Minutes of the Working Practices Committee
Wednesday 24 July 2019
Billingshurst Centre
7.30pm

Present: Cllrs Miss S Kingston (Chair), A Grant, D Homer and R Margetts.

In attendance:
G Burt, Clerk to the Council

[This meeting had been deferred from the 17th July due to several apologies being received.]

40/19 Apologies
Cllrs P Berry and Mrs M Wild had tended their apologies due to prior engagements. On the proposal of Cllr , seconded by Cllr , **RESOLVED** that the apologies be accepted and reasons given approved.

41/19 To Receive Declarations of Interest and Notification of Changes to Members' Interests.
None.

42/19 Public Session
There were no members of the public present.

43/19 Minutes of the Working Practices Committee on 22 May 2019.
On the proposal of Cllr Miss S Kingston, seconded by Cllr A Grant **RESOLVED** that the minutes be approved and signed accordingly by the Chairman.

44/19 Matters Arising
None

45/19 To Review the following employment-related documents. On the proposal of Cllr Miss S Kingston, seconded by Cllr A Grant **RESOLVED** that

a. The following policies: Age Discrimination, Disability Discrimination, Equal Opportunities and Race Equality replaced with a new Equality Policy – Appendix **A.**
b. The following policies be amended accordingly:
   Complaints Procedure - Appendix **B**
   Dignity at Work Policy - Appendix **C**

Handling of DBS Certificate Information - Appendix **D**
Health and Safety Policy - Appendix **E**
Internal (Pension) Dispute Resolution Procedure - Appendix **F**
Social Media Policy - Appendix **G**
Training Policy - March 2018 – Appendix **H**

The Clerk would investigate further Para. 2.1 of the H&S Policy regarding appointing 2 Cllrs as H&S representatives, and report accordingly.

47/19 Any other Matters for information only.
The Chairman thanked Cllr A Grant for his diligence in looking at all the policies beforehand and suggesting detailed amendments.

48/19 Date of Next Meeting: Wednesday 23 October 2019.

Meeting closed at 8.25pm.

Chairman **Date**

APPENDIX A

BILLINGSHURST PARISH COUNCIL

Equality & Diversity Policy

The purpose of this policy is to provide equal opportunities to all Billingshurst parishioners, councillors, council employees, volunteers and contractors, and anybody else that the Parish Council may interact with whilst carrying out its activities, irrespective of their gender, race, ethnic origin, disability, age, nationality, national origin, sexual orientation, religion, marital status or social class. The Parish council opposes all forms of unlawful or unfair discrimination.

All employees, volunteers and contractors will be treated fairly and equally. Selection for employment, promotion, training, remuneration or any other benefit will be on the basis of aptitude and ability. All relevant personnel will be helped and encouraged to develop their full potential. The talents of all human resources will be fully utilised to maximise the efficiency of the organisation.

Billingshurst Parish Council's Equality Duties

The Equality Act (EA) 2010 consolidated a complex set of equalities and other legislation and was designed to improve understanding of what the practical application of equality actually means.

The Equality Act 2010 added to existing duties that the public sector must comply with and created the "*Public Sector Equality Duty*".

The Public Sector Equality Duty

The 2010 Act replaced a disjointed set of race, disability, gender, age and other equality duties with a more straightforward, single duty covering a broader equality spectrum. The new duty covers the following:

- Age
- Disability
- Gender
- Gender reassignment
- Pregnancy and maternity
- Race
- Religion or belief
- Sexual orientation

The Public Sector Equality Duty is comprised of a General Duty (to respect equality) and a more Specific Duty (to ensure that we act with equality in all that we do).

The General Duty

Under the General Duty we must take steps to:

- Recognise and eliminate unlawful discrimination, harassment and victimisation.
- Advance equality of opportunity.

The Specific Duty

Under the Specific Duty we must be able to demonstrate equality and diversity in our procedures and working practices.

Our Aim

Our aim is to comply with the Public Sector Equality duty. This to ensure that all residents, particularly those vulnerable to equality issues, are able to access all relevant council services freely and fairly and are supported to achieve this wherever possible. {NB; Council Services includes all that we do for the community; whether managing assets, providing or gathering information, representing the community, supporting the community (e.g. grants) or other council activities}.

Our Objectives are to ensure that:

1. All Councillors and employees understand and promote our Equalities Aim.
2. All council services, information, communications, consultation activities and events are as accessible as is reasonably practicable.
3. Equality principles are recognised in the management of all assets and resources, including community grant applications.
4. The Equality Objectives are considered when planning the provision of services.
5. All Councillors and employees are encouraged to undertake appropriate equality and diversity training to ensure that they are aware of their responsibilities in relation to equalities in service provision or other council activities.

This policy applies equally to the Parish Council and Billingshurst Centre.

Adopted by Working Practices Committee on 24th July 2019

APPENDIX B

BILLINGSHURST PARISH COUNCIL

CODE OF PRACTICE FOR HANDLING COMPLAINTS

1. Introduction

1.1 Definition of a Complaint
A complaint is an expression of dissatisfaction by one or more members of the public about the Council's action or lack of action or about the standard of a service, whether the action was taken or the service provided by the Council itself or a person or body acting on behalf of the Council.

1.2 From time-to-time members of the public have complaints about the administration or procedures of the Parish council; local Councils as corporate bodies are not subject to the jurisdiction of the Local Government Ombudsman, and there are no provisions for another body to which complaints can be referred. Therefore it is recommended for transparency in local government, and for the benefit of good local administration, that Parish Councils should adopt a standard formal procedure for considering complaints. The Council will do its utmost to settle complaints and satisfy complainants in the interest of the good reputation of the Council.

1.3 The Council will bear in mind the provisions of the Data Protection Act 1998 as well as the Freedom of Information Act 2000 in dealing with complaints.

1.4 In the event of a seemingly serial facetious, vexatious or malicious complaint, the Council may consider taking legal advice.

2. Complainants

2.1 Complainants can be members of the public, councillors, or employees of the Council.

3. Confidentiality

3.1 The identity of a complainant will only be made known to those who need to consider a complaint. Care will be taken to maintain confidentiality where circumstances demand, e.g. where matters concern financial or sensitive information or where third parties are concerned.

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4. **Complaints outside this Code**

4.1 The following are excluded from this code:

Type of conduct	Complain to
Financial Irregularity	Complaints about financial irregularity should be referred to the Council's auditor, whose name and address can be obtained from the Clerk. (Local elector's statutory right to object Council's audit of accounts pursuant to s.16 Audit Commission Act 1998).
Criminal activity	The Police
Member conduct	A complaint relating to a member's failure to comply with the Code of Conduct must be submitted to the Standard's Committee of Horsham District Council.
Employee conduct	Clerk to the Council to be dealt with under internal disciplinary procedure. (If the complaint is about the Clerk, the complaint should be referred to the Chairman).

5. **Complaints Committee**

5.1 A Complaints Committee will be established at the annual meeting of the Council to consist of five Councillors.

5.2 The Chairman of the Complaints Committee will be elected at the annual meeting of the Council.

6. **Complaints**

6.1 All complaints will be deemed to be Informal Complaints unless a written complaint states that it is a Formal Complaint.

7. **INFORMAL COMPLAINTS PROCEDURE**

7.1 An informal complaint may be given orally or in writing to the Clerk.

7.2 If a complaint is given to a Councillor it is their duty to notify the Clerk or Chairman of the Council.

7.3 The Clerk or Chairman of the Council will speak directly to the complainant and will attempt to settle the complaint and to ensure that the complainant feels satisfied that their grievance has been fully considered, taken seriously and acted upon accordingly.

7.4 If the complaint cannot be resolved the Clerk will be informed and he/she will instigate the Formal Complaints Procedure.

8. FORMAL COMPLAINTS PROCEDURE

8.1 All formal complaints will be heard in public unless the Complaints Committee expressly resolves to exclude the press and public using Standing Order number 3d due to the confidential nature of the complaint.

8.2 To resolve the formal complaint, the Complaints Committee will hold a formal hearing to review the complaint and make a recommendation on behalf of the Council.

