



# **MALVERN TOWN COUNCIL**

## **AUDIT COMMITTEE**

### **REPORTS**

**For meeting on Wednesday 21 February 2024  
at 6.00 pm**

# MALVERN TOWN COUNCIL

Town Clerk  
28-30 Belle Vue Terrace  
Malvern  
WR14 4PZ



15 February 2024

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## MEETING OPEN TO MEMBERS OF THE PUBLIC

### To All Members of the Audit Committee (quorum 3):

Councillors C Bovey, J Green, J Leibrandt, D Mead, D Watkins

### All other Members of the Town Council for information only

You are hereby invited to attend a meeting of the Audit Committee on Wednesday 21 February 2024 in the Council Chamber, Belle Vue Terrace, Malvern commencing at 6.00pm for the transaction of the business shown on the Agenda below.

A handwritten signature in black ink, appearing to read 'L. Blake'.

**Linda Blake**  
**Town Clerk**

No.	Agenda Item
1.	<b>Apologies for Absence</b> To receive apologies for absence
2.	<b>Declarations of Interest</b> To receive declarations of pecuniary interests and other disclosable interests
3.	<b>Minutes of Previous Meeting</b> To receive and confirm as a correct record the minutes of previous Audit Committee meeting and the minutes to be signed by the Chairman ➤ 31 January 2024 (previously circulated)
<b>Public Participation</b> <i>The Meeting will be adjourned for public participation when the Chairman will invite members of the public to present their questions, statements or petitions submitted under the Council's Public Participation Procedure.</i>	
4.	<b>Health and Safety Policy – compliance with current policy and procedures</b> ➤ Report AC01/24
5.	<b>Aims and Objectives</b> ➤ Verbal report
6.	<b>Date of next Audit Committee Meeting</b> ➤ Wednesday 5 June 2024

**MINUTES OF A MEETING OF THE AUDIT COMMITTEE  
MALVERN TOWN COUNCIL**

**held on Wednesday 31 January 2024**

**in the Council Chamber, Belle Vue Terrace, Malvern at 6.00 pm**

**Councillors**

Cllr Caroline Bovey (Chair)  
Cllr Jude Green  
Cllr David Mead  
Cllr David Watkins

**In attendance**

Linda Blake – Town Clerk  
Louise Wall – Minute Clerk

**Absent**

Cllr Josephine Leibrandt (apologies)

**22. APOLOGIES FOR ABSENCE**

Apologies for absence from Cllr Josephine Leibrandt were **NOTED**.

**23. DECLARATIONS OF INTEREST**

None.

**24. MINUTES OF PREVIOUS MEETING**

It was **RESOLVED** that the minutes of the previous Audit Committee meeting held on 25 October 2023 be approved and adopted as a correct record of the proceedings.

**PUBLIC PARTICIPATION**

None.

**25. BUSINESS CONTINUITY POLICY**

At the previous meeting of Audit Committee, a thorough discussion had been held on formulating a business continuity plan. The Town Clerk had incorporated comments made into the draft plan and policy now presented to members for further discussion and consideration.

Members agreed on some further changes within the document and noted the following:

- The terms ‘Deputy Town Clerk’ and ‘Operations Manager’ are both used as it may not always be the case that they are one and the same person.
- References to the building at Belle Vue terrace will be updated as necessary once the Council has relocated.
- Initials of employees included in the tables should be replaced with the position so that the document becomes more general.

It was **RECOMMENDED** that the draft business continuity plan incorporating changes as agreed by committee and attached as Appendix A to these minutes would be presented to Full Council for adoption.

**26. DATE OF NEXT AUDIT COMMITTEE MEETING**

It was **AGREED** that the next meeting of the Audit Committee would be on Wednesday 21 February 2024 at 6.00 pm.

The meeting ended at 6.38 pm

.....

(Chairman)



**MALVERN TOWN COUNCIL**

**BUSINESS CONTINUITY  
PLAN AND POLICY**

# MALVERN TOWN COUNCIL

## BUSINESS CONTINUITY PLAN AND POLICY

### 1. Introduction

- 1.1. The purpose of this plan is to prepare Malvern Town Council's (hereafter known as 'the Council') business in the event of extended service outages caused by factors beyond the Council's control and to restore services to the widest extent possible in a minimum time frame.
- 1.2. This plan has been developed to complement the overall risk arrangements, help maintain critical activities during and after any major disruption and promote recovery.
- 1.3. The plan is intended to provide an overall framework for managing the repercussions of a serious incident which identifies the resource requirements, list of contact names and addresses, and actions that need to be considered and taken, in the event of a serious disruption to the business activities undertaken by the Council.
- 1.4. The outcome of this plan is to ensure that the Council is able to maintain a good level of service.

### 2. Plan objectives

- 1) To serve as a guide should any serious threats affect the Council's services/activities.
- 2) To assist in avoiding confusion experienced during a crisis by documenting, testing and reviewing recovery procedures.
- 3) To reference and point to the location of critical data.
- 4) To provide procedures and resources needed to assist in recovery.
- 5) To ensure councillors are kept up to date should the plan be activated.
- 6) To minimise the social, legal and financial consequences.

