



AGENDA FOR THE MEETING OF COUNCIL MATTERS COMMITTEE MONDAY 8TH SEPTEMBER 2025 AT 6.30PM IN THE GUILDHALL

There are stairs to the Council Chamber but if any member of the public has mobility issues the Council can relocate to the lower Guildhall.

You are hereby SUMMONED to attend the **Council Matters Committee** on **Monday 8th September 2025 at 6.30pm** in the Guildhall for the purpose of transacting the following business:

Committee Members: Councillors L Auletta, C Beavis, T Bennett, J Chinnock, J Hannam, D Peters, E Price and M Trant.

1. WELCOME AND APOLOGIES FOR ABSENCE

The Chair will read out the following statement:

Welcome to everyone attending and observing the meeting.

A reminder that open proceedings of this meeting will be video recorded. If members of the public make presentations, they will be deemed to have consented to being recorded. By entering the Council Chamber attendees are also consenting to being recorded.

This meeting is limited to 90 minutes and therefore members are asked to raise their points succinctly and not repeat the same view expressed by colleagues if it does not add to the debate.

To receive apologies and to confirm that any absence has the approval of the Council.

The Committee will adjourn for the following items:

PUBLIC QUESTION TIME

A period of 15 minutes will be allowed for members of the public to ask questions or make comment regarding the work of the Committee or other items that affect Totnes.

The Committee will convene to consider the following items:

2. CONFIRMATION OF MINUTES

To approve the minutes of 14th July 2025 and update on any matters arising. Document attached [page 4].

3. BUDGET MONITOR

To consider the Budget Monitor. Documents attached [see separate document].

4. STRATEGY DELIVERY WORKING GROUPS

To consider any budgetary recommendations from the following (documents attached, page 6):

- a. Community Working Group, 15th July 2025.
- b. Economy Working Group, 13th August 2025.
- c. Environment and Public Realm Working Group, 30th July 2025.

5. COUNCIL GRANT – TRAYE

To consider the Council grant application submitted by Totnes Rural Area Youth Engagement (TRAYE) for delivery of the project in 2025. Document attached [page 7].

6. CONFIDENTIALITY, DATA PROTECTION AND IT USAGE POLICY

To review the Confidentiality, Data Protection and IT Usage Policy. Document attached [page 8].

7. HEALTH, SAFETY AND WELLBEING POLICY

To review the Health, Safety and Wellbeing Policy. Document attached [page 14].

8. LONE WORKING POLICY

To review the Lone Working Policy. Document attached [page 34].

9. PAY POLICY

To review the Pay Policy. Document attached [page 38].

10. EXTERNAL AUDIT CERTIFICATE

To note the external audit certificate [see separate document].

11. DATE OF NEXT MEETING

To note the date of the next meeting of the Council Matters Committee – Monday 13th October 2025 at 6.30pm in the Guildhall. No document.

*The Committee will be asked to **RESOLVE** to exclude the press and public “by reason of the confidential nature of the business” to be discussed and in accordance with the Public Bodies (Admission to Meetings) Act 1960. (CONFIDENTIAL by virtue of relating to legal and/or commercial matters, staffing and/or the financial or business affairs of a person or persons other than the Council)*

12. BANK STATEMENTS AND RECONCILIATIONS (Standing Item)

To consider the bank statements and reconciliations for July and August (financial). Documents attached.

13. TOTNES CHRISTMAS MARKET AND LATE-NIGHT SHOPPING: EVENT MANAGEMENT 2026-2028

To consider tenders for the Christmas Market and late-night market event management 2026-28 (commercially sensitive). Document attached.

14. TOTNES MUSEUM

To consider the following works for Totnes Museum (commercially sensitive):

- a. A quote and brief for a condition survey of the building to be conducted. Document attached.
- b. A quote for works to the party wall. Document attached.

15. CASTLE MEADOW

To consider a recommendation for Castle Meadow from the Environment and Public Realm Working Group (legal). Document attached.

16. CHURCH WALL

To note an update on the St Mary's Church wall (legal). Verbal update.

17. STAFFING UPDATE

For any general or urgent updates that required confidential sharing with Councillors (staffing). Verbal update.

Catherine Marlton
Town Clerk
2nd September 2025

USE OF SOUND RECORDINGS AT COUNCIL & COMMITTEE MEETINGS

The open proceedings of this Meeting will be audio and video recorded. If members of the public make a representation, they will be deemed to have consented to being recorded. By entering the Council Chamber or Zoom meeting, attendees are also consenting to being recorded.

Televised, vision and sound recordings or live broadcastings by members of the press or public at Council or Committee debates are permitted and anyone wishing to do so is asked to inform the Chairman of the respective Committee of their intention to record proceedings.