8.3 The complainant will be invited to attend the formal hearing if they so wish.

Before the Meeting

8.4 A Formal Complaint must be lodged in writing and sent to the Clerk. The letter must state that a Formal Complaint is being lodged and should include the following information:

8.4.1 Name, address, and telephone number of the complainant.
8.4.2 The complaint about the Council's procedures or administration.
8.4.3 How the issue has affected the complainant.
8.4.4 Copies of any relevant documents or other evidence to which the complainant may wish to refer at the meeting.
8.4.5 Details of third parties and their involvement.
8.4.6 What action the complainant believes will resolve the complaint.

8.5 If the complainant does not wish to put the complaint to the Clerk, they should be advised to address the complaint to the Chairman of the Council.

8.6 The Clerk will acknowledge the complaint and inform the complainant that a mutually convenient date for a Complaints Hearing will be scheduled within 28 days.

8.7 The Clerk will issue an agenda for the Complaints Formal Hearing not less than 3 days before formal hearing of the Complaints Committee.

8.8 The Clerk will invite the complainant to bring with him/her one such representative who may speak on their behalf if they so wish.

8.9 Any documentation not already supplied must be sent to the Clerk seven clear days before the meeting.

8.10 If either party provides details, documentation or evidence less than seven days before the meeting, the Chairman of the Complaints Committee will decide whether to admit it.

At the Meeting

8.11 The Committee will decide whether the circumstances of the meeting warrant the exclusion of the public and the press.

8.12 The Chairman of the Committee will introduce everyone and explain the procedure.

8.13 The complainant and his/her representative (if any) will detail the complaint to the Committee.

8.14 Members of the Committee, if they wish, will ask questions of the complainant relating to the complaint.

8.15 The Clerk or Councillor will present the Council's position relating to the complaint (if necessary).

8.16 Members of the Committee, if they wish, will ask questions of the Clerk/Councillor.

8.17 The Clerk/Councillor and the Complainant will be offered the opportunity to make any final comments (in that order).

8.18 The Committee will then consider the complaint in private for a maximum of 30 minutes.

8.19 The Committee can re-open the meeting if clarification of points is needed from either party, but both parties must be invited back to the meeting.

8.20 The Chairman may adjourn the meeting if wished in order that specialist advice may be sought.

8.21 The Chairman will ask all parties to re-join the meeting to inform them of the Committee's recommendation to full Council. If a recommendation cannot be reached at the meeting, the Chairman will advise when the recommendation will be made and communicated to the complainant.

After the Meeting

8.22 Any recommendation on a complaint will be ratified and announced at the next meeting of the Council in public.

8.23 Within seven days of the Council accepting the recommendation of the Complaints Committee, the Clerk will put the decision in writing to the complainant.

First adopted	12/06/2015
Reviewed & Updated	24/07/2019

APPENDIX C

BILLINGSHURST PARISH COUNCIL

Dignity at Work/Bullying and Harassment Policy

Note: This policy should be used in conjunction with the Council's Disciplinary and Grievance procedures.

1. PURPOSE AND SCOPE

1.1 Statement: In support of our value to respect others Billingshurst Parish Council will not tolerate bullying or harassment by, or of, any of their employees, officials, members, contractors, visitors to the council or members of the public from the community which the Council serves. The council is committed to the elimination of any form of intimidation in the workplace. This policy reflects the spirit in which the council intends to undertake all of its business and outlines the specific procedures available to all employees in order to protect them from bullying and harassment. It should be read in conjunction with the council's policies on Grievance and Disciplinary handling. The council will issue this policy to all employees as part of their induction and to all members as part of their Welcome Pack. The Council may also wish to share this policy with contractors, visitors and members of the public, and other organisations with which the Council does business.

Billingshurst Parish Council will post a copy of this policy on its website.

1.2 Definitions

Bullying "*Bullying may be characterised as a pattern of offensive, intimidating, malicious, insulting or humiliating behaviour; an abuse of this use of power or authority which tends to undermine an individual or a group of individuals, gradually eroding their confidence and capability, which m ay cause them to suffer stress.*"

It is primarily intimidating, but may also be insulting, offensive or malicious. It is frequently recognized through the abuse or misuse of power through means intended to undermine, humiliate, denigrate or create a detriment for the employee. It can be related to age, sex, race, disability, religion, ethnic origin or some personal characteristic of the individual. It may be persistent or an isolated incident.

The crucial point is that the actions or comments are viewed as demeaning and unacceptable to the recipient.

Many bullies attempt to disguise their conduct when challenged on the grounds that it is the way people behave in the 'real' world and that the person affronted should 'toughen up'; or that it was not meant and only a bit of 'horse play'. Some cases of bullying and harassment are obvious but it is sometimes the 'grey' areas that cause most problems. Examples of what is unacceptable behaviour are given in 1.3 below.

Harassment is unwanted conduct that violates a person's dignity or creates an intimidating, hostile, degrading, humiliating or offensive environment. This policy

covers, but is not limited to, harassment on the grounds of sex, marital status, sexual orientation, race, colour, nationality, ethnic origin, religion, belief, disability or age.

Bullying and harassment are not necessarily face to face, they may be by written communications, electronic (e)mail (so called 'flame-mail'), phone, and automatic supervision methods — such as computer recording of downtime from work, or recording of telephone conversations — if these are not universally applied to all workers.

Bullying and harassment may not be obvious to others, and may be insidious. The employee may be anxious that others will consider them weak, or not up to the job, if they find the actions of others intimidating. They may be accused of 'overreacting', and worry that they won't be believed if they do report incidents.

Both bullying and harassment are behaviours which are unwanted by the recipient. Bullying and harassment in the workplace can lead to poor morale, low productivity and poor performance, sickness absence, lack of respect for others, turnover, damage to the council's reputation and ultimately, Employment Tribunal or other court cases and payment of unlimited compensation.

1.3 Examples of **Unacceptable Behaviour** are as follows:

- spreading malicious rumours, or insulting someone (particularly on the grounds of race, sex, sexual orientation and religion or belief)
- copying memos that are critical about someone to others who do not need to know
- ridiculing or demeaning someone — picking on them or setting them up to fail
- exclusion or victimisation
- unfair treatment
- overbearing supervision or other misuse of power or position
- unwelcome sexual advances — touching, standing too close, display of offensive materials
- making threats or comments about job security without foundation
- deliberately undermining a competent worker by overloading and constant criticism
- preventing individuals progressing by intentionally blocking promotion or training opportunities.

(this list is not exhaustive)

Bullying and harassment may occur face-to-face, in meetings, through written communication, including e-mail, by telephone or through automatic supervision methods. It may occur on or off work premises, during work hours or non-work time.

1.4 **Penalties:** Bullying and harassment are considered examples of serious misconduct which will be dealt with through the Disciplinary Procedure at Gross Misconduct level and may result in summary dismissal from the council for employees or through referral to the Horsham District Council's Standards Committee, as a contravention of the Member's Code of Conduct which may result in penalties against the member concerned. In extreme cases harassment can constitute a

criminal offence and the council should take appropriate legal advice, sometimes available from the council's insurer, if such a matter arises.

1.5 **The Legal Position:** Councils have duty of care towards all their workers and liability under common law arising out of the Employment Rights Act 1996 and the Health and Safety at Work Act 1974. Under the following laws bullying or harassment may be considered unlawful discrimination; Sex Discrimination Act 1975, Race Relations Act 1976, Disability Discrimination Act 1995, Employment Equality (Sexual Orientation) Regulations 2003, Employment Equality (Religion or Belief) Regulations 2003, Employment Equality (Sex Discrimination) 2005, Employment Equality (Age) Regulations 2006 and Equality Act 2010. In addition, the Criminal Justice and Public Order Act 1994 and Protection from Harassment Act 1997 created a criminal offence of harassment with a fine and/or prison sentence as a penalty and a right to damages for the victim. In addition, a harasser may be personally liable to pay damages if a victim complains to an Employment Tribunal for sexual, racial, disability or age discrimination.

2. PROCESS FOR DEALING WITH COMPLAINTS OF BULLYING AND HARASSMENT

2.1 Informal Approach

Anyone; employee, contractor, Councillor or visitor, who feels he or she is being bullied or harassed should try to resolve the problem informally, in the first instance. It may be sufficient to explain to the person(s) involved in the unwanted behaviour that their conduct is unacceptable, offensive or causing discomfort.