### 3. Structure

- 3.1. In the event of a major incident the Emergency Decision Making Group will convene, alongside the Town Clerk and Deputy Town Clerk to discuss the Council's response. The Emergency Decision Making Group is made up as follows:
  - The Mayor
  - The Deputy Mayor

- Chair of Policy and Resources Committee
- Vice-chair of Policy and Resources Committee
- Chair of Operations and Planning Committee
- Vice-chair of Operations and Planning Committee

3.2. The group's priorities will be:

- Safety and welfare of employees and councillors
- Customer/resident safety
- Recovery of all services and/or assets
- Legal compliance
- Minimisation of financial loss

#### **4. Documentation**

4.1. This plan will be kept as an electronic copy by the Town Clerk with hard copies kept at both administrative and operational bases. Copies of the plan will be published on the Council's website.

#### **5. Definitions of incidents**

5.1. Three levels of incident have been defined, the most serious being a Level 3 incident.

##### **Level 1 Incident: Local Incident**

- Defined as a local incident that is not an emergency and does not cause serious physical threat to people or property. Results are likely to be limited disruption to services.

##### **Level 2 Incident: Minor Incident**

- Defined as an incident that could pose an actual threat to people or property but does not seriously affect the overall functioning of the Council or its services. This might include the isolation or evacuation of open spaces or buildings in use by the Council, with the assistance of the Emergency Services.

##### **Level 3 Incident: Major Incident**

- Defined as an incident causing significant disruption to a locality, event or to Council property, resources or services. This may have the potential to escalate and involve

external Emergency Services who would probably take operational control of the incident, or the need to involve external advisors and/or contractors to assist with recovery.

## **6. Employee welfare**

- 6.1. It must be recognised that an incident that results in the enacting of this plan may also cause additional pressures for employees. Employees need to be given clear direction about the priorities of the business.
- 6.2. Managers must monitor employees more closely to ensure that their welfare is maintained. Employees should be aware of what their role is when a major incident occurs. Clear and concise communication with employees is pivotal to having an organised response. Employees must be made aware of what communication methods are going to be used so they can find out the latest information if they are going to be working from a different location than normal. Managers must consider aiding any employees who they suspect have suffered undue stress or even trauma from the business disruption.

## **7. Communication**

- 7.1. Employees – the Town Clerk and/or Operations Manager will update employees regarding news of any emergency incident.
- 7.2. Councillors – the Town Clerk will notify the Mayor and Deputy Mayor of any updates and news regarding an emergency incident followed by communication to all councillors.
- 7.3. Public - communications with the public will be via the Council's website, social media, local news outlets and notice boards. All communication with the press will be dealt with in accordance with the Council's Communications and Publicity Policy.

## **8. Categories of possible threats and outline plan of action**

- 8.1. The major threats to the continuity of Town Council business have been categorised into three main areas as follows:
  1. Threats to staffing resources and councillors
  2. Threats to data security and IT systems
  3. Threats to buildings, equipment and infrastructure
- 8.2. The Action Plan will involve the following:
  1. Identification of threat or risk

2. Assessment of scale of threat or risk and classification of level of incident
3. Steps to be taken by employees and councillors
  - Immediately and as a matter of urgency
  - Short term actions
  - Long term actions
4. Communication of incident and action plan
5. Recovery phase
6. Review of plan

## THREATS TO STAFFING RESOURCES AND COUNCILLORS

### 9. Employee incident and loss of key employees

- 9.1. An employee incident can include a sudden family emergency, injury or other event which renders a key employee suddenly unable to work.

Action	Person responsible
Identify interchangeable employees. All employees should have colleagues who can perform their roles, even if it is in a reduced capacity. Identify the relevant person and support them in carrying out business-critical activities.	TC/OM
Assess extent of loss, identify whether the affected employee is likely to be temporary, longer-term, or permanent.	TC
Longer term loss of employees, alert Policy and Resources Committee (staffing) to discuss appropriate action.	TC
Recruit temporary or fulltime replacement, following the standard recruitment procedure to find a full-time, part-time, or fixed-term contract (as appropriate) replacement.	TC/OM
Should the loss of employee relate to the Town Clerk, speak to Worcestershire CALC/SLCC for support and possible supply of locum employee.	DTC/EDMG

- 9.2. This is a list of business-critical activities where more than one person should be familiar with the work involved. The final column lists those able to complete the activities.



Activity	Key knowledge	Person responsible
Meetings arrangements.	Issue of agendas and preparation of minutes.	TC/OOC
Financial management systems.	Use of SAGE.	TC/FAO
	Access to bank accounts.	TC/FAO/OOC
	Access to credit card.	TC/OOC
Access to website.	Ability to edit content.	TC/PA/OOC
Clerking meetings.	Standing orders, Local Government Act 1972 and other key legislation.	TC/DTC
Event management.	Ability to manage event on day. Bookings and arrangements.	TC/OM/OOC
Cemetery interments and record management.	Use of grave digger. Completion of accurate records.	OM/OS/GMOs
Cemetery bookings.	Taking cemetery bookings.	TC/PA/OOC
Management of plant and equipment.	Appropriate licences.	OM/OS
Consultation responses.	Responding to planning applications and licensing consultations.	TC/DTC

## 10. Loss of Councillors

- 10.1. There are legal quorums alongside organisational set quorums in order for Town Council business to take place and the following actions ensure that legally constituted decisions can still be taken.

Action	Person responsible
Apologies to be submitted to meetings and substitutions made where possible.	Town Councillors

Changes to be made to committee quorums if councillor numbers are low.	TC/Full Council
Application for leave of absence to be submitted and granted as necessary.	Town Councillors/ Full Council
Advertisement of vacancies for filling by election co-option.	TC
System of delegations to officers to ensure day-to-day running of the Council.	TC

## THREATS TO DATA SECURITY AND IT SYSTEMS

### 11. IT equipment

- 11.1. If applicable, work laptops and/or other IT equipment is provided to all permanent employees to enable them to work away from the office in an emergency.