DRAFT MINUTES FOR THE MEETING OF COUNCIL MATTERS MONDAY 14TH JULY 2025 AT 6.30PM IN THE GUILDHALL

Present: Councillors D Peters (Chair), L Auletta, C Beavis, T Bennett, J Chinnock and J Hannam.

Apologies: Cllrs Price and Trant.

In Attendance: Cllr Hodgson, C Marlton (Town Clerk).

1. APOLOGIES FOR ABSENCE

The Chair read a statement about how the meeting would be conducted and recorded. The apologies were accepted.

The Committee adjourned for the following items:

PUBLIC QUESTION TIME

There were no members of the public present.

The Committee convened to consider the following items:

2. CONFIRMATION OF MINUTES

To approve the minutes of 9th June 2025 and update on any matters arising.

The minutes were **AGREED** unanimously as an accurate record of the proceedings.

3. BUDGET MONITOR

To consider the Budget Monitor.

The budget monitor was **AGREED**.

4. MAYOR'S ENGAGEMENTS AND BUDGET

To consider the Mayor's engagements since April 2025 and the current budget.

The Mayor's engagements and budget was **AGREED** unanimously.

5. FINANCIAL REGULATIONS

To review the Financial Regulations.

To **RECOMMEND** to Full Council that the revised Financial Regulations are adopted.

6. DEATH OF A SENIOR NATIONAL FIGURE PROTOCOL

To review the Death of a Senior National Figure Protocol.

To **RECOMMEND** to Full Council that the revised Death of a Senior National Figure is adopted subject to updates to Annex D.

7. HOME WORKING POLICY

To review the Home Working Policy.

It was **AGREED** to adopt the Home Working Policy.

8. MATERNITY, PATERNITY, ADOPTION AND NEONATAL LEAVE AND PAY POLICY

To review the Maternity, Paternity, Adoption and Neonatal Leave and Pay Policy.

It was **AGREED** to adopt the Maternity, Paternity, Adoption and Neonatal Leave and Pay Policy.

9. DATE OF NEXT MEETING

To note the date of the next meeting of the Council Matters Committee – Monday 8th September 2025 at 6.30pm in the Guildhall.

Noted.

*The Committee will be asked to **RESOLVE** to exclude the press and public “by reason of the confidential nature of the business” to be discussed and in accordance with the Public Bodies (Admission to Meetings) Act 1960. (CONFIDENTIAL by virtue of relating to legal and/or commercial matters, staffing and/or the financial or business affairs of a person or persons other than the Council)*

10. BANK STATEMENTS AND RECONCILIATIONS (Standing Item)

To consider the bank statements and reconciliations for June (financial).

These were reviewed and **AGREED**.

11. POTENTIAL LOAN FROM TOTNES MUSEUM

To consider a potential loan from Totnes Museum (legal).

To **RECOMMEND** to Full Council that the item bequeathed to the Museum from Judy Westacott’s estate should be taken on loan and displayed at the Guildhall. This is subject to: insurance being checked; the inventory of Guildhall items being updated accordingly; and confirmation in writing from the Museum that they are content with the arrangement.

12. STAFF ATTENDANCE

To note sickness and overtime balances (staffing).

Noted.

13. STAFFING UPDATE

For any general or urgent updates that required confidential sharing with Councillors (staffing).

None.

The meeting closed at 7.25pm

Catherine Marlton

Town Clerk

July 2025

ITEM 4 – STRATEGY DELIVERY WORKING GROUPS

d. Community Working Group, 15th July 2025 – None.

e. Economy Working Group, 13th August 2025 – None.

f. Environment and Public Realm Working Group, 30th July 2025.

Devon Wildlife Trust Atlantic Rainforest Project – to consider any practical assistance from the Town Council in erecting signage for the DWT project. To **RECOMMEND** to the Council Matters Committee that the Town Council contributes the manpower through the Town Maintenance Team installing the signage once approval has been given and purchase complete.

ITEM 5 – COUNCIL GRANT - TRAYE

On 1st September 2025 Full Council agreed to consider the Council grant request submitted by TRAYE outside of the grant application process conducted earlier this year. A summary of the requested grant is below:

