

THORPE ST ANDREW TOWN COUNCIL

VIRTUAL FINANCE AND STAFFING COMMITTEE MEETING

Town Hall, Fitzmaurice Park, Pound Lane, Thorpe St Andrew, Norwich, NR7 0SR

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PUBLIC MESSAGE: This is an online meeting, using Zoom. If you wish to “attend” please email the office for a copy of the link to the meeting before noon on 29th March 2021

18th March 2021

Notice of Virtual Finance and Staffing Committee Meeting

Councillors of the Planning and Environment Committee, you are hereby summoned to attend the meeting of the Finance and Staffing Committee to be held on the ‘Zoom’ conference platform on 29th March 2021 at 7.30pm for the purpose of transacting the following business.

Thomas Foreman

Thomas Foreman Clerk to the Council

AGENDA

1. Attendance book and apologies for absence
2. Declarations of interest in items on the agenda
3. To confirm the minutes of the meeting held on 15th February 2021
4. Public Speaking (maximum 3 minutes per speaker to address the meeting on matters on the agenda – all questions should be notified to the office before 12 noon on the day of the meeting)
5. Finance
 - i. Annual review of risk assessments
 - ii. Annual review of the effectiveness of internal control
 - iii. Annual review of the effectiveness of internal audit
 - iv. Responsible Financial Officer job description
 - v. Finance Regulations 2021/22
6. Update on Cafe - Verbal Report
7. ‘Open Green Spaces Memorials’ draft policy proposal - attached
8. Tree works 3 year tender ARB21-24 draft – attached
9. Health, Safety, and Environmental Policy - attached
10. Changing Places – Toilet Funding – Press Release attached
11. Royal British Legion 100th Year Anniversary Project – Verbal Report
12. Requested donation to the Broadland Tree Warden Network – Correspondence attached
13. East Coast Pizza Company pitch fees – Verbal Report
14. Workshop at the Sir George Morse Park – Presentation at meeting
15. NALC Membership - Verbal report

Minutes of Virtual Finance and Staffing Committee Meeting held on 15th February 2021

1. **PRESENT:**

Miss S Lawn (Chairman)

Mr F. Bowe

Mr J. Emsell

Mr S. Snelling

Mr L. Reeves

Mr J. Ward

Mr J. Fisher

IN ATTENDANCE: Dr T Foreman (Town Clerk),

APOLOGIES FOR ABSENCE

Mr I Mackie

2. **Declarations of Interest**

None

3. **Minutes of Meeting held on 16th November 2020**

Minutes of the meeting held on 16th November 2021 were approved and signed as a true record.

4. **Public Session – Limited to 3 minutes per speaker**

No members of the public were present.

5. **Finance**

i. **Variance Report**

The variance report was considered and noted.

ii. **Receipts and Payments**

The receipts and payments were considered and noted.

6. **Roxley Hall use for SEND Families**

The Committee considered the report of Dr T Foreman relating to the use of Roxley Hall for SEND children. The report detailed the current use of the Tree Plantation and Roxley Hall, the latter benefiting from the 'Magic Table' facility recently purchased through grant funding from AVIVA.

The Committee discussed the provision at Roxley Hall, and were pleased that the facility had been so well received particularly during recent inclement weather. There was some discussion regarding the future of the provision. It was confirmed that given the low additional cost and significant benefit of the Tree Plantation sessions, that these will continue once a week for the foreseeable future. However, given the increased costs with cleaning, staffing, and 'Magic Table' use, it may be necessary to introduce a charge should families wish to continue using the service beyond the lockdown restrictions.

It was proposed by Mr J Ward, seconded by Miss S Lawn and on a show of hands with all in favour **RESOLVED** to survey SEND families regarding current experiences at Roxley Hall and whether they would wish to continue with paid sessions beyond Covid-19 restrictions when the Hall reopens.

7. **Update on Workshop and Service Yard**

The Committee received a presentation regarding the existing workshop and service yard facility at the Sir George Morse Park. Given the proximity of the service yard to housing and the ground conditions in the service yard, it was highlighted that an alternative location for the building could be considered. It was proposed by Mr J Fisher, seconded by Mr F Bowe and

on a show of hands **RESOLVED** to seek detailed plans of the proposed building, its possible location, and cost.

8. Wheelchair Swing

Dr T Foreman provided a verbal report, based upon the research undertaken by the Parks and Estate department. It was highlighted that a dedicated wheelchair swing would be a significant asset to the area, and could be supplemented by purchasing inclusive play equipment going forward. It was proposed by Mr J Fisher, seconded by Mr F Bowe and on a show of hands **RESOLVED** to recommend to Full Council that £15,000 + VAT be allocated to this project.

9. Community Support update

The Committee received the report outlining the community support currently being offered by the Town Council. There was a great deal of discussion regarding the positive work underway including the Dementia Support, SEND children provision, and business support. The Committee **NOTED** the report and asked thanks be extended to the Community Officer.

10. Staffing update

A general update on staffing cover was provided to the Committee, and details of staff meetings were given. The Councillors were pleased to receive the update, and wished to extend their appreciation to staff for their work, with a particular thanks to Mr J Calver for his work during the recent snow.

With no other business the meeting closed at 21.20hrs

Date of next meeting: March 2021

Chairman_____

Date_____

THORPE ST ANDREW TOWN COUNCIL
RISK ASSESSMENT OF BUILDINGS, STREET FURNITURE OR OTHER FIXED ASSETS

RISK	CONSEQUENCE OF RISK	INTERNAL CONTROL MEASURES	RISK LEVEL
Loss of property		Up to date register of assets maintained	
		Revaluation of premise by professional services (when instructed by Insurance)	
		Log book left on premise for users to list problem/concerns requiring action	
		All legal documents/leases held in safe	
Loss or damage by fire	Potential loss of income	Fire equipment serviced annually	L
		PAT annually and findings recorded	
		Fire exit signs displayed	
		Fire assessments undertaken and findings recorded	
		No smoking signs in all buildings	
		Hazardous substances kept to a minimum, labelled as such and locked in secure areas	
		Wheeled bins locked and secured into position	
Loss or damage by wind/weather	Potential loss of income	All buildings and property assessed each week.	M
		Open spaced sites visited during working hours	
Loss or damage by vandalism	Cost of repairs and potential loss of income	Buildings, gates and barriers locked at night. Access can be gained to fields at night on foot	H
		CCTV installed at the Morse Pavilion, Roxley Hall and Town Hall	
		Security alarms fitted in the Morse office and Pavilion Roxley Hall and the Town Hall	
		List of key holders supplied to police	
		Bus shelters inspected monthly by cleaning contractor	
General wear and tear	Hirers sourcing another premise or seeking reduction in fees	Regular inspection and maintenance programme	L

Added Roxley Hall

THORPE ST ANDREW TOWN COUNCIL
RISK ASSESSMENT OF BUILDINGS, STREET FURNITURE OR OTHER FIXED ASSETS - CONTINUED

Risk to third party, property or individuals	Insurance claim - higher premiums	Insurance in place. Open spaces checked regularly and records retained. Trees investigated when damage reported. Risk assessments of individual events are carried out.	M
Legal liability as consequence of asset ownership i.e. playgrounds.	Insurance claim - higher premiums	Insurance in place. Checks of playgrounds undertaken during working week and written records kept. External inspection carried out by Zurich Municipal.	H
		EXTERNAL CONTROL MEASURES	
		Hire agreements signed in advance of letting with details of fire exit and emergency information	
		New hirers taken to premise and instructed on access and locking arrangements	
		Buildings and contents insured for loss, destruction or unauthorised entry resulting in theft or damage of contents and all building and contents valuations adjusted annually	
		Insurance policy checked by internal audit	

Reviewed 5/3/21

Signed

RISK ASSESSMENT - GENERAL

RISK	CONSEQUENCE OF RISK	INTERNAL CONTROL MEASURES	RISK LEVEL
Violence from front line working	Injury to staff	Instructions to lock door when lone working in office ①	L
		Staff advised of action to take if approached for valuables	
		Screened area in reception ②	
		Minimum cash left on premise, weekly banking	
		Groundstaff issued with mobile phones	
		Regular risk assessment checks undertaken of all premises.	
Accident resulting in injury or death from lone working	Injury/death of employee or member of the public	First aid kits on all premise First aid training undertaken by key members of staff	L
		Instructions to staff of action to be taken	
Councillors activities outside lawful powers	Liability action, loss of face for council, bad publicity	Clerk to clarify legal position on any new proposal. Legal advice to be sought where necessary.	M
		③ Council holds meetings each month and always receives and approves minutes of meetings. Minutes made available to the public and via website.	
		Register of interests and gifts and hospitality completed and updated when necessary.	
		EXTERNAL CONTROL MEASURES	
		Insurance - accident and assault cover	

Reviewed 5/3/21

Signed

- ① Deleted hatch access
- ② Amended front closed in access
- ③ Amended council meets each month

THORPE ST ANDREW TOWN COUNCIL
RISK ASSESSMENT - LOSS/THEFT PETTY CASH

RISK	CONSEQUENCE OF RISK	INTERNAL CONTROL MEASURES	RISK LEVEL
Loss/theft of petty cash - Office	Loss of cash (£100 maximum)	Securely stored in fireproof cabinet	L
		RFO completes petty cash slip and enters into petty cash book	
		Petty cash reconciled on regular basis (not used frequently) and items listed on cheque list approved by Town Councillors	
		Periodic checks carried out by Town Clerk and logged in petty cash book as evidence of this	
		Reimbursement cheque signed by 2 Town Councillors	
		Separation of duties in place	
		EXTERNAL CONTROL MEASURES	
		System reviewed annually by Town Council who agree level of float (£100)	
		System reviewed by Internal Auditor	

Reviewed 5/3/21

Signed

THORPE ST ANDREW TOWN COUNCIL

RISK ASSESSMENT OF SERVICE INTERRUPTION

RISK	CONSEQUENCE OF RISK	INTERNAL CONTROL MEASURES ^①	RISK LEVEL
Service interruption due to long term absence of Clerk or RFO	Unable to deliver high quality services to the public	RFO and Admin & Comms Officers trained to undertake wide range of financial and administrative tasks Town Clerk and RFO authorised to sign cheques together with 2 Town Councillors	L
Service interruption due to loss of office/computer facilities or lockdown procedures ^②	Unable to deliver high quality services to the public	Daily back up of records. Use of laptops from home and telephone transferred to staff mobiles ^②	H
Long term absence of Town Amenities Officer	Unable to deliver high quality services to the public	All staff aware of emergency contact details and/or temporary worker to be employed.	M
Loss or interruption of agency services provided or administered on behalf of BDC and NCC (listed below)	Unable to deliver high quality services to the public	Work sharing ensures continuation of service provision in the event of absence of any staff	L
		EXTERNAL CONTROL MEASURES	
		Insurance cover for public liability, business interruption and appropriate risk cover in place	
		Norfolk County Council or Broadland District Council staff assistance available in the event of an emergency.	
		Locum panel of experienced Parish and Town Clerks provided by SLCC who are able to assist during any emergency	

Reviewed 5/3/21

Signed

① Amended from Deputy Clerk
 ② update to include lockdown procedures
 changed level to high.

THORPE ST ANDREW TOWN COUNCIL
RISK ASSESSMENT OF EMPLOYMENT AND CONTROL OF STAFF AND PAYROLL

RISK	CONSEQUENCE OF RISK	INTERNAL CONTROL MEASURES	RISK LEVEL
Non compliance with employment law and HMRC regulations	Litigation	Town Clerk has overall control of all staff employed by Town Council	L
		Town Amenities Officer reporting to the Town Clerk has day to day control for grounds staff	
		Contract of employment signed by all employees	
	Incorrect payments to staff, HMRC and Pension Fund	Payroll managed by the RFO using Iris Payroll. RFO checks/verifies salaries and payment is made via the bank (on line) with 2 Town Councillors approval before payment made. Regular returns submitted to HMRC.	
		Use HMRC helpline when necessary. VAT returns calculated by RFO quarterly and checked by Internal Auditor annually.	
		Membership of various national and regional bodies.	
		Written updates issued to all staff re employment legislation and pension changes	
		EXTERNAL CONTROL MEASURES	
		Town Council approves appointment, terms and condition service for all employees and any significant variations to same	
		Town Council approves all annual pay adjustments and changes in national terms and conditions of service	
		Council approves the standard Contract of employment issued to all employees	

Reviewed 5/3/21

Signed


Deleted monthly check on line as no longer applicable all emails sent directly to JF.

THORPE ST ANDREW TOWN COUNCIL
RISK ASSESSMENT OF BANKING AND INVESTMENT ARRANGEMENTS AND CONTROLS

RISK	CONSEQUENCE OF RISK	INTERNAL CONTROL MEASURES	RISK LEVEL
Loss of interest	Loss of income	All banking arrangements and changes to banking arrangements approved by Town Council and recorded in minutes	L
		Investment of any year-end funds in interest account authorised by Town Council and recorded in minutes	
Theft or inappropriate use of funds	Inability to provide essential services	Cheque list compiled once a month by RFO and approved by Town Council and signed/dated by Town Mayor	L
	Damage to reputation	Cheques require 2 Town Councillors signatures and either Town Clerk or RFO cheque stubs initialled by Town Councillors. Online payments approval via email by 2 councillors and Town Clerk.	
	Not safeguarding public money and resources in its charge	Transfers between deposit and current account by RFO	
	Misuse of funds	Bank reconciliations carried out on a monthly basis by RFO, checked and countersigned by Town Clerk and presented to the councillors at the Town Council meeting	
Non compliance with restrictions on borrowing	Additional charges. Damage to reputation loss of face .	All loans will be negotiated by the RFO on behalf of the Council and shall be for a set period of them in accordance with council policy. Changes to loans are reported to the Town Council at the earliest opportunity	L
		EXTERNAL CONTROL MEASURES	
		Sample checks on account movement balances and bank reconciliation carried out by Internal Audit	
		Lloyds TSB instructed to comply with mandate at all times and instruct if bank accounts become overdrawn	

Reviewed 5/3/21

Signed

 New addition (used during Covid)

THORPE ST ANDREW TOWN COUNCIL
RISK ASSESSMENT OF INCOME FROM LETTINGS

RISK	CONSEQUENCE OF RISK	INTERNAL CONTROL MEASURES	RISK LEVEL
Loss of lettings by theft or dishonesty or lockdown procedures	Loss of income	Roxley Hall - Office staff deal with bookings and payments. RFO issues invoices and receipts, checks and verifies details, banks income and updates records	H
		Town Hall - Office staff deal with bookings and payments. RFO issues invoices and receipts, checks and verifies details, banks income and updates records	
		Pitch and Pavilion Hire - Town Amenities Officer keeps diary record of hire, details passed to RFO monthly to raise invoice. RFO banks income and updates records	
		For all cash bankings over £2500 (mainly events) our insurance cover requires 2 people to take the money to the bank.	
		RFO checks all income and records VAT where applicable	
		Charges agreed annually by Town Council. All clubs informed of any changes by letter or email	
		Explore grant availability	
		EXTERNAL CONTROL MEASURES	
		Insurance cover for loss of cash:	
		a) in transit in the custody of any member or employee or in transit by registered post (limit £250) or in a bank night safe.....£5000	
		b) in the private residence of any member or employee.... £250	
		ci) in the premises in the custody of or under the actual supervision of any member or employee.....£5000	
		cii) in locked safes or strongrooms.....£5000	
		ciii) in locked receptacles other than safes or strongrooms £250	

Reviewed 5/3/21

Signed

Added lockdown - risk High

THORPE ST ANDREW TOWN COUNCIL
RISK ASSESSMENT OF AUTHORISATION AND CONTROL OF SUPPLY OF GOODS AND SERVICES TO THE TOWN COUNCIL

RISK	CONSEQUENCE OF RISK	INTERNAL CONTROL MEASURES	RISK
Unauthorised goods purchased	Theft, loss to Town Council	Financial Regulations reviewed by Town Council annually and recorded in the minutes	L
Best value not obtained for goods or services	Inability to achieve objectives to deliver high quality public services	Supply of goods and services regulated by the Councils Financial Standing Orders and controlled by the Town Clerk	L
	Misuse of public funds	Contracts reviewed when applicable	
		Town Amenities Officer authorised to purchase items for areas under his control. Invoices passed to TAO to sign and code. Limit £500, over £500 to be agreed with Town Clerk.	
		Admin and Comms Officers orders goods. Delivery notes checked and signed by all office staff and passed to RFO. Invoices checked to delivery notes by RFO where applicable and passed for payment. Separation of duties in place	
		Payments approved by Town Council against payment schedule prepared by RFO	
		The Finance and Staffing Committee review budget and variances bi-monthly. Copy of figures attached for next Town Council meeting.	
		Internal Audit checks sample payments to ensure compliance with Financial Regulations and that payments are supported by vouchers, expenditure is approved and VAT is properly accounted for and quarterly returns submitted	
		EXTERNAL CONTROL MEASURES	
		District Audit and annual publication of accounts and availability of financial records for public inspection	
		Written reports on performance to relevant bodies on a regular basis	

Reviewed 5/3/21

Signed

 Amended title from Deputy Clerk

RISK ASSESSMENT OF PROCEDURES AND DOCUMENTATION

RISK	CONSEQUENCE OF RISK	INTERNAL CONTROL MEASURES	RISK LEVEL
Document controls not adhered to	Inaccurate reporting of council business matters	Minutes numbered and paginated with master copy. Ratification of minutes at following meeting.	L
	Inability to respond to electors rights of inspection	Procedures to deal with enquiries from public. Accessibility of documents - coherent filing system.	
	Timescales not adhered to	Procedures for document receipt, circulation, response, handling and filing	
	No document control	Procedures in place for recording and monitoring Members interest	
		Adoption of codes of conducts for members and employees	
Information Governance	Failure to comply with the statutory requirements of the General Data Protection Regulations (GDPR)	GDPR training for all Finance and Staff Committee members and all member of Town Council staff. GDPR policy written and understood.	
		EXTERNAL CONTROL MEASURES	
		Internal audit reviews internal controls and documentation in place. Reviews minutes to ensure legal powers in place, recorded and correctly applied.	

Reviewed 5/3/21

Signed

Thorpe St Andrew Town Council

Annual Review of the Effectiveness of Internal Control

The Accounts and Audit Regulations 2011:

1) The relevant body shall be responsible for ensuring that the financial management of the body is adequate and effective and that the body has a sound system of internal control which facilitates the effective exercise of that body's functions and which includes arrangements for the management of risk.

(2) The relevant body must conduct a review at least once in a year of the effectiveness of its system of internal control.

Internal Control:

The system of internal control is designed to reduce the financial risk of the Town Council to an acceptable level.

Financial Management:

The Town Council has approved a set of financial regulations which set out the way that Council's finances are to be managed. These are reviewed and approved once a year.

Two councillors, out of three named signatories, must sign all cheques or online payment list and other financial documents. The Responsible Financial Officer and Town Clerk may not authorise payments, but may carry out transfers within the Town Council's bank accounts.

The cheque signatory shall check the supporting document at the time of signing, to ensure that the cheque agrees with the amount of the invoice and the payee named on the invoice. The cheque stub should also be initialled to record that the name on the cheque stub is the same as that on the cheque.

At the year-end, the Town Council shall ensure that the cash book totals are reconciled to the year-end bank statement and shall sign as evidence of this check.

The Responsible Financial Officer is responsible for the day-to-day financial management of the Council. The duties of the Responsible Financial Officer are reviewed and approved once a year. The RFO shall report all payments to the Council.

In November, the Town Council shall review the budget in detail and shall make a recommendation for the precept for the forthcoming year.

Internal audit:

The Council has appointed an independent and competent internal auditor and carries out a review of the effectiveness of the internal audit once a year. The auditor reports his findings to the full Council and completes Section 4 of the Annual Return.

External audit:

The Council's external auditors complete Section 3 of the Annual Return; their comments and recommendations are reported to the full Council.

Review:

This review shall be carried out once a year and recorded in the Council's minutes.

Signed.....

Town Mayor

Signed.....

Responsible Financial Officer

Dated.....

Dated.....

Thorpe St Andrew Town Council

Annual Review of the Effectiveness of Internal Audit

The Accounts and Audit Regulations 2011 -

“Internal audit

..... A relevant body must maintain an adequate and effective system of internal audit of its accounting records and of its system of internal control in accordance with the proper practices in relation to internal audit.

Scope:

The purpose of internal audit is to review whether the systems of financial and other control are effective; neither the internal nor the external auditor can be expected to look for fraud. The internal auditor does not give an opinion on the accounts, but is required to review controls and give recommendations.

The internal auditor is required to review the completeness and accuracy of the council’s accounts for the year, and to carry out a sample testing from the accounts to supporting documentation. The auditor shall also review payroll and VAT for reasonableness.

The internal auditor will discuss their findings with the Town Clerk and Responsible Financial Officer and will then write a report on their findings to the Town Council. In the case of a serious problem the auditor will report directly to the Town Mayor. Recommendations from the report will be recorded in the minutes and any action taken will be noted.

Independence:

The auditor shall not have any other role or employment within the council and the council confirms that this is the case.

The auditor will report under their own name and will address their report to the council.

Competence:

The internal auditor shall be competent to carry out the work. They should have an understanding of the accounting process, an understanding of the role of internal audit in reviewing systems, an awareness of risk management issues and an understanding of the accounting requirements, legal framework and powers of local councils.

Internal controls:

The Council shall carry out an annual review of its system of internal control and of its financial risk management.

The review of internal audit shall be approved by the full council and by the Responsible Financial Officer.

Signed.....

Signed

Dated.....

Dated

Town Mayor

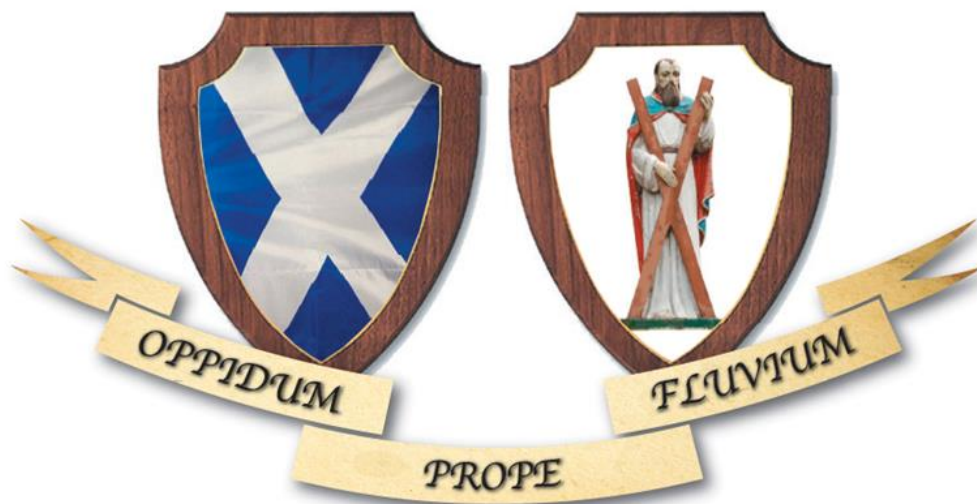
Responsible Financial Officer

**JOB DESCRIPTION- RESPONSIBLE FINANCIAL OFFICER and DEPUTY
CLERK**

1. To prepare financial reports and information for the Town Council.
2. Prepare vouchers and cheques and enter cheque list into computer. Send out cheques.
3. To monitor and balance the councils accounts and prepare records for internal and external audit
4. To submit quarterly VAT return.
5. To verify salary details and record details in accounts book for end of year returns. Submit HMRC returns on line.
6. To receive and sort money from the Parks and Estates Manager, Town Hall, Morse Pavilion and Roxley Hall. To issue invoices and receipts on a monthly basis and bank all money regularly.
7. To maintain a petty cash account together with a cash float.
8. To prepare risk assessments, financial regulations, pension policies and seek approval of the appointment of the internal auditor annually via the Town Council.
9. To annually review asset register, property and risks covered. Verify to insurance renewal details.
10. In the absence of the Clerk to carry out his duties.
11. To prepare, when necessary, in consultation with appropriate members, agendas, etc., for meetings of the Council and its committees; to attend such meetings and prepare minutes for approval. To send relevant papers to County and District Councillors, police and the press.
12. To receive, when necessary, correspondence and documents on behalf of the Council and to deal with the correspondence or documents or bring such items to the attention of the Council. To issue correspondence as a result of the instructions of, or the known policy of the Council.
13. To supervise in the Clerk's absence any other members of staff in keeping with the policies of the Council. Liaise with Parks and Estates Manager and cleaning contractors.
14. To deal with complaints and problems which are written, by telephone, and by visitors in person, in the absence of the Clerk.
15. To keep allotment register up to date. Update waiting list. Send annual invoices, reminders and collect rent as required.
16. To help organise Town Mayor's Reception and any other special meetings.
17. To help organise the running of the office.
18. Keep up to date — filing, scrap books, timesheets, outstanding tasks from office meetings and inventories.

