for FJC - Additional copies for Cash Access	97.50
11/07/2024	025685	R Mountfords	FJC - DIY and cutting keys	65.60
11/07/2024	Cancel	Stafford Borough Council	Temp Road closure for Puppet Festival	135.00
11/07/2024	7070295016	Stafford Borough Council	Road Closure for Christmas Lights	135.00
11/07/2024	49897	Panda Press (Stone) Ltd	HC - CCTV warning signs	129.00
12/07/2024	INV-1036	CE & PS Ltd	Power supply for the Puppet Show	225.00
12/07/2024	444008-030	Virgin Media Business	Telephone Rental & Calls - 22/06- 21/07/24	87.74
15/07/2024	INV264898585	Zoom Video Comm Inc	ZOOM Subscription Jul 14 to Aug 13 2024	25.98
16/07/2024	SI-225286	Mailing room	Franking Machine Rental - 31.07 to 30.10.24	60.00
17/07/2024	DPC - M Robinson	Martin Robinson	Payment for Civic Sunday Photos	125.00
17/07/2024	713402024607818	Pozitive Energy	Gas Usage - FJC- 01.06 to 30.06.244	65.51
17/07/2024	713412024607818	Pozitive Energy	SSTN Gas Usage 01/06 to 30/06/24	158.01
18/07/2024	DPC - Stone SG	Stone Scouts & Guides Brass Band	Donation to S&G Band for Civic Sunday	100.00
18/07/2024	INV-MCR2552	MICHAELS Civic Outfitters	Past Mayors/Deputy Consort badges	571.00
18/07/2024	50014	Panda Press (Stone) Ltd	Civic Order of Service 2024	271.00
18/07/2024	15689	All Print Equipment Ltd	Photocopier usage - Jun 24	32.35
19/07/2024	INV0915	The Mill at Stone	Portuguese Evening July 24	1,242.62
19/07/2024	Cancel	VALDA ENERGY	Elec Usage FJC - 01.07 to 31.07.24	621.90
20/07/2024	713392024607887	Pozitive Energy	Heritage Centre Elec - 01.06 to 30.06.24	454.70

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Stone Town Council - Payments

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<u>Payment Date</u>	<u>Reference</u>	<u>Supplier</u>	<u>Description</u>	<u>Amount (£)</u>
22/07/2024	wp-INV06210385	Water Plus	Waste Usage FJC - 6.06 to 06.07.24	94.10
22/07/2024	wp-INV06198043	Water Plus	Water - SSTN 06.06 to 05.07.24	111.16
24/07/2024	DPC - L Fleetwood	Lindsay Fleetwood	Deposit for Cream Teas for Stonefield Park	20.00
24/07/2024	DPC - R Edwards	Rachel Edwards	Storage bags for Town Flags	14.16
24/07/2024	24250265	bruynzeel	Heritage Centre - Storage shelving	1,292.00
24/07/2024	50070	Panda Press (Stone) Ltd	Banner for Classic car event	196.00
24/07/2024	24179	West Midlands Employers	WMEmployers Corp Mship Bronze 24/25	500.00
24/07/2024	743014903/001/07	Virgin Media Business	Broadband Usage - 6 Jul - 5 Aug 24	50.00
24/07/2024	DPC - B&Q	Miscellaneous	Portable Tables and benches for town events	266.58
25/07/2024	7070295083	Stafford Borough Council	SBC Qtr Office Rent 20.07 to 19.10.24	150.00
25/07/2024	200990	Prism Solutions	Prism IT Managed Service - Aug 24	1,225.77
26/07/2024	6925	CIRCUS SENSIBLE	3 Day Circus workshop August 24	1,200.00
26/07/2024	10522179	Chubb Fire	SSTN Fire Ext Service 24/25	254.19
26/07/2024	10522256	Chubb Fire	FJC Fire ext service 24/25	402.21
29/07/2024	SOT1133867	Veolia ES (UK) Ltd	FJC Waste Collection June 24	106.72
29/07/2024	SOT1133868	Veolia ES (UK) Ltd	SSTN Waste Collection - June 2024	75.85
29/07/2024	8178244	British Gas	Elec Supply Heritage Centre 9 June to 19 Jul 24	126.11
29/07/2024	201615202461567	Pozitive Energy	Gas Usage - Heritage Centre 01.06 to 30.06.24	52.04
29/07/2024	713382024610402	Pozitive Energy	FJC Elec usage - 01/06 to 30/06/24	235.92
30/07/2024	76	PINK FACES	Facepainting on 19/20/21 Aug - Circus Skills Event	360.00
01/08/2024	6073	Trudy Williams	26 tablecloths washed & ironed	78.00
01/08/2024	025712	R Mountfords	Cable ties for road closure signs	10.82
01/08/2024	5718	Prism Solutions	Leased line rental - July 24	91.65
01/08/2024	5718	Prism Solutions	Leased line rental - July 24	59.90
01/08/2024	5718	Prism Solutions	Leased line rental - July 24	60.90