Applicant	Project	Amount requested	Total project cost £	% of total cost	Meets Strat Plan Objectives	Docs provided - annual accounts, bank statement, constitution	Previous TTC Grant Funding in last 3 years	Notes on application
TRAYE	Totnes Youth Leisure Night (TYLN), Bridgetown Youth Club & The Youth Can make A Difference Forum	£10,500.00	£28,340.00	37.1	Community: Support the health and wellbeing of young people.	Yes	2024 - £8750 Totnes Youth Leisure Night and Bridgetown Youth Club; 2023 - £3750 Bridgetown Youth Club; 2022 - £2K The Totnes Young People's Free Zone.	Application received 2.50pm Thursday 5 June. This funding will be vital to the continuation of three extremely well attended and successful, established projects within Totnes. All of our services are developed as a result of consultation with Totnes young people, who have told us what they want. The Totnes Youth Can Make a Difference Forum (YCMAD) played a key role in developing the Bridgetown Youth Club and the Totnes Youth Leisure Night. Grant will fund: Totnes Youth Leisure Night £3500 (total annual project costs £13340); Bridgetown Youth Club £3500 (total annual project costs £7500); Totnes Youth Can make A Difference Forum £3500 (total annual project costs £7500). Costs cover salaries (£6950), expenses (£1500), materials (£1000) and publicity (£1050).



CONFIDENTIALITY, DATA PROTECTION & IT USAGE POLICY

TOTNES TOWN COUNCIL
REVIEW SEPTEMBER 2025

Introduction

The purpose of this policy is to ensure that all employees have a clear understanding of what is considered appropriate for the use of the council's equipment, safeguarding the security of its IT systems and data and ensuring compliance with Data Protection law.

Scope

This policy applies to all staff, whether full time, part time or temporary workers.

It covers, but is not limited to, all council owned computers, laptops, telephones, mobile phones, e-mail accounts, internet access and remote access connections.

IT Usage

Any device or computer that the Council provides for your use, should be used only for Council business. Keep in mind that the Council owns the devices and the information and or data in any format on these devices. You may not remove or copy any information or data held on any Council device.

You may use personal electronic devices that are not connected to the Council network to access any appropriate internet site during breaks and lunch breaks only.

Users must lock their computers when their desktop is left unattended and shut down computers at the end of the working day. Where computers need to remain on to allow remote access all user accounts should be logged out and screens switched off.

All work documents should be saved to the server rather than on desktops, laptops or storage devices. This will facilitate business continuity in your absence and ensure the safety of the data through the server security and back-up processes. All work related data and documents are the

property of the Council and should be readily available on the server to enable the Council to respond to any Freedom of Information requests received.

No software of any kind can be installed onto a laptop or desktop computer without the approval of the Town Clerk. Personal software must not be installed. Only the system administrator and the Council's IT support contractor will have the ability to install software.

Unauthorised copying or distributing of copyrighted software is a violation of UK Copyright Law and is not permitted.

Users will not allow non-employees to use any Council machine or device without authorisation of the Town Clerk.

When users leave the organisation, their accounts will be immediately disabled or deleted.

Passwords to access user accounts or e-mail accounts should not be shared. Passwords should be strong and not shared with others. Regular password changes are encouraged to enhance security. If you suspect unauthorised access has occurred on your user account or e-mail account you should immediately notify the Town Clerk who will investigate and change the password if necessary.

Only Council owned devices and equipment should be used in the office and connected to the network. Council owned devices are PAT tested on a regular basis and have any required virus checking software.

Any misuse of IT facilities can potentially result in disciplinary proceedings. Examples of misuse could include

- not adhering to the policy;
- attempting to discover a user's password;
- using the computer systems to act abusively;
- attempting to circumvent the network's security;
- knowingly running and installing programmes intended to damage the computer systems;
- deliberately wasting computer resources;
- leaving laptops unattended in a public place.

Internet & E-mail usage

The Council recognises that email and internet are important information and communication systems which are used during the course of council business. This policy provides guidelines and procedures to protect users and the Council.

Internet Usage

Staff members are encouraged to use the internet responsibly as part of their official and professional activities.

Information obtained via the internet and published in the name of the Council must be relevant and professional. Personal views should not be expressed.

The use of the internet to access and/or distribute any kind of offensive material will not be tolerated and staff may be subject to disciplinary action.

The equipment, services and technology used to access the internet are the property of the Council. The Council reserves the right to monitor internet traffic and monitor and access data that is composed, sent or received through its online connections.

Internet activities that can be attributed to a Totnes Town Council domain address (such as posting to newsgroups, use of chat facilities and participation in email lists) must not bring disrepute to the Council or associate the Council with controversial issues (i.e. sexually explicit materials).

There should be limited personal use of the internet at work and it must not interfere with or impede your normal duties. Such use should take place substantially outside of normal working hours, for example, breaks, lunchtime.