Reviewed 29th March 2021

THORPE ST ANDREW TOWN COUNCIL



THORPE ST ANDREW TOWN COUNCIL

FINANCIAL REGULATIONS

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1 GENERAL

- 1.1. These financial regulations govern the conduct of financial management by the council and may only be amended or varied by resolution of the council. Financial regulations are one of the council's three governing policy documents providing procedural guidance for members and officers. Financial regulations must be observed in conjunction with the council's standing orders¹ and any individual financial regulations relating to contracts.
- 1.2. The council is responsible in law for ensuring that its financial management is adequate and effective and that the council has a sound system of internal control which facilitates the effective exercise of the council's functions, including arrangements for the management of risk.
- 1.3. The council's accounting control systems must include measures:
 - for the timely production of accounts;
 - that provide for the safe and efficient safeguarding of public money;
 - to prevent and detect inaccuracy and fraud; and
 - identifying the duties of officers.
- 1.4. These financial regulations demonstrate how the council meets these responsibilities and requirements.
- 1.5. At least once a year, prior to approving the Annual Governance Statement, the council must review the effectiveness of its system of internal control which shall be in accordance with proper practices.
- 1.6. Deliberate or wilful breach of these Regulations by an employee may give rise to disciplinary proceedings.
- 1.7. Members of Council are expected to follow the instructions within these Regulations and not to entice employees to breach them. Failure to follow instructions within these Regulations brings the office of councillor into disrepute.
- 1.8. The Responsible Financial Officer (RFO) holds a statutory office to be appointed by the council.

¹ Model standing orders for councils are available in Local Councils Explained © 2013 National Association of Local Councils

- 1.9. 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 accounting control systems;
 - ensures the accounting control systems are observed;
 - maintains the accounting records of the council up to date in accordance with proper practices;
 - assists the council to secure economy, efficiency and effectiveness in the use of its resources; and
 - produces financial management information as required by the council.
- 1.10. The accounting records determined by the RFO shall be sufficient to show and explain the council's transactions and to enable the RFO to ensure that any income and expenditure account and statement of balances, or record of receipts and payments and additional information, as the case may be, or management information prepared for the council from time to time comply with the Accounts and Audit Regulations.
- 1.11. The accounting records determined by the RFO shall in particular contain:
- entries from day to day of all sums of money received and expended by the council and the matters to which the income and expenditure or receipts and payments account relate;
 - a record of the assets and liabilities of the council; and
 - wherever relevant, a record of the council's income and expenditure in relation to claims made, or to be made, for any contribution, grant or subsidy.

- 1.12. The accounting control systems determined by the RFO shall include:
- procedures to ensure that the financial transactions of the council are recorded as soon as reasonably practicable and as accurately and reasonably as possible;
 - procedures to enable the prevention and detection of inaccuracies and fraud and the ability to reconstruct any lost records;
 - identification of the duties of officers dealing with financial transactions and division of responsibilities of those officers in relation to significant transactions;
 - procedures to ensure that uncollectable amounts, including any bad debts are not submitted to the council for approval to be written off except with the approval of the RFO and that the approvals are shown in the accounting records; and
 - measures to ensure that risk is properly managed.

- 1.13. The council is not empowered by these Regulations or otherwise to delegate certain specified decisions. In particular any decision regarding:

- setting the final budget or the precept (council tax requirement);
- approving accounting statements;
- approving an annual governance statement;
- borrowing;
- writing off bad debts;
- declaring eligibility for the General Power of Competence; and
- addressing recommendations in any report from the internal or external auditors,

shall be a matter for the full council only.

- 1.14. In addition the council must:

- determine and keep under regular review the bank mandate for all council bank accounts;
- approve any grant or a single commitment in excess of £5,000; and
- in respect of the annual salary for any employee have regard to recommendations about annual salaries of employees made by the relevant committee in accordance with its terms of reference.

- 1.15. In these financial regulations, references to the Accounts and Audit Regulations or 'the regulations' shall mean the regulations issued under the provisions of section 27 of the Audit Commission Act 1998, or any superseding legislation, and then in force unless otherwise specified.

In these financial regulations the term 'proper practice' or 'proper practices' shall refer to guidance issued in *Governance and Accountability for Local Councils - a*

Practitioners' Guide (England) issued by the Joint Practitioners Advisory Group (JPAG), available from the websites of NALC and the Society for Local Council Clerks (SLCC).

2 ACCOUNTING AND AUDIT (INTERNAL AND EXTERNAL)

- 2.1 All accounting procedures and financial records of the council shall be determined by the RFO in accordance with the Accounts and Audit Regulations, appropriate guidance and proper practices.
- 2.2 On a regular basis, at least once in each quarter, and at each financial year end, the Finance and Staff Committee (not chaired by the Mayor) shall verify bank reconciliations (for all accounts) produced by the RFO. The Committee shall consider the reconciliations and the original bank statements (or similar document) and minute this as evidence of verification.
- 2.2 The RFO shall complete the annual statement of accounts, annual report, and any related documents of the council contained in the Annual Return (as specified in proper practices) as soon as practicable after the end of the financial year and having certified the accounts shall submit them and report thereon to the council within the timescales set by the Accounts and Audit Regulations
- 2.4 The council shall ensure that there is an adequate and effective system of internal audit of its accounting records, and of its system of internal control in accordance with proper practices. Any officer or member of the council shall make available such documents and records as appear to the council to be 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 for that purpose.
- 2.5 The internal auditor shall be appointed by and shall carry out the work in relation to internal controls required by the council in accordance with proper practices.
- 2.6 The internal auditor shall:
- be competent and independent of the financial operations of the council;
 - report to council in writing, or in person, on a regular basis with a minimum of one annual written report during each financial year;
 - to demonstrate competence, objectivity and independence, be free from any actual or perceived conflicts of interest, including those arising from family relationships; and
 - have no involvement in the financial decision making, management or control of the council.
- 2.7 Internal or external auditors may not under any circumstances:
- perform any operational duties for the council;
 - initiate or approve accounting 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.
- 2.8 For the avoidance of doubt, in relation to internal audit the terms 'independent' and 'independence' shall have the same meaning as is described in proper practices.
- 2.9 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 statements of account required by Audit Commission Act 1998, or any superseding legislation, and the Accounts and Audit Regulations.
- 2.10 The RFO shall, without undue delay, bring to the attention of all councillors any correspondence or report from internal or external auditors.

3 ANNUAL ESTIMATES (BUDGET) AND FORWARD PLANNING

- 3.1 The Finance and Staffing Committee shall review its three year forecast of revenue and capital receipts and payments. Having regard to the forecast, it shall thereafter formulate and submit proposals for the following financial year to the council not later than the end of November each year including any proposals for revising the forecast.
- 3.2 The RFO must each year, by no later than October, prepare detailed estimates of all receipts and payments including the use of reserves and all sources of funding for the following financial year in the form of a budget to be considered by the Finance and Staffing Committee and the council.
- 3.3 The council shall consider annual budget proposals in relation to the council's three year forecast of revenue and capital receipts and payments including recommendations for the use of reserves and sources of funding and update the forecast accordingly.
- 3.4 The council shall fix the precept (council tax requirement), and relevant basic amount of council tax to be levied for the ensuing financial year not later than by the end of January each year. The RFO shall issue the precept to the billing authority and shall supply each member with a copy of the approved annual budget.
- 3.5 The approved annual budget shall form the basis of financial control for the ensuing year.

4 BUDGETARY CONTROL AND AUTHORITY TO SPEND

4.1 Expenditure on revenue items may be authorised up to the amounts included for that class of expenditure in the approved budget. This authority is to be determined by:

- the council for all items over £5,000;
- a duly delegated committee of the council to a limit set by the council; or
- the Clerk, in conjunction with Chairman of Council or Chairman of the appropriate committee, for any items below £3,500.

Such authority is to be evidenced by a minute or by an authorisation slip duly signed by the Clerk, and where necessary also by the appropriate Chairman.

Contracts may not be disaggregated to avoid controls imposed by these regulations.

4.2 No expenditure may be authorised that will exceed the amount provided in the revenue budget for that class of expenditure other than by resolution of the council, or duly delegated committee. During the budget year and with the approval of council having considered fully the implications for public services, unspent and available amounts may be moved to other budget headings or to an earmarked reserve as appropriate ('virement').

4.3 Unspent provisions in the revenue or capital budgets for completed projects shall not be carried forward to a subsequent year.

4.4 The salary budgets are to be reviewed at least annually in October for the following financial year and such review shall be evidenced by a hard copy schedule signed by the Clerk and the Chairman of Council or relevant committee. The RFO will inform committees of any changes impacting on their budget requirement for the coming year in good time.

4.5 In cases of extreme risk to the delivery of council services, the clerk may authorise revenue expenditure on behalf of the council which in the clerk's judgement it is necessary to carry out. Such expenditure includes repair, replacement or other work, whether there is any budgetary provision for the expenditure, subject to a limit of £3,500. The Clerk shall report such action to the chairman as soon as possible and to the council as soon as practicable thereafter.

4.6 No expenditure shall be authorised in relation to any capital project and no contract entered into or tender accepted involving capital expenditure unless the council is satisfied that the necessary funds are available, and the requisite borrowing approval has been obtained.

4.7 All capital works shall be administered in accordance with the council's standing orders and financial regulations relating to contracts.

4.8 The RFO shall regularly provide the council with a statement of receipts and payments to date under each head of the budgets, comparing actual expenditure to the appropriate date against that planned as shown in the budget. These statements are to be prepared at least at the end of each financial quarter and shall show explanations of material variances. For this purpose, "material" shall be in excess of £100 or 15% of the budget.

- 4.9 Changes in earmarked reserves shall be approved by council as part of the budgetary control process.

5 BANKING ARRANGEMENTS AND AUTHORISATION OF PAYMENTS

- 5.1 The council's banking arrangements, including the bank mandate, shall be made by the RFO and approved by the council; banking arrangements may not be delegated to a committee. They shall be regularly reviewed for safety and efficiency.
- 5.2 The RFO shall prepare a schedule of payments requiring authorisation, forming part of the Agenda for the Meeting and, together with the relevant invoices, present the schedule to council or the Finance and Staffing committee. The council/committee shall review the schedule for compliance and, having satisfied itself shall authorise payment by a resolution of the council or Finance and Staffing committee. The approved schedule shall be ruled off and initialled by the Chairman of the Meeting. A detailed list of all payments shall be disclosed within or as an attachment to the minutes of the meeting at which payment was authorised. Personal payments (including salaries, wages, expenses and any payment made in relation to the termination of a contract of employment) may be summarised to remove public access to any personal information.
- 5.3 All invoices for payment shall be examined, verified and certified by the RFO to confirm that the work, goods or services to which each invoice relates has been received, carried out, examined and represents expenditure previously approved by the council.
- 5.4 The RFO shall examine invoices for arithmetical accuracy and analyse them to the appropriate expenditure heading. The RFO shall take all steps to pay all invoices submitted, and which are in order, at the next available council or Finance and Staffing Committee meeting.
- 5.5 The Clerk and RFO shall have delegated authority to authorise the payment of items only in the following circumstances:
- a) If a payment is necessary to avoid a charge to interest under the Late Payment of Commercial Debts (Interest) Act 1998, and the due date for payment is before the next scheduled Meeting of 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 and Staffing committee;
 - b) An expenditure item authorised under 5.6, (continuing contracts and obligations) provided that a list of such payments shall be submitted to the next appropriate meeting of council or Finance and Staffing Committee; or
 - c) fund transfers within the councils banking arrangements up to the sum of £40,000, provided that a list of such payments shall be submitted to the next appropriate meeting of council or Finance and Staffing Committee.

- 5.6 For each financial year the Clerk and RFO shall draw up a list of due payments which arise on a regular basis as the result of a continuing contract, statutory duty, or obligation (such as but not exclusively) Salaries, PAYE and NI, Superannuation Fund and regular maintenance contracts and the like for which council, or The Finance and Staffing committee, may authorise payment for the year provided that the requirements of regulation 4.1 (Budgetary Controls) are adhered to, provided also that a list of such payments shall be submitted to the next appropriate meeting of council.
- 5.7 A record of regular payments made under 5.6 above shall be drawn up and be signed by 2 members on each and every occasion when payment is authorised - thus controlling the risk of duplicated payments being authorised and / or made.
- 5.8 In respect of grants a duly authorised committee shall approve expenditure within any limits set by council and in accordance with any policy statement approved by council. Any Revenue or Capital Grant in excess of £5,000 shall before payment, be subject to ratification by resolution of the council.
- 5.9 Members are subject to the Code of Conduct that has been adopted by the council and shall comply with the Code and Standing Orders when a decision to authorise or instruct payment is made in respect of a matter in which they have a disclosable pecuniary or other interest, unless a dispensation has been granted.
- 5.10 The council will aim to rotate the duties of members in these Regulations so that onerous duties are shared out as evenly as possible over time.
- 5.11 Any changes in the recorded details of suppliers, such as bank account records, shall be approved in writing by a Member.

6 INSTRUCTIONS FOR THE MAKING OF PAYMENTS

- 6.1 The council will make safe and efficient arrangements for the making of its payments.
- 6.2 Following authorisation under Financial Regulation 5 above, the council, a duly delegated committee or, if so delegated, the Clerk or RFO shall give instruction that a payment shall be made.
- 6.3 All payments shall be effected by cheque or other instructions to the council's bankers, or otherwise, in accordance with a resolution of council or the Finance and Staffing Committee.
- 6.4 Cheques or orders for payment drawn on the bank account in accordance with the schedule as presented to council or committee shall be signed by two members of council, and countersigned by the Clerk or RFO, in accordance with a resolution instructing that payment. A member who is a bank signatory, having a connection by virtue of family or business relationships with the beneficiary of a payment, should not, under normal circumstances, be a signatory to the payment in question.
- 6.5 To indicate agreement of the details shown on the cheque or order for payment with the counterfoil and the invoice or similar documentation, the signatories shall each also initial the cheque counterfoil.
- 6.6 Cheques or orders for payment shall not normally be presented for signature other than at a council or committee meeting (including immediately before or after such a meeting). Any signatures obtained away from such meetings shall be reported to the council or Finance and Staffing Committee at the next convenient meeting.
- 6.7 If thought appropriate by the council, payment for utility supplies (energy, telephone and water) and any National Non-Domestic Rates may be made by variable direct debit provided that the instructions are signed by two members and any payments are reported to council as made. The approval of the use of a variable direct debit shall be renewed by resolution of the council at least every two years.
- 6.8 If thought appropriate by the council, payment for certain items (principally salaries) may be made by banker's standing order provided that the instructions are signed, or otherwise evidenced by two members are retained and any payments are reported to council as made. The approval of the use of a banker's standing order shall be renewed by resolution of the council at least every two years.
- 6.9 If thought appropriate by the council, payment for certain items may be made by BACS or CHAPS methods provided that the instructions for each payment are signed, or otherwise evidenced, by two authorised bank signatories, are retained and any payments are reported to council as made. The approval of the use of BACS or CHAPS shall be renewed by resolution of the council at least every two years.
- 6.10 If thought appropriate by the council payment for certain items may be made by internet banking transfer provided evidence is retained showing which members approved the payment.

- 6.11 Where a computer requires use of a personal identification number (PIN) or other password(s), for access to the council's records on that computer, a note shall be made of the PIN and Passwords and shall be handed to and retained by the Chairman of Council in a sealed dated envelope. This envelope may not be opened other than in the presence of two other councillors. After the envelope has been opened, in any circumstances, the PIN and/or passwords shall be changed as soon as practicable. The fact that the sealed envelope has been opened, in whatever circumstances, shall be reported to all members immediately and formally to the next available meeting of the council. This will not be required for a member's personal computer used only for remote authorisation of bank payments.
- 6.12 No employee or councillor shall disclose any PIN or password, relevant to the working of the council or its bank accounts, to any person not authorised in writing by the council or a duly delegated committee.
- 6.13 Regular back-up copies of the records on any computer shall be made and shall be stored securely away from the computer in question, and preferably off site.
- 6.14 The council, and any members using computers for the council's financial business, shall ensure that anti-virus, anti-spyware and firewall software with automatic updates, together with a high level of security, is used.
- 6.15 Where internet banking arrangements are made with any bank, the Clerk or RFO shall be appointed as the Service Administrator. The bank mandate approved by the council shall identify a number of councillors who will be authorised to approve transactions on those accounts. The bank mandate will state clearly the amounts of payments that can be instructed by the use of the Service Administrator alone, or by the Service Administrator with a stated number of approvals.
- 6.16 Access to any internet banking accounts will be directly to the access page (which may be saved under "favourites"), and not through a search engine or e-mail link. Remembered or saved passwords facilities must not be used on any computer used for council banking work. Breach of this Regulation will be treated as a very serious matter under these regulations.
- 6.17 Changes to account details for suppliers, which are used for internet banking may only be changed on written hard copy notification by the supplier and supported by hard copy authority for change signed by two of the Clerk, the RFO, and a member. A programme of regular checks of standing data with suppliers will be followed.
- 6.18 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 £1000 unless authorised by council or finance committee in writing before any order is placed.
- 6.19 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.
- 6.20 Any corporate credit card or trade card account opened by the council will be specifically restricted to use by the Clerk, RFO and Parks and Estates Manager and shall be subject to automatic payment in full at each month-end. Personal credit or debit cards of members or staff shall not be used under any circumstances.

6.21 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

6.22 The RFO may provide petty cash to officers for the purpose of defraying operational and other expenses. Vouchers for payments made shall be forwarded to the RFO with a claim for reimbursement.

- a) The RFO shall maintain a petty cash float of £100 for the purpose of defraying operational and other expenses. Vouchers for payments made from petty cash shall be kept to substantiate the payment.
- b) 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 the schedule of payments presented to council under 5.2.

7 PAYMENT OF SALARIES

- 7.1 As an employer, the council shall make arrangements to meet fully the statutory requirements placed on all employers by PAYE and National Insurance legislation. The payment of all salaries shall be made in accordance with payroll records and the rules of PAYE and National Insurance currently operating, and salary rates shall be as agreed by council, or duly delegated committee.
- 7.2 Payment of salaries and payment of deductions from salary such as may be required to be made for tax, national insurance and pension contributions, or similar statutory or discretionary deductions must be made in accordance with the payroll records and on the appropriate dates stipulated in employment contracts, provided that each payment is reported to the next available council meeting, as set out in these regulations above.
- 7.3 No changes shall be made to any employee's pay, emoluments, or terms and conditions of employment without the prior consent of the council or Finance and Staffing Committee.
- 7.4 Each and every payment to employees of net salary and to the appropriate creditor of the statutory and discretionary deductions shall be recorded in a separate confidential record (confidential cash book). This confidential record is not open to inspection or review (under the Freedom of Information Act 2000 or otherwise) other than:
- a) by any councillor who can demonstrate a need to know;
 - b) by the internal auditor;
 - c) by the external auditor; or
 - d) by any person authorised under Audit Commission Act 1998, or any superseding legislation.
- 7.5 The total of such payments in each calendar month shall be reported with all other payments as made as may be required under these Financial Regulations, to ensure that only payments due for the period have actually been paid.
- 7.6 An effective system of personal performance management should be maintained for the senior officers.
- 7.7 Any termination payments shall be supported by a clear business case and reported to the council. Termination payments shall only be authorised by council.
- 7.8 Before employing interim staff, the council must consider a full business case.

8 LOANS AND INVESTMENTS

- 8.1 All borrowings shall be effected in the name of the council, after obtaining any necessary borrowing approval. Any application for borrowing approval shall be approved by Council as to terms and purpose. The application for borrowing approval, and subsequent arrangements for the loan shall only be approved by full council.
- 8.2 Any financial arrangement which does not require formal borrowing approval from the Secretary of State/Welsh Assembly Government (such as Hire Purchase or Leasing of tangible assets) shall be subject to approval by the full council. In each case a report in writing shall be provided to council in respect of value for money for the proposed transaction.
- 8.3 The council will arrange with the council's banks and investment providers for the sending of a copy of each statement of account to the Chairman of the council at the same time as one is issued to the Clerk or RFO.
- 8.4 All loans and investments shall be negotiated in the name of the council and shall be for a set period in accordance with council policy.
- 8.5 The council shall consider the need for an Investment Strategy and Policy which, if drawn up, shall be in accordance with relevant regulations, proper practices and guidance. Any Strategy and Policy shall be reviewed by the council at least annually.
- 8.6 All investments of money under the control of the council shall be in the name of the council.
- 8.7 All investment certificates and other documents relating thereto shall be retained in the custody of the RFO.
- 8.8 Payments in respect of short term or long-term investments, including transfers between bank accounts held in the same bank, or branch, shall be made in accordance with Regulation 5 (Authorisation of payments) and Regulation 6 (Instructions for payments).

9 INCOME

- 9.1 The collection of all sums due to the council shall be the responsibility of and under the supervision of the RFO.
- 9.2 Particulars of all charges to be made for work done, services rendered, or goods supplied shall be agreed annually by the council, notified to the RFO and the RFO shall be responsible for the collection of all accounts due to the council.
- 9.3 The council will review all fees and charges at least annually, following a report of the Clerk.
- 9.4 Any sums found to be irrecoverable and any bad debts shall be reported to the council and shall be written off in the year.
- 9.5 All sums received on behalf of the council shall be banked intact as directed by the RFO. In all cases, all receipts shall be deposited with the council's bankers with such frequency as the RFO considers necessary.
- 9.6 The origin of each receipt shall be entered on the paying-in slip.
- 9.7 Personal cheques shall not be cashed out of money held on behalf of the council.
- 9.8 The RFO shall promptly complete any VAT Return that is required. Any repayment claims due in accordance with VAT Act 1994 section 33 shall be made at least annually coinciding with the financial year end.
- 9.9 Where any significant sums of cash are regularly received by the council, the RFO shall take such steps as are agreed by the council to 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 such as ticket issues, and that appropriate care is taken in the security and safety of individuals banking such cash.
- 9.10 Any income arising which 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 (see also Regulation 16 below).

10 ORDERS FOR WORK, GOODS AND SERVICES

- 10.1 An official order or letter shall be issued for all work, goods and services unless a formal contract is to be prepared or an official order would be inappropriate. Copies of orders shall be retained.
- 10.2 Order books shall be controlled by the Administration and Communication Officers in conjunction with the RFO.
- 10.3 All members and officers are responsible for obtaining value for money at all times. An officer issuing an official order shall ensure as far as reasonable and practicable that the best available terms are obtained in respect of each transaction, usually by obtaining three or more quotations or estimates from appropriate suppliers, subject to any *de minimis* provisions in Regulation 11.1.
- 10.4 A member may not issue an official order or make any contract on behalf of the council. The RFO shall verify the lawful nature of any proposed purchase before the issue of any order, and in the case of new or infrequent purchases or payments, the RFO shall ensure that the statutory authority shall be reported to the meeting at which the order is approved so that the minutes can record the power being used.
- 10.5

11 CONTRACTS

11.1 Procedures as to contracts are laid down as follows:

- a. Every contract shall comply with these financial regulations, and no exceptions shall be made otherwise than in an emergency provided that this regulation need not apply to contracts which relate to items (i) to (vi) below:
 - i. for the supply of gas, electricity, water, sewerage and telephone services;
 - ii. for specialist services such as are provided by solicitors, accountants, surveyors and planning consultants;
 - iii. for work to be executed or goods or materials to be supplied which consist of repairs to or parts for existing machinery or equipment or plant;
 - iv. for work to be executed or goods or materials to be supplied which constitute an extension of an existing contract by the council;
 - v. for additional audit work of the external auditor up to an estimated value of £500 (in excess of this sum the Clerk and RFO shall act after consultation with the Chairman and Vice Chairman of council); and
 - vi. for goods or materials proposed to be purchased which are proprietary articles and/ or are only sold at a fixed price.
- b. Where the council intends to procure or award a public supply contract, public service contract or public works contract as defined by The Public Contracts Regulations 2015 (“the Regulations”) which is valued at £25,000 or more, the council shall comply with the relevant requirements of the Regulations².
- c. The full requirements of The Regulations, as applicable, shall be followed in respect of the tendering and award of a public supply contract, public service contract or public works contract which exceed thresholds in The Regulations set by the Public Contracts Directive 2014/24/EU (which may change from time to time)³. This will be replaced by any dominant UK domestic law.
- d. When applications are made to waive financial regulations relating to contracts to enable a price to be negotiated without competition the reason shall be embodied in a recommendation to the council.
- e. Such 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. The invitation shall in addition state that tenders must be addressed

² The Regulations require councils to use the Contracts Finder website to advertise contract opportunities, set out the procedures to be followed in awarding new contracts and to publicise the award of new contracts

³ Thresholds currently applicable are:

- a. For public supply and public service contracts 209,000 Euros (£164,176)
- b. For public works contracts 5,225,000 Euros (£4,104,394)

to the Clerk in the ordinary course of post. 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.