### 12. Data protection and passwords

- 12.1. All data in electronic format is held on a cloud-based system and information relating to the Council's services and activities or which details personal data of suppliers, customers and members of the public should not be stored on any device not linked to the cloud-based system utilised by the Council.
- 12.2. All connections by a work laptop to the internet, when away from the workplace, must be made using a secure password protected internet VPN connection.
- 12.3. Employees should ensure that passwords are updated regularly.
- 12.4. All data held in paper format should be stored in the Council's offices and not left at home or in other locations for any longer than necessary, i.e. it should be brought into the office each time the employee returns there.
- 12.5. Compliance with the Council's data protection policy shall be maintained throughout and practices must be in line with General Data Protection Regulations.
- 12.6. An information sheet detailing all the passwords needed to access the Council's systems, data and online accounts will be maintained by the Town Clerk and kept securely off site, as well as on site, for use by any employee handling an emergency or business continuity matter.
- 12.7. Appropriate training is provided for all Town Council employees to ensure they are kept up to date with security and data threats.

12.8. Important files such as cemetery records should be stored as safely as possible and preferably in a fireproof container.

## **THREATS TO BUILDINGS, EQUIPMENT AND INFRASTRUCTURE**

### **13. Other equipment and assets**

13.1. The Council has a variety of other equipment; principally:

- Vehicles
- Machinery
- Tools
- Grave digging equipment

13.2. Where any of the above equipment is lost or out of use for a period, the following measures should be taken:

Issue	Action	Person Responsible
Theft or other loss of tools.	Temporary hire or purchase of essential tools.	OM/OS
Breakdown or theft of gravedigging equipment.	Contact hire company for replacement digger. Emergency purchase of shoring equipment as required.	OM
Breakdown or other loss of vehicles/machinery.	Temporary hire of replacement whilst permanent solution investigated.	OM/OS

### **14. Premises incident**

14.1. A premises incident can include flood, fire, or any other disaster that renders the premises inaccessible. The Council currently owns the following premises that it currently relies on for the delivery of its functions:

- Building at Belle Vue Terrace – Town Clerk, office and administrative employees
- Cemetery buildings – base for Operations Manager and Team

- 14.2. Whilst the Council is a tenant of, or using the accommodation provided by a third party, whether for office, meeting space or storage of equipment, its employees and councillors will comply with the arrangements and procedures of the premises owner.
- 14.3. Wherever possible and in compliance with the need to remain safe, the Council will seek to remove items of value from the premises affected, including, as a priority:
- Petty cash
  - All laptops and cabling
  - Mayoral chain of office
  - Signed copies of minutes of meetings
  - All other equipment with a value greater than £500
- 14.4. Paperwork and IT equipment can be taken home with employees in the short term. The Mayoral chain of office can be temporarily stored either at the Town Clerk's or Mayor's home address.
- 14.5. When a premises incident occurs during office hours or when a meeting is underway or about to commence:

Action	Person responsible
Evacuate the building following normal fire drill procedure.	TC/OM or responsible employee
Check evacuation is complete and everyone on site has been evacuated. Employee and visitor safety is the priority.	TC/OM
Call emergency services as necessary.	Employees on site
Verify if incident is real. If it is a false alarm, resume business as normal.	TC/OM/Employees on site
Alert employees, visitors and councillors. Alert any employees due to arrive on site soon, and tell them to await further instructions.	TC/OM
Assess impact and scale of the incident and decide next steps.	TC
Inform all councillors.	TC
Record details of any injuries sustained in the incident in the	TC/OM

Incident Book.	
Identify what equipment, materials or records need to be removed from the site and to where.	TC

14.6. Where an incident occurs outside office hours or where there is no one within the building:

Action	Person responsible
First person on site to notify the Town Clerk. No one to enter the building.	All employees
Alert any employees due to arrive on site soon after the incident and tell them to await further instructions.	Town Clerk/ PA to Town Clerk
Assess impact and scale of incident and decide next steps.	Town Clerk/ Operations Manager
Assess if materials or equipment can be removed from premises to secure them and identify to where they can be relocated.	Town Clerk/ Operations Manager
Inform all councillors.	Town Clerk
Move any scheduled meetings and ensure that councillors, press and other known attendees are informed of the change of meeting. Post a notice on the original meeting venue, if possible, to advise of the change of meeting.	Town Clerk/ PA to Town Clerk

## 15. Business continuity

15.1. Where the loss of premises or facilities results in a threat to the Council's ability to function, the following actions will be applied.

Issue	Action	Person responsible
Telephones.	Employees to use personal mobile phones to maintain contact with each other, with suppliers, members of the public and councillors.	All employees
Council landline.	Appropriate answerphone message and/or call forwarding.	TC/OOC
Post redirection.	Arrange with Royal Mail, including	TC/OOC

	payment of redirection fee using Council credit card.	
Internet.	Employees to use home internet connections.	All employees
Insurance.	Policy held with James Hallam Ltd.	TC
Communications.	Inform service providers, residents and others via website, social media, local news outlets and noticeboards.	TC
Communications.	Ensure all Councillors are aware of incident and actions to be taken to address disruption caused by it.	TC

## 16. Infrastructure incident

- 16.1. An infrastructure incident can include the loss of computer/telephone systems, internet access or power. If the outage is temporary, inform employee to remain and await further instructions. Refer to actions in the business continuity section above for managing the incident.