Unacceptable use of the internet

Unacceptable use of the internet by staff members includes, but is not limited to:

- sending or posting discriminatory, harassing or threatening messages or images
- using computers to perpetrate any form of fraud, and/or software, film or music piracy
- obtaining, using or disclosing another staff member's password without authorisation
- sharing confidential material or proprietary information outside of the Council
- hacking into unauthorised websites
- sending or posting information that is defamatory to the Council, its services, Councillors and/or members of the public
- introducing malicious software onto Council computers and/or jeopardising the security of the Council's electronic communication systems
- sending or posting chain letters, solicitations or advertisements not related to Council business or activities
- passing off personal views as those representing the Council
- using Council equipment and Internet services to make personal gains
- obtaining, viewing, or reaching any pornographic, or otherwise immoral, unethical, or non-council business-related internet sites. Doing so can lead to disciplinary action up to and including termination of employment.

If a staff member is unsure about what constitutes acceptable internet usage, then he/she should ask his/her line manager for further guidance and clarification.

E-mail

E-mail should be regarded as written paper documents for the purposes of production, use, retention and disclosure and can be called upon under the Freedom of Information Act 2000.

Personal information should be kept in accordance with the principles established in the Data Protection Act 1998.

All e-mails on the Council's systems, including personal e-mails, are the property of the Council. As such, all e-mails can and will be periodically monitored for compliance with this policy. The Council reserves the right to open any e-mail file stored on the Council's computer system.

The following guidelines for e-mail use should be observed by all staff members:

- e-mails are to be used for Council business only
- use appropriate language to avoid unintentional misunderstandings
- respect the confidentiality of information contained within emails, even if encountered inadvertently
- check with the sender if there is any doubt regarding the authenticity of a message
- do not open any attachment unless certain of the authenticity of the sender
- only copy emails to others where appropriate and necessary
- e-mails which create obligations or give instructions on behalf of the Council must be sent by the Town Clerk or officers with the authority to do so. You should be aware of any financial or contractual commitment the e-mail might create
- e-mails must comply with common codes of courtesy, decency and privacy
- when sending group e-mails or copying in recipients, any personal or non-business e-mail addresses should be included via the bcc field to avoid the inappropriate disclosure of personal data.
- confidential or sensitive information must not be sent via email unless it is encrypted.
- regularly review and delete unnecessary emails to maintain an organised inbox.

All outgoing e-mail must automatically include the following statement:

'This email and any files transmitted with it are intended solely for the addressee. It may be confidential and also legally privileged. If you are not the intended recipient, please notify the sender and delete the message from your system immediately. Any disclosure, copying, distribution or other action relating to the information contained in this email is strictly prohibited. Senders and recipients should be aware that emails and their contents may have to be disclosed in response to a request made under UK Data Protection and Freedom of Information legislation. This e-mail message has been scanned for computer viruses. However, Totnes Town Council will not accept any liability in respect of damage caused by any virus that is not detected. Our Privacy Policy provides more information about the different ways we may use your data and how it is stored. You can find our Privacy Policy on our website at <http://www.totnestowncouncil.gov.uk>.'

Unacceptable use of e-mail

- Use of profane, inappropriate, pornographic, slanderous or misleading content
- Use of e-mail to spam (i.e. global send). This includes the forwarding of chain letters.
- Use of e-mail to communicate sexual or other harassment. Users may not include any words or phrases that may be construed as derogatory based on race, colour, sex, age, disability, national origin or any other category.
- Use of e-mail to send unprofessional or derogatory messages.
- Forging of email content (i.e. identification, addresses).

Reporting and sanctions

If a staff member receives an email from another staff member which they believe is contrary to the guidance provided in this policy, it should be reported to the Clerk who will consider use of the Council's formal disciplinary procedure.

Mobile Devices and Remote Work

Mobile devices provided by Totnes Town Council should be secured with passcodes and/or biometric authentication. When working remotely, users should follow the same security practices as if they were in the office.

Staff may only access Council systems (e.g. emails, shared drives) on personal devices through secure, authorised methods (e.g. Virtual Private Network, secure email apps).

Users must always log out of Council accounts when not in use and must not remain signed in on shared or family devices.

Any personal device used for Council business must have up-to-date antivirus protection, passcode/biometric locks, and automatic screen-lock enabled.

The Council reserves the right to withdraw permission to use personal devices for work if security standards are not met.

Staff must avoid accessing Council systems on unsecured public Wi-Fi (e.g. cafes, hotels).

Confidentiality and Data Protection

Confidentiality

The Council's Conditions of Employment require all staff to respect the confidentiality of personal information revealed to them in their work. It says that client or customer confidentiality is of the utmost importance and must be maintained at all times by every employee. The law requires that certain types of information must be available to Members, auditors, government departments, service users and the public. The Council itself may decide to be open about other types of information. Employees must be aware of which information the Council is and is not open about, and act accordingly.