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Stone Town Council - Payments

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<u>Payment Date</u>	<u>Reference</u>	<u>Supplier</u>	<u>Description</u>	<u>Amount (£)</u>
02/08/2024	SI-27220	Signs 2000	Update Chamber Honours Board	30.00
02/08/2024	ExpensesTW	Trudy Williams	Biscuits for Chamber visitors	2.32
02/08/2024	INV27342	Hampshire Flags	Pride Flag	57.21
02/08/2024	INV-GB-100058901	Paul Castrey Expenses	HC - Book of condolence	23.32
02/08/2024	DS-AEU-INV-GB-20	Paul Castrey Expenses	HC - Acrylic Sign Holders	14.66
02/08/2024	50166	Panda Press (Stone) Ltd	HC - Operation Overlord Display Panel	264.00
02/08/2024	SIN2783086	PPL PRS Music Rights	PRS/PPL for High Street Events	342.71
02/08/2024	ExpensesTW	Trudy Williams	Drinks for Civic Sunday	90.55
02/08/2024	ExpensesTW	Trudy Williams	Photoframes for Mayors Cadets	4.58
05/08/2024	8246567	British Gas	Elec Supply Ampitheatre 19 Jun to 19 Jul 24	12.60
06/08/2024	V02251860513	EE	EE mobiles 29 Jul to 28 Aug	14.80
06/08/2024	37338218	Miscellaneous	HSE Health and Safety at Work Poster	13.69
06/08/2024	V02251860513	EE	EE mobiles 29 Jul to 28 Aug	14.80
09/08/2024	8286155	British Gas	Elec Usage 61 High Street 21 Jun to 21 Jul	29.83
09/08/2024	8286918	British Gas	Elec Usage - Feeder Pillar 1 - 21 Jun to 21 Jul	25.67
09/08/2024	00944442	VALDA ENERGY	SSTN Elec Usage - 01/07 to 31/07/24	34.51
12/08/2024	444008-031	Virgin Media Business	Telephone Rental & Calls - 22 Jun - 21 Jul 24	88.27
15/08/2024	INV268934472	Zoom Video Comm Inc	ZOOM Subscription Aug 14 to Sept 13 2024	25.98
16/08/2024	INV19327116	Sage UK Ltd	Sage payroll Subscription 2024/25	420.00
16/08/2024	71510	Champions (UK) Plc	Real Magic Queen - Music Event 31.08.24	1,000.00
16/08/2024	SI-232140	Mailing room	Franking Machine Annual Maint to 25.09.25	246.52
18/08/2024	751600	WM Morrisons Supermarket Ltd	Cream Teas for Stonefield Park Event	290.83
18/08/2024	752071	WM Morrisons Supermarket Ltd	Cups and Napkins for Stonefield Park Event	7.00
18/08/2024	748109	WM Morrisons Supermarket Ltd	Milk for Stonefield Park Event	2.42
19/08/2024	00944443	VALDA ENERGY	FJC Gas 1 Jul to 31 Aug	359.47