Principal contacts are:

Issue	Provider	Details
Telephones.	British Telecom Hi-Line Communications Ltd	0800 616 094 0845 456 4664
Mains power.	National Grid	0800 678 3105
Website.	Design in the Shires	07950 999887
IT.	Quintech	01684 882700
Meeting venue.	MHDC Council Chamber	01684 862197

- 16.2. If power outage is widespread and employees' homes are also affected contact local shared office providers to rent desk space.

## 17. Recovery phase

- 17.1. The purpose of the recovery phase is to resume normal working practices for the entire organisation. Where the impact of the incident is prolonged, normal operations may need to be delivered under new circumstances, different location etc.

Action	Details	Person responsible
Agree and plan the actions required to enable recovery of normal working.	Agreed actions will be detailed in an action plan and set against time scales with responsibility for completion clearly indicated.	TC/DTC/EDMG
Respond to any long- term support needs of employees.	Depending on the nature of the incident, Council may need to consider providing support services.	TC
Publicise that there is now 'business as usual'.	Inform public/customers through normal channels.	TC
Carry out a debrief of the incident and complete report to document opportunities for improvement and any lessons identified.	This should be reviewed to ensure key actions resulting from the incident are implemented within designated timescales.	TC/OM
Review the Business Continuity Plan considering lessons learned from incident and the response to it.	Implement recommendations for improvement and update the plan. Communicate revised version of the plan to all employees.	TC
Report to Full Council.	Ensure Councillors are aware of any recommendations arising from a review of the incident.	TC

## 18. Maintenance and review of plan

- 18.1. Any changes in personnel which affect the plan should be addressed immediately.
- 18.2. The plan should also be checked and reviewed as follows:
- When there has been an incident which necessitates the utilisation of the plan, an incident report should be prepared and an assessment of the plan's performance should be carried out;

- When there is a significant change in the way that the Town Council is run because of a change in legislation etc. the effects should be evaluated with respect to the plan.

## **19. Notes**

- 19.1. In all cases, where the Town Clerk and/or Deputy Town Clerk and/or Operations Manager is/are absent, responsibility will fall to the next suitable person or deputy.

## **20. Glossary of abbreviations**

TC	Town Clerk
DTC	Deputy Town Clerk
OM	Operations Manager
PA	PA to Town Clerk
OOC	Operations and Office Co-ordinator
FAO	Finance/Administration Officer
OS	Operations Supervisor
GMOs	Grounds Maintenance Operatives
EDMG	Emergency Decision Making Group



**A REPORT OF THE TOWN CLERK TO  
A MEETING OF THE AUDIT COMMITTEE  
MALVERN TOWN COUNCIL**

**to be held on Wednesday 21 February 2024**

**in the Town Council Chamber, Belle Vue Terrace, Malvern, at 6.00 pm**

**HEALTH AND SAFETY POLICY – COMPLIANCE WITH CURRENT POLICY  
AND PROCEDURES**

**1. Purpose of Report**

1.1. For decision.

**2. Recommendation**

2.1. Audit Committee is asked to consider and review compliance with the Council's Health and Safety Policy and to review health and safety procedures currently in place.

**3. Background**

3.1. In June 2023, Audit Committee agreed a work plan for the 2023/24 year. It was decided that "Health and Safety Policy – compliance with current policy and procedures" would form part of this work plan.

3.2. The Town Council's current Health and Safety Policy (attached at Appendix A) was reviewed and adopted in May 2023.

3.3. Audit Committee is asked to consider and review compliance with this policy alongside a review of procedures in place.

3.4. The main headings within the policy are:

- Accident reporting
- First aid
- Fire
- Substances hazardous to health
- Electricity
- Management measures
- Council workplaces
- Display screen equipment
- Personal protective equipment
- Manual handling
- Work equipment

and committee may wish to discuss procedures around each of these items.

**4. Financial Implications**

4.1. None pertaining to this report.

5. **Legal Implications**

5.1. None pertaining to this report.

End  
Linda Blake  
Town Clerk



**MALVERN TOWN COUNCIL**

# **HEALTH AND SAFETY POLICY GUIDANCE NOTES**

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**MALVERN TOWN COUNCIL**  
**HEALTH AND SAFETY POLICY**  
**GUIDANCE NOTES**

**1. Introduction**

- 1.1. Malvern Town Council has adopted a Health and Safety Policy to protect all employees, councillors, volunteers, contractors, visitors and users of its premises and facilities.
- 1.2. This document details the policy and the systems that have been set up within the organisation to ensure compliance and safe working practices.
- 1.3. Please read this document carefully and make sure you understand it. If you want to discuss safety matters generally, or have a particular problem, you should contact your Line Manager.

**2. Statement of Health, Safety and Welfare Policy Guidance Notes**

Policy statement

- 2.1. Malvern Town Council (hereafter known as 'the Council') hereby gives notice of its acceptance of responsibility as an employer to pursue a policy which ensures, so far as is reasonably practicable, the health, safety and welfare of all employees, councillors, volunteers, contractors, visitors and users of its premises and facilities, and others who may be affected by the Council's activities, and declares its intention to meet the requirements of the Health and Safety at Work etc Act 1974, The Management of Health and Safety at Work Regulations 1999 and all other relevant statutory provisions.