- f. 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.
- g. Any invitation to tender issued under this regulation shall be subject to Standing Orders,⁴ 18 and shall refer to the terms of the Bribery Act 2010.
- h. When it is to enter into a contract of less than £25,000 in value for the supply of goods or materials or for the execution of works or specialist services other than such goods, materials, works or specialist services as are excepted as set out in paragraph (a) the Clerk or RFO shall obtain 3 quotations (priced descriptions of the proposed supply); where the value is below £3,000 and above £100 the Clerk or RFO shall strive to obtain 3 estimates. Otherwise, Regulation 10.3 shall apply.
- i. The council shall not be obliged to accept the lowest or any tender, quote or estimate.
- j. Should it occur that 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, provided that the specification does not change, 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.

⁴ Based on NALC's model standing order 18d in Local Councils Explained © 2013 National Association of Local Councils

12 PAYMENTS UNDER CONTRACTS FOR BUILDING OR OTHER CONSTRUCTION WORKS (PUBLIC WORKS CONTRACTS)

- 12.1 Payments on account of the contract sum shall be made within the time specified in the contract by the RFO upon authorised certificates of the architect or other consultants engaged to supervise the contract (subject to any percentage withholding as may be agreed in the particular contract).
- 12.2 Where contracts provide for payment by instalments the RFO shall maintain a record of all such payments. In any case where it is estimated that the total cost of work carried out under a contract, excluding agreed variations, will exceed the contract sum of 5% or more a report shall be submitted to the council.
- 12.3 Any variation to a contract or addition to or omission from a contract must be approved by the council and Clerk to the contractor in writing, the council being informed where the final cost is likely to exceed the financial provision.

13 STORES AND EQUIPMENT

- 13.1 The officer in charge of each section shall be responsible for the care and custody of stores and equipment in that section.
- 13.2 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.
- 13.3 Stocks shall be kept at the minimum levels consistent with operational requirements.
- 13.4 The Deputy Clerk for Committees and Events in conjunction with the RFO shall be responsible for periodic checks of stocks and stores at least annually.

14 ASSETS, PROPERTIES AND ESTATES

- 14.1 The Clerk shall make appropriate arrangements for the custody of all title deeds and Land Registry Certificates of properties held by the council. The RFO shall ensure a record is maintained of all properties held by the council, recording the 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.
- 14.2 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, save where the estimated value of any one item of tangible movable property does not exceed £250.
- 14.3 No real property (interests in land) shall be sold, leased or otherwise disposed of without the authority of the council, together with any other consents required by law. In each case a report in writing 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).
- 14.4 No real property (interests in land) shall be purchased or acquired without the authority of the full council. In each case a report in writing 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).
- 14.5 Subject only to the limit set in Regulation 14.2 above, no tangible moveable property shall be purchased or acquired without the authority of the full council. In each case a report in writing shall be provided to council with a full business case.
- 14.6 The RFO shall ensure that an appropriate and accurate Register of Assets and Investments is kept up to date. 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.

15 INSURANCE

- 15.1 Following the annual risk assessment (per Regulation 17), the RFO shall affect all insurances and negotiate all claims on the council's insurers in consultation with the Clerk.
- 15.2 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.
- 15.3 The RFO shall keep a record of all insurances effected by the council and the property and risks covered thereby and annually review it.
- 15.4 The RFO shall be notified of any loss liability or damage or of any event likely to lead to a claim and shall report these to council at the next available meeting.
- 15.5 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.

16 CHARITIES

- 16.1 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.

17 RISK MANAGEMENT

- 17.1 The council is responsible for putting in place arrangements for the management of risk. The Clerk with the RFO shall prepare, for approval by the council, risk management policy statements in respect of all activities of the council. Risk policy statements and consequential risk management arrangements shall be reviewed by the council at least annually.
- 17.2 When considering any new activity, the Clerk with the RFO shall prepare a draft risk assessment including risk management proposals for consideration and adoption by the council.

18 SUSPENSION AND REVISION OF FINANCIAL REGULATIONS

- 18.1 It shall be the duty of the council to review the Financial Regulations of the council from time to time. The Clerk shall make arrangements to monitor changes in legislation or proper practices and shall advise the council of any requirement for a consequential amendment to these Financial Regulations.
- 18.2 The council may, by resolution of the council 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 drawn up and presented in advance to all members of council.

NOTES TO THE MODEL.

Stated dates or months may be changed to suit local circumstances.

Where the word “regularly” is used in the text it is for the individual council to set the required interval, monthly, quarterly, or half-yearly. This period should never exceed 12 months.

The value inserted in square brackets in [...] any of the paragraphs (other than the EU Procurement and Public Contract Regulations 2015 thresholds referred to in 11.1(k)) may be varied by the council and should be reviewed regularly and confirmed annually by the council.

The appropriate approved list referred to in paragraph 11.1 (b) shall be a list drawn up by the Clerk and approved by council but, normally shall be based on the list maintained by the District Council for such works, if such list is maintained. In the absence of an appropriate list, the words in square brackets should be omitted.

Every effort has been made to ensure that the contents of this document are correct at time of publication. The National Association of Local Councils (NALC) cannot accept responsibility for errors, omissions and changes to information subsequent to publication.

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Reviewed 29th March 2021

Signed _____

Date _____

Open Green Spaces Memorial Policy



THORPE ST ANDREW TOWN COUNCIL

1. Introduction

1.1 Thorpe St Andrew Town Council recognises the wish of many residents to remember loved ones with a memorial in an open green space. These requests are accommodated wherever possible, but it is important to remember that green spaces are enjoyed by a wide range of park users and residents.

The Council will therefore ensure that the memorial process is managed and regulated for the mutual benefit of all.

The operating principles will ensure that requests for memorials are responded to in a consistent, efficient, and helpful manner. It will result in an appropriately located and available space being identified and enable a space to be offered in a timely manner.

2. Objectives

2.1 This policy has been produced for all council open green spaces with the following principles:

- To be clear and easily understood by residents and open green space users
- To balance the contrasting needs of a variety of users
- The recreational use of open green spaces is not compromised and ensure the quality of their appearance is maintained for the use and enjoyment of all users.
- To establish responsibility for the maintenance of memorials

2.2 The policy will ensure that memorials:

- Have an agreed style (see below) and be maintained for a period of 10 years (benches).



- Are not out of place in the open green spaces in which they are placed
- Will not cause offence to others

This policy recognises the need for a consistent approach to the provision of memorials in our public open spaces.

All new/replacement benches will be of a low maintenance uniform design constructed utilising recycled materials where possible. As resources available to the Council to provide public services reduce, much more consideration of the level of infrastructure to be provided and maintained is a priority. A rationalisation of the design quality of infrastructure is needed to avoid items which are onerous to maintain or have a poor life expectancy.

3. Procedure

- 3.1 All requests for memorials should be made using the application form attached.
- 3.2 All memorials are to be paid for by the applicant before the completion of installation unless otherwise agreed.
- 3.4 The Council accepts no responsibility if a memorial is damaged, vandalised or stolen.
- 3.5 The Council reserves the right to remove memorials at any time.
- 3.6 The Council does not accept applications for memorials of pets.
- 3.7 The interment or scattering of ashes in open green spaces is at the discretion of the council and must be requested in writing.

4. Memorial Benches

- 4.1 These will usually be existing benches or replacements for old benches. Additional benches in new locations within the preferred location may be considered. The full cost of a new bench and engraved plaque will be applicable to all additional benches (see 4.10).
- 4.2 The policy is to prioritise fixing of plaques to existing benches. Limiting the number of plaques per bench to 5 (five).
- 4.3 A fee of £40.00 for the addition of a memorial plaque is applicable. This includes a donation towards the original purchase and future maintenance of all benches plus the cost of the plaque. The donation is not allocated for maintenance of any specific bench.
- 4.4 Should there not be availability in the green space of the applicant's choice, the applicant may be offered an alternative green space for consideration.
- 4.5 Replacement or new benches must coordinate with any other benches within the location and will be procured by the Council (see 2.2)
- 4.6 The Council will be responsible for all installation work.
- 4.7 Memorial plaques are to be of brass (maximum size of 100mm x 75mm).
 - The proposed inscription on a memorial plaque must be approved by the Council
 - The inscription will include the date of manufacture in the bottom right hand corner
 - Existing memorial plaques will be recorded with the commencement date of this policy
 - Plaques will be arranged and fitted by the Council
 - The Council retains the right to re-site a plaque should this become necessary
 - Plaques must not be removed or inscriptions amended without notice to the Council
- 4.8 The Council, in accordance with its current maintenance programme, will maintain any memorial bench. It accepts no replacement liability for the plaque or bench at the end of its useful life or term of 10 years.
- 4.9 No mementos such as cut or plastic flowers, flowers in pots, statues or vases will be permitted on or alongside any bench. The Council reserves the right to remove any such mementos without notice.
- 4.10 The Council will charge the full costs incurred for the supply of a new bench, base, and labour at cost. (£550.00).

5. Memorial Trees

5.1 Tree species, variety and location will be discussed and agreed with the Parks & Estates Manager to fit within the planting scheme of Council open green spaces.

5.2 Trees can be procured by the applicant or by the Council if the applicant is unable to source the agreed tree. Charges will be applicable accordingly.

5.3 The Council will be responsible for the planting of the tree which will take place during the winter months when they have the best chance of survival. The attendance of relatives during the planting can be arranged.

5.4 Memorial plaques are to be of brass (maximum size of 100mm x 75mm).

- Memorial plaques will not be permitted on trees, but they may be installed on a stake or similar fixing near the base of the tree.
- This will be arranged and fitted by the Council.
- The proposed inscription on a memorial plaque must be approved by the Council. The inscription will include the date of manufacture in the bottom right hand corner.
- Plaques must not be removed, or inscriptions amended without the written approval of the Council

5.5 A fee of £40.00 for a memorial plaque is applicable. This includes a donation towards the cost tree guards, stakes or other supports, future maintenance of trees. The donation is not allocated for maintenance of any specific tree.

5.6 The Council will maintain the tree in line with its current maintenance programme. It accepts no replacement liability for damage, vandalism, old or diseased trees.

5.7 No mementos such as cut or plastic flowers, flowers in pots, statues or vases will be permitted alongside any tree. The Council reserves the right to remove any such mementos. However native spring bulbs may be planted around the base of the tree, with the Council's agreement.

6. Other types of memorial

6.1 Applications for other types of memorial will be considered on a case-by-case basis.

7. Data Protection and Record Keeping

7.1 The Council will keep a record of applicants and their contact details in accordance with the General Data Protection Regulations.

7.2 It will be the responsibility of the applicant to provide the Council with updated details in writing. Failure to do so could lead to plaques being removed after an agreed period of 10 years without notice.

The named applicant will be informed of the forthcoming expiration date asking if they would wish to renew their agreement or to collect the inscribed plaque once removed. If contact cannot be made plaques may at the Council's discretion, be disposed of.

Application for Memorial Feature in Thorpe St Andrew

Name:

Address:

Postcode:

Telephone:

Email:

Type of Memorial *(please indicate preferred option)*

Bench Tree Other

(please provide details)

Preferred location *(please indicate preferred option)*

Tree Sir George Fitzmaurice River Other
Plantation Morse Park Park Green

(please provide details)

Name on Memorial:

Inscription wording:

Relationship to the person on the
memorial

Signature:

Please return to: office@thorpestandrew-tc.gov.uk or to:

Thorpe St Andrew Town Council

Town Hall

Fitzmaurice Park

Pound Lane

Thorpe St Andrew, NR7 0UL

Re: Invitation to Tender for Tree Maintenance Contract (ARB21/24) for Thorpe St Andrew Town Council

Thorpe St Andrew Town Council (“the Council”) is inviting tenders from suitably qualified and experienced providers to provide arboreal tree surgery services in relation to Thorpe St Andrew Town Council’s property estates (parks) and public highways. Work will be required in relation to trees located on or adjacent to properties and to highways (“**tenders**”).

Enclosed is the Invitation to Tender (ITT) pack.

Tenders must be received by **12 noon Friday 10th July 2020**. This tender is to be presented alongside any other documental evidence in the standard format used by the company. Any tenders received after this deadline may not be accepted. All tenders must be submitted via email attachment and will not be accepted in any other format unless requested.

Please acknowledge receipt of this ITT confirming your intention to submit a tender. Should you have any questions please do not hesitate to contact the office on the details below.

Yours Sincerely

Darrin Sayer
Parks & Estates Manager

Outline of the Council's Requirements

- 1.1 The contract is for a 3 year (36 month) service contract to provide Thorpe St Andrew Town Council with a tree maintenance and emergency works programme working independently and alongside the Parks and Estates team.
- 1.1 To provide arboreal tree surgery services in relation to Thorpe St Andrew Town Council trees. Work will be required in relation to trees located on council property estate, adjacent to private properties and public highways.
- 1.2 All works to follow BS3998 'Recommendations for Tree Work' and BS8596:2015 'Surveying for Bats' where appropriate unless agreed otherwise.
- 1.3 To provide tree inspection services (BS5837:2010 'Tree Surveying & Categorisation', BTSI – Basic Tree Survey & Inspection or TRAQ – Tree Risk Assessment Qualification) in the following categories:
 - trees on Thorpe St Andrew Town Council property estate
 - Fitzmaurice Park-2.7ha mixed mature/semi-mature woodland
 - Sir George Morse Park-mature boundary individual specimens
 - Gargle Hill Plantation-3.9ha mixed mature woodland
 - Tree Plantation-2.0ha mixed mature/semi-mature individual specimens
 - River Green-0.2ha- mature individual specimens
 - trees on public highway within the responsibility of the Town Council
 - Dussindale Drive-immature individual specimens
 - Gordon Avenue-immature individual specimens
- 1.4 'Emergency Call-Out' provision, to respond to any emergency situation relating to trees within the property estate and public highway trees under Thorpe St Andrew Town Council control.

INSTRUCTIONS AND CONDITIONS

Invitation to Tender

Thorpe St Andrew Town Council (“the Council”) invites submissions for the provision of tree maintenance and emergency works in accordance with this ITT (“tender”).

(a) This ITT:

- i. Sets out the instructions that apply to this procurement process
- ii. Sets out the overall timetable and process for the procurement
- iii. Provides bidders with sufficient information (including the Council’s Statement of Requirements) to enable them to submit a compliant tender
- iv. Sets out the award criteria and evaluation model that will be used to evaluate received tenders.

Contract Term

The proposed contract will be for a period of 3 years (36 months).

The anticipated commencement date is

Indicative Timetable

- (a) This procurement will follow a clear, structured and transparent process to ensure a fair and level playing field is maintained at all times and that all bidders are treated equally.
- (b) It is intended that the procurement process will follow the timetable set out below, however this is provided for indicative purposes only and the Council reserves the right to amend the timetable as it sees fit.

Stage / Activity	Dates
Publication of ITT	
Last date for ITT clarification questions	
Closing date for receipt of Tenders	
Evaluation of Tenders	
Contract Award	
Contract Commencement	

Instructions

Completing the Tender

- (a) Tenders will take the form of a covering letter accompanied with copies of the requested information and costings.
- (b) Please ensure that all Method Statements are completed in full. Failure to do so may result in your tender being disqualified. If a Method Statement question does not apply to you please state clearly 'N/A' and give the reason(s) it does not apply.

Signatures

Tenders must be signed (as appropriate) as follows:

- i. Where the bidder is an individual, by the individual
- ii. Where the bidder is a partnership, by one partner duly authorised for such purposes
- iii. Where the bidder is a limited company, by one director duly authorised for such purposes.

Verification of Information Provided

In order to simplify the process, bidders are not required to submit supporting evidence (for example, certificates and insurance documents) unless requested to do so. However the Council reserves the right to request such supporting evidence at any time.

Sub-contracting arrangements

- (a) A sub-contracting arrangement means:
- i. An organisation who takes a portion of a contract from the primary contractor (winning bidder), or from another sub-contractor
- Or;
- ii. An organisation who bids for a contract but uses (an) other provider(s) to carry out part(s) of a contract
- (b) Where a sub-contracting arrangement is proposed, the bidder must complete the Bidder Information Form setting out:
- i. The identity of all sub-contractors
 - ii. The percentage of the contract proposed to be delivered by each sub-contractor, and
 - iii. The roles and responsibilities of each sub-contractor.
- (c) The Council recognises that arrangements in relation to sub-contracting may be subject to future change and may not be finalised until after tenders are submitted. However, bidders should be aware that where sub-contractors are to play a significant role in delivering key contract those sub-contractors may be taken into account on evaluation. On appointment, the lead bidder is accountable for fulfilling the contract and ensuring that their sub-contractor(s) fulfil their part of the arrangement. Accordingly, any changes to sub-contracting arrangements (including the identity of a sub-contractor) may affect the evaluation of the tender and in such circumstances the Council reserves the right to re-evaluate, or terminate the procurement process. Bidders are required to notify the Council immediately of any change or proposed change in their proposed sub-contracting arrangements.

References

In completing their submissions, bidders are required to provide contact details of contracts that demonstrate their suitability to deliver this contract. The Council reserves the right to contact the named contact in order to verify bidders' responses.

Confidentiality and Publicity

- (a) This ITT is made available on condition that its contents is kept confidential by the bidder and is not copied, reproduced, distributed or passed to any other person at any time except for the purpose of enabling the bidder to submit a tender.
- (b) Bidders should be aware that, in compliance with its transparency obligations, details of the Council's contracts are published on its Contracts Register. Published details include contract values and the identities of its providers without consulting the provider of that information.

The Freedom of Information Act 2000 and Environmental Information Regulations 2004

- (a) In accordance with the obligations and duties placed upon public authorities by the Freedom of Information Act 2000 ("FOIA") or Environmental Information Regulations (2004) ("EIRs"), all information submitted to the Council may in theory be disclosed in response to a request made pursuant to the FOIA and/or the EIRs. This request may be made by any member of the public or interested party.
- (b) The Council shall treat all submissions as confidential during the procurement process. Requests for information received following the procurement process shall be considered on a case-by-case basis, applying the principles of the FOIA and EIRs (which permit certain information to be withheld, for example where disclosure would be prejudicial to a party's commercial interests) and in accordance with the Council's transparency obligations.
- (c) Therefore, bidders are responsible for ensuring that any confidential or commercially sensitive information, the disclosure of which would be likely to diminish the bidder's competitive edge, has been clearly identified to the Council. In respect of any information that a bidder considers to be commercially sensitive, the bidder should complete the template, setting out:
 - i. Such information proposed to be designated as commercially sensitive
 - ii. Of the reasons why such information should be designated commercially sensitive; and
 - iii. The period of time it is proposed the information will remain commercially sensitive.
- (d) Where a bidder identifies information as commercially sensitive, and even where it does not, it should note, however, that the Council might be required to disclose such information in accordance with the FOIA and/or EIRs. Accordingly, the Council cannot guarantee that any information marked 'commercially sensitive' will not be disclosed.

Clarifications about the Contract or ITT

- (a) Any requests for clarification regarding this ITT or the contract should be submitted to the Council via email no later than [REDACTED]
- (b) The Council will respond to all reasonable requests for clarification as soon as possible and, subject to paragraph below, it will make all requests for clarification and the Council's responses available to all bidders.
- (c) If a bidder wishes the Council to treat a request for clarification as confidential and not issue the response to all bidders, the bidder must state this when submitting its request for clarification. If the Council considers that the request for clarification is relevant to all bidders and is therefore not confidential, it will inform the bidder that it is not confidential (in which case, the Council will publish the clarification request and response).

Submitting Quotations

- (a) Quotations should be submitted no later than [REDACTED] via email.
- (b) Bidders' attention is specifically drawn to the date, time and method of submission and should allow adequate time to submit their tenders as any submissions submitted after the specified deadline will not be considered. The Council may, however, at its own discretion extend the deadline for submission.
- (c) The Council will contact bidders via email at the conclusion of this process to inform them whether or not they have been successful.

Clarifications about Tenders

- (a) The Council reserves the right (but is not obliged) during the evaluation phase to seek clarification of any aspect of a bidder's submission or require additional documents where it considers this is necessary for the purpose of carrying out a fair evaluation. Bidders are asked to respond to such requests promptly and within any deadline set.
- (b) Bidders should note that the Council is not obliged to seek clarification and vague or ambiguous submissions or responses to clarifications are likely to score poorly or render a tender non-compliant.

Council's rights

The Council reserves the right at any time to:

- (a) Cancel this procurement and not proceed with the award of any contract pursuant to this procurement process
- (b) Withdraw this ITT or re-invite submissions on the same or any alternative basis
- (c) Waive or change the requirements of this ITT from time to time
- (d) Disqualify any bidder that does not submit a compliant tender in accordance with this ITT
- (e) Disqualify any bidder that is guilty of serious misrepresentation in relation to its tender
- (f) Make whatever changes it sees fit to the timetable, structure or content of the procurement process for any reason whatsoever.

Bid costs

Bidders are solely responsible for their own costs and expenses (including those of their advisers and sub-contractors) incurred in connection with the preparation and submission of their tender and all future stages of the procurement process, including if the procurement process is terminated or amended by the Council and whether or not the bidder is successful and under no circumstances will the Council be liable for such costs or expenses.

Conduct and conflict of interests

- (a) Any attempt by bidders or their advisors to influence the contract award process in any way may result in the bidder being disqualified. Specifically, bidders shall not directly or indirectly at any time:
- Devise or amend the content of their tender in accordance with any agreement or arrangement with any other person, other than in good faith with a proposed partner, supplier, consortium member or provider of finance;
 - Enter into any agreement or arrangement with any other person as to the form or content of any other tender, or offer to pay any sum of money or valuable consideration to any person to effect changes to the form or content of any other tender;
 - Enter into any agreement or arrangement with any other person that has the effect of prohibiting or excluding that person from submitting a tender;
 - Canvass the Council or any employees or agents of the Council in relation to this procurement;
 - Attempt to obtain information from any of the employees or agents of the Council or their advisors concerning another bidder or submission.
- (b) Bidders are responsible for ensuring that no conflicts of interest exist between them and their advisors, and the Council and its advisors. Any bidder who fails to comply with this requirement may be disqualified from the procurement at the discretion of the Council.

AWARD CRITERIA

Any contract awarded as a result of this procurement process will be awarded on the basis of the offer that is the most economically advantageous to the Council. The Award Criteria are:

- Pass / Fail
- 70% technical or quality
- 30% cost

Selection Criteria Pass / Fail

Please supply the following information. Any fails will result in exclusion from this ITT process.

SECTION	CRITERIA	ASSESSMENT	SCORING
4.1	Supplier Information (Please fill in section 4.1 below)	This section is not scored as the answers to the questions are for information only. Suppliers may be excluded on the grounds of providing insufficient or false information. All sections must be completed.	Information only
	Health and Safety Documents	Please provide proof of Health and Safety compliance and certification of qualifications. Pass / Fail question – Suppliers failing to meet a minimum requirement threshold will be rejected.	Pass / Fail
	Proof of current valid certificates	Please provide proof of current valid certificates to a minimum of the following: Employers Liability Insurance: limit of indemnity £5 million Public Liability Insurance: limit of indemnity £10 million Pass / Fail question – Suppliers failing to meet a minimum requirement threshold will be rejected.	Pass / Fail
	References	Please provide details of up to three contracts, in any combination from either the public or private sector, that are relevant to the Council's requirement. Contracts for supplies or services should have been performed during the past three years. Works contracts may be from the past five years. The named customer contact provided should be prepared to provide written evidence to the Council to confirm the accuracy of the information provided below. Pass / Fail question – Suppliers failing to meet a minimum requirement threshold will be rejected.	Pass / Fail

Evaluation Criteria

The evaluation criteria and the maximum scores attributable to them is set out in the table below:

Criteria	Sub Criteria	Weighting	Sub Criteria Weighting
Technical & Quality		70%	
	Relevant experience and engagement		20%
	Risk management approach		20%
	Understanding of brief		10%
	Delivery plan		10%
	Methodology		10%
	Performance enhancement		0%
Price		30%	

Evaluation process

Technical or quality evaluation

The technical evaluation will be scored in accordance with the table below:

Score	Score Justification
0	Completely unsatisfactory/unacceptable response No response to the question or serious deficiencies in meeting the required standards.
1	Very Poor response The response significantly fails to meet the required standards, contains significant shortcomings or is inconsistent with other proposals.
2	Poor response The response is partially compliant with some shortcomings in meeting the required standards.
3	Average response The response is compliant and meets the basic contract standards. Any concerns are only of a minor nature.
4	Good response The response is fully compliant and clearly indicates a full understanding of the contract. The required standards consistently deliver all the required contract standards.
5	Excellent response The response is fully compliant and indicates the ability to exceed the required standards of the contract.

Price evaluation

The returned tender must include a duly completed Pricing Schedule.

Two separate price evaluations will be undertaken as per Evaluation Criteria.