Employees must not use any information obtained in the course of their employment for personal gain or benefit, nor must they pass it on to others who might use it in such a way. Any information received by an employee must not be divulged without prior approval unless it is in the public domain.

Staff must not download or store confidential information (including personal data) on personal devices, unless specifically authorised and subject to encryption.

All officers are encouraged to use minimisation, anonymisation and pseudonymisation techniques wherever possible.

Confidential conversations or work should not be conducted in public places where others could overhear or view screens.

All actual, potential or suspected incidents involving breaches of confidentiality must be immediately reported to the Town Clerk.

Non-compliance with this policy by any individual working for the Council may result in disciplinary action being taken in accordance with the Council's disciplinary procedure and could lead to dismissal for gross misconduct.

Data Protection

The Council is committed to being transparent about how it collects and uses personal data and to meeting our data protection obligations.

Please refer to the Council's Privacy Policy for Staff, Councillors and Role Holders for information on the rules for collecting, storing, retaining, using, disclosing and disposing of personal information. It sets out how the Council protects and prevents unauthorised or unlawful processing or disclosure.

Employees have a duty to ensure that personal information, whether held on computer, in files or in any other manual record, is stored securely. Any breach of security must be reported to the Town Clerk as soon as possible.

Information and equipment that contains personal data must be disposed of in an appropriate manner:

- Equipment – via the Council's IT support service provider.
- Paper – using either a cross cut shredder or the Council's confidential waste collection service.

Special categories of personal data must be given extra security, and at a minimum Must be locked away when not in use (i.e. race/ethnicity, religion, genetics, health, photos, sexual orientation, trade union, political opinions).

Data taken offsite must be protected at all times. Users must:

- Keep information and equipment on their person at all times (e.g. when stopping off on the way home).
- Be held in an appropriate receptacle (e.g. bag) to reduce the risk of opportunistic theft.
- Not store leave the information and equipment in a vehicle when not in use.

Council data must not be stored permanently on personal devices. Where temporary access is required, staff must ensure the data is encrypted, not shared with other users of the device, and deleted immediately after use.

Staff must ensure any information is only disclosed verbally if it has been verified that the person calling/present has the legal need to know the information. Any information sent by post should have the address verified and the envelope should be marked Private and Confidential.

Reporting security incidents

All suspected security breaches or incidents should be reported immediately to the Town Clerk for investigation and resolution. Report any email-related security incidents or breaches to the Town Clerk immediately.



HEALTH AND SAFETY POLICY

TOTNES TOWN COUNCIL REVIEW SEPTEMBER 2025

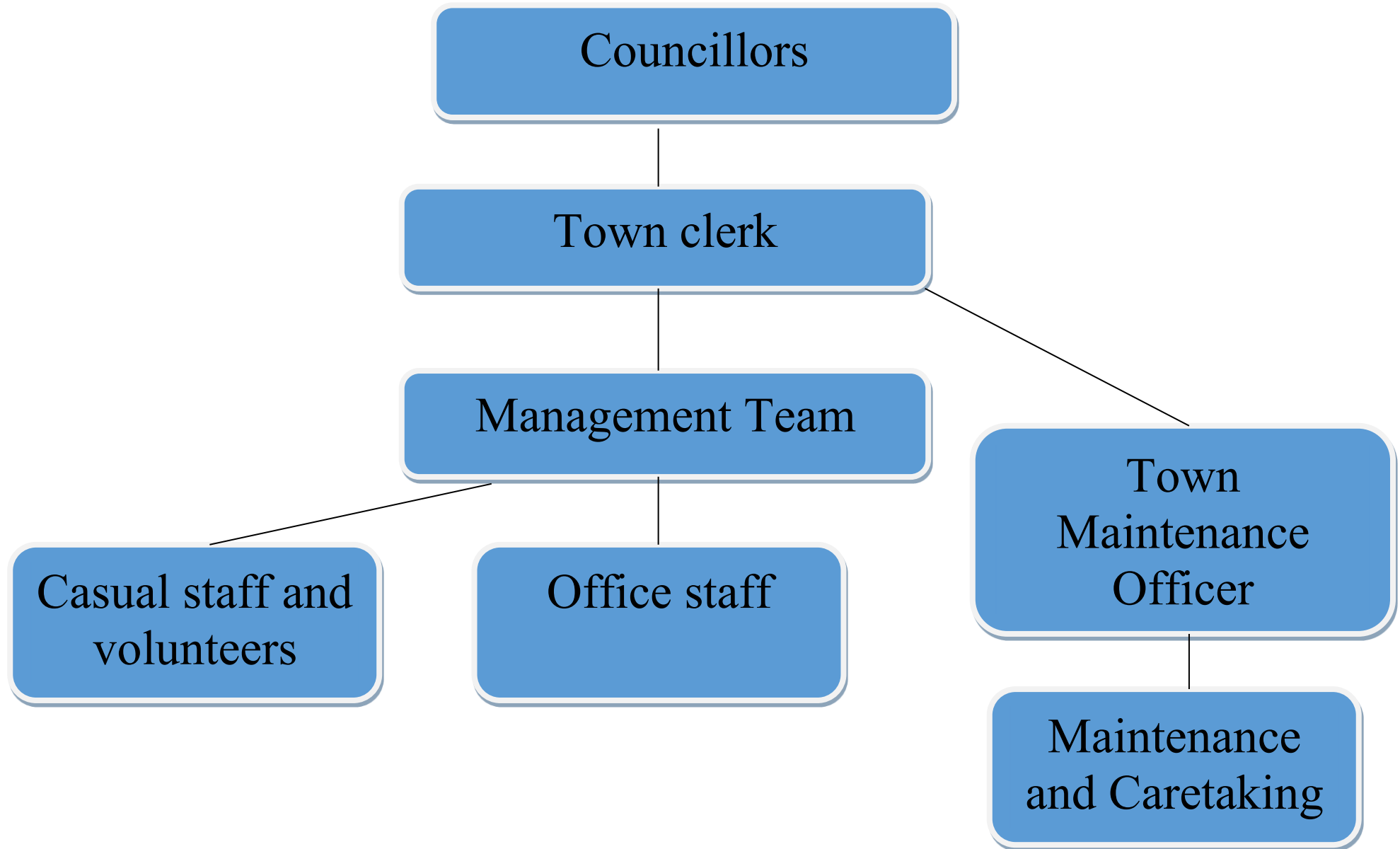
It is our policy to provide, so far as is reasonably practicable :-