2.2 Formal Approach

2.2.1 **Employees:** Where the employee feels unable to resolve the matter informally any complaint about harassment or bullying can be raised confidentially and informally, initially with either the Clerk , Chairman of the Council or the Chairman of the Working Practices Committee. It may be appropriate for the complaint to be put in writing after the initial discussion with the Councillor, as this will enable the formal Grievance Procedure to be invoked.

2.2.2 **Grievance – Employees only** - A meeting to discuss the complaint with the complainant will normally be arranged within five working days of a written complaint being received and will be held under the provisions of the council's Grievance Procedure. This meeting will be to discuss the issues raised and a way forward for the member(s) of staff involved. Employees have a right to be accompanied at this meeting. A full investigation of the complaint will be held by a person as appointed by the Chair/Councillor who is handling the process. It may be appropriate for an external investigator to be involved in order to maintain objectivity and impartiality. The Hearing Panel will publish its recommendations following deliberation of the facts. An action plan should be made available to the complainant to demonstrate how the problem is to be resolved. It may be decided that mediation is required and the council should contact S A L C, an employer's body or A C A S to this effect or the council may offer counselling. The employee will have a right of appeal. At all times the confidentiality of the grievance will be of paramount

importance in order to maintain trust in the process hence details of the full grievance will not be shared with the full council without prior approval by the complainant. The council will commit not to victimize the complainant for raising the complaint once the appropriate grievance/disciplinary process has been concluded.

2.3 Others Any other party to the council including Councillors, officers of other authorities or organisations and members of the public, other than an employee, who feels he or she is being bullied or harassed should raise their complaint with either the Clerk, the Chairman of the Council or the Chairman of the Working Practices Committee. Where possible every effort should be made to deal with the matter locally, but if not, the matter should be referred to the Code of Practice for Handling Complaints.

2.4 Disciplinary Action - Following a Grievance Hearing or investigation into allegations of bullying or harassment a full report will be made to all parties and this may result in disciplinary action being taken against the perpetrator of the alleged action/behaviour.

For an **Employee** found to have been bullying/harassing others this will follow the council's Disciplinary procedure and would normally be treated as Gross Misconduct.

For **Members** who the council reasonably believe have been bullying or harassing another person(s) whilst undertaking council activities, the action taken must be reasonable. It will be the responsibility of the Complaints Committee to make a recommendation to main Council on the appropriate level of action and may involve in some cases counselling or training in appropriate skill areas e.g. interpersonal communication, assertiveness, chairmanship etc., as more appropriate than a penalty. The range of disciplinary sanctions available to the council, where a member has been involved in bullying/harassment include; admonishment and an undertaking not to repeat the process, removal of opportunities to further harass/bully, banning from committees of the council and representation on any outside bodies, a referral to the Horsham District Council's Standards Committee by the council and/or the aggrieved victim. There may also be a referral to the Police under the Protection from Harassment Act 1997, in the most extreme cases. This list is not exhaustive.

2.5 **False or malicious allegations of harassment or bullying** which damage the reputation of a fellow employee/Councillor will not be tolerated and will be dealt with as serious misconduct under the Disciplinary Procedure and/or a referral to the Horsham District Council's Standards Committee.

3. RESPONSIBILITIES

All parties to the council have a responsibility to ensure that their conduct towards others does not harass or bully or in any way demean the dignity of others. If unacceptable behaviour is observed then each individual can challenge the perpetrator and ask them to stop.

The council undertakes to share its policy with all members and workers and request that each party signs to demonstrate acceptance of its terms. All new members and employees will be provided with a copy of this policy.

A review of the policy shall be undertaken each year (or as appropriate) and necessary amendments will be undertaken by the Clerk and reported to the full council for approval.

The Council will undertake to ensure that its members and workers are trained in the processes required by this policy as deemed appropriate.

First adopted by the Working Practices Committee of Billingshurst Parish Council on 12 January 2015.

Reviewed 24/07/2019

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APPENDIX D

BILLINGSHURST PARISH COUNCIL

Handling of DBS Certificate Information

Secure storage, handling , use, retention and disposal of certificates and certificate information

The Criminal Records Bureau (CRB) and the Independent Safeguarding Authority (ISA) have merged to become the Disclosure and Barring Service (DBS). The Disclosure and Barring Service (DBS) Code of Practice requires that all registered bodies must have a written policy on the correct handling and safekeeping of DBS certificate information. It also obliges registered bodies to ensure that a body or individual, on whose behalf they are countersigning applications, has a written policy, which is why Billingshurst Parish Council adopted this policy on 12 January 2015.

General principles

As an organisation using the Disclosure and Barring Service (DBS) service to help assess the suitability of applicants for positions of trust, Billingshurst Parish Council complies fully with the DBS Code of Practice regarding the correct handling, use, storage, retention and disposal of certificates and certificate information. It also complies fully with its obligations under the Data Protection Act 1998 and other relevant legislation pertaining to the safe handling, use, storage, retention and disposal of certificate information and has a written policy on these matters, which is available to those who wish to see it on request.

Storage and access
Certificate information should be kept securely, in lockable, non-portable, storage containers with access strictly controlled and limited to those who are entitled to see it as part of their duties.

Handling
In accordance with section 124 of the Police Act 1997, certificate information is only passed to those who are authorised to receive it in the course of their duties. We maintain a record of all those to whom certificates or certificate information has been revealed and it is a criminal offence to pass this information to anyone who is not entitled to receive it.

Usage
Certificate information is only used for the specific purpose for which it was requested and for which the applicant's full consent has been given.

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Retention

Once a recruitment (or other relevant) decision has been made, we do not keep certificate information for any longer than is necessary. This is generally for a period of up to six months, to allow for the consideration and resolution of any disputes or complaints. If, in very exceptional circumstances, it is considered necessary to keep certificate information for longer than six months, we will consult the DBS about this and will give full consideration to the Data Protection and Human Rights of the individual before doing so. Throughout this time, the usual conditions regarding the safe storage and strictly controlled access will prevail.

Disposal

Once the retention period has elapsed, we will ensure that any certificate information is immediately destroyed by secure means, i.e. by shredding, pulping or burning. While awaiting destruction, certificate information will not be kept in any insecure receptacle (e.g. waste bin or confidential waste sack). We will not keep any photocopy or other image of the certificate or any copy or representation of the contents of a certificate. However, notwithstanding the above, we may keep a record of the date of issue of a certificate, the name of the subject, the type of certificate requested, the position for which the certificate was requested, the unique reference number of the certificates and the details of the recruitment decision taken.

Note

The Parish Council does not currently employ any members of staff whose roles would necessitate, or be eligible to be, subject to a DBS check.

Reviewed 24/07/2019

APPENDIX E

BILLINGSHURST PARISH COUNCIL

HEALTH AND SAFETY POLICY

Council Office: Billingshurst Centre
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1. GENERAL STATEMENT OF POLICY

1.1 This policy was adopted by the Council on 07 September 2015.

1.2 Our policy is to provide and maintain safe and healthy working conditions, equipment and systems of work for all the Council's employees, and to provide such information, instruction, training and supervision as they need for this purpose.

1.3 Our policy is to ensure the safety of members of the public whilst on our premises through a system of regular inspection and risk assessment.

1.4 The allocation of duties for safety matters and the particular arrangements which we will make to implement the policy are set out below.

1.5 The policy will be kept up to date, particularly as the Council's activities change in nature and size. To ensure this, the policy and the way in which it has operated will be reviewed every year by the Working Practices Committee of the Council. Although risk assessment is a continuing process, it shall form part of the Committee's annual review including an annual review and report on the Council's Risk Assessment.

2. RESPONSIBILITIES

2.1 Overall and final responsibility for health and safety in the Council and for compliance with the Health and Safety at Work Act 1974 and Regulations* made under the Act and the Occupiers Liability Act is that of the Parish Council of Billingshurst. The Parish Council appoints two Health and Safety Representatives at its annual Council meeting, or when a vacancy arises. The Health and Safety Representative will be responsible for:

2.1.1 Overseeing the Health and Safety Policy.

2.1.2 Reviewing its effectiveness.

2.1.3 Ensuring its correct implementation at all the Council's premises.

2.1.4 Periodically reviewing the policy.

2.2 Duties of supervisors are

Supervisor	**Area**	**Any Special Responsibility**
Centre Manager	Billingshurst Centre	Report to the Parish Clerk
Trustee Appointee	Adversane Mission Hall	Report to the Parish Clerk
BSRA Chairman	Jubilee Fields Pavilion	Report to the Parish Clerk
Parish Clerk	Public Conveniences Parish Office	
Parish Clerk	All open spaces including the churchyard and war memorial	
Office Manager	Litter Wardens	Report to the Parish Clerk

* See Note on Page 6

2.3 All staff are responsible for ensuring a healthy and safe workplace and to take reasonable care of themselves and others.