The bid that has the lowest price for each element will be awarded a score of 100% and the scores for the other bids will be pro-rated relative to the lowest price using the following formula:

$$(\text{Lowest price} \div \text{other Tender's price}) \times \text{Question weighting}$$

SUPPLIERS TENDER RESPONSE

Supplier Information

This part of the ITT asks for general information about your company, the information will not be scored, however if any information is not completed it could result in your submission being rejected

	Supplier details	Answer	
4.1.1	Full name of the Supplier completing the ITT		
4.1.2	Registered company address		
4.1.3	Registered company number		
4.1.4	Registered charity number		
4.1.5	Registered VAT number		
4.1.6	Name of immediate parent company		
4.1.7	Name of ultimate parent company		
4.1.8	Please mark the relevant box to indicate your trading status	i. a public limited company	
		ii. a limited company	
		iii. a limited liability partnership	
		iv. other partnership	
		v. sole trader	
		vi. other (please specify)	
4.1.9	Please mark the relevant boxes to indicate whether any of the following classifications apply to you	i. Voluntary, Community and Social Enterprise (VCSE)	
		ii. Small or Medium Enterprise (SME)	
		iii. Sheltered workshop	
		iv. Public service mutual	

		Yes	No
4.1.10	Bidding as a Prime Contractor and will deliver 100% of the key contract deliverables yourself.		
4.1.11	<p>Bidding as a Prime Contractor and will use third parties to deliver some of the services.</p> <p><i>If yes, please provide details of your proposed bidding model that includes members of the supply chain, the percentage of work being delivered by each sub-contractor and the key contract deliverables each sub-contractor will be responsible for</i></p>		
4.1.12	<p>Bidding as Prime Contractor but will operate as a Managing Agent and will use third parties to deliver all of the services.</p> <p><i>If yes, please provide details of your proposed bidding model that includes members of the supply chain, the percentage of work being delivered by each sub-contractor and the key contract deliverables each sub-contractor will be responsible for</i></p>		

Supplier Contact Details

Please provide Supplier contact details for any enquiries about this ITT	
Name	
Postal address	
Country	
Phone	
Mobile	
E-mail	

Professional and technical ability

Suppliers are required to send all professional and technical ability statements as part of the evidence to meet the criteria outlined.

Your responses must be relevant and specific to the requirements of this contract, please do not send marketing material.

Pricing

Please detail the costs for the proposed services.

All prices should be exclusive of VAT.

All prices should be inclusive of any disbursements, including but not limited to, travel, accommodation, printing, postage etc.

5. SPECIFICATION AND PRICE SCHEDULE (Day Rates)

5.1.1. **Tree felling**

Operators to hold NPTC certification units 201, 202, 203, 301 or City & Guild units CS30, CS31, CS32

5.1.2. **Aerial Tree Dismantling**

Operators must hold NPTC certification units 206, 306, 307, 308 or City & Guild units CS38, CS39, CS40

5.1.3. **Stump Removal**

LANTRA award preferred

5.1.4. **Crown Reductions/Deadwood removal/Pollarding**

See units required for item 2 (Aerial Tree Dismantling) above.

5.1.5. **Tree Inspections**

Must hold BTSI – Basic Tree Survey & Inspection or TRAQ – Tree Risk Assessment Qualification

5.1.6. **Emergency Call-Out**

Operators to hold NPTC certification units 301,304,305 or City & Guild units CS34 & CS35

PRICE
(£)

FORM OF TENDER AND DECLARATIONS

Form of Tender

I/We offer to supply and deliver the Thorpe St Andrew Town Council 5th November Fireworks Displays for the Contract Price stated, and in accordance with the Contract Documents supplied.

I/We declare that to the best of my knowledge the answers submitted to these questions are correct. I understand that the information will be used in the selection process to assess my organisation's suitability to undertake / supply the required service, and I am signing on behalf of [please insert Supplier name].

I understand that the Council may reject my submission if there is a failure to answer all relevant questions fully or if I provide false/misleading information.

Declaration of Interest

FOR EACH OF THE FOLLOWING , please state whether yourself, other Directors, Partners or any staff have been or are currently:		Answer (If Yes, please provide additional details within the box)
5.2.1	Employed by Thorpe St Andrew Town Council	Yes / No
5.2.2	A Councillor at Thorpe St Andrew Town Council	Yes / No
5.2.3	In any actual or perceived conflict of interest that may arise as a result of participating in this procurement process	Yes / No

DECLARATION OF BONA FIDE TENDER

I/We certify that we have submitted a bona fide tender, and that we will not fix or adjust the amount of any tender by or under or in accordance with any agreement or arrangement with any other person. We also certify that we will not at any time before the hour and date specified for the return of the tenders;

- a) Communicate to any person the amount of the proposed tender, except where the disclosure, in confidence, of the approximate amount of the tender is necessary to obtain insurance premium quotations required for the preparation of the tender.
- b) Enter into any agreement or arrangement with any other person, whether that s/he shall refrain from tendering on this or any other contract, or as to the amount of any tender to be submitted or any other reason amounting to price-fixing or membership of a cartel.
- c) Offer to pay or give or agree to pay or give any sum of money or any consideration directly or indirectly to any person for doing or having done or causing or having caused to be done in relation to any other tender or proposed tender for this or any other contract or any act or thing of the sort described above.
- d) In this declaration, the word 'person' includes any persons or anybody or association, corporate or incorporate, and any agreement or arrangement includes any such transaction, formal or informal, whether legally binding or not.

Authorised Signatory	
Full Supplier Name	
Your Name	
Role of Authorised Signatory in organisation	
Date	
Signature	

Conditions of Contract

Please Note – No Goods and/or Services are to be supplied until an Official Purchase Order has been given to the successful Bidder.



Health, Safety & Environmental Policy

THORPE ST ANDREW TOWN COUNCIL

Rev C

Issue Date: 26th January 2021

Review Date: 26th January 2022



THORPE ST ANDREW TOWN COUNCIL

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Part 1 - Introduction

The senior management at Thorpe St Andrew Town Council believe that the health and safety of persons within the Council is of paramount importance. It is our intention to prevent accidents and occupational ill health and where possible eliminate hazards in the workplace.

It is the intent of the senior management of the Council to ensure that a safe and healthy workplace is provided and maintained for all our employees. This will include the provision of safe systems of work, safe equipment and a safe access and egress to the premises. We will ensure that adequate information, instruction, training and supervision is provided to ensure that staff can carry out their work safely.

The senior management will ensure that others who are affected by our activities are not subjected to risks to their health and safety. This will include staff, clients, visitors and contractors.

It is the policy of Thorpe St Andrew Town Council that all provisions of the Health and Safety at Work Etc. Act 1974 and the Environmental Protection Act 1990 shall be complied with as minimum standards.

It is the Policy of Thorpe St Andrew Town Council that high standards of Health, Safety and Welfare Provisions shall be achieved and maintained at all locations and offices.

Thorpe St Andrew Town Council is aware of its duties under the many associated Acts and Regulations, several of these are listed below, and form the basis of Thorpe St Andrew Town Council Health and Safety Policy.

Health and Safety at Work Act 1974

Management of Health and Safety at Work Regulations 1999

Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 2013

Manual Handling Operations Regulations 1992 (amended 2002)

Personal Protective Equipment Regulations 2002

Health and Safety (First Aid) Regulations 1981

Workplace (Health, Safety and Welfare) Regulations 1992

Health and Safety (Miscellaneous) Amendments Regulations 2002

The Regulatory Reform (Fire Safety) Order 2005

Control of Substances Hazardous to Health Regulations 2002 (COSHH)

Work at Height Regulations 2005

Health and Safety Policy Statement

Thorpe St Andrew Town Council recognises its responsibilities under the Health and Safety at Work Act 1974, and all other relevant legislation.

This policy statement sets the direction of Thorpe St Andrew Town Council by communicating its management values, beliefs and commitment to health and safety.

Thorpe St Andrew Town Council is committed to do all that is reasonably practicable to ensure the health, safety and welfare of its employees, contractors, members of the general public and those who may be affected by its activities. We are also committed to continually improving our occupational health and safety performance and to the prevention of injury and ill health.

Thorpe St Andrew Town Council shall ensure:

- A place of work, systems of work and equipment that are safe and do not create a risk to the health, safety and welfare of our employees, members of associated Council's and the general public, so far as it is reasonably practicable to do so.
- Appropriate information, instruction, training, and supervision is provided to all employees.
- The allocation of sufficient resources to enable the health and safety policy to function effectively.
- Specialist health and safety managers/advisors whose duties include monitoring on-going health and safety performance and providing advice in connection with establishing a healthy and safe place of work.
- Effective communication facilities to ensure that employees are kept fully aware of their responsibilities under this policy and that an effective employer/employee consultation facility exists.
- Commitment to ensuring health and safety matters are an integral part of the business.
- Commitment to complying with statutory requirements, approved codes of practice, recognised guidelines, and other relevant industry standards.
- Commitment to the understanding of changes in working arrangements which have significant implications for Health and Safety.
- Technical guidance notes and supporting information in order to assist management and health and safety personnel in developing Risk Assessments and associated Method Statements.
- That employees and others who carry out work on behalf of Thorpe St Andrew Town Council are fully competent to discharge their duties and responsibilities through the relevant training, information and instructions.
- All necessary safety devices and personal protective equipment together with information relating to the health, safety and welfare of the employees are available and provided free of charge.

- All work equipment provided is safe and properly maintained, with all employees trained in its correct use and handling.
- That training is given on each new place of work on which Thorpe St Andrew Town Council employees will be working. This is to include emergency procedures and specific information.
- That all policies, procedures and documentation relating to Health and Safety are monitored, reviewed and remain up to date at all times.

The Town Clerk is responsible for ensuring that this policy is effectively established, implemented, maintained throughout the Council and continually improved. Senior Management are responsible for ensuring that all individuals affected receive training and information on the implementation of this policy.

Thorpe St Andrew Town Council involves its employees in the discussion and resolution of health and safety matters that may affect them or their work activities through its 'open door policy, consultation and participation'. This is done either directly with individual employees on a 'one-to-one' basis, or, through the regular meetings. Changes to the health and safety policy, procedures, practices and arrangements which may affect our employees and/or their health, safety and welfare, will be discussed and agreed prior to introduction or implementation.

The Council's initial induction training will be used to communicate the health and safety policy and any other relevant health and safety information, including safety rules, procedures and instructions. Periodic refresher training and internal memos will supplement this as required.

This Health and Safety Policy will be reviewed by the Town Clerk at least annually, to ensure that it is relevant to our Organisational activities and arrangements, and, that it is up to date. The policy will also be reviewed upon the introduction of any relevant health and safety legislation or change to any existing legislation. Where necessary, the policy will be revised to reflect the outcome of the review.

It is a condition of service that every employee co-operate fully in helping to implement and complying with this policy.

This policy statement, including any changes, will be communicated to all persons working under our control and shall be made available on our website to all interested parties.

Dr Thomas Foreman
Town Clerk
Thorpe St Andrew Town Council
20th January 2021

This policy will be reviewed at least annually to ensure that it remains up do date in respect of the legal requirements and good practice.

Environmental Policy Statement

It is the policy of Thorpe St Andrew Town Council to protect the environment through sound practices that reduce waste generation and minimise risk to the environment.

To meet the objective of this policy:

- Thorpe St Andrew Town Council is committed to developing a culture in which the protection of the Environment is encouraged by greater awareness, understanding and management of Environmental issues.
- Thorpe St Andrew Town Council is committed to complying with all applicable Environmental Legislation.
- Thorpe St Andrew Town Council is committed to a regular review of all its activities in order to define specific targets for action.
- Thorpe St Andrew Town Council will minimise energy use.
- Thorpe St Andrew Town Council will provide appropriate Environmental guidance for all staff, if required.
- Thorpe St Andrew Town Council will nominate a Director to be responsible for Environmental issues.
- Thorpe St Andrew Town Council will expect all employees to conduct their duties in accordance with this Policy.
- Thorpe St Andrew Town Council will seek to minimise its Environmental impact and aim to enhance the quality of the Environment.
- Thorpe St Andrew Town Council will use questionnaires and contract documents to increase Environmental awareness.
- Thorpe St Andrew Town Council will aim to preserve and enhance biodiversity.

Dr Thomas Foreman
Town Clerk
Thorpe St Andrew Town Council
20th January 2021

This policy will be reviewed at least annually to ensure that it remains up do date in respect of the legal requirements and good practice.

Policy for Equal Opportunity

Thorpe St Andrew Town Council recognises its duties under The Disability Discrimination Act 2005 and will make reasonable adjustments in the workplace to help accommodate a disabled person.

Thorpe St Andrew Town Council will not treat a disabled person less favourably because of a reason relating to their disability without a justifiable reason.

Thorpe St Andrew Town Council recognises its duties under the Equality Act 2010 and will give men and women equal treatment in the terms and conditions of employment if they are employed on 'like' work.

Thorpe St Andrew Town Council recognises its duties under Equality Act 2010 and will not treat a person less favourably than others on racial grounds.

Thorpe St Andrew Town Council recognises its duties under The Equality Act 2010 and will ensure that Thorpe St Andrew Town Council's recruitment, selection and employment practices will treat everyone fairly regardless of religion or belief.

Thorpe St Andrew Town Council recognises its duties under The Equality Act 2010 and in general, to not discriminate on grounds of sex, marriage or gender reassignment.

Thorpe St Andrew Town Council recognises its duties under The Equality Act 2010. Thorpe St Andrew Town Council's recruitment, selection and employment practices will treat everyone fairly regardless of their sexual orientation.

Social and Ethical Policy Statement

It is the Policy of Thorpe St Andrew Town Council to undertake its activities in a socially, ethically and environmentally responsible manner. This includes the ethical treatment of employees, clients, associates, contractors, suppliers and the public.

Thorpe St Andrew Town Council is committed to making continuous improvements in the management of our environmental impact as part of our goal of developing a sustainable business. Indeed, many of our products support other organisations in doing this. We work to promote environmental care and awareness, with emphasis on the need to reduce energy consumption and waste production. Action being taken includes recycling of materials, using timing switches to reduce energy consumption and reducing the need to travel. We monitor and report on environmental issues and compliance with local legislation.

We will conduct our operations in accordance with accepted principles of good corporate governance.

Information received by employees in the course of business dealings cannot be used improperly for personal gain or for any purpose except that for which it was given. All employees have the right and the responsibility to resolve doubts or uncertainties about ethical questions or compliance with the law. We also strongly encourage an “open door” policy to bring any such queries, if necessary, to a higher level of management.

At all times, it is our policy to stay within the laws, rules and regulations of the countries, states or other jurisdictions in which we operate. It is our policy to co-operate fully with relevant public authorities and regulatory bodies as appropriate.

The Policy objectives are regularly reviewed and are supported by a number of issue-specific policies and procedures, which are regularly audited, in particular, the Health and Safety and Environmental Policies.

Thorpe St Andrew Town Council strives to ensure that all employees are treated with respect and are appropriately rewarded. Thorpe St Andrew Town Council seeks to operate above the standards laid down by employment legislation and the 1998 Human Rights Act requirements, to implement an effective Equal Opportunities Policy and to acknowledge staff representation.

Thorpe St Andrew Town Council facilitates effective communication with and between its staff by various means.

Thorpe St Andrew Town Council does not tolerate sexual, racial or any other form of discrimination. Employees are encouraged to develop their skills on an ongoing basis.

We aim to recruit, employ and promote employees on the sole basis of their ability and are committed to developing and enhancing each employee’s skills and capabilities. Our policies are designed to provide employees with safe and healthy working conditions and practices, and to enable everyone to work free from discrimination, harassment or bullying of any kind.

In return we expect our employees to act with integrity and maintain high ethical standards.

Commitment to Recycling:

Thorpe St Andrew Town Council will recycle paper where possible.

Thorpe St Andrew Town Council will recycle computer equipment where possible.

Thorpe St Andrew Town Council will recycle used printer cartridges where possible.

Maintenance:

Thorpe St Andrew Town Council will take all reasonable measures to minimise the disruptive effect on the community from any maintenance processes.

Health and Safety:

Through its Health & Safety Policy, Thorpe St Andrew Town Council conducts its activities with due regard for the health, safety and welfare of its employees, contractors, clients, visitors and members of the public wherever Thorpe St Andrew Town Council's activities are carried out.

Neathouse Partners

Under the Management of Health and Safety at Work Regulations 1999 Thorpe St Andrew Town Council must have access to competent help in applying the provisions of health and safety legislation and in devising and applying protective measures.

Thorpe St Andrew Town Council has appointed Neathouse Partners as Thorpe St Andrew Town Council's Health & Safety Advisors. Neathouse Partners' role is to provide Thorpe St Andrew Town Council with independent professional advice and guidance on all aspects of health and safety.

Upon request Neathouse Partners will: -

- Carry out Risk Assessments and COSHH assessments - these can be carried out on site or office and workshop locations as required.
- Provide assistance to Management to compile and develop health and safety documentation and procedures.
- Carry out health and safety training where identified as necessary.
- Carry out health and safety inspections whilst the work is underway on site at regular intervals, depending on the specific tasks underway at the time.
- Hold safety talks on site when considered appropriate for site activities and safe working practices.
- Investigate major accidents if they occur. They will liaise with Clients and the enforcing authority on our behalf.
- Provide help and guidance on health and safety matters.

Neathouse Partners will provide continuing advice to Thorpe St Andrew Town Council on current and future Health and Safety Legislation and best practice.

Part 2 - Organisation and Responsibilities

Overall responsibility for the implementation of the Health and Safety Policy is with the Town Clerk.

To clarify the roles and responsibilities for health and safety, the following duties have been allocated to nominated employees and must be carried out.

Induction Training	- Line Manager
COSHH Assessments	- Nominated within team
Risk Assessments	- Nominated within team
DSE Assessments	- All DSE Users
Portable Appliance Testing	- Competent Electrician
Manual Handling Assessments	- Nominated within team
Fire Warden	- Nominated within team
First Aider	- Nominated within team
PPE Inspections	- All PPE Users
Equipment Inspections	- Nominated within team

Town Clerk

The Town Clerk accepts the ultimate responsibility for all health, safety and welfare matters in all aspects of Thorpe St Andrew Town Council's operations. However, their Line Manager and all staff have a responsibility towards safety with the specific lines of delegation as set out below.

The Town Clerk, will: -

- a) Establish systems to monitor compliance with the statutory duties laid down under the Health and Safety at Work Act 1974 and the appropriate Regulations and Codes of Practice.
- b) Review this Health and Safety Policy at least once annually.
- c) Ensure that Health and Safety forms an integral part of the operations of the organisation.
- d) Oversee and ensure that those for whom they are responsible also comply with the proper standards of Health, Safety and Welfare as are applicable to the tasks being performed.
- e) Ensure that adequate financial resources are available and are applied so as to meet the needs of Health and Safety.
- f) Review any risk assessment findings when developing this Health and Safety Policy .
- g) Nominate specific staff with designated safety roles within the organisation.
- h) Institute proper reporting, investigation and costing of ill health, injury, damage and loss.
- i) Promote action and analysis to discover accident trends.
- j) Ensure that inspections are carried out periodically to monitor compliance with this Policy and to ensure that all standards are being met.
- k) Ensure that emergency procedures and fire evacuation practices are in place within all premises, including offices.
- l) Have a general oversight and understanding of the required First Aid and Fire Safety Arrangements at all Council locations or places where employees are regularly required to work.
- m) Hold periodic meetings at which they should discuss Health and Safety matters raised by employees. At these meetings consider any information / reports from Thorpe St Andrew Town Council Senior Management, as to whether any procedural changes are called for and whether the Health and Safety Policy should be revised.

- n) Ensure that all levels of staff receive adequate and appropriate safety information, instruction and training.
- o) Ensure arrangements are made for all staff (part-time, full-time and apprentices) to be provided with adequate information concerning relevant sections of the Health and Safety Policy.
- p) Set an example by high personal standards of application and discipline in 'health and safety' such as the wearing of appropriate personal protective equipment when visiting locations where this is deemed necessary.

Operatives and Office Staff

All staff are responsible for their own immediate safety. In addition, each member of staff will:

- a) Undertake and implement risk assessments for specific activities and ensure that safe working procedures are followed personally.
- b) Take proper care of and make proper use of all personal protective equipment in accordance with instructions.
- c) Give adequate safety information regarding the activity being undertaken prior to the activity commencing and during the activity as and when required.
- d) Use only those items of equipment they have been trained and authorised to use and use in accordance with the manufacturer's instructions.
- e) Follow the information, instruction and training provided.
- f) Make themselves aware of the location of: -
 - i. First Aid Box
 - ii. Accident Book
 - iii. Fire Protection Equipment
 - iv. Emergency Assembly Point
- g) Not use alcohol or drugs in such a way as to influence their performance at work. Consumption of alcohol or illegal drugs at work as a breach of Council rules and disciplinary measures will be taken.
- h) Ensure that special working procedures, protective clothing and equipment, etc are provided and used where necessary.
- i) Monitor that rules and other instructions are observed at the place of work.
- j) Remain alert and conscious of the safety arrangements contained within this Policy and all associated Risk Assessments.
- k) Plan and maintain a tidy work area and ensure welfare facilities are maintained in a clean safe condition.
- l) Report defects and make recommendations to their line manager where necessary.
- m) Ensure all accidents, incidents and near misses within the area of responsibility are recorded in line with the Council policy.

Health and Safety Advisors

Thorpe St Andrew Town Council may appoint an external Consultant to act as its Health and Safety Advisors with responsibility for:

- a) Advising senior management of any new safety legislation or changes in existing legislation which may affect them.
- b) Providing general assistance, when requested, to the Council in the fulfillment of its obligations and duties as set out in statutes and by clients/principal contractors.
- c) Providing assistance, when requested, in the formulation of safe systems of work and project specific method statements.
- d) Providing specific health and safety training to Council employees and others as and when required.
- e) Providing an interpretation, when requested, of safety legislation so that the management fully understands the actions required in order to meet the legislation.
- f) Assisting, where required, with the initial implementation of the changes required by changes to safety legislation.
- g) Suggesting, when requested, suitable training for employees, posters, reference texts, films etc to provide awareness of safety management, accident prevention and hazards to health.
- h) Recommending, when requested, to senior management ways to improve working conditions.
- i) Investigating, at the request of the Council, notifiable accidents or dangerous occurrences and submitting to the Council a written confidential report, when required by the Council.
- j) Undertaking pre-arranged inspections/audits, as required by the Council.

It is the responsibility of the Town Clerk to ensure that the Safety Advisors are notified whenever assistance or support is needed.

The Safety Advisors should ensure that regular systematic inspections/audits are carried out on all sites through both scheduled and un-scheduled visits, where commissioned to do so by the Council. Written inspection reports will be completed for all such inspections and issued to the Council's Town Clerk. Such reports will not only identify potential hazards and comment on the operative's compliance with the safety policy and procedures but will also recommend improvements to working methods and any training considered necessary for the operatives and supervisory teams.

The visiting Safety Advisor shall, wherever possible, be accompanied by a member of the Council's senior management team or other responsible person when carrying out his inspections.

The Safety Inspector will keep and analyse inspection reports and concentrate on weaknesses that may become evident from such reports. The Safety Inspector will stop work if, in his opinion, the place, condition or method of work is dangerous.

The nominated Safety Consultant/Advisor will be clearly displayed on the Council's health and safety notice board.

Client Care Policy Statement

Whenever clients have contact with Thorpe St Andrew Town Council, they will receive consistently excellent standards of client service. These standards will ensure that all clients are able to fully access our services. Thorpe St Andrew Town Council is committed to ensuring that client service excellence is an integral part of the planning, resourcing, and delivery of its services.

Policy Statement

Our guiding principles as an organisation we will be to be:

- Helpful and courteous in delivering high quality services.
- Professional and positive in our approach, taking pride in what we do.
- Well informed, so that our clients know what they can expect from us.
- Effective in listening to clients when they express dissatisfaction or complain.
- Fair and equitable towards individuals with differing needs.

Who are our clients?

Our clients are all the people we come into contact with Thorpe St Andrew Town Council. This includes people who have purchased our products and those that are utilizing our services.

What do our clients want?

Our clients want safe high-quality products and accessible, efficient and responsive services, and we must strive to meet these demands.

What is client care and why is it important?

Client care means:

- Providing a good quality service in a friendly, efficient and helpful way. We should continually strive to improve services by ensuring good communication and a positive attitude towards clients.
- Treating other people how **they** would like to be treated.
- Treating each person as an individual. In order to do this, we must understand and recognise that we are all different and that we all have diverse needs. These differences and needs can be based on our culture, language, ethnicity, age, gender, disability, literacy, sexual orientation or religion. Good client care is about having a positive attitude towards and respect for diversity and, in turn, having the flexibility to adapt our behaviour and actions in a way that is appropriate for the individual.
- Treating people with dignity, respect and courtesy. Generally, clients will request a service from Thorpe St Andrew Town Council. In some instances, we may need to be involved with people when they do not particularly want our involvement. In all cases, clients have a right to be treated with dignity, respect and courtesy.
- Offering choices where possible.

- Giving information about what is available and providing an explanation if a service is not available.

How will we introduce and maintain our Client Care Policy?

The development of our Client Care Policy is an important part of Thorpe St Andrew Town Council commitment to its clients and monitors and evaluates the effectiveness of this policy periodically, ensuring standards are maintained and any new employees are trained to deliver these standards appropriately.