Objectives and Principles

- 2.2. The Council's objectives in this respect are to:
  - i. provide and maintain workplaces which are without risk to the health and safety of any employees, councillors, volunteers, contractors, visitors and users of premises and facilities;
  - ii. provide a working environment of a standard which will ensure the health and safety of its employees and other persons who are likely to be affected by the Council's activities;

- iii. assess the risks to the health and safety of employees and of anyone else who could be affected by its work activities, record the significant findings of such assessments, and make them available to employees, councillors, volunteers, contractors, visitors and users of premises;
- iv. provide, where appropriate, equipment, tools and plant which are safe and without undue risk to health;
- v. institute procedures for the reporting of defective equipment or other hazardous conditions, and for the rectification of such defects;
- vi. make proper arrangements for the safe use, handling and storage of all articles and substances used by the Council;
- vii. promote the instruction and training of employees in matters of health and safety, to enable them to recognise and avoid hazards at work;
- viii. inform employees, councillors, volunteers, contractors, visitors and users of its premises and facilities of the risks associated with its work activities by means of notices and instructions (risk assessments and method statements), and to clearly describe the work methods necessary to minimise the likelihood of injury or of adverse effects on health;
- ix. provide and maintain, where appropriate, safety equipment and protective clothing and ensure that employees are informed of their obligation in respect of its use;
- x. provide first aid equipment, facilities and training, and to make such other emergency provisions as are necessary to ensure the health and safety of all employees, councillors, volunteers, contractors, visitors and others allowed access to the Council's premises;
- xi. institute a procedure for the recording of all accidents and instances of ill health occurring because of the Council's activities and ensure that such incidents are investigated and documented in HR records.
- xii. provide satisfactory welfare and amenity facilities and make such arrangements as may be necessary to ensure the welfare of employees whilst at work;
- xiii. advise all employees, councillors, volunteers, contractors, visitors and users of premises and facilities of their obligations in health and safety matters, and of the penalties for acting in such a way as to endanger the safety or health of themselves or others;

- xiv. establish and maintain a system to ensure that this policy remains effective;
- xv. ensure the proper direction and control of all persons other than employees allowed access to the Council's premises and also ensure they are not put at risk by the Council's work activities;
- xvi. control the use of contractors on the Council's premises, and ensure that contractors work to safety rules at least of the same standard as those laid down through this policy;
- xvii. arrange for health and safety inspections of all premises and other areas at regular intervals, with reporting of significant findings and recommendations to the Council;
- xviii. maintain arrangements with employees for joint consultation and participation in matters relating to their health and safety;
- xix. keep the health and safety policy under constant review and make improvements, additions and amendments which, from time to time, may be deemed necessary or desirable.

#### Responsibility for carrying out the policy

- 2.3. The Town Clerk, on behalf of the Council has overall responsibility for:
- i. promoting the Council's policy for health and safety. Also, revising the policy when appropriate and bringing it to the attention of all employees;
  - ii. ensuring the circulation of information relevant to health and safety;
  - iii. ensuring that all responsibilities for health and safety are properly assigned, accepted and fulfilled;
  - iv. the keeping of central records containing accident and incident reports (accident book) and such investigations as are relevant;
  - v. planning for adequate staff, funds and materials to meet the requirements of the policy;
  - vi. consultation with the Operations Manager and Office Manager in evaluating the risk within the Council, ensuring that all liability is covered by insurance;
  - vii. taking appropriate action on reports made regarding health and safety and reviewing the overall performance of the Council;

- viii. consultation with the Operations Manager and Office Manager to ensure that all employees are given the appropriate information, instruction and training to enable the activities of the Council to be carried out safely;
- ix. reporting to the nearest office of the Health and Safety Executive (HSE) occurrences which fall within the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR 2013).

### **3. Accident Reporting**

- 3.1. When an accident/incident occurs, action must be taken. Injuries must receive prompt attention, and any immediate danger should be alleviated.
- 3.2. The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR 2013) requires organisations to record accidents/incidents and also to investigate and report either online or by telephone accidents which result in the following:
  - i. fatalities;
  - ii. specified major injuries (see RIDDOR leaflet);
  - iii. employees being absent from work for more than 3 days;
  - iv. reportable industrial diseases (see RIDDOR leaflet).
  - v. The Council is also required to investigate and report any dangerous occurrences (see RIDDOR leaflet).

#### Employee's Responsibilities

- 3.3. All employees are to take reasonable care of their own safety and that of anyone else who may be affected by their work activities, and are required to co-operate with the Council in the fulfilment of its duties with regard to health, safety and welfare at work.
- 3.4. Each employee, therefore, will be responsible for:
  - i. making themselves familiar with and always conforming to relevant health and safety instructions;
  - ii. not interfering with or misusing anything provided in the interest of health, safety and welfare;
  - iii. reporting to the Town Clerk, Operations Manager, Office Manager or appropriate Health and Safety Officer, incidents which have led to, or may lead to, injury or damage;



- iv. assisting as required in the investigation of accidents or incidents;
  - v. wearing the appropriate protective equipment where required.
- 3.5. It is the duty of all employees who have an accident/incident or witness an accident/incident to another employee, councillor, volunteer, contractor, visitor, or member of the public to ensure that everything possible is done to minimise damage, particularly injury to persons.
- 3.6. Therefore:
- i. obtain first aid treatment for the injured person;
  - ii. ensure that the accident/incident is reported to the Town Clerk, Operations Manager or Office Manager;
  - iii. record the accident/incident by filling in the Accident Book and completing a copy of the Council's Incident Report Form.