2.4 Whenever an employee, supervisor or manager notices a health or safety problem which they are not able to put right, they must tell the appropriate supervisor.

2.5 Consultation between management and employees is provided by immediate day to day discussion with the Parish Clerk and appointed Health and Safety Representatives.

2.6 Accident Record Books are located:

Area	**Responsibility**
Billingshurst Centre	Centre Supervisor
Adversane Mission Hall	Trustees Appointee
Jubilee Fields Pavilion	BSRA Chairman
Parish Office	Parish Clerk

3. FIRST AID

3.1 First aid boxes are located as follows, and are the responsibility of:

Area	**Responsibility**
Billingshurst Centre	Centre Manager
Adversane Mission Hall	Trustees Appointee
Jubilee Fields Pavilion	BSRA Chairman
Parish Office	Parish Clerk
Litter Warden Travel First Aid kits	Office Manager

3.2 Defibrillators in the following locations are not the responsibility of the Parish Council:

Area
Billingshurst Centre
Jubilee Fields Pavilion

4. FIRE SAFETY

4.1 Designated persons responsible for the Regulatory Reform (Fire Safety) Order 2005 are:

Area	**Responsibility**
Billingshurst Centre	Parish Clerk
Adversane Mission Hall	Trustees Appointee
Jubilee Fields Pavilion	BSRA Chairman

4.2 Fire Risk Assessments shall be reviewed annually.

4.3 Fire extinguishers shall have a basic visual inspection quarterly.

4.4 Fire extinguishers shall be maintained annually.

4.5 Fire alarm systems and fire drills shall be carried out in accordance with the individual property Fire Risk Assessments.

4.6 Fire exits shall be kept free from obstructions and inspected regularly.

4.7 Notices should be prominently displayed giving directions for the evacuation of buildings in the event of fire, and shall be inspected annually.

4.8 Electrical certificates (PAT Testing) shall be obtained on all Council occupied premises in accordance with the property risk assessment.

4.9 Five yearly electrical safety inspections will be undertaken on all Council property.

5 TRAINING

5.1 The Council's Parish Clerk has overall responsibility for the provision of the Council's health and safety training.

6. SPECIFIC POLICIES

6.1 Policies for particular premises and activities are attached as Annexes as follows:-

1. General advice to all employees, contractors (incl. Neighbourhood Wardens), users of centre and general public.
2. All Property.
3. Grounds Maintenance.
4. Caretaking and Cleaning.
5. Litter Wardens.
6. Notice to Contractors.
7. Pregnant Women.
8. Working from Home.
9. Handling of Animals
10. Clearance of Snow and Ice.

7. EMPLOYMENT OF CONTRACTORS

7.1 The notes to be given to contractors are attached at Annex 6.

8. REPORTING AND RECORDING ACCIDENTS

8.1 Accidents should be reported and recorded in the Accident Record books as follows:

Area	**Responsibility**
Billingshurst Centre	Parish Clerk
Adversane Mission Hall	Trustees Appointee
Jubilee Fields Pavilion	BSRA Chairman
Garage	Parish Clerk

9. SMOKING

9.1 Smoking is not allowed in any enclosed space owned by the Parish Council in accordance with the Health Act 2006, or in vehicles when used for Council business.

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NOTE: This policy has been prepared with acknowledgement to the following legislation:

Electricity at Work Regulations 1989
The Management of Health & Safety At Work (Amendment) Regulations 2006
Manual Handling Operations Regulations 1992
The Personal Protective Equipment At Work Regulations 1992
The Health & Safety (Display Screen Equipment) Regulations 1992 as amended by the Health and Safety (Miscellaneous Amendments) Regulations 2002
The Provision and Use of Work Equipment Regulations 1992
The Workplace (Health, Safety & Welfare) Regulations 1992
The Control of Substances Hazardous to Health (COSHH) Regulations 2002
The Fire Precautions (Workplace) Regulations 1997
The Health & Safety (Young Persons) Regulations 1997

Add subsequent policies here.

Annex 1

GENERAL ADVICE TO ALL EMPLOYEES, CONTRACTORS,USERS OF CENTRE and GENERAL PUBLIC.

1. TIDINESS

a. Keep floors, passages etc. clear of stores, packages and litter.

b. Ensure no chairs or tables block corridors or fire exits.

c. Put waste paper in the bin. Do not throw broken glass, razor blades or other dangerous items loose in the waste bin. Dispose of these with care and ask for advice from your Supervisor if in doubt.

2. FALLS AND COLLISIONS

a. Walk, do not run. Look where you are going.

b. Use care in opening doors outward.

c. Take care on stairs and use the handrail.

d. Mop up spills of liquid, do not leave it to someone else.

e. Do not climb on chairs, desks, window sills to reach shelves or to open windows.

f. Use a step-ladder and window poles etc.

3 FIRE PRECAUTIONS

READ AND UNDERSTAND FIRE PRECAUTION NOTICES

a. Ensure that you know the lay-out of the fire exits and emergency routes. Report or remove where possible any obstruction of fire exits and passages. Keep cloths and towels away from heaters and convectors etc.

b. Do not stand close to an electric fire, if use permitted, nor stand them near to anything that will bum.

4 HORSEPLAY

a. Avoid horseplay, sky larking, practical jokes.

LIFTING AND HANDLING

5. The 1992 Regulations apply to lifting, pushing, pulling, carrying and moving by hand or by bodily force. More work injuries are caused through "handling goods" than any other single action.

   Manual lifting is included in this and an incorrect technique can cause:

   Hernia (or rupture), torn back muscles, "slipped disc", cuts, bruises, crush injuries to fingers, hands and forearms, crush injuries to toes, cuts and bruises to the legs and feet.

6. The following basic rules are produced to help reduce these accidents:

   Never attempt to lift anything beyond your capacity. If in doubt get a second person or others to help.

   If mechanical aids are provided, use.them.

   If an object is to be lifted manually:

   6.1 Bend the knees and crouch to the object.

   6.2 Get a firm grip using the whole hand and not the finger tips.

   6.3 Keep the back straight.

   6.4 Tuck the chin in.

   6.5 Position the feet so that one is behind the other alongside the object, pointing in the direction of movement after lifting.

   6.6 Push off with the rear foot. Straighten the legs and raising the object, move off in required direction in one smooth movement.

   6.7 Avoid pinching fingers when releasing object.

   6.8 When lifting is done by two or more persons one should be appointed leader to ensure movements are co-ordinated.

   6.9 Protect your toes with safety footwear, to be provided by the Council.

   6.10 Wear protective gloves when handling objects with sharp or jagged edges.

WORKING AT HEIGHT

7. Your personal safety and that of others who could be affected by what you do is a joint responsibility. The following notes have been written to remind you how you can help. It also details some aspects of your job where things could go wrong. A written risk assessment shall be undertaken by the contractor or supervisor for each task that requires working at height and filed for future reference. **You should never use a ladder unsupervised.**

7.1 Ladders

7.1.1 Risk assessment must justify use;
- Low risk
- Short duration
- Or site conditions dictate

7.1.2 Checks
- Correct ladder for task
- Examined prior to use
- Defects checked (painted, rungs, feet)
- Suitable surface

7.1.3 Safe Use
- Ladder stable
- Secured where possible
- Good access
- No overreaching
- 3 points of contact

7.2 All Equipment

7.2.1 All equipment should be inspected by the operative prior to use (including contractor's equipment).

7.2.2 Appropriately maintained

7.2.3 Suitable for the task

7.2.4 Used by a competent person (particularly hired equipment)

7.2.5 Specific guidance for individual equipment available

7.2.6 Types of equipment:
- Step ladders
- Mobile elevated work platforms (MEWPS) (e.g. cherry-pickers)
- Mobile scaffold (towers)
- Scaffolds

7.3 Other Considerations

7.3.1 Avoid risks from fragile surfaces (roofs)

7.3.2 Prevent falling objects (use of nets)

7.3.3 Warn about danger areas (notices, barriers)

7.3.4 Employees should
- Follow instructions and training
- Advise employer of hazards/risks to health & safety

7.4 Summary

7.4.1 Complete written risk assessment, plan and organise your work properly

7.4.2 Follow the hierarchy: avoid – prevent – minimise

7.4.3 Choose right equipment – select collective protection before personal

7.4.4 Guidance available – Work at Height Regulations – A brief guide – INDG 401

VISUAL DISPLAY EQUIPMENT

8.1 The information booklet provided by the Health and Safety Executive will be provided either for each employee or identified to each employee at an accessible location in the Centre and placed on the Centre notice board.