Setting Standards for Staff to Follow

In developing these standards, we have sought to:

- Set standards which are user friendly, client focused and measurable.
- Clearly state how staff should behave in dealing with clients.
- Set performance targets, which can be reviewed regularly.
- Give consideration to legislation, good practice and national standards

General principles when dealing with an enquiry:

When dealing with an enquiry from a client, whether face to face or by telephone:

- Listen carefully to the enquiry.
- Identify and address any special needs with sensitivity, tact and diplomacy.
- Record client contact details accurately.
- Ensure that the nature of the client's enquiry is understood clearly.
- Aim to resolve enquiries at first contact where possible.

Telephone callers

- Aim to answer the telephone within 15 seconds or at the most within 30 seconds.
- Greet the client in a polite and courteous manner.
- Give your full attention to the client.
- Take ownership of the call, resolving the client's enquiry wherever possible.
- When taking a call for a colleague, use an effective message taking system and make sure the client is called back.
- End the call with a thank you and confirm with the client the outcome.

Use of Voicemail

- Only use voicemail to ensure that telephone calls do not go unanswered.
- Use voicemail only for short periods or specific purposes.
- Ensure recorded messages are audible, accurate, and appropriate and where possible, provide alternative contact details.
- Give the caller an option to leave a message.

- Respond to all messages within 24 hours or the next working day if the message is left over a weekend or Bank Holiday.
- Regularly update your voicemail message.

Face to Face contact – this covers personal callers with or without appointments and direct contact with clients.

- Aim to greet clients as soon as practicable, and preferably within 5 minutes of their arrival.
- Greet the client in a polite and courteous manner.
- Give your full attention to the client.
- Keep the client informed of the length of time they are likely to wait to see the person they need.
- Offer an appointment where this may be more appropriate, responsive or efficient.
- When a client has special needs, find out what they need and aim to provide it.
- When discussing personal information, always arrange to do so in a confidential environment e.g. interview room.

Personal calls to clients – this covers visits to clients' homes/properties and workplaces.

- Wherever possible or appropriate makes visits by arrangements with the client, clearly stating the purpose of the visit.
- Keep clients informed of any changes to the visit arrangements.
- Carry an identify card at all times and show it to each client before entering the property.
- Encourage clients to check your identity with Thorpe St Andrew Town Council, for example by telephoning.
- Follow policies and guidelines on Lone Working for your safety.
- Use tact and courtesy as a visitor in another person's home, treating their property with respect.
- Close the visit by explaining the next steps and leave written information where possible.
- Follow up your commitment to the client with action.

Written communication – Letters, faxes and e-mails

- Reply to all written communication within 10 working days.
- Ensure the presentation of all written correspondence is easy to understand, professional and accurate.
- Include a contact name and direct dial telephone number, together with any other information needed (e.g. reference number) to assist the client.

Comments, compliments and complaints

- Be open to receiving feedback from clients.
- Pass comments and suggestions on to your manager, if they may improve the service.
- Ensure compliments are recorded and shared with colleagues.
- Aim to resolve all concerns (except serious complaints) raised by clients immediately and informally wherever possible.

- If informal resolution is not successful, tell the client they can make a formal complaint, and help them to do so.
- In the case of a serious complaint, inform your manager.

Part 3 - General Arrangements

Training, Instruction and Information

Basic induction training will be provided to ensure that all new employees are given basic health and safety information upon starting employment within Thorpe St Andrew Town Council, prior to commencement of work.

Such basic induction training will fundamentally cover:

- (i) Thorpe St Andrew Town Council Safety Policy.
- (ii) Fire procedures, warning systems, actions to be taken on receiving warning, locations of exits or escape routes, evacuation and assembly procedures.
- (iii) First Aid and injury reporting procedures, names of first aiders/appointed persons.
- (iv) Instruction on any prohibited areas (i.e. no smoking).
- (v) Issue of personal protective equipment and its use.
- (vi) Instruction applicable to their particular duties at work etc. and any particular hazard connected with their own work or Thorpe St Andrew Town Council's operations.

Where specific professional qualifications are required this will be identified and fully taken into account in recruitment procedures.

On-Going Training

A training needs analysis has been undertaken by the Senior Management, to identify the mandatory health and safety training required for each member of staff and this will be reviewed annually.

All members of staff will receive a comprehensive health and safety induction when they commence employment with the Council and the induction will include specific elements of this policy being brought to their attention.

The Line Managers will:

- (i) Inform staff of any changes in the policy.
- (vii) Assess the training requirements of the staff and integrate those needs onto the Council improvement plan.
- (ii) Assess the training needs of new members of staff.

If any member of staff feels the need for training, they must alert their Line Manager. Staff are also reminded that they must provide 3 months' notice for any qualifications relating to Health and Safety that are due to expire, e.g. First Aid.

Training will be repeated periodically, and where risk assessments identify a need for specific training to be carried out before staff are exposed to new or increased risks due to a change of responsibility, new working methods or equipment, etc.

Use and Selection of Contractors

All contractors will be expected to comply with the Council's Health and Safety Policy and submit their own Health and Safety Policy and procedures to the Council for verification.

Contractors will receive a copy of this Council's Safety Rules and Requirements and contractors' operatives will be expected to be fully aware of what is required of them whilst working on the Council's premises.

All work must be carried out in accordance with the relevant statutory provisions and take into account the safety of others on the site including the general public. All contractors' employees must comply with any safety instruction given to them by the works Supervisor.

All plant, equipment and tools brought onto the premises by contractors must be safe and in good working condition, fitted with any necessary guards and safety devices, and with any necessary certificates available for checking. All operatives must be adequately trained in the use of such plant and equipment and, where appropriate, provide proof of their competence.

Employees of contractors are not permitted to alter any scaffold provided for their use, or use, or interfere with any plant or equipment on the site unless authorised and competent to do so. Where contractors are required to hire or erect scaffolding (or other working platforms) they shall ensure that it is inspected at weekly intervals by a suitably trained and competent person and the appropriate inspection report is completed.

No power tools or electrical equipment of greater voltage than 110 volts may be brought onto site. All transformers, generators, extension leads, plugs and sockets must be to the latest British Standards for industrial use and in good condition. All such equipment must be regularly tested for safe working and suitably tagged in accordance with the requirements of this policy.

Any injury sustained or damage caused by contractors' employees must be reported immediately to the Works Supervisor.

Contractors informed of any hazards or defects noted will be expected to take immediate action. Contractors will provide the Works Supervisor with the name of the Responsible Person they have appointed to manage and control their works.

Suitable welfare facilities and first-aid arrangements in accordance with the Regulations must be provided by contractors for their employees, unless arrangements have been made for contractor's

employees to have the use of shared facilities, in which case notification will be issued detailing the shared facilities provided. Subcontractors will be required to provide, when appropriate, that at least one of their workforces on the premises is a suitably trained first aider.

Any material or substance brought onto the premises which has Health, Fire or Explosion risks must be used and stored in accordance with regulations and current recommendations, and that information must be provided to the Works Supervisor and any other person who may be affected on or off the premises.

Contractors are particularly asked to note that workplaces must be kept tidy and all debris, waste materials, etc cleared as work progresses.

Contractors will be required to provide and wear and/or use any appropriate items of protective clothing and equipment required for the process in which they are engaged.

Thorpe St Andrew Town Council will only appoint competent contractors, an assessment of each contractor engaged by the Council will be carried out before such contractors are employed for the first time and at regular intervals thereafter.

Young People

Thorpe St Andrew Town Council recognises its responsibilities under The Management of Health and Safety at Work Regulations 1999 (management Regulations) relating to young persons. Thorpe St Andrew Town Council will: -

- (a) Assess risks to young people and those who are considered to be unaware of the new working environment, *before* they start work.
- (b) Take into account their inexperience, lack of awareness of existing or potential risks and immaturity.
- (c) Address specific factors in the risk assessment.
- (d) Take account of the risk assessment in determining whether the young person should be prohibited from certain work activities, except where they are over minimum school leaving age and it is necessary for their training and:
 - i. Where risks are reduced so far as is reasonably practicable
 - ii. Where proper supervision is provided by a competent person

Lone Working

In the event of employees being required to work alone, the following is mandatory:

- (a) Access to contacting assistance (mobile phone or radio device in areas without signal)
- (b) The employee is required to inform the immediate line manager of where they going and for how long. Details shall also be entered into the office diary which is kept by the administrative staff.
- (c) No employee shall enter a void area alone if there is a significant risk of the area being occupied by unauthorised persons liable to commit acts of violence if disturbed.
- (d) No employee shall enter a void area alone if the state of the premises is unknown and a risk of falling due to unsound structural materials exists.
- (e) Employees are required to call the office on a regular basis to confirm their whereabouts.

First Aid

At least one trained First Aider or Appointed Person will always be available during working hours. Records and dates must be kept by the office Administrator of any First Aiders' qualifications.

An assessment will be made by the First Aider or Appointed Person to ensure that there is adequate and appropriate provision for first aid. The First Aider or Appointed Person is responsible for checking first aid boxes.

All injuries should be recorded on the appropriate forms and inserted into the Accident Book, regardless of how slight the injury may be.

Accident Reporting and Investigation

In the event of any accident, the following procedures must be followed:

- 1) Render any equipment inoperative
- 2) Summon assistance
- 3) If the injury is of a minor nature, ensure treatment is carried out by reporting to the qualified First Aider.
- 4) if the injury is of a major nature then an ambulance should be summoned immediately without undue delay in attempting to contact next of kin or management first.
- 5) If the injured is mobile then he/she should be taken for emergency treatment to the Hospital;
- 6) All staff must report any accident involving themselves or visitors/clients by reporting to senior management.
- 7) All injuries regardless of how minor they may appear must be entered in the accident book. Accident Books and records must be kept for at least three years from the date of the last entry.
- 8) At the earliest possible convenience, the accident must be reported to the Town Clerk who is responsible for safety.
- 9) Senior Management will investigate all accidents. The purpose of the investigation will be to find, where possible, the cause of the accident, so that a re-occurrence can be prevented.
- 10) All accident reports will be forwarded to the Town Clerk who is responsible for safety and who will ensure that all remedial action is taken.

RIDDOR Reporting

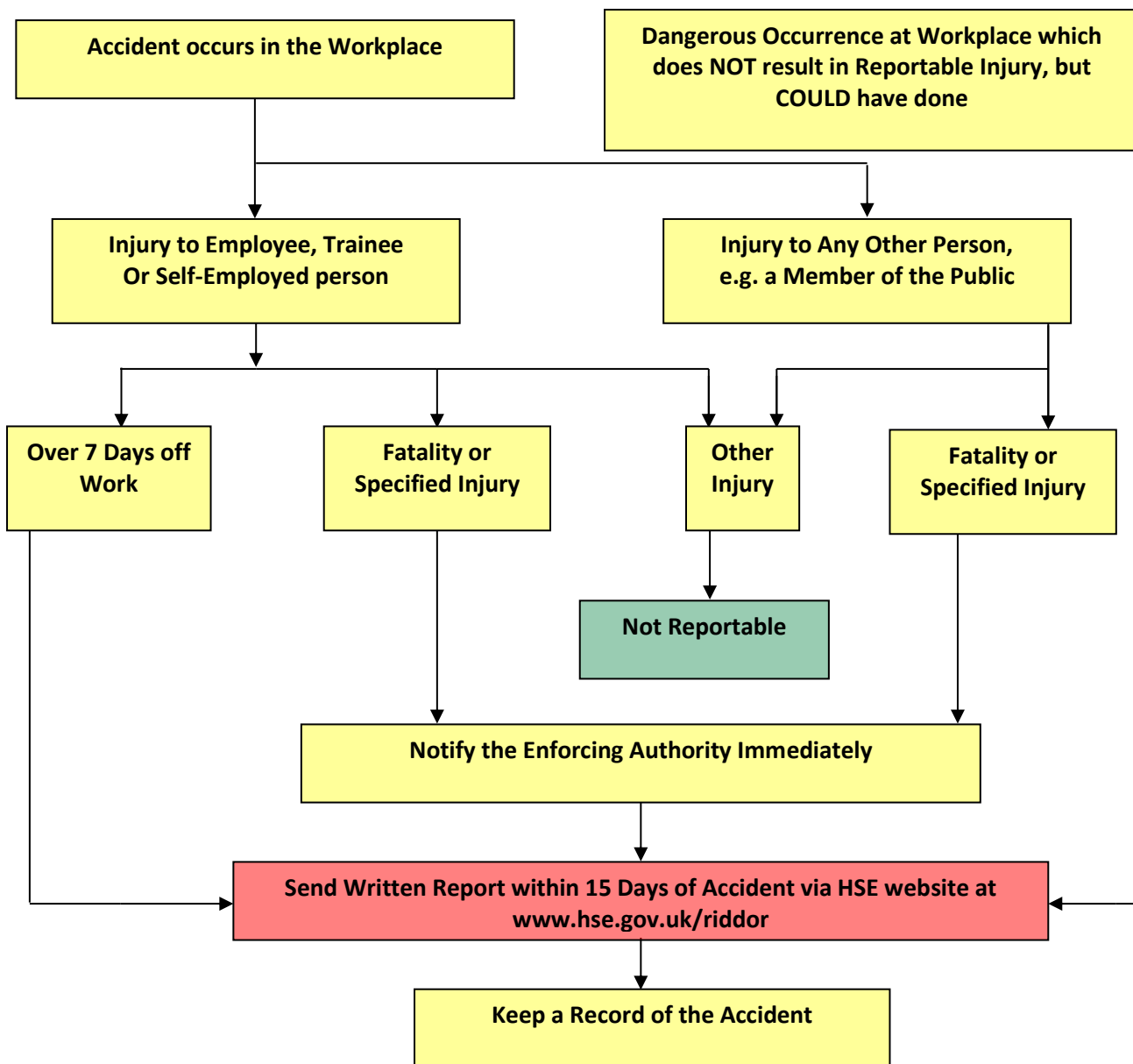
In recognition of our duties under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR), the Council has instituted a system for recording and investigating accidents, diseases and dangerous occurrences to the Health and Safety Executive. In the first instance Thorpe St Andrew Town Council will, so far as is reasonably practicable, provide and maintain a safe place of work, a safe system of work, safe appliances for work and a safe and healthy working environment.

Reportable incidents should be completed and sent to the Health and Safety Executive within 15 days via the HSE RIDDOR Website. Deaths must be reported as soon as possible by telephone to the HSE.

An accident book will be available and maintained to ensure any injured employee can record details of his/her accident. It is important that all accidents and near misses, no matter how minor are reported and recorded within the accident book.

All fatalities, specified injuries, dangerous occurrences and other notifiable accidents will be recorded in a Register. These records will be kept permanently by the Council in a safe place. All reportable accidents will be investigated and a copy of the Investigation Report, together with any photographs, statements or other relevant material forwarded to the Council insurers or legal advisers. This Investigation Report is privileged information and will not be issued to any other person without permission of the Council insurers or legal advisers.

All accidents and incidents including near missies and incidents that result in damage to premises or plant and machinery, will be thoroughly investigated. The purpose of the investigation will be to establish the root cause of the incident with a view to amending or developing procedures to help prevent a recurrence in the future.



Fire Safety

Fire precautions will be provided and maintained to the requirements of the Regulatory Reform (Fire Safety) Order 2005, the Health and Safety at Work Act 1974, the Workplace (Health, Safety and Welfare) Regulations 1992 and the management of Health and Safety At Work Regulations 1999.

A fire risk assessment will be completed for each of the Council's premises, including any temporary offices. The fire risk assessment will be regularly reviewed to ensure that it remains valid and that the specified control measures are effective and are being implemented.

Fire extinguishers will be provided and located at strategic points throughout the workplace. Staff will be instructed in the use of office extinguishers in order that they may use them safely and effectively.

The Council will enter into a contract service and inspection arrangement to ensure that all portable extinguishers are inspected and maintained.

The names, locations and actions to take in the event of an emergency will be posted at strategic positions throughout the workplace.

All employees must familiarise themselves with the location of fire doors and fire exits, so that they know as many means of escape as possible from the building. All employees should know the location of their nearest fire extinguishers and fire alarm call points and instructions for their use.

Emergency exit routes must remain tidy and free from obstacles. Employees must not leave or store flammable materials on emergency exit routes or blocking immediate access to fire alarms, fire equipment or electrical switchgear.

The Council will carry out a Fire Risk Assessment of its premises to determine what measures need to be implemented in order to safeguard its employees and premises.

The value of the nightly routine of switching off all unnecessary electrical equipment and closing all doors to rooms and staircase enclosures cannot be overstressed. Employees are reminded that smoking is not permitted on Council premises.

- Office and site cleanliness and the removal of waste materials is essential. The storage of flammable materials will not be permitted within the Council's premises.
- Appropriate fire extinguishers will be provided within the premises. Employees will be instructed in the correct use of the appliances.
- All extinguishers will be examined at least once per year and the details recorded.

Types and Suitability of Fire Extinguishers



The most widely used and available fire extinguisher. Used for **SOLIDS** such as paper, wood, plastic etc. NOT suitable for use on electrical or flammable liquids.



More versatile than water extinguishers. Used for **SOLIDS** such as paper, wood, plastic and **FLAMMABLE LIQUIDS** such as paraffin, petrol, oil etc



Multi-purpose extinguisher, can be used on: **SOLIDS**; Paper, wood, plastic, fires. **FLAMMABLE LIQUIDS**: Paraffin, petrol, oil. **FLAMMABLE GASES**; Propane, butane, methane.



Carbon Dioxide Extinguishers are ideal for fires involving **electrical apparatus**.
Carbon Dioxide will also extinguish **FLAMMABLE LIQUIDS** such as paraffin, petrol and oil.

Emergency Procedure:

In the event of fire, the following procedure will apply to the office.

- 1) Raise the alarm and operate the nearest fire alarm
- 2) Leave the building in an orderly fashion
- 3) Telephone the Fire Brigade by dialling 999.

On hearing the alarm, all employees and visitors to the building are to evacuate and assemble outside the at the identified assembly point where a roll call will be taken. A staff/visitor signing in and signing out procedure will be adopted to ensure that an accurate record of all persons present within the building is maintained at all times.

Housekeeping

The risk of injury within the workplace is most likely to be caused by the more mundane hazards, often as a result of poor housekeeping. Trips and falls can be caused by trailing cables, objects left on floors, traffic routes blocked within the office. It the responsibility of all staff to ensure that their working area has clear traffic routes and that exit routes are kept clear. It is the duty of all staff to be vigilant and aware of possible hazards. If any spillages occur, these should be dealt with immediately. All waste will be disposed of according to appropriate health and safety guidelines.

Thorpe St Andrew Town Council believes in the need for tidiness at the offices and all other locations in which their staff are required to work and will promote good housekeeping at all times. Council employees are responsible for the general tidiness in these areas. All employees have a duty to ensure that hazardous working conditions are not allowed to develop.

Slips Trips and Falls (on the same level)

The Council is aware of the high incidence of injuries caused by slips, trips and falls and the legal requirement to prevent such. This shall be achieved by:

- (a) Ensuring that the surface of all floors, corridors and external walkways under the control of the Council are regularly inspected and made as level, dry, free from ice and suitably treated as far as is reasonably practicable.
- (b) Ensuring that floors, corridors and walkways are kept clean, tidy and free from obstructions, clutter and trailing leads.
- (c) Ensuring that all employees are aware of the serious risks pose by unsafe surfaces and that safety footwear is worn at all times when carrying out fieldwork.

Driving for Work

It is necessary for members of staff to drive for work related commitments and as such, it is the policy of Thorpe St Andrew Town Council that all individuals required to drive for work, adhere to the following:

- (a) Drive in accordance with Road Traffic Legislation and the Highway Code at all times;
- (b) Ensure before reversing that there are no obstructions or people behind the vehicle.
- (c) Report all accidents or damage, however minor, to Thorpe St Andrew Town Council.
- (d) Ensure that all traffic violations they may be involved in, which result in being prosecuted, are reported to Thorpe St Andrew Town Council.

- (e) Ensure that the vehicle is serviced in accordance with the manufacturer's requirements.
- (f) Make regular inspections of the vehicle for obvious defects and ensure any defects noticed are rectified without delay. Check lights, tyres, oil, water, windscreen wipers and washer reservoir, etc. At least every week.
- (g) Do not drink alcohol or take medication, which could affect driving ability before or whilst driving a vehicle.

Personal Protective Equipment (PPE)

Personal Protective Equipment (PPE) should be regarded as a last resort after other methods of control have been rejected. All staff and visitors will be issued with suitable and sufficient PPE where the risk assessments identify it as necessary.

Line Managers will ensure adequate supplies of all necessary protective clothing or equipment are available for issue as required and that when issued to staff or visitors, a record is kept.

All staff and visitors will be provided with instruction, information and training in the correct use, maintenance and storage of any PPE issued and the hazards it provides protection against, and any limitations.

In addition, Thorpe St Andrew Town Council encourages staff to wear any items that will protect them against injury. If any item of PPE becomes damaged the staff member must request a replacement. Failure to wear protective clothing supplied where deemed to be necessary will be considered by Thorpe St Andrew Town Council as an act of serious misconduct and subject to disciplinary action.

Hazard Control - Risk Assessment

Suitable and sufficient Risk Assessments are carried out to assess the health and safety risks which Thorpe St Andrew Town Council employees are exposed to whilst they are at work, and also the risks to the health and safety of persons not in Thorpe St Andrew Town Council employment arising out of, or in connection with any undertaking of Thorpe St Andrew Town Council.

Appropriate arrangements will be put into place to control any risks identified. Risk assessments and control measures will be reviewed at regular intervals (at least annually) and updated where necessary. Significant findings will be recorded.

Specific risk assessments are required for activities involving fire, manual handling, substances and the use of display screen equipment while more general risk assessments must be completed for those activities where specific assessments have not been carried out.

Although risk assessments relating to most activities of the Council will have been or will be

completed on the behalf of all staff, all staff have a responsibility to make themselves familiar with both the general and the specific risk assessments relating to their area of work. Copies of these assessments are held by Senior Management.

Areas of work or activities that are deemed to be more hazardous are likely to have detailed, documented arrangements to minimise the associated risks.

In addition, various Codes of Safe Working Practice and guidance issued by the relevant authority and the Health and Safety Executive are available either from Thorpe St Andrew Town Council or by accessing the latest versions on the web. All new and existing staff should be aware of the contents relevant to them.

Part 4 – Landscaping and Grounds Maintenance Safety Procedures

Protection of Public

All necessary measures required for the protection of the public will be allowed for and planned, taking into account.

Consideration will be given at the planning stage to any work for the protection of the public. All working areas should be protected with suitable barriers, fencing or screens to reduce the risk of injury and prevent unauthorised access into the working area by the general public or unaccompanied visitors.

Pedestrian and Vehicular Movements

All vehicle and pedestrian routes within the work area shall be kept apart to avoid the risk of conflict. The following measures shall be adopted in this respect:

Pedestrian Safety

Employees are to:

- a) Use designated routes for access around the works
- b) Only use the stairs, access ramps and fixed ladder positions to reach a particular work area
- c) Keep to the pedestrian side of any barriers and markings which have been provided to denote walkways and access routes
- d) Observe all traffic management systems used to allow the safe movement of plant and vehicles around the works
- e) Wear high visibility clothing at all times

The Council shall ensure that adequate lighting levels are provided along all pedestrian routes.

Vehicle Movement

The features contributing to the safe movement of vehicles at the works are:

- a) Designated one-way traffic routes wherever possible
- b) Designated areas for turning
- c) Designated loading/unloading areas
- d) Use of banksman/signaller at all times when reversing
- e) Obey all traffic and warning signs
- f) Never exceed the speed limits

- g) Only trained competent persons shall drive vehicles/plant

Ride on Machinery and Tractor Safety

Training

- Employees must be trained to use the machine and correct methods of operation.
- Employees must be trained on the safe refuelling of the machine and know what actions to take in the event of fire.
- Where employees are required to undertake minor machinery maintenance activities, they must be trained in accordance with the manufacturer's instruction manuals.

Site Inspection Prior to Work

- Use a dynamic risk assessment prior to works.
- Before starting work a site inspection must be carried out and any hazards identified, pay particular attention to banks, elevated work areas, drops, ditches, weather etc.
- Consider if warning signs are required or traffic management.
- Particular attention must be paid where public and vehicles are likely to be passing.
- Be aware of such things as nearby schools etc. and where possible avoid peak times.
- Be aware of any obstacles i.e. trees inc roots, plants, walls, drains, downpipes, linen driers etc.

Use of Machinery

All machines must have safety checks carried out before use and defects reported to your supervisor and all must be fuelled prior to start of works. If any safety critical faults are identified the equipment must not be used.

Safe Working Systems

Always plan in advance so that the system of work is safe and efficient at all stages. For example:

- Always turn uphill when working across a slope.
- Drive straight down the gentlest possible slope and up the steeper slope, rather than drive diagonally across it.
- A tractor can be driven up a slope having a hard surface which it cannot necessarily descend safely.
- When working across slopes, stones and lumps on the uphill side, also holes and dips on the downhill side significantly increase the risk of overturning.