#### Employer's Responsibilities

- 3.7. The Town Clerk is to:
- i. establish whether the circumstances or the result of the accident/incident are immediately reportable under RIDDOR as a major injury or as a dangerous occurrence;
  - ii. investigate the accident/incident and ensure that all necessary steps have been taken to prevent any immediate further injury or damage to property;
  - iii. ensure that an entry in the Accident Book has been made;
  - iv. take what steps are necessary to remedy the cause of the accident/incident to prevent a reoccurrence;
  - v. ensure that if an injured employee is absent from work, or unable to carry out their normal work for more than 3 days (not including the day of the accident) the appropriate online form is completed at [www.hse.gov.uk/riddor](http://www.hse.gov.uk/riddor)

## **4. First Aid - The Health and Safety (First Aid) Regulations 1981**

- 4.1. The Health and Safety (First Aid) Regulations 1981 place a general duty on employees to make or ensure that there is made, adequate first aid provision for their employees if they are injured or become ill at work.

- 4.2. The Health and Safety Executive (HSE) has issued an Approved Code of Practice (ACOP) to accompany these Regulations.
- 4.3. The ACOP requires employers to assess hazards in the workplace and make appropriate provision based upon that assessment. In the working environment these first aid provisions should consider employees, councillors, volunteers, contractors, visitors and users of premises.
- 4.4. The Council, in accordance with the requirements of the First Aid Approved Code of Practice, will need to provide suitable and sufficient first aiders or appointed persons at all its premises, ensuring that adequate first aid cover is always maintained and available.
- 4.5. A first aider is a person who holds a current first aid certificate approved by the HSE. The most familiar approved qualifications are those provided through courses organised by the Red Cross and St John's Ambulance Brigade.
- 4.6. An appointed person is someone authorised to take charge of the situation if there is an injury or illness (and generally would have received Emergency First Aid training).
- 4.7. The names of all such persons should be displayed at strategic points and also on or beside any first aid box.

#### First Aid Boxes

- 4.8. First aid boxes should contain a sufficient quantity of suitable first aid materials and nothing else.
- 4.9. First aid boxes should be designed to protect the contents from damp and dust and should be clearly marked with a white cross on a green background.
- 4.10. First aid boxes which form part of an establishment's first aid provision should only contain those items which first aiders have been trained to use.
- 4.11. First Aiders and appointed persons are responsible for ensuring that first aid boxes contain the correct type and quantity of first aid materials.
- 4.12. It must be emphasised that first aid boxes should NOT contain drugs of any kind including aspirin or similar pain killers, and such medicines should NOT be issued by first aiders to employees, or any other person treated, as there is a danger of adverse reaction in some cases. This extends to antiseptic creams or liquids, lotions etc which may aggravate injuries in some cases.

- 4.13. First aid boxes should be available in all locations and each first aider should also be supplied with a suitable first aid box. Boxes are available in the council offices and in council vehicles.

## **5. Fire Procedure and Instructions - The Fire Regulatory Reform (Fire Safety) Order 2005**

- 5.1. In the presence of fire, panic and the urge to get away are natural reactions. Information about the action to take, and the practice in that action, are essential to ensure the optimum response in the event of a fire.
- 5.2. Practice fire drills should take place at regular intervals in appropriate locations, they should be logged and the time taken to evacuate recorded.
- 5.3. Copies of notices giving simple guidance on what to do in the event of fire should be displayed in all workplaces and premises where persons could be at risk from fire.

### Action on hearing the alarm

1. **EVACUATE THE BUILDING** by the nearest available exit, ensuring all persons under your control leave with you;
2. **DO NOT** collect personal belongings (e.g. coats and bags);
3. **DO NOT** run or panic - there is no need. Move swiftly but calmly;
4. **CLOSE THE DOOR** if you are the last person to leave the room;
5. **PROCEED** to your designated assembly point;
6. **DO NOT RE-ENTER** or allow other persons to enter the building until told to do so by a person in authority.

### If you should discover a fire

1. **OPERATE THE ALARM** from the nearest call point;
2. **ENSURE ALL PERSONS** under your control **EVACUATE** the building;
3. **IF AND ONLY IF** you judge the use of a nearby extinguisher by you likely to be effective, **USE IT**;
  - **DO NOT TAKE PERSONAL RISKS**
4. If it is not safe to use an extinguisher, **LEAVE IMMEDIATELY** following the procedure set out above;

5. Report the whereabouts of the fire to the person in charge of your **ASSEMBLY POINT**.

All members of staff:

- 5.4. Make sure you know the locations of the fire exits and firefighting equipment within the building. In an emergency the prime responsibility for you is getting yourself and the persons under your immediate control out of the building.
- 5.5. As soon as the fire alarm has been sounded, a call must go out to the Fire Brigade either by the person raising the alarm, or by way of other persons given this duty.
- 5.6. Employees should be trained in the use of basic firefighting equipment, e.g. fire extinguishers and hose reels.
- 5.7. The fire alarm is tested on a weekly basis.
- 5.8. Fire wardens are allocated to each floor.

## **6. Control of Substances Hazardous to Health 2002 (COSHH)**

What is a substance hazardous to health?

- 6.1. Within your working environment, there are numerous substances which fall into the category "Hazardous to Health", e.g. cleaning materials, weedkiller, solvents, fixatives, toner, 'tippex' etc. These products will be labelled as dangerous in several ways, i.e. very toxic, toxic, harmful, irritant or corrosive in line with the Chemicals (Hazard Information and Packaging) Regulations 2002, and are labelled as such by an orange square with a black symbol in it, with one of the words listed above written underneath.