8.2 The Workstation
The Parish Council will ensure that good features are in place, i.e. adjustable and safely balanced chairs and appropriate desks. Good lighting.

8.2 Breaks and Changes of Activity
The need for breaks depends on the nature and intensity of the work; guidance will be given by the Supervisor.

8.3 Eye Tests and the Provision of Spectacles
Training will be provided to ensure that employees are aware of the regulations and can use their equipment safely to avoid health problems.

Eye tests for Parish Council staff will be arranged and paid for by the Council. In exceptional circumstances, where reading glasses are unsuitable, prescription spectacles for monitor reading may be recommended by the Council's optician and paid for by the Council. They will remain the property of the Council.

Employees Responsibility

8.4 Comfort
The equipment should be adjusted to suit individual physical requirements:

8.5 Getting comfortable
The chair and VDU should be adjusted so that, as a broad guide, forearms should be horizontal and eyes at the same height as the top of the VDU. There should be adequate space for documents to be managed on the top of the desk. A document holder can help the position of the head relative to the VDU and prevent neck discomfort.

8.6 Visual Display Equipment
Sunlight or artificial light should not be allowed to bounce off the screen and there should be adequate space beneath the desk to allow free movement of legs. Excess pressure on the back of the knees and legs should be avoided and a footrest used where necessary.

8.7 The Keyboard
Adjust the keyboard and mouse to suit your hand movements. A wrist rest in front of the keyboard may help alleviate strain.

8.8 Breaks
Do not sit in the same position for long periods. The general principle to be followed is short frequent breaks are better than longer, less frequent ones.

ALL PROPERTY **Annex 2**

1. HEATING, LIGHTING AND VENTILATION

a) Temperature must reach a minimum of 60.8 degrees F after the first hour of working time and be maintained between 60.8 degrees F and 68 degrees F throughout the working day.

b) Free standing heaters must not be used unless specifically authorised by the property supervisor. When these are so authorised, they must comply fully with Fire Regulations and the area around them must be kept clear of any paper or other flammable materials, and be sited away from desks and chairs.

c) Office lighting. Free-standing desk lights should be avoided or placed so as to minimise the danger of trailing electrical leads.

2. ELECTRICAL EQUIPMENT

a) All electrical equipment shall be inspected in accordance with the 1989 Regulations and a log maintained.

b) Mains must not be overloaded. It is important that the correct socket outlet and plug top face (where these are available) is used for each item of electrical equipment.

c) 13 amp plugs can be used for appliances with a loading capacity maximum of 13 amps. Plus fuses must be fitted to suit current load of the equipment being used, e.g. desk lamp, calculator, typewriter: 3 amp fuse; 2-bar heater, kettle: 13 amp fuse. Fuses are available with ratings of 3, 5, 7, 10 and 13 amps. The current load is normally shown on the item of equipment. When in doubt, do not guess, seek qualified advice.

d) Only electrical equipment provided by the Council should be used and electric points must not be overloaded by means of multi-adaptors. All mains should be switched off when not in use.

e) Leads from points for various desk uses should not present a hazard by trailing across areas of access. All trailing leads should be covered. Extension leads are for temporary use only and should not exceed 10 feet in length.

f) Defective equipment must never be used.

3. FURNITURE, FITTINGS AND EQUIPMENT

a) All heavy equipment and storage units should preferably be placed against the wall across several floor joists.

b) Heavy equipment and furniture must not be moved by individuals.

c) Office equipment whether manually or electrically operated, must not be used by unauthorised, untrained personnel.

d) Filing cabinets should be bolted to walls wherever possible. Where this is not possible, filing cabinets should always have sufficient weight in the bottom drawer to prevent the cabinet from tipping when a full top drawer is opened. Filing cabinet and desk drawers must always be closed immediately after use. Drawer filing cabinets should be inspected at least every six months to ensure correct loading and smoothness of operation, with particular regard to the effectiveness of the drawer stops. Damaged or defective cabinets must not be used.

e) Top of cabinets, cupboards etc should not be used for storage; should always be kept clear.

f) High shelves should only be reached through the use of steps provided for that purpose. It is dangerous to stand on desks and chairs, particularly those fitted with castors and this should be avoided at all times.

4. FIRE PRECAUTIONS

a) All staff must be fully conversant with the "Fire Alert" system displayed in the property. These notices to be checked annually by the person responsible under the Regulatory Reform (Fire Safety) Order 2005.

b) Exit corridors, landings and stair cases must be kept clear at all times.

c) Flammable materials must not be stored, even for a temporary period, in the offices or corridors, unless the storage is in a fire resistant structure such as a metal cupboard or bin, clearly marked "Flammable Materials".

d) Waste paper bins must be of metal construction and be emptied each day.

GROUNDS MAINTENANCE **Annex 3**

This policy applies to all Council employees and contractors.

1. Only authorised members of staff, who have received training and instruction in the operation of machinery and equipment may do so.

2. All dangerous moving parts of machinery must be guarded. Guards must not be removed except for the purpose of repair and maintenance. All machinery must comply with statutory regulations for guarding and use. Machinery must be switched off before repairs are undertaken.

3. The engines of any motorised equipment must be stopped before any inspection or adjustment is carried out. In the case of electrically operated machines the plug lead must be disconnected from the mains supply.

4. Children must not be allowed to play in an area where machinery is in use. Machinery must not be left unattended where children (or others) may interfere with them.

5. Stones and similar objects must be cleared from the path of equipment to prevent such objects being projected from machinery.

6. Fuel tanks must only be filled in the open, with the engine stopped. No risk of naked flames, or smoking is allowed in the vicinity of a fuel tank or storage can.

7. Fuel may only be stored in a safety can of a type approved, and in a store designated by the Parish Clerk, currently the Public Toilets storeroom for Council property.

8. The manufacturers instructions regarding the safe use of chemicals must be adhered to.

9. Appropriate protective clothing such as gloves and overalls, face masks and boots must be used when operating with machinery and chemicals including herbicides and pesticides.

10. Ladders and stepladders must be in good condition and free from defects and securely positioned at all times when in use. No one should climb a ladder without another person bracing the base.

11. Pathways on Council owned premises should be inspected annually and will be recorded in the Council's property inspection record for the appropriate property.

CARETAKING AND CLEANING **Annex 4**

This policy applies to all Council and charity property.

1. It is essential that care is exercised to follow all labelled instructions on containers and packages. Products should be stored away from extreme low temperatures, heat sources and naked lights, particularly those products containing hydrocarbon and other flammable solvents.

2. Appropriate protective clothing, such as gloves and overalls must be worn when handling corrosive substances.

3. Care must be taken to avoid ingestion, inhalation and skin contact of all chemical substances. Spillage must be cleaned up immediately while observing all precautions.

4. Consideration must be given to the possibility of hazardous by-products that may arise from reaction between various products, or from products exposed to heat or fire. Particularly in the case of bleach which will produce chlorine gas if mixed with acidic cleansers (e.g. Harpic) or other acidic substances.

5. Step-ladders which are used to gain access to heights must be in good condition and free from defects.

6. All electrical cleaning equipment must have been wired up by a competent person. Any deterioration in electrical connections or wiring should be reported immediately.

7. Floors must be treated only with approved non-slip products. The method of application and quantities to be applied should be that recommended by the manufacturer.