Tractor Specific:

- Select the correct gear before the start of the slope to eliminate the need to change gear on it.
- Engage four-wheel drive (if available) before working on slopes.
- Keep well away from banks and ditches, especially when turning. Make sure the tractor is big enough to control the machine or load it is pulling.
- Keep wheel settings as wide as practicable and remember that when using rear-mounted fertiliser spreaders or spraying machines, tractor rear-wheel grip becomes less as the load is discharged and thus the possibility of sliding down a slope is increased.
- Avoid working across slopes if the tractor has large diameter, tubeless, low ground pressure tyres.

Machine Cutter Blockages

- When a machine's cutters become blocked or fouled the engine must be switched off and where applicable the ignition key removed before work commences to clear the blades.
- Gloves should be worn for clearing blockages and even then, fingers must be kept clear of the blades.
- A suitable piece of wood may assist in the clearance.
- Make sure the area is clear when re-starting the machine, do not re-adjust the blade with the engine running.
- On machines which have rise and fall cutters, the cutters should be lowered to the ground before repairs or maintenance.

Travelling and Transporting

- Machines with rise and fall cutters must be returned to the stored position with locking pins etc. in place before travelling.
- No person must ride in any cab or on any part of a machine unless fixed seating accommodation is provided.
- When more than one machine is working in an area a safety margin must be maintained at all times between machines.

Chainsaw Safety

Personal Protective Equipment

To minimize injury, workers need proper safety equipment. The equipment listed below must be worn at all times during chainsaw activities:

Safety Glasses and Face Shields - Safety glasses are considered to be primary protection and must be worn when eye injury is possible. Proper safety eyewear will meet with EN1731 and EN166. Face shields may be worn to protect the face from wood chips and other small objects. However, face shields are secondary protection and safety glasses, or goggles (primary protection) must be worn.

Hearing Protection - There are many types of hearing protection, such as foam plugs, earmuffs and hearing bands. All the different types provide excellent hearing protection. When choosing hearing protection, you should look for the NRR (Noise Reduction Rating). This number refers to the amount of noise the hearing protection will reduce the surrounding work environment. In general, the higher the NRR the better. The type of hearing protection (ear plug, earmuff or ear cap) that works best depends upon the preference of the worker but must comply with EN352.

Leg Protection - To prevent injury to the legs, special chaps or leggings should be worn. The most common types are made of kevlar or ballistic nylon. When choosing protective clothing, look for equipment which meets EN 381-5 guidelines.

Safety Footwear - When choosing proper footwear make sure the footwear is EN compliant. EN 345-2 Shoes that meet this standard have been tested for both impact and compression resistance. In addition, footwear may also provide special protective qualities such as being conductive, metatarsal protection, electrical hazard protection or puncture resistance. All footwear meeting the EN345-2 for Foot Protection for Chain Saw Users. This standard has specific criteria for footwear intended to minimize foot injuries caused by accidental contact with a running chain saw.

Operator Fitness

Certain medical conditions may affect the ability of a person to operate a chainsaw safely. Seek further medical advice if prospective operators have any condition affecting, eg their:

- (a) mobility (eg arthritis, stroke)
- (b) alertness (eg diabetes or alcohol/drug dependency)
- (c) physical strength (eg heart conditions)
- (d) vision (which cannot be corrected by glasses or contact lenses)
- (e) manual dexterity/grip strength (eg vibration white finger)
- (f) balance (eg vertigo, giddiness or epilepsy).

Operators need to inform their employers when they are taking prescribed medicines.

Information, Instruction and Training

Thorpe St Andrew Town Council will provide clear instructions, information and adequate training for employees on:

- (a) the risks they may face
- (b) measures in place to control the risks
- (c) how to follow any emergency procedures.

Training needs to be carried out by suitably qualified instructors. External sources that may be able to provide appropriate training include independent training providers, instructors and colleges.

All chainsaw operators should do regular refresher/update training to ensure they work to industry best practice and maintain their levels of competence.

Fuelling and Lubrication

Thorpe St Andrew Town Council will make sure petrol containers are in good condition, clearly labelled, and provided with securely fitting caps and use containers specially designed for chainsaw fuelling and lubrication.

An auto-filler spout will be fitted to the outlet of a petrol container to reduce the risk of spillage from over-filling. Operators need to:

- (a) avoid getting dirt in the fuel system (this may cause the chainsaw to be unreliable)
- (b) securely replace all filler caps immediately after fuelling/oiling
- (c) wipe up any spilt petrol/oil
- (d) keep fuel containers well away from fires and other sources of ignition, including the saw itself (at least 4 m is recommended) during starting and use.

Pre-use Checks

When preparing to use a chainsaw, operators need to check:

- (a) all nuts, screws etc are tight
- (b) the saw chain is correctly tensioned
- (c) the throttle cannot be squeezed unless the throttle lock-out is pressed
- (d) they are wearing the correct PPE.

Tree Felling

Before felling starts on the worksite:

- (a) contact the owners of any overhead power lines within a distance equal to twice the height of any tree to be felled to discuss whether the lines need to be lowered or made dead
- (b) do not start work until you have reached agreement on the precautions to take
- (c) check whether there are underground services such as power cables or gas pipes which could be damaged when the tree strikes the ground
- (d) if there are roads or public rights of way within a distance equal to twice the height of the tree to be felled, ensure that road users and members of the public do not enter the danger zone.

Warning notices, diversions or traffic control may be needed.

When felling a tree:

- check if it is affected by rot
- assess what could affect the direction of fall, such as wind conditions and whether the tree is leaning, has uneven growth or branches which could foul other trees
- be especially careful to check for broken crowns and branches which might fall during the operation
- check both the tree to be felled and those nearby
- operators may need to use aid tools such as alloy or plastic wedges, a breaking bar, a cant hook, a winch, or high-lift wedges and a sledgehammer
- make sure operators have the right equipment available and the skills to use it correctly.

If a tree is or is likely to become hung up on another during felling, operators will need to have the knowledge and the equipment to bring it down safely. Dealing with leaning trees or wind-blown trees also requires special skills.

Working with chainsaws off the ground

Chainsaws should not be used off the ground unless the operator has been adequately trained in safe working techniques. Work off the ground involving the lifting and lowering of people or loads, including work-positioning techniques, will be subject to the requirements of the Lifting Operations and Lifting Equipment Regulations 1998 (LOLER).

Mobile Elevating Work Platforms

Always use a purpose-built platform. Ensure operators have received adequate training in the safe operation of the platform and safe use of a chainsaw from a work platform.

Work from Ladders

Avoid using a chainsaw from a ladder. Chainsaws require both hands to be operated safely: work on a ladder requires one hand to hold the ladder to maintain a steady working position. Work from a ladder should only be done by an arborist trained in and equipped for tree climbing. When operating from a ladder, the climber should establish an independent anchor to the tree using a rope and harness and obtain a stable and secure work position.

Ropes and Harnesses

Using a chainsaw from a rope and harness requires special skills. This should only be done by people who have the relevant training and competence for arboricultural work.

Material Handling and Storage

Products must be stored safely to prevent them from falling on employees or visitors and to reduce product damage. The storage of products involves the safe use of powered industrial trucks (forklifts), as well as secure and safe racking to support loads.

When moving materials from storage, the following safety tips should be observed:

- 1) When stocking shelves by hand, position the materials to be shelved slightly in front of you, to avoid twisting your body when lifting and stacking.
- 2) Visually inspect for sharp objects or other hazards before reaching into containers, such as rubbish, cans, boxes and bags.
- 3) Remove or bend nails and staples from crates before unpacking the crates.
- 4) When cutting, always cut away from you and your co-workers.
- 5) Do not try to kick objects out of pathways. Objects should be pushed or carried from walkways.
- 6) Do not let items overhang from shelves into walkways.
- 7) Move slowly when approaching blind corners.
- 8) Place heavier loads on the lower or middle shelves.
- 9) Remove one object at a time from shelves.
- 10) Place items flat on shelves, so that they do not wobble.

Forklift Trucks

Forklifts are an essential piece of material handling equipment in the warehouse. Forklifts are involved in numerous injuries and deaths each year throughout the industry. It is vital that all forklift operators are competent and properly trained. Only competent and certified forklift operators may operate forklifts.

Pre-Use Inspection

Always follow the pre-use instructions in the manufacturer's manual and do not use the forklift if any of the following conditions exist:

- Mast has broken or cracked weld-points.
- Roller tracks are not greased or the chains are not free to travel.
- Forks are unequally spaced or cracks exist along the blade or at the heels.
- Hydraulic fluid levels are low.
- Hydraulic lines and fittings have excessive wear or are crimped.

- Fluid is leaking from the lift or the tilt cylinders.
- The hardware on the cylinder is loose.
- The tires are excessively worn or split or have missing tire material.
- Inflatable tyres are not filled to the operating pressure indicated on the tyre.
- The batteries have cracks or holes, uncapped cells, frayed cables, broken cable insulation, loose connections or clogged vent caps.

General Forklift Safety Guidelines

- Do not use bare forks as a man-lift platform.
- Approach rail tracks at a 45° angle when driving the forklift.
- Steer the forklift wide when making turns.
- Sound the forklift horn when approaching blind corners, doorways or aisles to alert other operators and pedestrians.

Lifting

- Do not exceed the lift capacity of the forklift and read the lift capacity plate on the forklift if you are unsure.
- Follow the manufacturer's guidelines concerning changes in the lift capacity before adding an attachment to a forklift.
- Lift the load an inch or two to test for stability; if the rear wheels are not in firm contact with the floor, take a lighter load or use a forklift that has a higher lift capacity.
- Do not raise or lower a load while you are moving. Always wait until you are in the loading area and have stopped before raising or lowering the load.
- After picking up a load, adjust the forks so that the load is tilted slightly backward for added stability.
- Raise the forks an additional two inches to avoid hitting or scraping the ramp surface as you approach the ramp.

Driving a Forklift

- Always obey all traffic rules and signs.
- Drive with the load at a ground clearance height of 4-6 inches at the tips and 2 inches at the heels in order to clear most uneven surfaces and debris.
- Drive at a walking pace and apply the brakes slowly when driving on slippery surfaces, such as icy or wet floors.
- You should not exceed five miles per hour and slow down in the congested areas.

- Do not drive into an area with a ceiling height that is lower than the height of the mast or overhead guard.
- Do not drive up to anyone standing or working in front of a fixed object, such as a wall.
- Do not drive along the edge of an unguarded elevated surface, such as a loading dock or staging platform.
- Stay a minimum distance of three truck lengths from other operating mobile equipment.
- Use a signal person when your vision is blocked by the load.
- Look in the direction that you are driving and proceed when you have a clear path.
- Do not drive the forklift while people are on the attached man-lift platform.
- Drive a loaded forklift in a forward gear when going up a ramp and upon approaching the ramp, raise the forks an additional two inches to avoid hitting or scraping the ramp surface.
- Do not attempt to turn the forklift around on a ramp.
- Do not shift into reverse to slow down or stop the forklift.
- Lower the mast completely, turn the engine off and set the parking brake before leaving your forklift.

Storage Facility Fire Safety

To protect the assets of the building and workers, fire safety must be a top priority in any warehouse. Storage of certain products can result in a greater risk of fire. Flammable liquids can easily ignite and raze a warehouse to the ground. Sprinklers, fire extinguisher, and emergency plans will help safeguard people and property.

The following fire safety guidelines can be useful:

- a) Storage of materials should be at least 18 inches below fire sprinkler heads.
- b) Clear access should be maintained to all fire extinguishers and fire alarm panels.
- c) Fire extinguishers must be identified with appropriate signage.
- d) Waste accumulation and debris can be a potential fire hazard, as well as a hindrance to evacuations. There should be a designated area for storage of pallets, crates, etc., and limit the stack height of pallets to 2m.
- e) Aisle ways must be to clear free and of obstructions.
- f) Emergency lights must be functional at all times.
- g) Extension cords cannot be use for permanent wiring.
- h) Store flammable liquid properly.
- i) Never store materials in front of electrical panels or in electrical rooms.

Storage Racking

This section provides advice on the safe use of static pallet racking in warehouse and manufacturing areas and gives practical guidance on detecting unsafe racking.

This guidance is based upon information from manufacturers and the requirements of HSE Guidance 'Health and safety in retail and wholesale warehouses'. The importance of racking safety and its inspection by a competent person cannot be overstressed enough.

This guidance does not address the safety requirements for cantilever, drive-in, double-deep, pallet-live, push-back or other specialised racking. The advice is of a general nature and applicable in conjunction with the requirements of relevant U.K. Health and Safety Standards. If in doubt, contact the racking manufacturer, installer or independent Racking Inspector

When should storage racks be inspected?

In-house inspections are important and should be carried out on a regular basis, though Industry Guidelines require an independent inspection at least every 12 months by an experienced and competent racking inspector.

When a forklift has struck a rack, one of the first priorities should be to identify any unsafe components in order to reduce the dangers of collapse. Specific precautions and taking damaged segments out of service immediately may be the only prudent response to prevent possible risk of injury to personnel caused by continued use of damaged racking.

Rack safety is the employer's morale responsibility and comes with substantial legal liabilities (civil and criminal). Though supervisors should also realise the potential hidden costs of a rack collapse:

- Replacing materials and damaged goods
- Use of temporary storage facilities
- General disruption
- Workers' compensation, general liability and other insurance rate hikes following the loss
- Legal expenses from defending actions resulting from an accident
- Potential HSE fines relating to violations of statutory safety requirements.

Racking Design and Materials Handling Equipment

Storage racking for products on pallets should be designed specifically for the size, shape and weight of the products being stored. The racking design should be compatible with the pallets and the materials handling equipment in use within the workplace. Aisle width should be matched to the turning circle of the forklift or other materials handling equipment used to put-away, replenish or pick stock.

Safe Working Loads

Regular inspection of racking should be conducted both in-house and independently to check its integrity, identify maintenance requirements and to ensure racking is not overloaded. NEVER exceed the manufacturers Safe Working Limit (SWL) for the racking.

At the end of all aisles there should be one or more signs in conspicuous locations to identify to workers using the racking its SWL. Such signs should contain the following information:

- a) racking manufacturer's name and contact details
- b) safe working unit load
- c) safe working unit load for each shelf beam level
- d) safe working total unit load for each bay.

Altering the Racking Design or Components

Any alterations to the racking should only be carried out by a competent person and should take into account the effects on the SWL. Operating procedures, signs and drawings should be amended accordingly.

Physical alterations to uprights, bracings, beams or components, such as welding on additional cleats or bearers, should not be made. Replacement of uprights, bracings, beams, clips or other components should be with compatible parts.

Collision Protection

Bottom portions of those frames that are exposed to possible collisions by forklifts or other moving equipment should be protected. The *“SEMA Code of Practice for the Use of Static Pallet Racking”* gives the following general guidance:

Clause 8.4 – Rack Protection

“Where necessary, steps should be taken to protect uprights from being struck by forklift trucks and other vehicles. A first line of defense should be incorporated, such as renewable column guards or guide rails, which prevent the trucks getting too close to the main racking structure. Column protection in other areas likely to incur damage should also be considered”.

Damage Report

Employees should report any damage or near miss occurrences, however minor, to their line manager so that its effect on safety can be immediately assessed and the hazard eliminated or risks reduced.

All hazardous situations, which exist in relation to the racking, should immediately be reported to management. Expert advice should be immediately obtained from the manufacturer or a suitably qualified independent inspector on what action is to be taken.

Inspection of Pallet Racking

Inspections should be carried out following any report of damage and on a regular basis. Independent inspections are to be carried out periodically carried out by a competent inspector.

Inspections: What to look for?

Uprights and footplates

Are uprights damaged?

If the upright shows significant damage, or is twisted or contains splits or cracks, then replace it or splice a new section in. If the upright is damaged and is to be replaced, ensure the footplate is also replaced as it will also have sustained damage.

Are splices in good condition?

Check the condition of any splices. Ensure that they are above the first beam level; i.e. they are not close to the ground where they take most of the weight.

Out of Plumb Racking

Is the racking vertical?

Out of plumb racking is usually due to incorrect installation. Contact the manufacturer or installer.

Braces

Are racking braces damaged?

Replace bent horizontal or diagonal braces. For bracing, the member deviation from a 1m long straight edge in either plane should not exceed 10mm.

Floor fixing

Are floor fixings installed?

Check that floor fixings are installed and are not damaged. Replace as required. If the floor fixing has been damaged, it is likely that the footplate will have also received damage and may need replacing.

Beams

Are beams overloaded?

A large amount of beam deflection indicates overloading of the racking (the maximum deflection of a beam should not exceed 1/200 of the box sections length). Where two beams connect at an upright, the beam connectors should remain reasonably parallel. If racking is overloaded or has occurred previously, the beam connectors will form a 'V'.

Are beams damaged?

Check for obvious signs of beams being hit by a pallet or forklift. Damaged beams should be replaced.

Are beam connectors or safety clips missing?

Examine beams for damage and replace missing clips immediately. If clips are regularly being dislodged, contact the manufacturer or installer to determine why they are being dislodged and implement corrective action.

Has a beam popped out of its upright?

Check that beams have not popped out of the upright and are suspended on one end connector only.

Are welds damaged?

If a beam has been hit and may only show minor damage, ensure welds are checked by a competent person for cracking.

Highly Flammable Liquids (HFL's)

Highly flammable liquids are covered by the Dangerous Substances and Explosive Atmospheres Regulations and must be stored and used in accordance with those regulations. This section also applies to the storage of petrol and products containing petroleum on site or other premises.

Thorpe St Andrew Town Council will ensure that suitable storage facilities are provided for highly flammable liquids, in accordance with the above standards, and will arrange for a license for the storage of petroleum or petroleum mixtures where applicable.

Thorpe St Andrew Town Council will ensure that suitable storage facilities are provided for liquids which are not defined as highly flammable, but which could be a fire hazard and will arrange for any necessary firefighting equipment or materials to be available before work starts.

Thorpe St Andrew Town Council will ensure that the planned storage facilities are provided and maintained and that all highly flammable liquids are kept in storage facilities until required for use.

Fire resistant, absorbent material will be available to soak up any spillage of highly flammable liquids and that this material is immediately disposed of safely after use.

Firefighting equipment, storage facilities, signs, notices, containers etc, are checked at weekly intervals and that any action is taken to rectify and that defects are noted.

Advice will be sought when there is any doubt about precautions required, or where highly flammable liquids are used in large quantities or in unusual situations.

Liquefied Petroleum Gas (LPG)

A number of British Standards cover the colours used for compressed gas cylinders, the construction and materials of fittings, cylinders, hoses etc to be used with LPG and other compressed gases. The LPG Industry Technical Association Public Codes of Practice and advisory literature on the use of cylinders and appliances. Various other advice is published for specialist applications by bodies such as National Joint Council for the Felt Roofing Contracting Industry and so on.

All work requiring the use of LPG and other compressed gases will be planned to take standards into account.

Thorpe St Andrew Town Council will ensure that the provision, installation of equipment and storage facilities for LPG, and any other compressed gases that will be used on site/workplace by sub-contractors, are planned in accordance with the above standards and that, where necessary, liaison takes place with the local Fire Brigade to establish the safe storage and siting facilities.

Thorpe St Andrew Town Council will ensure that any necessary training in the Safe Working Practices, or Emergency Procedures, associated with LPG or compressed gases, is arranged and carried out before work starts.

Appropriate action must be taken against any person who disregards any instructions given for the safe use and storage of LPG or compressed gases or who misuses equipment provided.

Advice will be sought where large quantities of LPG or compressed gases are to be used or stored, or where LPG or compressed gases are to be used in confined spaces or unusual situations.

Part 5 – Health Hazards

Manual Handling

Thorpe St Andrew Town Council will assess its lifting operations and as far as is reasonably practicable, change work methods to avoid risk of injury or replace manual handling by mechanical means in accordance with the Manual Handling Operations Regulations 1992 (as amended in 2002).

When manual handling assessments are carried out assessors should:

- (a) Observe and appreciate factors
- (b) Obtain information
- (c) Assess systematically
- (d) Draw conclusions
- (e) Record details
- (f) Communicate findings
- (g) Recognise Limitations

The assessment will be reviewed if significant changes occur.

Staff must make proper use of systems of work provided. Staff must also inform their Line Manager of any physical condition that might affect their ability to manually handle loads e.g. Back strain.

All equipment must be moved safely. Large pieces of equipment will only be moved by people who have received training.

Senior Management will be responsible for undertaking risk assessments for moving and handling tasks. Training will be offered to those staff who are expected to lift objects. If you are apprehensive about your capability to move goods, equipment or furniture, please either ask for help or do not undertake the activity. Where lifting equipment is provided, only those members of staff who have been trained in the use of the equipment may undertake this activity.

Working at Height

This policy and its arrangements cover the use of all types of ladder, for example those used for gaining access to positions above or below ground. In this policy a ladder / step ladder (ladder) should be referred to as a temporary measure which may be used as a working platform for no more than 30 minutes.

What are the main rules to follow when working at height?

- First, as a part of the planning of the work, carry out a Risk Assessment
- Plan to do as much of the work as possible at low level.
- Do not work at height unless it is absolutely unavoidable
- Provide a secure platform

What can be done to help prevent falls?

- Plan all instances of working at height
- Think about where and how the work is to be done
- Where possible use an existing structure, which will allow safe access and provide a safe working platform. Where this is not possible, a safe working platform will need to be provided.
- Consider any lifting and handling requirements needed to carry out the work
- Be aware and prevent possible electric shock dangers that may initiate accidents

All ladders used are of the correct type for the specific task, should be inspected before use, subject to regular checks and maintenance, and meet appropriate legislative and equipment standards.

Ladders / Stepladders

All ladders must be provided and used in accordance with the Work at Height Regulations 2005.

All ladders are classed as 'work equipment' for the purposes of the Provision and Use of Work Equipment Regulations 1998. Where necessary a risk assessment should be carried out in accordance with the requirements of the Management of Health and Safety at Work Regulations 1999.

All work will be planned to take the above standards into account.

Where ladders are to be used, these must be used in strict accordance with the Work at Height Regulations 2005 and 3 points of contact (ie: 2 feet and 1 hand) must be maintained with the ladder at all times. Ladders should only be used for short duration, non-repetitive works and only then when subject to a specific risk assessment.

Training provided to employees will include the hazards and precautions relating to ladders and their use, as well as the hazards of working at height in general.

Ladders must be checked before use to ensure that there are no defects and will be checked at least weekly while in use. Where a defect is noted, or a ladder is damaged, it will be taken out of use immediately. The Council will ensure that proper storage is provided for ladders, under cover where possible, and with the ladder properly supported throughout its length.

Employees will check that ladders in use are secured, have a solid, level base and are being used correctly. Ladders will not be used to provide access, or a working position, if the type of work cannot be carried out safely from a ladder, (eg carrying large items, work requiring both hands etc).

Methods of use, which will result in damage to the ladder, will not be permitted.

Any person using a ladder is especially at risk, when working on the ladder, when ascending or descending, or when positioning or removing it. Other persons working near to, or passing by, a person working on a ladder could be in danger from tools, equipment or the person falling from a

height. Whenever using a ladder, three points of contact must be maintained with the ladder at all times.

Ladders should only be used for short term work (<20 minutes) and then only following the completion of a satisfactory risk assessment.

Display Screen Equipment

Thorpe St Andrew Town Council recognises its duties under the *Display Screen Equipment Regulations* and will carry out the following: -

- (a) Carry out suitable and sufficient assessment of the risk for each workstation and make sure arrangements are made to reduce significant risks identified.
- (b) Make sure arrangements, as may be necessary, are made to reduce significant risks found during the risk assessment programme.
- (c) Provide an appropriate "sight test" as defined in the Regulations for all regular users of display screen equipment.
- (d) Encourage and advise users to take regular breaks from operating display screen equipment.

In order to ensure compliance with the standards above, all staff that use PC's, laptops or tablets as part of their working day, should complete the Self-Assessment checklist and return it to the Town Clerk.

An audit of staff will be undertaken to identify those staff that would be considered 'DSE users'. DSE users are entitled to an eyesight test, particularly if they are experiencing visual difficulties associated with DSE. The standard form must be obtained from the Town Clerk prior to the eye test and completed by the Optician.

The completed form and receipt for the eye test must then be returned to the Town Clerk for reimbursement. If the optician confirms that a user requires new visual correction specifically for work with DSE, as indicated on the Optometrist's Report, the Council will pay a contribution towards the cost. It should be noted that some users who already wear glasses may or may not need special glasses for display screen work.

Electrical Equipment

All staff are responsible for ensuring that they use and handle electrical equipment sensibly and safely.

All electrical equipment is checked annually. If there is any doubt about the safety of the equipment it must not be used. Any potential hazards must be reported to Senior Management immediately. Senior Management must be aware of and approve the use of any item being brought into the Council by a member of staff.

In accordance with the Electricity at Work Regulations 1989 electrical risks must be assessed and controlled by the use of:

- (i) Statutory inspections and testing of portable electrical appliances by a competent person whether used on sites or within the Council's premises.
- (ii) 5 yearly statutory inspection and testing of fixed installations.
- (iii) Any power tools used, including drills etc are to be of low voltage type and must be stringently inspected and maintained.
- (iv) Prohibition of any employee to access live electrical installations.