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19/08/2024	00944443	VALDA ENERGY	SSTN Gas 1 Jul to 31 Aug	234.89
19/08/2024	00944443	VALDA ENERGY	FJC Elec 1 Aug to 31 Aug	195.57
19/08/2024	00944443	VALDA ENERGY	SSTN Elec 1 Aug to 31 Aug	459.54
20/08/2024	168993938	Florence Brass	Florence Brass at Stonefield Park 18.08.24	220.00
20/08/2024	169733538	JB Window Cleaner	Window Cleaning August 2024	25.00
20/08/2024	0000208603	Canal & River Trust	Annual Rental- Waterpipe on towpath Newcastle Road	250.00
20/08/2024	INV-1676	David Emley	Photos of Crown Meadow for the website	100.00
20/08/2024	50291	Panda Press (Stone) Ltd	Backdrop Banner for Music Event Aug 24	141.00
20/08/2024	169735456	Greg Simister	Replacement tap for the Station flat	34.58
20/08/2024	169733538	JB Window Cleaner	Window Cleaning August 2024	65.00
20/08/2024	34307	Lindsay Fleetwood	Tea, coffee and sugar for Stonefield Park Event	21.73
20/08/2024	INV3000391	MEB Total Ltd	FJC - Six month emergency light test	124.50
20/08/2024	CSST416329	Hylands	Grant HC - Fridge and Microwave	308.16
20/08/2024	CD-243409807	Culligan	Water Cooler Rental - Aug 24	23.06
20/08/2024	INV-1676	IG Stage Hire	30% deposit for Christmas lights stage hire	225.00
20/08/2024	169733538	JB Window Cleaner	Window Cleaning August 2024	30.00
20/08/2024	STO00097233	West Midlands Employers	WMEmployers Ad for Marketing and Events Organiser	440.00
20/08/2024	wp-INV06493510	Water Plus	STN - Water Usage 5 Jul to 5 Aug24	115.37
20/08/2024	INV3000576	MEB Total Ltd	FJC - quarterly fire alarm test	62.25
20/08/2024	15792	All Print Equipment Ltd	Photocopier Usage - July 24	17.05
22/08/2024	wp-INV06503006	Water Plus	FJC Water Usage - 6 Jul - 6 Aug	96.69
23/08/2024	A8040971407	Paul Castrey Expenses	Shelving for the Heritage Centre	33.32
23/08/2024	DS-AEU-INV-GB-20	Rachel Edwards	HC - Baby change unit	37.46
27/08/2024	743014903/001/08	Virgin Media Business	Broadband Usage - 6 Aug - 5 Sept 24	50.00
27/08/2024	R148355	Miscellaneous	Grant HC - Glasses & Cutlery	211.44

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<u>Payment Date</u>	<u>Reference</u>	<u>Supplier</u>	<u>Description</u>	<u>Amount (£)</u>
27/08/2024	202686	Prism Solutions	Prism IT Managed Service - Sept 24	1,238.64
28/08/2024	8449954	British Gas	Elec Usage - Heritage Centre 9 Jul to 9 Aug 24	96.63
28/08/2024	SOT1136302	Veolia ES (UK) Ltd	Waste Collection FJC - July 2024	107.20
28/08/2024	SOT1136303	Veolia ES (UK) Ltd	SSTN Waste Collection - July 2024	76.21
29/08/2024	ESTS00072206	Stafford Borough Council	Market Square Licence Application Fee	23.00
29/08/2024	128030	B Hygienic Ltd	FJC - Toilet Rolls	78.57
29/08/2024	025727	R Mountfords	FJC - Wasp killer foam	5.41
29/08/2024	SIA541872	Reach Publishing	Reach Ad for Marketing and Events Organiser	675.00
30/08/2024	50345	Panda Press (Stone) Ltd	Music Event Banners	192.00
30/08/2024	7070295264	Stafford Borough Council	Office Annual Service Charge 2023/24	6,053.79
30/08/2024	VZB06-290824	Miscellaneous	The Vanz Band - Music Event 31.08.24	300.00
				<u>40,147.73</u>