8. ALL OF THE FOLLOWING SHOULD BE REPORTED TO THE LOCAL SUPERVISORS:

    8.1 Structural faults which appear dangerous.

    8.2 Floor coverings, etc. which cause a tripping hazard.

    8.3 Faulty gas, electric, paraffin fixtures, fittings and equipment.

    8.4 All accidents, however small, should be reported.

    NOBODY SHOULD:

    8.5 Attempt to repair gas, electric, paraffin fixtures, fittings or equipment, unless competent to do so.

8.6 Attempt to move obviously heavy furniture alone.

8.7 Stand on something to reach windows, if you do ensure the object on which you stand is solid and reliable.

8.8 Dispose of aerosol cans UNLESS in the recommended way.

8.9 Dispose of soiled materials UNLESS in sealed bags.

LITTER WARDENS **Annex 5**

1. Your personal safety and that of others who could be affected by what you do is a joint responsibility. The following notes have been written to remind you how you can help. It also details some aspects of your job where things could go wrong.

1.1 Clothing

1.1.1 Ensure that you wear all relevant safety clothing e.g. gloves, reflective waistcoats.

1.1.2 Always wear reflective jackets with double stripes when working near a highway.

1.1.3 Wear heavy duty gloves to protect your hands from sharp objects.

1.1.4 Check that your protective clothing is in good condition and ask for replacements if they get damaged or worn.

1.2 Personal Safety

1.2.1 In bad light, fog, heavy rainfall and other conditions where visibility is restricted you must stop litter picking on the highway for both your own safety and the safety of others.

1.2.2 Do not put yourself or any other road user in unnecessary danger.

1.2.3 Ensure you look out for traffic and other road users when stepping out onto the highway.

1.2.4 When litter picking in car parks ensure you keep your eyes and ears open for moving vehicles.

1.2.5 If you have an accident no matter how minor, report it to the Parish Clerk so it can be recorded in the Accident Book.

1.2.6 Do not run, no matter how keen you are to finish your work, running increases the risk of falling and hurting yourself.

1.2.7 Do not climb into any stream or the Fishing Lake, to retrieve rubbish.

1.2.8 Where rubbish presents a risk, it may be necessary to request outside help from another authority such as the Environment Agency or Horsham District Council.

1.2.9 Lone working on, in, or immediately adjacent to, any stream or the Fishing Lake is prohibited.

1.3 Manual Handling

1.3.1 Bend your knees not your back.

1.3.2 If you come across a heavy item ask for help – never risk straining yourself.

1.3.3 Never collect any items which you consider may be hazardous to move e.g. chemicals, asbestos, dead animals, aerosol cans, gas cylinders, hypodermic needles etc…

1.3.4 If emptying litter bins, place sacks into a barrow or wheeled bin to avoid risk of being cut by sharp objects or hypodermic needles.

1.3.5 If you must carry sacks and it is for short distances, make sure you keep them away from your body to avoid stick wounds from hypodermic needles or cuts from other sharp objects.

1.3.6 If you find a hypodermic needle, do not handle it unless you can do so safely. Wrap it securely, place in a lidded canister and keep it separate from general rubbish. If in ANY doubt contact the District Council Direct Services Organisation on 01403 733144

1.4 Solvents

1.4.1 If using any cleansing material ensure you wear proper safety equipment as instructed, i.e. gloves, boots, goggles, face masks.

1.4.2 Take care when in confined areas, make sure doors and windows are open.

1.4.3 If there is no air circulation do not use aerosol sprays.

1.4.4 Ensure all lids are secured and tightened on containers so that chemicals cannot leak.

1.5 Sweeping

1.5.1 Take care that you do not raise too much dust.

1.5.2 Work downwind wherever possible.

1.5.3 In enclosed spaces, damp down before starting to sweep and wear a mask if the dust levels are still high.

1.6 Road Sweeper

1.6.1 Ensure that the road sweeper is serviced at regular intervals, and a record of all maintenance kept.

1.6.2 Replace any worn parts immediately.

1.6.3 Follow the Highway Code.

1.6.4 Never leave the vehicle unattended.

NOTICE TO CONTRACTORS

Annex 6

1.0 For Billingshurst Parish Council to comply with Health and Safety Legislation, all outside contractors employed to do work on Council Premises are to be made aware of the expected requirements related to health and safety. A contractor accepting a contract from the Council shall be deemed to have agreed to comply with the following requirements :-

1.1 As a contractor, you will supply and ensure that your employees wear and use protective equipment or anything provided in the interest of health, safety or welfare of any of the relevant statutory provisions.

1.2 You and your employees will ensure that all equipment, plant machinery and apparatus brought onto or used on the Council premises are safe and without risk to health, and are maintained to a standard that will not constitute an offence under the Act or any of the relevant statutory provisions.

1.3 You and your employees will conform, in all respects, to your legal duties and responsibilities as laid down by the Health and Safety at Work Act 1974, and relevant statutory provisions.

1.4 The Council will retain the right to stop any operation, plant or equipment, or the action of any of your employees if it is considered that there is a hazard to the safety and health of employees or others. The Council will not accept any responsibility for any increased costs arising out of such action.

1.5 In the event of the Council taking this action, your site representative will be notified verbally and will have confirmation in writing by the Council's representative to order such a stoppage.

1.6 The Council will be indemnified by you or your insurers in respect of any claims, costs or expenses arising out of any incidents on Council premises involving you or your employees.

1.7 The Council may notify an inspector, appointed under the Authority of the Act, of any breach of the Regulations.

Annex 7

Pregnant Women

The Health and Safety Executive have published the following guidance for expectant women:

http://www.hse.gov.uk/mothers/

A hard copy of this document can be provided on request, and such a request will be treated in confidence.

Annex 8

Working from Home

Employees have a responsibility to take reasonable care of their own health and safety and the health and safety of others who may be affected by what they do. For the worker at home this is likely to include visitors to the 'office', e.g. family, friends, etc. It is the employees' responsibility to report all employment related hazards related to their own or others' health.

Employers are required to carry out a suitable and sufficient Risk Assessment of all work activity under the Management of Health and Safety at Work Regulations 1992. This includes those that work at home.

The Parish Clerk will be responsible to ensure that a Risk Assessment for employees working from home is completed annually. The Council also has a Lone Working Risk Assessment for which the Parish Clerk is responsible.

There may be times when animals stray on to Council property. It is important that staff only deal with animals within their own competency.

If staff are alerted to an animal on Council property, the call taker should extract as much information as possible including:

- Precise location of the animal.
- Species including description, size and temperament of animal (if known).
- Is the animal considered to be a danger to Council staff, contractors or the public?
- Is the animal in danger itself?
- Could the animal pose a danger to highway users?

If it is reported that the animal is showing aggressive behaviour and it is considered a danger to people or to itself, then staff should alert the Police by calling 999.

Staff may attend the Council property, but must observe the animal from a distance and make a risk assessment based on their own competency for dealing with the animal. Advice can be sought from the RSPCA on their 24 hour cruelty line for animals in distress 0300 1234 999 or an advice line on 0300 1234 555 Monday – Friday 9.00am – 5.00pm.

If staff decide that dealing with the animal is beyond their own competency, then Sussex Police should be contacted for 101 for non-urgent calls. If the animal poses a danger to itself or the public, then staff should alert the Police by calling 999.

- Steyning Police Station has spare tack for horses.
- Fishers Farm in Wisborough Green has provided assistance previously.
- Local vets may also help.
- DEFRA hold a livestock register, if the animal is tagged.

Diseases

Staff should ensure that they wash their hands after handling animals as animals may carry diseases.

Found Animals

The local branch of the RSPCA have a lost and found contact number 01403 251954 or rspcasussexnorth@btinternet.com

Clearance of Snow and Ice **Annex 10**

Following the exceptionally harsh winter of 2010 and heavy snowfall, the Council agreed to add a policy for the clearance of snow and ice from Council property.

Reasonable steps should be taken for the clearance of snow and ice from Council property to maintain public access to the following:

Property	**Responsibility**
Billingshurst Centre	Centre Manager
Adversane Mission Hall	Trustee Appointed
Public Conveniences	Parish Clerk
Jubilee Fields Pavilion	BSRA Chairman

Clearance of Snow and Ice

- Snow is best cleared whilst it is still fresh and has not been compacted and frozen. Snow should be cleared to the side of the path taking care not to block emergency exits from the building.
- Salt or grit should then be applied to stop the path freezing.
- If there is another snowfall, this process will need to be repeated.