Visual Inspections

All users must look critically at the electrical equipment they use from time to time. This needs to be daily in the case of handheld and hand operated appliances to check that the equipment is in sound condition (remember to unplug and switch off first!!).

The checks also apply to extension leads, associated plugs and sockets. Any faults must be reported, and the equipment taken out of use immediately and labelled as faulty (and why). It must not be used again until repaired.

Testing of Portable Electrical Equipment

Electrical testing of portable electrical equipment for earth/insulation integrity using a portable appliance tester will be carried out by a competent person in addition to the user visual inspections.

A visual inspection must also be carried out in conjunction with the electrical testing.

Combined inspection and testing should be carried out by someone with a wider degree of competence than that required for visual inspection alone. This is because the results of the tests may require interpretation and appropriate electrical knowledge.

Use of Equipment

A list of all equipment owned Thorpe St Andrew Town Council is retained centrally and maintenance schedules are in place to ensure that all equipment is safe.

Guidance notes and proper use instructions will be kept with the relevant equipment used by staff. Where manufacturers' instructions are not available, Line Managers will prepare instructions for maintaining the equipment and will liaise with the appropriate advisors to obtain such advice as may be needed for preparing those instructions.

Noise at Work

All members of staff need to be aware of "nuisance noise" and respect the needs of others in the Council and at locations in which they may be required to work. Common sense and courtesy by all members of staff and visitors will prevent problems arising.

The Noise at Work Regulations 2005 require noise exposure to be reduced to as low as reasonably practicable. There are three levels of sound energy at which employers are required to take certain action:

- (i) 1st action level, 80 dB(A)
- (ii) 2nd action level, 85 dB(A)

Due to the nature of the Council's activities and the type of work equipment used, it is deemed that in most cases noise exposure and subsequent hearing damage is lower than for many other sectors.

However, it is the Council policy for:

- (a) Employees to obey hearing protection programmes when working by wearing appropriate hearing protection as necessary.
- (b) Significant noise risks are to be assessed and if deemed necessary, individual employees' exposure shall be monitored and assessed.

Control of Vibration at Work

Thorpe St Andrew Town Council will comply with their duties under the Control of Vibration at Work Regulations 2005, as part of its risk assessment procedures. All activities which may place operatives at risk of exposure to vibration will be thoroughly assessed by a competent person and alternative methods of work will always be considered.

There are 2 main forms of vibration hazard which can affect those working in the industry, they are:

Hand-arm Vibration (HAV) – Hand transmitted vibration from tools, equipment and certain processes that produce vibration.

Whole Body Vibration (WBV) – Vibration that is transmitted to the body through the seat of the plant or the feet of the operative.

Controlling the Risk

The risk of permanent damage depends on a number of factors including:

For HAV:

- How high the vibration levels are
- How long the equipment is used for
- How awkward the equipment is to use
- How tightly the equipment is gripped
- How cold or wet the operative gets using the equipment

For WBV consideration should also be given to:

- Operatives posture
- The design of the controls
- The driver visibility
- Handling and lifting operations associated with machine's operation
- Personal factors such as level of fitness, etc.

The risk assessment should consider the following hierarchy:

Elimination – Seeking alternative ways of carrying out the task **without** using high vibration tools.

Reduction – several methods should be employed, including:

- (a) adopting the correct sharpening techniques
- (b) not using blunt chains
- (c) making sure that all new tools have vibration control built in

- (d) modifying existing tools to reduce vibration levels or the grip force needed
- (e) use of the right tools for the job
- (f) limiting the usage time to those recommended by the manufacturer or supplier
- (g) keeping all tools and machines in good working order
- (h) not using more force than necessary when using tools and machines
- (i) personal factors like cutting down on smoking (smoking affects blood flow)
- (j) exercising hands and fingers to improve blood flow.

Isolation – Job rotation.

Control – methods include:

- (a) information, instruction and training in the correct use of tools and equipment
- (b) method statement and safe systems of work briefings
- (c) recognition of early symptoms of injury
- (d) arranging advice and routine health checks if the use of high vibration tools is unavoidable
- (e) assessing exposure levels; keeping warm and dry; use of anti-vibration PPE.

It is the purchasing policy of Thorpe St Andrew Town Council to ensure that the noise and vibration produced by work equipment is considered together with the price when new purchases are made with a view to lowering the risk when equipment is used. Thorpe St Andrew Town Council will endeavour to purchase equipment that is advanced in technology and equipped with vibration absorbing features.

It is recognised that a common cause of hand-arm vibration is the prolonged use of rotating hand tools for cutting and grinding together with percussive hand tools used for riveting, chipping hammering and drilling. In the first instance mechanical methods will be used not requiring the exposure of the operative, but should the operative be exposed the task will be allocated to a number of individuals to ensure job rotation and a reduction in the exposure time.

To ensure that operatives are aware of the effects of hand arm vibration they will be provided with adequate information on the hazard and controls and given information in order to reduce the risk.

COSHH and Hazardous Substances

Thorpe St Andrew Town Council is aware of its duties to control employees and non-employees exposure to substances hazardous to health, as outlined in the Control of Substances Hazardous to Health Regulations 2002.

No substance shall be used unless it has been assessed and the risks identified. A COSHH Assessment will be produced for each hazardous substance.

All chemical substances (solvents, fluxes, oils etc) will be assessed for possible health effects or safety requirements by consulting the relevant suppliers/manufacturers hazard information and Material Safety Data Sheets (MSDS's). Appropriate precautions will be implemented before use and no substance will be used unless approved. All containers used for transporting substances will carry the appropriate warning labels as required by the HSE's Classification Packaging and Labelling Regulations 1999. Storage of chemicals substances, flammable materials, liquids and gases will follow current good practice and will comply with any relevant legal requirements.

The COSHH Regulations are designed to protect people against risks to their health at work, whether immediate or delayed, arising from exposure to substances hazardous to health.

Asbestos

Thorpe St Andrew Town Council is fully aware of its responsibilities and duties to control and manage asbestos containing materials within the workplace. The Council will ensure that any potential asbestos containing materials within its premises are identified by a competent person; the risk to health is assessed and that the appropriate control measures are put in place.

The Council aims to prevent any asbestos exposure to all employees and third parties affected by its undertaking and where this cannot be achieved, reduced to as low as is reasonably practicable, in compliance with the Control of Asbestos Regulations 2012.

No employees of the Council will be permitted to carry out any works on asbestos containing materials. A specialist licensed contractor shall carry out all such works. All work involving asbestos is covered by the Control of Asbestos Regulations and work involving asbestos should only be carried out by persons who have received the proper training and who have the necessary protective equipment and respirators. Under the Control of Asbestos Regulations 2012, all persons involved with building maintenance; refurbishment; repair of existing structure where asbestos may be present, must be provided with compulsory Asbestos Awareness Training.

Smoking Policy

In compliance with Legislation and in an effort to reduce the risk to health from passive smoking, there is a 'No Smoking' Policy in place for all Thorpe St Andrew Town Council locations and offices. This includes the use of E-cigarettes.

Staff Wellbeing

Stress is defined by the Health and Safety Executive as “the adverse reaction people have to excessive pressures or other types of demands placed on them.” This distinguishes stress from the pressures or challenges that provide the motivation for everyday living.

Being under pressure can often improve performance but when demands and pressures become excessive, they can lead to stress. People respond to pressure in different and individual ways. Much will depend on an employee’s personality, experience, motivation, and the support available from managers, colleagues, family and friends. Difficulties faced outside of work can also have an impact on someone’s ability to cope or function well at work. If stress is intense and sustained it can lead to mental and physical ill-health and contributes to employee ill-health and sickness absence.

It is important that all staff are aware of the factors that can give rise to stress (stressors) so that where possible their causes can be foreseen and appropriately managed before damage/harm is done. The Town Clerk / Line Managers will liaise with staff in identifying the individual stressors and, where practicable, steps will be taken to minimise/eliminate these stressors. Workloads and stressors will be monitored on an on-going basis as part of 1:1 review.

Violence at Work

All staff must report to their line manager/Town Clerk any incident of aggression or violence (or near misses), directed to themselves from any source.

Infectious Diseases

Thorpe St Andrew Town Council take the health and safety of our staff very seriously. With the recent spread of the coronavirus (COVID-19) a respiratory disease caused by the SARS-CoV-2 virus, we must remain vigilant in mitigating the outbreak and other possible pandemics. Thorpe St Andrew Town Council is a proud part of the industry and in order to be safe and maintain operations, we have developed this section of the Policy to be implemented, to the extent feasible and appropriate, throughout the Council and at all of our locations.

Please also refer to our additional COVID-19 Safety Policy.

This section includes the measures we are actively taking to mitigate the spread of any infectious disease. All staff, visitors and others involved in our works are required to follow all these rules diligently, to sustain a healthy and safe workplace in this unique environment. It is important that we all respond responsibly and transparently to these health precautions.

This section is susceptible to changes with the introduction of any additional governmental guidelines. If so, this Policy will be updated and distributed accordingly. Thorpe St Andrew Town Council may also amend this Plan based on operational needs.

The health and safety of any individual will not be compromised at this time. If an activity cannot be undertaken safely, it will not take place.

Thorpe St Andrew Town Council understand that emergency services may also be under greater pressure and may not be able to respond as quickly as usual during an outbreak. This will be taken into consideration when scheduling training and other activities.

Thorpe St Andrew Town Council have in place effective arrangements for monitoring and reviewing our compliance with Government and industry guidance. Senior Management will also remind the staff at every opportunity of the safe working guidelines, which are aimed at protecting them, their colleagues, families and other people that may be affected by our works.

Key Control Measures

The following are key control measures, as specified by the HSE and other relevant authorities, required for managing the spread of the virus:

Symptoms

Ensuring no person with symptoms attends work. If these symptoms develop whilst at work, it is imperative that the individual is instructed to go home immediately and call NHS 111. If anybody becomes seriously unwell whilst at work, the emergency services should be contacted and the individual made as comfortable as possible, whilst maintaining social distancing measures, if possible.

Anybody displaying symptoms must follow current medical and Government advice, at that time.

General Health

Any individuals living with “at risk groups” as defined by the authorities, must consider if there is a heightened risk from attending work.

Hand Hygiene

Ensuring that everyone is washing their hands regularly and thoroughly or sanitising. Thorpe St Andrew Town Council will ensure that sufficient facilities are provided and maintained to allow this to happen.

Cough Etiquette / Respiratory Hygiene

Ensuring that people cough / sneeze into sleeve or elbow, always cover up and dispose of tissues promptly and wash their hands.

Cleaning

Ensuring that all frequently touched objects and all surfaces that are regularly exposed are regularly cleaned and disinfected.

Part 6 - Environmental Policy

Environmental Management Procedures

This section details the arrangements and procedures that we will use to help implement our Environmental Management Policy and ensure compliance with current Environmental Legislation.

Noise & Vibration

Operational Control Guidelines

- 1) Requirements regarding the control of noise and vibration levels should be identified so that the appropriate control measures can be implemented.
- 2) Thorpe St Andrew Town Council's environmental policy and procedures will be taken into account when selecting plant and equipment and when developing safe systems of work.
- 3) Where it has been identified that buildings and services may be affected by noise and vibration, all necessary control measures are to be highlighted within applicable safe systems of work.
- 4) In sensitive areas, such as urban and commercial districts, liaison with the Environmental Health Officer will be needed to ensure that noise and vibration levels are maintained within permissible levels.
- 5) Noise emissions should be regularly monitored and recorded as deemed appropriate.
- 6) Where necessary vibration will be monitored to ensure that no structural damage is being caused to adjacent buildings and services.
- 7) Local residents and businesses are to be kept informed of when activities producing excessive noise and vibration are to take place.
- 8) All operations should be sequenced, where appropriate, to minimise the generation of noise and vibration, and where practical, plant and material stockpiles should be located to absorb noise emissions.
- 9) Where appropriate, prior consent will be sought from the local authority under Section 61 of the Control of Pollution Act 1974.
- 10) All employees, sub-contractors and suppliers will be made aware of their responsibilities and duties to ensure that noise and vibration generated by them is correctly managed and controlled.
- 11) In the event that noise and vibration emissions exceed permissible levels, then the following Emergency Control Procedures are to be followed.

Emergency Control Procedures

- 1) In the event of noise and vibration limits being exceeded the work or activity causing the noise/vibration is to be stopped.

- 2) Where appropriate plant is to be re-orientated to re-direct emissions away from sensitive receptors.
- 3) Where appropriate material is to be stockpiled to provide a noise barrier to absorb noise emissions.
- 4) Where appropriate erect additional noise barriers.
- 5) If these steps are unsuccessful in reducing emissions to an acceptable level then working practices and arrangements will be changed accordingly.
- 6) Monitoring shall take place throughout the operation to ensure compliance.

Sustainable Working

Operational Control Guidelines

- 1) All timber should, wherever practical, be sourced from a temperate sustainable resource and certified as such from an independent inspection agency accredited by the Forest Stewardship Council (FSC).
- 2) All materials will be accurately ordered to minimise waste.
- 3) Where possible the use of recycled materials and other environmentally friendly options should be investigated.
- 4) All work areas are to be kept tidy to minimise the risk of damage to materials.
- 5) All operations will be adequately supervised to ensure that the wastage is kept to a minimum.
- 6) All office equipment will be turned off when not in use to conserve power/fuel.
- 7) Where possible the consumption of stationery in all offices will be used conservatively.
- 8) Wastepaper and empty toner cartridges will be recycled.
- 9) All waste materials shall be segregated into different types for easy recycling.

Traffic Management

Operational Control Guidelines

- 1) All traffic management issues identified in the contract documents must be incorporated into the Project Environmental Management Plan.
- 2) Where appropriate, arrangements for the delivery of materials should take place outside peak hours.
- 3) All access roads should be regularly monitored for damage and deposition of mud and debris, where mud and debris are found to be a problem, all debris should be quickly removed, and the roads kept clean and tidy.
- 4) All plant should be regularly serviced to ensure that it does not cause excessive pollution and operates safely and efficiently.
- 5) In the event that a traffic management problem occurs the Emergency Control Procedures below should be followed.

Emergency Control Procedures

- 1) In the event that the increased numbers of traffic movements adjacent to the site cause problems with congestion, road conditions or noise, then measures should be implemented to minimise them.
- 2) Where congestion is occurring at the beginning and end of the day, the use of flexible working hours and staggered starting times should be considered.
- 3) Where excess mud and debris is being deposited on local roads around the site, the incorporation of wheel washes and use of road sweepers should be considered.

Waste Management

Office Waste Guidelines

- 1) All consumables and office supplies are to be used conservatively, including the recycling and reuse of supplies where practical.
- 2) Council paper is only to be used for business purposes and wastepaper should be recycled rather than disposed of.
- 3) The use of double-sided copying and printing should be made wherever practical.
- 4) Scrap paper will be reused for draft printing whenever possible.
- 5) Office paper supplies will be discarded separately into segregated and designated recycling bins. All cardboard materials will be discarded separately into respective segregated bins. All other rubbish will be discarded in the normal manner.

Operational Control Guidelines

- 1) All work shall be carefully considered and implemented to minimise the generation of waste.
- 2) Where it has been identified that wastes are to be produced, or potentially produced, by a new project or activity, this will be clearly identified prior to the commencement of the work.
- 3) Specialist disposal requirements including any Waste Management License issues will be identified prior to commencement.
- 4) All employees, including sub-contractors will be requested to identify the types of waste that can be reduced, reused, or re-cycled on-site or off-site.
- 5) All employees, suppliers and sub-contractors will be made aware of their responsibilities to ensure the correct disposal of waste.
- 6) Where the production of hazardous wastes is envisaged, the Works Supervisor / Line Manager will liaise with the Environmental Manager and the appropriate Environment Agency office to determine the most appropriate method of disposal.
- 7) All sites producing hazardous waste must be licensed with the Environment Agency.
- 8) Waste disposal contractors must possess the appropriate license to dispose of the waste from site. The Works Supervisor / Line Manager should periodically check the waste contractor's current license.

- 9) All waste disposal operations shall comply with the Duty of Care. A Waste Transfer Note/Consignment Notice will accompany all waste transfers. The Waste Transfer Note must be retained for a minimum of three years.
- 10) The storage requirements for wastes are to be identified to allow for the segregation of the waste and the prevention of odours, water pollution and the cross contamination of materials.
- 11) In the event of the escape of waste the Emergency Control Procedures below must be followed.

Liquid Waste

- 1) In the event of liquid waste escaping the Works Supervisor / Line Manager is to be notified.
- 2) The Works Supervisor / Line Manager is to notify the Environmental Manager and the appropriate Environment Agency office.
- 3) Stop the flow of pollution using earth, sand or polythene and divert away from drains and watercourses.
- 4) Deploy spill kits as necessary to contain and absorb the spill.
- 5) Contaminated sand, earth or granules must be disposed of as contaminated material
- 6) The reasons and cause of the escape must be thoroughly investigated, and recommendations made to prevent a reoccurrence.

Solid Waste

- 1) In the event of solid waste escaping the Works Supervisor / Line Manager is to be notified.
- 2) The waste that has escaped must be collected and placed into a secure skip.
- 3) Depending on the hazard presented by the material, specific personal protective equipment may be required.
- 4) The reasons and cause of the escape must be thoroughly investigated, and recommendations made to prevent a reoccurrence.

Water Pollution

Thorpe St Andrew Town Council will ensure that no contamination of adjacent watercourses and the groundwater will occur as a result of their operations. This will also include minimising the impact of operations upon wildlife habitats, aquatic flora and fauna, fisheries, recreation and amenity facilities and landscape features.

Thorpe St Andrew Town Council will ensure that any operations that may pose a threat to these areas are carefully planned and managed to minimise the risk of pollution and environmental damage.

Operational Control Guidelines

- 1) Water quality sampling requirements must be identified and implemented prior to the commencement of any works.
- 2) The requirement for discharge consents to watercourses, surface water drains or foul drains must also be identified as soon as possible.
- 3) All watercourses and drainage systems adjacent to the site are to be highlighted in the Project Environmental Management Plan.
- 4) Suitable storage areas should be prepared to ensure that the quality of surface water and ground water is not put at risk.
- 5) If appropriate, the need for concrete wash out points will be identified and established on site.
- 6) All operations that are to take place in, above or adjacent to watercourses will be clearly identified, with specific risk assessments and safe systems of work being established prior to the commencement of any work.
- 7) All operations taking place in, above or near watercourses must be strictly supervised and monitored to ensure that no pollution incidents occur.
- 8) All permanent and temporary employees, including sub-contractors, are to be made aware of their responsibilities to ensure that no water pollution incidents occur.
- 9) In the event that a water pollution incident occurs then the Emergency Control Procedures below must be followed.

Emergency Control Procedures

- 1) All spillages, including fuel, oils, chemicals and silty run-off, must be reported to the Works Supervisor / Line Manager.

- 2) Where appropriate, the Works Supervisor / Line Manager must notify the Environmental Manager and the appropriate Environment Agency office.
- 3) The source of pollution must be identified and the flow should be stopped or diverted using spill kits, earth, sand or polythene and diverted away from all drainage systems and watercourses.
- 4) Where flammable substances are involved, any adjacent sources of ignition must be switched off.
- 5) An absorbent boom must be placed across watercourses to contain and absorb any spills.
- 6) Spillages must not be washed into drainage systems or watercourses and detergents must not be used.
- 7) All absorbent materials used to soak up the spill must be disposed of as contaminated material.
- 8) The incident is to be investigated with the Environmental Manager. The reasons and cause of the escape must be thoroughly investigated, and recommendations made to prevent a reoccurrence.
- 9) Details of the investigation and any changes to working practices will be reported to the Environmental Manager and where appropriate to the Environment Agency.
- 10) In the event that a serious environmental incident occurs, contact Thorpe St Andrew Town Council's Environmental Manager and advise the Environment Agency using the 24-hour Emergency line - **0800 80 70 60**

Environmental Impact/Risk Assessments

A key element of the Environmental Protection Act 1990 is to identify the impacts our business operations have on our surrounding environment. The environmental impacts of all work carried out by Thorpe St Andrew Town Council will be assessed prior to the commencement of any operations which may have an adverse impact on the environment. These assessments will be monitored and reviewed on an annual basis and amended where appropriate to cater for the requirements of specific projects.

All senior managers should consider the impact their operations have on the environment and raise a formal environmental risk assessment using the template provided in Section 3 of this Manual. Guidance covering the areas and elements to be considered within such risk assessments should be drawn from the contents of this Manual, the contract documentation and any site-specific requirements.

Sub-contractors and other staff working for Thorpe St Andrew Town Council should make themselves aware of any assessments that have been undertaken to address the activities that they are carrying out. Any actions that are required to keep these assessments valid and relevant must then be followed.

The basic stages to be adopted when carrying out an environmental risk assessment are as follows:

Stage 1: Hazard identification

Stage 2: Identification of consequences

Stage 3: Estimation of the severity of consequences

The spatial scale of the consequences

The geographical scale of harm

The temporal scale of the consequences

The duration of the harm

The time to onset of the consequences

Stage 4: Estimation of the probability of the consequences

This has three components:

The probability of the hazard occurring

The probability of the receptors being exposed to the hazard

The probability of harm resulting from exposure to the hazard

Stage 5: Evaluating the significance of a risk

Options appraisal

Having estimated the magnitude and the significance of the risks posed by the hazard(s), the options for risk management are identified and evaluated.

Environmental Performance Monitoring & Review

The Environmental Manager will review Thorpe St Andrew Town Council's environmental performance and the effective implementation of the environmental management policy. The annual review shall cover:

- a) Environmental management monitoring results.
- b) Environmental management inspection results
- c) Comparison with the objectives stated in the previous review.
- d) Effects and requirements of new legislation or changes to best practice guidance.

Irrespective of time periods, a review shall be conducted in the event of:

- a) Significant environmental incident.
- b) Incidence of Environment Agency enforcement action.
- c) Major change to environmental management arrangements or Council activities.

WEEE & the Environment

Thorpe St Andrew Town Council is committed to improving environmental performance and reducing any impact made on the environment. Thorpe St Andrew Town Council has appointed a competent person to help and assist it in minimising its environmental impacts and to help improve its environmental efficiency.

The WEEE (Waste Electrical and Electronic Equipment) Regulations came into force on 2nd January 2007 and were implemented six months later on 1st July 2007. Their aim is to reduce this environmental impact by increasing recycling and recovery rates.

The Directive requires that Electrical products placed on the market after the Directive came into place are marked with the following symbol which means that when you come to dispose of the alarm you should dispose of it in line with the WEEE directive.

The presence of the logo on any product indicates that the product should not be placed in the general refuse and that it should be separately collected.

Under the WEEE Regulations 'Commercial End Users' are responsible for the safe disposal of all WEEE, however Thorpe St Andrew Town Council will assist its clients by providing information where available on:

- the **environmental impacts** of the substances in EEE and waste electrical and electronic equipment (WEEE)
- the reasons for **separating** WEEE from other waste
- the **meaning** of the crossed out wheeled bin symbol
- how they can safely dispose of WEEE for proper **treatment** and **recycling** free of charge.
- Contact information for the EEE producer. The producer's compliance scheme is responsible for the end-of-life handling of EEE.

As a registered Waste Carrier Thorpe St Andrew Town Council may where required by the client take responsibility for the disposal of WEEE. Where this occurs, Thorpe St Andrew Town Council will prepare a Waste Transfer Note to document and record the removal and disposal of the waste. Copies of the Waste Transfer Notes will be retained for a minimum of 4 years.

All such waste will be disposed of:

- At a licensed waste disposal site, or
- Via the retailers WEEE 'Take-Back Scheme'

As with all waste, Thorpe St Andrew Town Council will always ensure that all WEEE for which it is responsible is either recycled or disposed of at a licensed waste disposal site.

Part 7 - Monitoring and Review

Monitoring and Review of this Policy

To ensure the effectiveness of the safety policy in providing and maintaining environments and systems of work which are safe and without risk to health, procedures for monitoring will be established:

1. All members of their Line Manager are required to routinely and regularly inspect their areas within their control and carry out operational risk assessments on the risks identified.
2. Regular health and safety inspections will be conducted. Written reports will be provided.
3. A number of selected activities will be reviewed from time to time to confirm that staff and contractors are satisfying their responsibilities and duties.
4. Records of accidents and incidents will be reviewed to assist in the risk assessment process and in the setting of priorities.
5. All staff are required to bring to the attention of Senior Management any areas of the Council's Policy for Health, Safety and Welfare that appears to be inadequate.

At regular intervals Senior Management will meet to discuss any accident reports and the performance of Thorpe St Andrew Town Council in compliance with the Health and safety policy. This will be to establish areas where improvements in procedures and training could be made, which will be reviewed where necessary and Thorpe St Andrew Town Council's Health and Safety Policy will be updated.