What does COSHH require?

- 6.2. Assess the risk to health arising from work and what precautions are needed.
- 6.3. Introduce appropriate measures to prevent or control the risk.
- 6.4. Ensure that control measures are used and that equipment is properly maintained and procedures observed.
- 6.5. Inform, instruct and train employees about the risks and the precautions to be taken.
- 6.6. Provision of spill kits, masks, visors, coveralls etc

Assessment

- 6.7. You need to know what the risk is and the extent of the risk, before deciding what, if anything, you need to do about it.

- 6.8. The assessment must be a systematic review:
- i. What substances are present and in what form?
  - ii. What harmful effects are possible?
  - iii. Where and how are the substances actually used?
  - iv. What harmful substances are given off as a by-product of use?
  - v. Who could be affected, to what extent and for how long?
  - vi. Under what circumstances?
  - vii. How likely is it that exposure will happen?

#### Hazard data sheets

- 6.9. All relevant information on substances used at work must be obtained from suppliers.
- 6.10. This information, along with your assessment findings, should be formulated onto a hazard data sheet, clearly showing the safe system of use and all the necessary protective measures to ensure safe use of the substance.
- 6.11. This data must be made available to all employees likely to use or come into contact with the substance.

### **7. Electricity at Work Regulations 1989**

- 7.1. The Electricity at Work Regulations came into force in 1989, and laid down broad guidelines about safety of electrical systems and electrical equipment.
- 7.2. The Regulations apply to and are enforceable in respect of all places of work where electricity is used.
- 7.3. The main duty of employers is to ensure that the systems for distribution of electricity are constructed and maintained so as to prevent danger.
- 7.4. Within most working environments, large numbers of portable electrical equipment are in use at any given time, e.g. PCs, printers, photocopiers, kettles, drills, heaters, power tools, extension leads and kitchen equipment etc. All of these will be plugged into the fixed installation electrical system.

#### Fixed electrical installations

- 7.5. When a system is first installed, the electrical supply authority requires a "Certificate of Compliance" before it can be connected to the mains supply. This is a certificate issued by

a qualified electrician, stating that certain tests have been carried out, and that the system is in a fit state to be connected.

- 7.6. A copy of this certificate should be available for all of the buildings which the Council uses.
- 7.7. After this initial certification the fixed wiring should need comparatively little attention. Re-testing at least every 5 years should be sufficient unless any assessments show otherwise. Copies of the retest certificate should be attached to the electrical equipment register/inventory.

#### Portable electrical equipment

- 7.8. When an appliance is purchased, it will have been tested to ascertain that it is suitable for the purpose for which it was made, as indicated by an approved mark on the equipment. So long as the equipment is to be used for the job it was designed, initially very little needs to be done.
- 7.9. A register of portable electrical appliances (all items with a plug) is kept. All existing and any new equipment should be individually marked with an identification number and entered into the register. All such equipment should be checked as appropriate by a competent person and a record of such checks should be kept.
- 7.10. Electrical equipment which has not been checked and recorded should UNDER NO CIRCUMSTANCES be connected to the Council's electrical supply circuitry. Similarly, contractors, performing artists etc should provide for inspection up-to-date documentary proof of the electrical integrity of their electrical equipment. Employees should be instructed that their own personal electrical equipment should not be connected to the Council's electrical supply without express permission having first been given and the equipment tested and recorded as it would have been had it been the Council's property.

### **8. The Management of Health & Safety at Work Regulations 1999**

- 8.1. These regulations provide a general framework of Regulations and Codes of Practice for the management of Health & Safety at Work which are wide-ranging and overlap with many pieces of existing legislation.
- 8.2. Because of that broad range, it is difficult to summarise, but aspects covered include:
  - i. Risk Assessments;
  - ii. Health & Safety Arrangements;
  - iii. Health Surveillance;

- iv. Health & Safety Assistance:
- v. Procedures for Serious and Imminent Danger;
- vi. Information for Employees:
- vii. Co-operation and Co-ordination;
- viii. Persons working for others, and self-employed persons;
- ix. Capabilities and Training;
- x. Temporary Workers.

8.3. The Town Clerk will need to:

- i. ensure that the appropriate risk assessments are carried out and recorded where necessary;
- ii. implement, monitor and review preventative and protective measures;
- iii. ensure that emergency procedures are in place and are formally recorded;
- iv. ensure that the appropriate information, instruction and training is provided.

8.4. All employees have a duty to:

- i. take reasonable care for their own and others health and safety;
- ii. use all work items in accordance with training and advice;
- iii. co-operate with their employer about health and safety matters;
- iv. report accidents and dangerous incidents;
- v. notify the employer of any shortcomings in health and safety arrangements.

## **9. The Workplace (Health, Safety and Welfare) Regulations 1992**

9.1. These regulations apply to almost all workplaces.

9.2. The Town Clerk will need to ensure that:

- i. workplaces and work equipment are maintained and cleaned;
- ii. workplaces are suitably and sufficiently ventilated and lit, and a reasonable temperature maintained;
- iii. employees have sufficient workspace and workstations are suitable for them;

- iv. floors, staircases and escalators are safe;
- v. persons are protected against falls (or falling objects);
- vi. windows and doors are safe (safety glass where necessary) and safe to open (and clean);
- vii. pedestrians are protected from vehicles;
- viii. suitable and sufficient sanitary conveniences and washing facilities (including showers where required) are provided;
- ix. wholesome drinking water is provided;
- x. accommodation for outdoor clothing is provided (including changing rooms where necessary);
- xi. suitable facilities are provided for staff to rest, especially for any person at work who is a pregnant woman, nursing mother or non-smoker.