- *A workplace and work activities that will be safe for our employees, visitors and others who may be affected by what we do.*
- *Safe plant, equipment and systems of work.*
- *Safe use, handling and storage of articles and substances.*
- *Instruction and training for and consultation with our employees.*
- *A safe working environment.*
- *Adequate facilities and welfare arrangements.*
- *Sufficient resources to implement the policy and the assignment of responsibilities.*

Employees are reminded that they have a duty to take reasonable steps for their health and safety and other people who may be affected and to co-operate with arrangements in all matters relating to health and safety.

This policy will be kept up-to-date and reviewed annually.

Health And Safety Organisational Chart



RESPONSIBILITIES

Town Clerk

The Clerk is the designated person with overall responsibility for health and safety within the Council. She will ensure that:

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

Town Councillors

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

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

The Council will ensure that:

- they provide a lead in developing a positive health and safety culture throughout the organisation.
- all its decisions reflect its health and safety intentions.
- adequate resources are made available for the implementation of health and safety.
- they will promote the active participation of workers in improving health and safety performance.
- they will review the health and safety performance of the Council on an annual basis.

Employees

All employees must:

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

The Town Maintenance Officer must:

- undertake inspections and risk assessments where required and as directed by the Clerk
- be responsible for the Legionella testing in the Council's Guildhall and Civic Hall
- act as Fire Officer for the Council
- take responsibility for ensuring suitable fire safety & emergency procedures are in place for Council buildings
- ensure fire alarm systems are tested and serviced regularly
- where required liaise with the fire alarm service contractor
- ensure all testing and servicing is carried out with the required frequency in the Council's buildings and that fire log books are kept up to date.
- take charge of procedures in the event of an emergency evacuation
- work safely and develop and implement safe systems of work
- report any accidents, ill health and "near miss" incidents at work to ensure they are investigated and recorded
- monitor the Council's buildings and assets to identify any health and safety issues
- keep plant and work equipment maintained in a safe condition
- use personal protective equipment where required
- ensure hazardous substances are stored, transported, handled and used in a safe manner according to manufacturers' instructions and established rules and procedures
- ensure contractors engaged are reputable, can demonstrate a good health and safety record and are made aware of relevant local health and safety rules and procedures

ARRANGEMENTS

Accident Investigation

It is our policy to investigate.

- All accidents resulting in any reportable injury or losses of any assets.
- Accidents, however minor.
- All near-misses.

Accident Reporting

It is our policy to report all serious injuries, industrial diseases and dangerous occurrences. We will report all notifiable accidents to the enforcing authority. The Accident Book must be fully completed for all injuries incurred at work, however minor.

Alcohol and Drug Abuse

No alcohol can be consumed on the premises at any time unless as part of a Council arranged social function. Employees should drink alcohol at these events responsibly and ensure they do not drive a vehicle.

Anyone found taking illegal drugs on the premises is guilty of gross misconduct and will be disciplined accordingly.