Equipment

- The Council has two snow shovels and a salt spreader located in the garage in Coombe Hill.
- Staff should ensure that they have appropriate footwear for the clearance of snow and ice, footwear to be provided by the Council.

Risk assessment form

Activity: Home working				Assessment date: 06 July 2015.	Review date: July 2016.
Hazard and risk	**People at risk**	**Our controls**	**Our controls**	**Risk level**	**Target date & by whom**
Violence - Injury/death.	Employees	• No home worker to receive members of public on Council business at their home. Regular communication between home workers and the office.		L	BB
Accident / ill health - Injury/death.	Employees	• Regular communication between home workers and office / supervisors.		L	BB
Using equipment - Injury/death.	Employees	• Employees familiar with HSE publication Working with VDU's. • Parish Council funds eye tests for employees by the Council's designated optometrist.		L	BB

Risk assessment form

Activity: Lone working	Assessment date: 06 July 2015.	Review date: July 2016

Hazard and risk	People at risk	Our Controls	Risk level	Target date & by whom
Violence - Injury/death.	Employees	• High risk activities not carried out alone. • Lone workers have mobile communications. Regular communication between lone workers and the office.	L	LB
Accident / ill health - Injury/death.	Employees	• High risk activities not carried out alone. • Lone workers have mobile communications. • Personal first aid kits carried by Litter Wardens and checked annually by Deputy Clerk. • Regular communication between lone workers and office / supervisors. • Lone working banned in any stream or Fishing Lake.	M	LB
Using equipment - Injury/death.	Employees Members of the public	• Road Sweeper maintained and records retained. • Equipment inspected by operative prior to each use. • Safe systems of work in place for use of equipment. • Operatives trained in use of road sweeper.	L	LB

APPENDIX F

Internal Dispute Resolution Procedure (IDRP)

(FOR THOSE CONTRIBUTING TO THE LGPS)

Enquiries

If you are not sure which benefits you are entitled to, or you have a problem with your benefits, please either phone the number on the letter your employer sent you, or the administering authority direct at:

LGPS Pensions - West Sussex County Council (WSCC)
PO Box 304
Darlington
DL1 9NS

Telephone: 01243 642148

E-mail: pensions@westsussex.gov.uk

They will try to deal with the problem as quickly and efficiently as possible. The administering authority is the authority that looks after the pension fund.

Many problems that members have are, in fact, resolved in this way. They may be caused by misunderstandings or wrong information, which can be explained or put right easily. An informal enquiry of this kind may save you a lot of time and trouble.

Decisions

From the day a person starts a job with an employer, to the day when benefits or dependant's benefits are paid, the employer and the Pension Scheme administering authority have to make decisions under the Pension Scheme rules that affect you or your dependants. When you (or your dependants) are notified of a decision you should check, as far as you can, that it is based on the correct details and that you agree with the decision.

Complaints

If you are not satisfied with any decision affecting you made in relation to the scheme, you have the right to ask for it to be looked at again under the formal complaint procedure. You also have the right to use the procedure if a decision should have been made by your employer or administering authority, but it hasn't been. The complaint procedure's official name is the 'Internal Dispute Resolution Procedure' (IDRP).

There are also a number of other regulatory bodies, such as The Pensions Ombudsman (TPO), which may be able to help you. They are described in the 'Additional Help' section of this guide.

The formal complaint procedure has two stages. Many complaints are resolved at the first stage. Any complaint you make is treated seriously, and considered thoroughly and fairly.

You can ask someone to take your complaint forward on your behalf. This could be, for instance, a trade union official, welfare officer, your husband, wife or partner, or a friend.

No charge is made at any stage for investigating a complaint under the IDRP. But expenses that you will have to meet are your own (and/or your representative's) time, stationery and postage.

At any stage during the formal complaint procedure you can contact The Pensions Ombudsman (TPO) for information and advice.

Please remember that, before going to the trouble of making a formal complaint, your Pensions Section will welcome the opportunity to try to resolve the matter about which you are dissatisfied in an informal way. It may be worth checking again that they know you are concerned, and why.

First Stage

If you need to make a formal complaint, you should make it:

- in writing, using the application form
- normally within 6 months of the day when you were told of the decision you want to complain about

Your complaint will be considered carefully by a person nominated by the body that took the decision against which you wish to complain. This guide calls and legislation refers to them as the 'Adjudicator'. That person is required to give you their decision in writing.

If the Adjudicator's decision is contrary to the decision you complained about, the employer or administering authority that made the original decision will now have to deal with your case in accordance with the Adjudicator's decision.

If the decision you complained about concerned the exercise of a discretion by the employer or administering authority, and the Adjudicator decides that the employer or administering authority should reconsider how they exercised their discretion, they will be required to reconsider their original decision.

Second Stage

You can ask the pension scheme administering authority to take a fresh look at your complaint in any of the following circumstances:

- you are not satisfied with the Adjudicator's first stage decision
- you have not received a decision or an interim letter from the Adjudicator, and it is 3 months since you lodged your complaint

- it is one month after the date by which the Adjudicator told you (in an interim letter) that they would give you a decision, and you have still not received that decision

This review would be undertaken by a person not involved in the first stage decision.

You will need to send the administering authority your complaint in writing. The time limits for making the complaint are set out in the table below. The administering authority will consider your complaint and give you their decision in writing.

If you are still unhappy following the administering authority's second stage decision, you can take your case to the Pensions Ombudsman provided you do so within 3 years from the date of the original decision (or lack of a decision) about which you are complaining.

Click on the application form to complete.

Additional Help

Pensions Ombudsman

At any time if you are having difficulties in sorting out your complaint, you may wish to contact TPO. TPO can provide free advice and information to explain your rights and responsibilities.

TPO would need copies of all relevant documents, including the correspondence about your complaint under the IDRP and how it was dealt with.

The Ombudsman investigates complaints and settles disputes about pension schemes. However, before contacting the Ombudsman, the Pensions Ombudsman's Office would normally expect you to have:

- been given first stage and second stage internal dispute resolution procedure decisions by the Local Government Pension Scheme and;

The Pensions Ombudsman is completely independent and acts as an impartial adjudicator. His role and powers have been decided by Parliament.

There is no charge for using the Pensions Ombudsman's services.

The Ombudsman cannot investigate matters where legal proceedings have already started but, subject to that, he can settle disputes about matters of fact or law as they affect Occupational Pension Schemes.

He can also investigate and decide any complaint or dispute about the maladministration of a pension scheme. "Maladministration" is about the way that a decision is taken, rather than about the merits of the decision. Examples of maladministration would be unreasonable delay, neglect, giving wrong information and discrimination.

The Ombudsman's decision is final and binding on all the parties, subject to any appeal made to the High Court on a point of law.

You must refer your complaint to the Ombudsman within 3 years of the event about which you are complaining, or within 3 years of when you first became aware of the problem.

The Ombudsman's address is:

The Office of the Pensions Ombudsman
11 Belgrave Road
London
SW1V 1RB

Telephone: 020 7630 2200

Fax: 020 7821 0065

Email: enquiries@pensions-ombudsman.org.uk

Website: www.pensions-ombudsman.org.uk

First adopted November 2018

Reviewed 24/07/2019

Time limits under the Internal Dispute Resolution Procedure (IDRP)

Your situation	To complain to	Time limit
You have received a decision on your benefits under the pension scheme from your employer/administering authority, and there seem to be good grounds for complaining.	The Adjudicator under the first stage of the procedure.	6 months from the date when you were notified of the decision.*
You have received a first stage decision on your complaint from the Adjudicator, but you are not satisfied.	The relevant administering authority under the second stage of the procedure.	6 months from the date for the nominated person's decision.
You made your complaint in writing to the Adjudicator, with all the information they needed but, 3 months later, you have not received their decision on your complaint or any interim reply.	The relevant administering authority under the second stage of the procedure.	9 months from the date when you submitted your complaint.
You received an interim reply to your complaint to the Adjudicator, within 2 months of applying to them. Their reply promised you a decision by a specified date but, one month after the specified date, you still have not received their decision.	The relevant administering authority under the second stage of the procedure.	7 months from the date by which you were promised you would receive a decision.
Your complaint is that your employer or administering authority has failed to make any decision about your benefits under the pension scheme.	The Adjudicator under the first stage of the procedure.	6 months from the date when the date when the employer or administering authority should have made the decision.**
Your complaint went to the administering authority under the second stage of the procedure. You received their decision but you are still not satisfied.	The Pensions Ombudsman, after consulting with the Ombudsman's advisory service beforehand.	3 years from the date of the original decision about which you are complaining.
You received an interim reply to your second stage complaint to the administering authority, within 2 months of applying to them. Their reply promised you a decision by a certain date but, by that date, you still have not received their decision.	The Pensions Ombudsman, after consulting with the Ombudsman's advisory service beforehand.	3 years form the date of the original decision about which you are complaining

* The Adjudicator can extend the 6 month time limit for a reasonable period where there are special circumstances.
** The Adjudicator can extend the 6 month time limit for a reasonable period where there are special circumstances.