9.3. All employees have a duty to:

- i. act in such a way as not to jeopardise their own, other employees or any other person's health, safety or welfare.

9.4. They should also report any defects or faults immediately to the appropriate officers.

## **10. The Health and Safety (Display Screen Equipment) Regulations 1992**

10.1. These Regulations deal with the health and safety requirements when working with Display Screen Equipment (DSE). They are intended to protect employees who habitually use DSE as a significant part of their work. They are concerned not only with the effect that display screens may have on eyesight, but also the prevention of muscle and joint problems due to poor job and workplace design, and the physical and mental stress caused by prolonged continuous use.

10.2. This may mean, if the workstation assessment finds it necessary, the provision of new chairs, footstools, document holders etc or the revision of work patterns and assurance that any new DSE equipment is suitable.

10.3. The Town Clerk will need to make arrangements to:

- i. assess workstations and reduce risks to Health and Safety;
- ii. ensure that workstations meet minimum requirements;



- iii. plan work to ensure breaks or changes of activity occur during prolonged use;
- iv. arrange for eye tests if required by staff who qualify and if necessary provide corrective glasses needed specifically and solely for use with DSE;
- v. provide information and training for DSE users.

**10.4. ALL OF THE ABOVE SHOULD BE CARRIED OUT IN ACCORDANCE WITH THE CODE OF PRACTICE HELD CENTRALLY.**

10.5. All employees have a duty to:

- i. inform their employer of any medical condition that may affect, or be affected by, their use of DSE;
- ii. ensure that workstations and DSE are suitably adjusted to minimise health and safety risks.

**11. The Personal Protective Equipment at Work (Amendment) Regulations 2022 (PPER 2022)**

11.1. The Management of Health and Safety at Work Regulations 1999 require employers to identify and assess the risks to health and safety present in the workplace, so enabling the most appropriate means of reducing those risks to an acceptable level to be determined. There is in effect a hierarchy of control measures, and PPE should always be regarded as the "last resort" to protect against risks; engineering controls and safe systems of work should always be considered first.

11.2. However, in some circumstances PPE will still be needed to control the risk adequately, and these Regulations will then take effect.

11.3. The Town Clerk will:

- i. assess the need for PPE;
- ii. select the most suitable PPE;
- iii. provide, maintain and store PPE correctly, and replace it as necessary;
- iv. ensure that information, instruction and training is given;
- v. ensure proper use and the reporting of loss or defect of PPE.

11.4. All employees have a duty to:

- i. ensure that they use, maintain and store PPE in accordance with any instructions or training which they have received.

## **12. The Manual Handling Operations Regulations 1992**

- 12.1. The Manual Handling Operations Regulations 1992 apply to any means of transporting or supporting a load (including the lifting, pushing, pulling, carrying or moving thereof) by hand or by bodily force.
- 12.2. The term 'load' includes any person or animal.
- 12.3. They require a process of:
  - i. avoiding the need to lift and carry wherever possible;
  - ii. assessing those operations which are unavoidable before lifting;
  - iii. reducing the risk of injury.
- 12.4. There are NO SPECIFIC REQUIREMENTS such as weight limits, but an informal assessment will indicate which activities will need a more thorough assessment to be undertaken.
- 12.5. Ways of reducing risk could include:
  - i. improving environment;
  - ii. providing information on safe lifting techniques;
  - iii. considering individual capabilities;
  - iv. using mechanical aids.
- 12.6. The Town Clerk needs to:
  - i. identify all staff who are involved in Manual Handling Operations;
  - ii. carry out an informal assessment to identify all those activities which involve a potential risk and therefore require formal assessment.
- 12.7. Most everyday manual handling operations will not involve risk and therefore will require no further assessment unless there is a significant change in the operation.
- 12.8. All employees have a duty to:

- i. make use of all appropriate equipment provided for them, in accordance with the training and instructions which their employer may have given them. Such equipment will include machinery and other aids provided for the safe handling of loads;
- ii. follow appropriate safe systems of work laid down by their employer for the handling of loads.

### **13. The Provision and Use of Work Equipment Regulations 1998 (PUWER)**

13.1. Work equipment means any machinery, appliance, apparatus or tool and any assembly of components which, in order to achieve a common end, are arranged and controlled so that they function as a whole, e.g. lawn mower, portable drill, hand saw, soldering iron, hammer, socket set and computer.

13.2. The Town Clerk must ensure that:

- i. work equipment is suitable;
- ii. equipment is maintained in an efficient state of good repair;
- iii. suitable information, instruction and training is provided in respect of the safe use of work equipment;
- iv. suitable and adequate guarding of all dangerous parts of machinery, and that these are maintained in efficient working order and good repair;
- v. work equipment is provided with, where appropriate, starting and stopping controls and emergency stop controls;
- vi. controls on equipment that are easily identified as to what each control does and on which equipment it has effect;
- vii. capability of isolating the equipment from its source of energy;
- viii. stability of work equipment;
- ix. adequate lighting is provided at any place where a person uses work equipment;
- x. marking of warnings on work equipment are clearly visible and unambiguous, easily perceived and easily understood.

13.3. All employees have a duty to:

- i. use correctly all work items provided by their employer in accordance with the training and instructions they receive to enable them to use the items safely;

- ii. not to interfere with or misuse anything provided for their health, safety and welfare.