Record of Amendments

Date	Revision	Amended By	Amendments Made / Comments	Approved By
20 th January 2021	A	R Mitchell – Health, Safety & CDM Consultant	First Issue	
20 th January 2021	B	R Mitchell – Health, Safety & CDM Consultant	Replacement of previous policy	
26 th January 2021	C	R Mitchell – Health, Safety & CDM Consultant	General Amendments (following client review)	

Health and Safety Policy Statement

Thorpe St Andrew Town Council recognises its responsibilities under the Health and Safety at Work Act 1974 and all other relevant legislation. This policy statement sets the direction of Thorpe St Andrew Town Council by communicating its management values, beliefs and commitment to health and safety.

Thorpe St Andrew Town Council shall ensure:

- A place of work, systems of work and equipment that are safe and do not create a risk to the health, safety and welfare of our employees, independent contractors, members of associated companies and the general public, so far as it is reasonably practicable to do so.
- Appropriate information, instruction, training and supervision are provided to all employees.
- The allocation of sufficient resources to enable the health and safety policy to function effectively.
- Effective communication facilities to ensure that employees are kept fully aware of their responsibilities under this policy and that an effective employer/employee consultation facility exists.
- Commitment to ensuring health and safety matters are an integral part of the business.
- Commitment to complying with statutory requirements, approved codes of practice, recognised guidelines and other relevant industry standards.
- All necessary safety devices and personal protective equipment together with information relating to the health, safety and welfare of the employees are available and provided free of charge.
- All work equipment provided is safe and properly maintained, with all operatives/employees trained in its correct use and handling.
- That all welfare and first aid facilities are provided which comply fully with the statutory requirements together with a system for maintaining the equipment.
- That adequate firefighting equipment is provided that exceeds the minimum safety requirement.

This policy will be reviewed for continuing suitability and effectiveness at Management Reviews and as required and appropriate. Please also be aware that Health and Safety Management forms part of our Integrated Management System.

The Town Clerk is responsible for ensuring that this policy is effectively established, implemented, maintained and improved on throughout the company. The Management Team are responsible for ensuring that all employees and contractors receive training and information on the implementation of this policy.

This policy statement, including any changes, will be communicated to all persons working under our control and shall be made available on our website to all interested parties.

Dr Thomas Foreman - Town Clerk
Thorpe St Andrew Town Council
20th January 2021

Environmental Policy Statement

Thorpe St Andrew Town Council will control and manage its activities to ensure risks to the environment are identified and action taken to minimise or eliminate their effects.

Adverse effects of operational activities on the environment will be minimised as far as practicable.

Thorpe St Andrew Town Council will ensure:

- That we comply with our legal obligations under the current Environmental legislation, together with all other applicable statutory provisions and relevant codes of practice.
- That we promote health, safety and environmental awareness throughout the organisation.
- That we maintain a safe and healthy working environment for our employees, with adequate facilities appropriate to the nature of the business activities.
- That we minimise the social impact of the company activities and avoid damage to the environment through regular reviews of the business from environmental and management systems audits.
- That we undertake environmental impact studies as part of any company relocation or enlargement of existing facilities.

This policy will be reviewed for continuing suitability and effectiveness at Management Reviews and as required and appropriate. The Environmental Management arrangements form part of our Integrated Management System.

The Town Clerk is responsible for ensuring that this policy is effectively established, implemented, maintained and improved on throughout the company. The Management Team are responsible for ensuring that all employees and contractors receive training and information on the implementation of this policy.

This policy statement, including any changes, will be communicated to all persons working under our control and shall be made available on our website to all interested parties.

Dr Thomas Foreman
Town Clerk
Thorpe St Andrew Town Council
20th January 2021

Quality Policy Statement

Thorpe St Andrew Town Council's aim is to ensure that the needs of our clients are clearly understood and met through close liaison at all stages of the work.

The Company's Quality Policy calls for continual improvement in its quality management activities and business will be conducted according to the following principles:

Thorpe St Andrew Town Council will ensure:

- Compliance with all applicable statutory laws and regulations.
- That we promote the concept of continuously improving the effectiveness of this quality management system and make best use of our management resources in all Quality matters.
- Communication of our Quality objectives and our performance against these objectives throughout the company and to interested parties.
- That due care is given to ensuring that activities are safe for employees, associates and contractors and others who come into contact with our work.
- That we work closely with our clients and suppliers to establish the highest Quality standards.
- That we adopt a forward-looking view on future business decisions, which may have Quality impacts.
- The provision of training to our staff in the needs and responsibilities of Quality Management and provide the personnel and resources to ensure that the importance of meeting and exceeding client requirements is communicated and understood throughout our organisation.
- That we conduct all work to a high professional standard with technical and commercial integrity.

This policy will be reviewed for continuing suitability and effectiveness at Management Reviews and as required and appropriate. The Quality Management arrangements form part of our Integrated Management System.

The Town Clerk is responsible for ensuring that this policy is effectively established, implemented, maintained and improved on throughout the company. The Management Team are responsible for ensuring that all employees and contractors receive training and information on the implementation of this policy.

This policy statement, including any changes, will be communicated to all persons working under our control and shall be made available on our website to all interested parties.

Dr Thomas Foreman
Town Clerk
Thorpe St Andrew Town Council
20th January 2021

Press release

£30 million investment to provide Changing Places toilets

Funding will improve access for people who cannot use standard accessible toilets and their carers.

From:

[Ministry of Housing, Communities & Local Government](#) and [Luke Hall MP](#)

Published:

4 March 2021

- £30 million available from government to install life-enhancing Changing Places toilets in existing buildings in England
- Changing Places toilets are a lifeline for more than a quarter of a million disabled people across the UK
- Government working in partnership with Muscular Dystrophy UK (MDUK) as co-chair of the Changing Places Consortium to provide support to councils
- Local authorities will soon be invited to “opt in” to receive a proportion of this funding, based on need, to install facilities in their communities

More than 250,000 disabled people in the country will benefit from greater access to life-enhancing Changing Places toilets, as the government announces a new £30 million fund to increase the number of facilities across England.

Announced today (4 March 2021) by Regional Growth Minister Luke Hall, the move follows changes to statutory guidance that came into effect from January 2021 that made the provision of Changing Places toilets compulsory in certain new buildings.

Changing Places toilets are larger accessible toilets for people who cannot use standard disabled toilets, with equipment such as hoists, curtains, adult-sized changing benches and space for carers.

Over 250,000 people in the country need these facilities to enable them to get out and about and enjoy the day-to-day activities many of us take for granted.

The combination of the updated statutory guidance and today’s investment for existing buildings means thousands of people with complex needs will have greater access to public places.

Regional Growth Minister Luke Hall MP said:

For too long, the lack of suitable toilet facilities has meant disabled people have faced major difficulties when they shop, go out, or travel and this should not be the case.

That’s why the provision of Changing Places toilets is so important for people who cannot use standard accessible toilets.

This programme is a significant investment from government that will help bring major, life enhancing freedoms to those people who have specific needs.

Kerry Thompson, Changing Places campaigner, said:

The biggest challenge I face when going anywhere outside my home is locating a Changing Places facility. They really do make a world of difference when planning days out so today's announcement will open up a whole new world for the hundreds of thousands of people who rely on them. This wouldn't have been possible without support from Muscular Dystrophy UK, co-chairs of the Changing Places Consortium.

Knowing I have access to a Changing Places toilet lets me enjoy myself without having to worry about finding an accessible facility that can accommodate my needs. The additional funding from the government to improve facilities in existing buildings across England will give me and my husband the freedom that so many disabled people are desperate for.

This programme will be delivered in partnership with the charity Muscular Dystrophy UK, co-chairs of the Changing Places Consortium, who will provide advice to support councils in their delivery.

Muscular Dystrophy UK, in partnership with MHCLG and the Research Institute for Disabled Consumers, will also be undertaking a call for evidence with users in England to help develop an understanding of user needs and priorities.

Robert Burley, Director of Campaigns, Care and Support at Muscular Dystrophy UK, said:

Today's announcement of £30 million worth of funding to improve facilities in existing buildings is fantastic news for disabled people across England who need Changing Places toilets.

Everyone has the right to use a public toilet when they need to, and these accessible toilets vastly improve a person's independence and make planning days out much easier.

This is a big step towards tackling the exclusion that many disabled people, including those with muscle-wasting conditions, experience when they are out and about.

Today's announcement would not have been achieved without everyone working together, and Muscular Dystrophy UK is particularly grateful to the hard work of our extraordinary campaigners and the members of the Changing Places Consortium.

Councils will be invited to "opt in" to bid for a proportion of the £30 million funding so they can install facilities in their communities and boost the number of Changing Place toilets in existing buildings, for example leisure and sports, cinemas, and arts and tourism venues.

This will improve the geographical spread across England and ensure more disabled people can take part in everyday activities that have the greatest impact on their quality of life.

You can find your nearest registered Changing Places toilet in the UK by going to the Changing Places website and using the [location map](#).

The government has recently closed a consultation of a review of provision of toilets for men and women in municipal and private sector locations in England.

Further information

There are currently around 1,200 registered Changing Places toilets in England but provision needs to increase quickly to improve access for people who cannot use standard accessible toilets and their carers.

In the absence of Changing Places facilities, disabled people and/or carers face:

- limiting what they drink to avoid needing the toilet when they are out – risking dehydration and urinary tract infections
- sitting in soiled clothing or dirty nappies until a suitable toilet is found or they return home
- having to change a loved one on a dirty toilet floor
- manually lifting someone out of their wheelchair – risking safety
- reducing their time out of the house – restricting their social lives

Details for local authorities

District and unitary authorities will receive full details of how they can access this funding soon. Authorities will be invited to complete a short expression of interest to receive a proportion of this funding.

Local authorities are encouraged to consider where Changing Places toilets are most needed in their communities, and are encouraged to work in partnership with other organisations to deliver these facilities, including securing match funding wherever possible.

Details for organisations interested in installing Changing Places toilets

As funding will be distributed through Local Authorities, we recommend getting in touch with your relevant local authority to register your interest in working in partnership with them to deliver a Changing Places toilet in your venue/ building.

To all Clerks to Town and Parish Councils and Parish Meetings.

Good Morning,

As we approach the new financial year may I please make my now annual request for your council to make a donation to this Network to help us to continue our work which I trust you will agree is most valuable. We now have 40 registered Tree Wardens covering 26 of Broadland's 64 parishes (the greatest number Broadland has ever had, even in the days of the Broadland District Council Network) and we are doing all we can to increase that further.

Donations from the parishes is our sole source of income. The money we receive from Broadland District Council can only be spent on tree planting and therefore we have to seek other sources of income.

In 2021-2022 our expenditure will include our annual subscription to The Tree Council (between £200 and £300), personal injury insurance cover for our Tree Wardens (TBA) and certified training courses (as and when funding will permit). None of us take expenses or any other form of remuneration.

So, may I please ask your council to consider a suggested minimum donation of £30 for 2021-2022.

I thank you in advance.

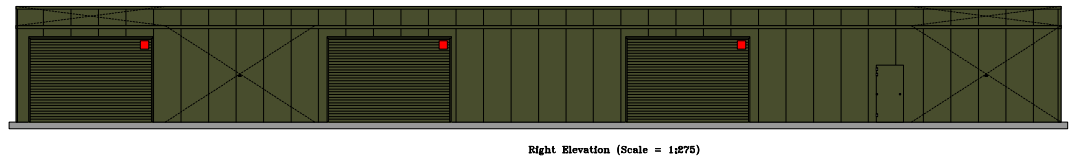
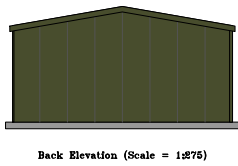
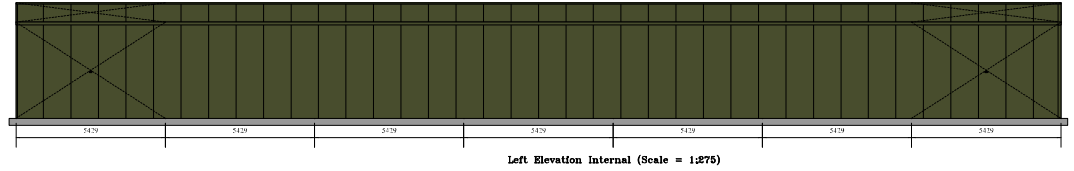
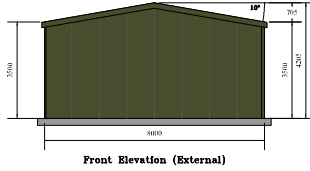
Kindest regards,

John



John Fleetwood
Broadland Tree Warden Network Co-ordinator
4 Oakhill, Brundall, Norwich NR13 5AQ
Tel: 01603 716 297
Mobile: 07555 535 741
E-mail: john.fleetwood@hotmail.com

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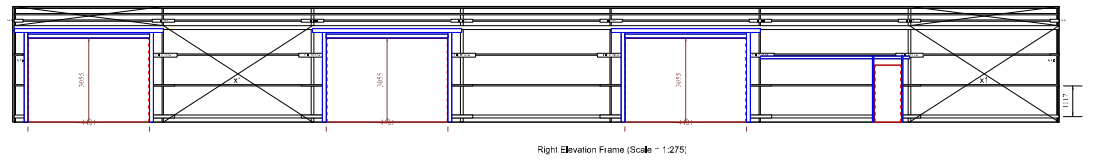
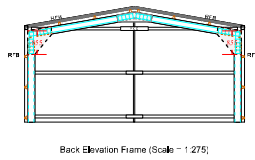
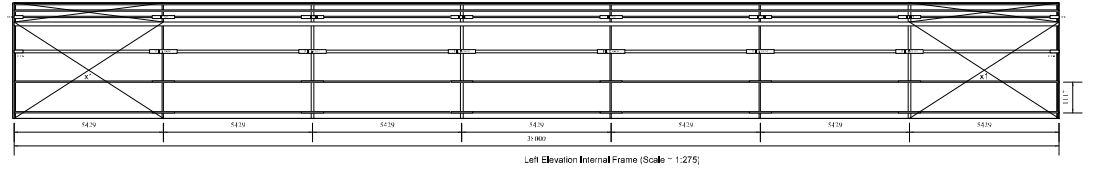
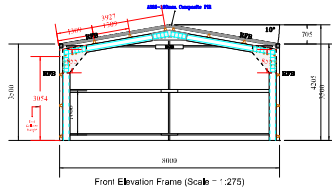
Supplied By: Blueriver Structures

Phone 01603 720245

Email blueriverstructures@btinternet.com

Customer: Laundry Lane 2

Laundry Lane, Norwich, Norfolk, NR7 0XS



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Email: info@capitalsteelbuildings.co.uk

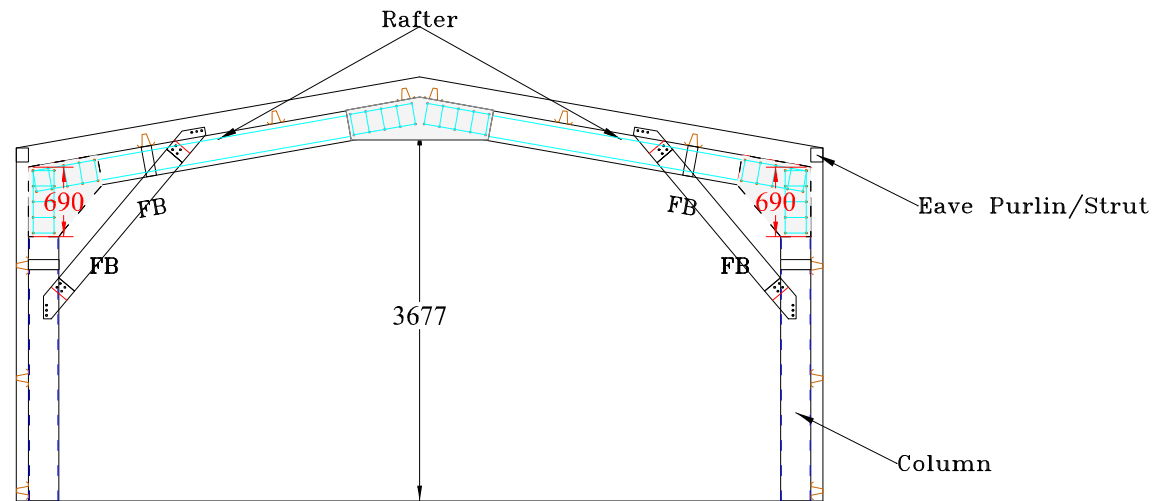
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Cross Section (Scale = 1:75)



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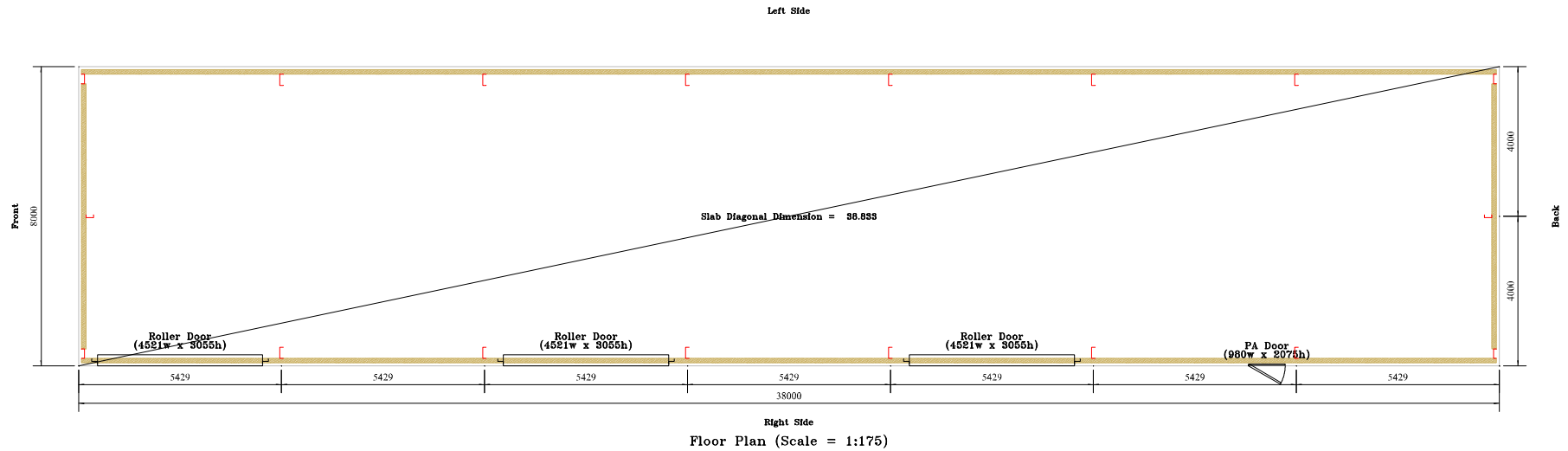
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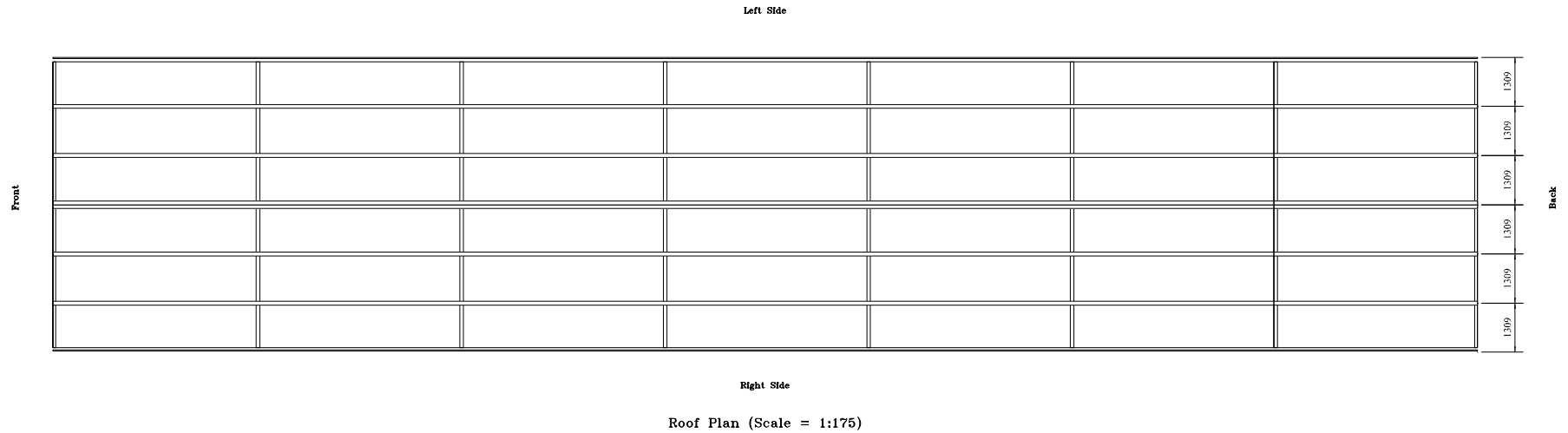
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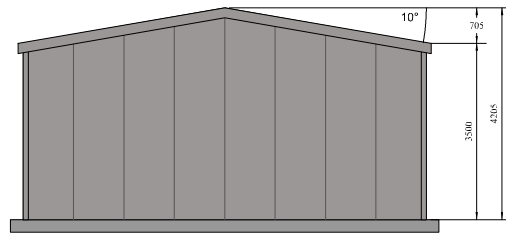
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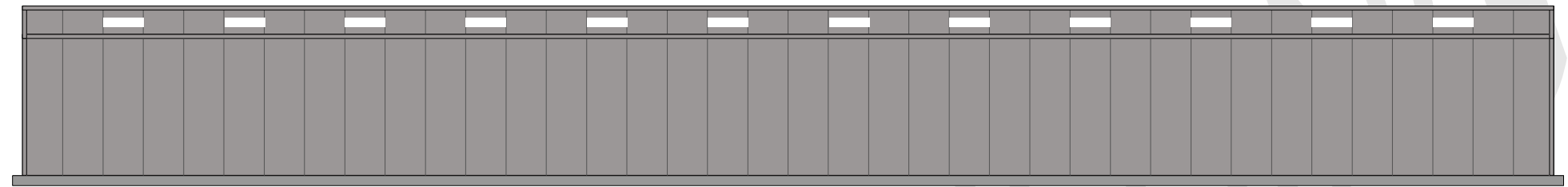
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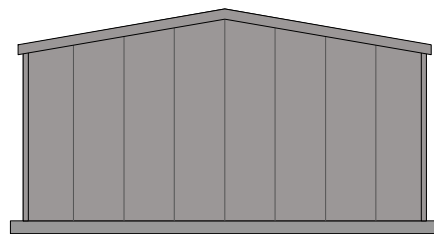
Laundry Lane, Norwich, Norfolk, NR7 0XS



Front Elevation (External)



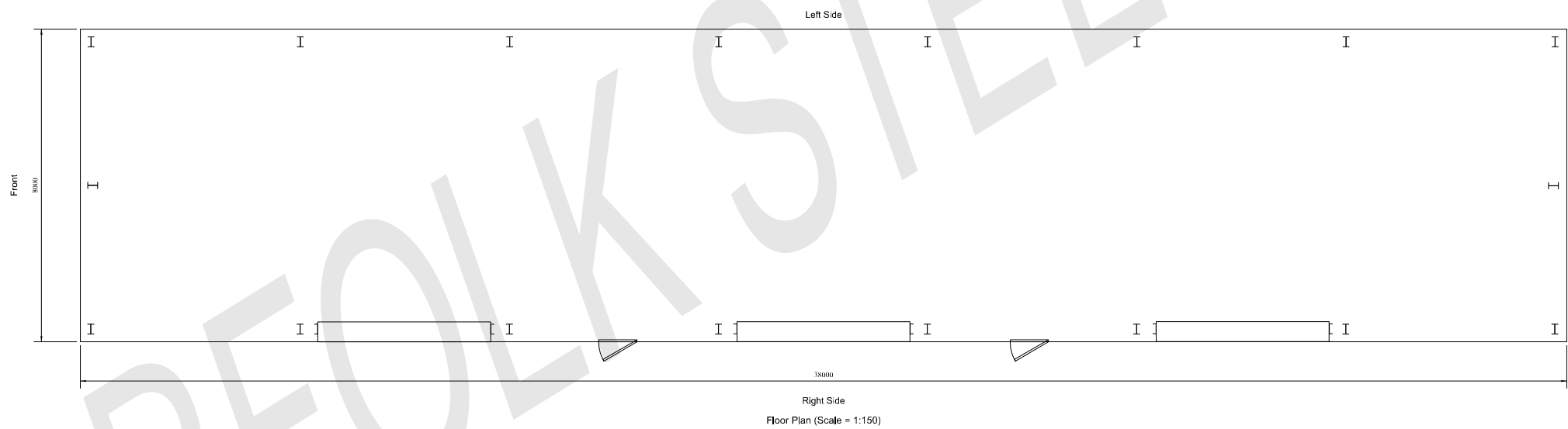
Left Elevation Internal (Scale = 1:150)



Back Elevation (Scale = 1:150)



Right Elevation (Scale = 1:150)



Floor Plan (Scale = 1:150)



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