Application under the Internal Dispute Resolution Procedure

You can use this form:
a) to apply to the nominated person at stage 1 of the internal dispute resolution procedure if you want them to investigate a complaint concerning your pension; and
b) to apply to the administering authority if you want them to reconsider a determination made by the nominated person.

Please write clearly in ink, and use capital letters in boxes 1, 2 and 3.

1. Member's details :
If you are the member (the person who is or was in the Scheme), or a prospective member (a person who is eligible to be a member of the Scheme), please give your details in this box. You can then go straight to box 4.
If you are the member's dependant (for example, their husband, wife or child), please give the member's details in this section, and then go to box 2.
If you are representing the person with the complaint, please give the member's details in this section, and then go to box 2.

Full Name	
Address	
Date of Birth	
Employer	
National Insurance Number	

2. Dependant's details:
If you are the member's dependant and the complaint is about a benefit for you, please give **your** details in this box and then go to box 4.
If the complaint is about a benefit for a dependant and you are the dependant's representative, please give the dependant's details in this box and then go to box 3.

Full Name	
Address	
Date of Birth	
Relationship to member	

3. Representative's details:
If you are the member's or dependant's representative, please give your details in this box.

Full Name	
Address	
The address response letters should be sent to	

4. Your complaint
Please give full details of your complaint in this box. Please try to explain exactly why you are unhappy, giving any dates or periods of Scheme membership that you think are relevant.

If there is not enough space, please go on to a separate sheet and attach it to this form. Remember to write your name and national insurance number at the top of any separate sheet if you are a member. Or, if you are not a member, put the member's name and national insurance number at the top of any separate sheet.

5. Your signature
I would like my complaint to be considered and a decision to be made about it. I am a:

Scheme member/former member/prospective member * Dependant of a former member * Member's representative/dependant's representative * * delete as appropriate	
Signed :	Date :

6. Please enclose a copy of any notification of the decision you are complaining of which has been issued by the employer or administering authority. Also enclose any other letter or notification that you think might be helpful.

PLEASE SEND THIS FORM TO:

Stage 1:	Clerk to the Council	**Stage 1:**	Principal Pension Consultant (Administration & Employers)
Employer	Billingshurst Parish Council Billingshurst Centre Roman Way, Billingshurst RH14 9QW	**Administering Authority**	West Sussex County Council County Hall Chichester PO19 1RG
Stage 1:	Pensions Operations Manager	**Stage 2:**	Head of Law & Governance, Finance & Assurance
Pensions	LGPS Pensions – WSCC PO Box 304 Darlington DL1 9NS	**Administering Authority**	West Sussex County Council County Hall Chichester PO19 1RG

APPENDIX G

BILLINGSHURST PARISH COUNCIL

Social Media Policy

What is Social Media?

'Social media' is the term commonly given to websites and online tools allowing users to interact with each other in some way – by sharing information, opinions, knowledge and interests. This interaction can be through computers, mobile phones and new generation technology such as i-pads.

Examples of social media websites include:

•social networking (e.g. www.facebook.com)
•video sharing (e.g. www.youtube.com)
•blogs (e.g. www.london2012.com/blog)
•micro-blogging (e.g. www.twitter.com)
•wikis (e.g. www.wikipedia.org)
•social bookmarking (e.g. www.delicious.com)

Council Use of Social Media

Principles

- To publish information about the work of the Parish Council to a wider audience.
- Not to enter into online debates on the work of the Council.
- Social Media must NOT be used in the recruitment process for employees or Councillors as this could lead to privacy, potential discrimination claims and also data protection issues, with the exception of placing vacancy advertisements.

Approved Council Social Media

- Facebook – Set up page to publish Council information that is locked for editing.
- Twitter – The Chairman and the Clerk post updates on the Parish Council's Twitter feed.
- Parish Council website www.billingshurst.gov.uk

Users of Council Social Media

- In accordance with the Council's adopted Press Policy clause 2.3, the Parish Clerk is the Council's nominated Press Officer authorised to issue press releases. No other member of staff (except for the Office Manager deputising for the Parish Clerk) should be issuing public statements on behalf of the Council.

Guidance for Officers on the Use of Council Social Media

Council Office: The Billingshurst Village Hall
Roman Way, Billingshurst, West Sussex RH14 9QW
Tel: 01403 782555 Fax: 01403 787699
Email: council@billingshurst.gov.uk

QUALITY PARISH COUNCIL

- Officers should know the terms of use on third party websites, e.g. Facebook.
- No information should be published that is not already in the public domain, e.g. already available on the Council's website.
- Information should be factual, fair, thorough and transparent.
- Be mindful that this information may stay in the public domain ad infinitum.
- Respect copyright laws.
- Do not publish or report on conversations that are meant to be private or internal without permission.
- Do not reference other organisations without their approval. When you do make a reference, link back to the source where possible.
- Do not publish anything that would not be acceptable in the workplace.
- Remember that you are an ambassador for the Council and be cordial at all times

Third Party Social Media and Councillor Usage

Relevant Social Media e.g.

- Facebook
- Twitter
- Bebo
- Linked in

Usage of Third Party Media in your Official Capacity as a Parish Councillor

Cllrs will need to think about whether they are acting as a Councillor, or giving the impression that they are representing the authority. The Council has adopted a Code of Members Conduct which is binding for all members of the Council.

Guidance

- Set appropriate privacy settings for your blog or networking site – especially if you have a private, non-political blog
- Keep an eye out for defamatory or obscene posts from others on your blog or page and remove them as soon as possible to avoid the perception that you condone such views
- Be aware that the higher your profile as a Councillor, the more likely it is you will be seen as acting in your official capacity when you blog or network
- Ensure you use Council facilities appropriately; if you use a Council provided blog site or social networking area, any posts you make are likely to be viewed as made in your official capacity
- Be aware that by publishing information that you could not have accessed without your position as a Councillor you are likely to be seen as acting in your official capacity
- Make political points if you wish, but be careful about being too specific or personal if referring to individuals. An attack on individuals may be seen as disrespectful, whereas general comments about another party or genuine political expression is less likely to be viewed as disrespect.

Don't

- Blog in haste.

- Post comments that you would not be prepared to make in writing or face to face
- Use Council facilities for personal or political blogs.

Remember:
The Council has adopted a Code of Conduct and if you use social media in your official capacity as a Parish Councillor, or may be perceived to be acting in your official capacity, you should be mindful of the seven Nolan principles of the public life: Selflessness, integrity, objectivity, accountability, openness, honesty and leadership.

Adopted 12 January 2015
Reviewed 24/07/2019

APPENDIX 14

BILLINGSHURST PARISH COUNCIL

TRAINING POLICY

1. The Council is keen to encourage Councillors and Staff to undertake training, and will circulate training opportunities widely.

2. The Council will provide a suitable budget to facilitate such training.

3. Training for staff should normally be relevant to their existing (or future and confirmed) role and responsibilities.

4. Training for Councillors should be relevant to the Committees upon which they serve, or where they have an area of approved responsibility, for example they are the Councils' Appointed Representative.

5. All training requests shall be made to the Clerk whose decision, (following consultation with the Chairman of the Working Practices Committee) will be final, and be reported at the next meeting of the Working Practices Committee.

6. Training for the Clerk to be approved by the Chairman of the Working Practices Committee.

Aproved 21/03/2018
Reviewed 24/07/2019