Asbestos

The Policy of Totnes Town Council is to:

- Produce and maintain an Asbestos Register that is available to all staff, contractors and property users on request.
- Promote awareness of the hazards associated with asbestos.
- Ensure the Council's Policy conforms to Regulation 4 of the Control of Asbestos at Work Regulations 2006.

Consultation and Training

Staff meetings will be held regularly. Any items discussed will be noted and where appropriate, actioned.

The Council is committed to providing employees with adequate information, instruction and training. External assistance will be used to provide professional health and safety training if required.

- We will ensure that all newly appointed or promoted staff receive an efficient induction into their jobs.
- We will provide training to increase the productivity and performance of existing staff, ensuring that they are updated in line with new legislative requirements, techniques and technology, and a log of staff training will be maintained.
- Training needs will be reviewed at least once a year.

Contractors

All contractors working on our premises are required to comply with appropriate rules and regulations governing their work activities.

We will ensure that, prior to engaging any contractor, they are competent and that work is carried out safely with full documentation in the form of risk assessments, method statements and insurance provided.

COSHH

We recognise that some substances have the potential to cause ill health and we will introduce measures to identify any such substances our employees, or contractors' staff, use or are exposed to in the course of their work via a COSHH register.

Where practical alternatives exist, we will not use harmful substances.

Substances that we must use will be assessed and control measures introduced to prevent risk.

Display Screen Equipment

It is our policy to provide a safe and comfortable working environment and we will put in place arrangements and procedures for the assessment of risks from the use of DSE.

A user, defined as a person using display screen equipment for a large proportion of their working day, is entitled to free eyesight tests. Please refer to the Staff Handbook for information on arranging this.

Driving At Work

Driving is an integral part to some roles within the Council and has inherent risks associated with it which drivers should be made aware of.

The Council is committed to reducing the risks its staff face or create when driving at work and therefore will:

- Not put unreasonable time constraints on travel.
- Ensure those driving for business are competent (and where required, authorised) and fit.

Drivers will remain responsible for their safety and must comply with the Highway Code and Road Traffic Act.

It is the responsibility of drivers to inform the Town Clerk of:

- Anything that could affect their driving, e.g. health conditions or injuries, use of prescribed medication.
- Changes to licence such as; limitations, offences recorded, period bans.
- Vehicle defects that affect ability/safety to drive.
- Any accidents/incidents that occurred whilst driving on behalf of the Council.
- Be physically fit and not under influence of any alcohol or drugs that may affect the ability to drive.
- Have had an eye test in the last two years and be using any corrective appliance.
- Adjust their driving position, head restraints and mirrors to ensure maximum comfort and safety.
-

Whilst driving, drivers must:

- Drive in accordance with the applicable law and with consideration for the safety of passengers and other road users.
- Remain in control of the vehicle at all times.
- Not smoke in a Council vehicle.
- Only use electronic devices, e.g. mobile phones, satellite navigation, mp3 player, when set up to do so, i.e. using a hands-free device.
- Never use any handheld electronic device, e.g. mobile phone, satellite navigation, mp3 player.

Electricity At Work

All electrical systems on our premises will be inspected to ensure there is no danger.

Portable appliances will be given a thorough electrical test by a competent person at fixed intervals, which reflect the potential risks associated with the class of appliance.

The fixed wiring installation supplying electrical sockets, lighting or other wired in equipment will be inspected by a competent electrician at least every five years.

Any hirer of the premises will be required to produce evidence that electrical equipment being brought on to the premises is PAT tested.

Fire Safety

We will put in place arrangements for the assessment of risks from fire and appropriate control measures to minimise the risks identified. These measures will include the following arrangements, procedures and controls.

- Regular inspection of the premises for fire safety.
- Fire extinguishers will be placed at clearly signed fire points.
- Emergency exit routes will be kept clear at all times.

We will

- Provide adequate numbers of fire extinguishers on the premises.
- Ensure that the fire extinguishers are subject to regular maintenance.
- Formulate emergency evacuation procedures which staff will be asked to confirm annually they have read.

First Aid

We recognise our legal duty to make sufficient provision for first aid to employees.

We will make appropriate arrangements to ensure that there are an adequate number of trained first aiders.

In the event of anything other than minor injuries, medical assistance must be sought.

Lone Working

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

Totnes Town Council will determine, by risk assessment, those activities where work can actually be done safely by one unaccompanied person. This will include the identification of hazards from means of access and/or egress, machinery, goods, substances, etc.

Particular consideration will be given to:

- the remoteness or isolation of workplaces
- any problems of communication
- the possibility of interference, such as violence or criminal activity from other persons
- the nature of injury or damage to health

Information and Training

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

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

- when working alone, e.g. in an isolated area a member of the Council is aware of your location and expected time frame necessary to complete the task
- check that work being done has been subject to risk assessment and check the assessment yourself – some work may have been identified as requiring the assistance of a second person or simply prohibited from being a lone working activity
- if possible and arranged beforehand, keep in regular contact with someone else, e.g. use a mobile phone to call into the office every couple of hours indicating your movements
- If there is no mobile phone connectivity then ensure you arrange for an alternative method of checking in i.e. visiting the office, walkie talkie, other

- do not put yourself at risk; if you do not feel safe discuss the situation with the Town Clerk

Certain tasks will not be carried out whilst working alone and these include working at height i.e. from ladders, heavy lifting activities. Further arrangements will be put in place for these activities.

Refer to the Lone Working Policy and risk assessment for further details.

Manual Handling

We will undertake risk assessments in respect of all manual handling operations identified as having a significant risk and will strive to reduce these risks as far as possible.

Training in lifting techniques will be provided for staff involved in all operations identified as having a significant risk.

Noise

Certain activities generate noise such as the use of equipment and machinery however it is the exposure over a long period of time that is most likely to cause harm.

The Council will assess the level of exposure and put the appropriate level of control in place which may include replacing the noisy equipment or it may be a simple of providing ear protection for individuals.

All employees affected by noise will be provided with information, instruction and training

Occupational Ill Health

We will take all reasonably practicable measures to prevent our employees from contracting any occupational diseases.

Where, by risk assessment, it is considered appropriate we will provide health surveillance by qualified medical professionals.

Personal Protective Equipment (PPE)

PPE will be provided where our risk assessments show that a risk cannot otherwise be avoided.

It will only be used where it is not reasonably practicable to modify the activity, the process, or the method of work to prevent risk.

PPE will be maintained and replaced as necessary to ensure its effectiveness. Employees must report loss or obvious defects in PPE as soon as practicable.

Pregnant Females

We recognise that all work involving pregnant women and nursing mothers will need to take into account their physical and psychological capacity.

Employees are reminded that they have a duty to advise their employer as soon as they know they are pregnant.

Risk Assessment

We will carry out suitable and sufficient assessments of the risks to the health and safety of our employees and to others who might be affected by our work activities.

Safety Inspections

Safety inspections will be arranged at appropriate intervals. All safety equipment such as interlocking guards, emergency stops and pressure mats will be regularly tested to ensure effectiveness

Smoking

Smoking is not permitted anywhere within the buildings.

Stress Management

We recognise that stress is an increasing factor in our daily lives.

We will endeavour to increase general awareness of stress and ways to combat workplace stress.

We will take action to prevent workplace stressors and monitor and evaluate stress indicators in our employees.

Where an employee feels under stress he/she should make their supervisor or manager aware of the situation.

The Indoor Environment

It is our policy to provide a working environment that is safe and comfortable.

The Outdoor Environment

Trees

The Council are responsible for numerous trees situated around the town and acknowledge its responsibility to ensure they are well maintained.

Trees are of great benefit to the Town and the overall risk to human safety is extremely low, however the Council does have a duty of care and will undertake a balanced and proportionate approach to tree safety.

- Independent Inspection – The Council on a regular basis will arrange for all trees under their control to be assessed by a suitably qualified person with expertise in tree management. The Council will react accordingly to the recommendations with regards to tree maintenance.
- Visual Inspection – Depending on the recommendations of the expert report the Council will undertake regular visual inspections at appropriate intervals. The interval will be dependent on condition, location and size of the tree.

All inspections will be documented.

Visitors

Our policy regarding the control of visitors on our premises is that:

- We must be aware that the visitor is on the premises.
- Visitors are the responsibility of the Council whilst on the premises.

All visitors must comply with any instructions given to them.

Work Equipment

We will, so far as is reasonably practicable, ensure that all work equipment is safe and without risk.

To minimise the risk of injury from work equipment we will :-

- Carry out inspections to ensure all safety critical features remain fully effective.
- Ensure that all maintenance procedures are kept up-to-date.
- Provide suitable training.

Young Persons

We will pay special regard to the needs of any young persons by risk assessing the tasks we are asking them to do and take into account their inexperience and immaturity

Management arrangements

- Overall and final responsibility for health and safety is that of the Town Councillors
- Day to day responsibility for ensuring the policy is put into practice is delegated to the Town Clerk
- Our nominated Competent Person is the Town Clerk
- Employees should report any health and safety concerns to the Town Clerk
- The Town Clerk will be responsible for ensuring any risk assessments as required by Regulations are undertaken.
- Action required to reduce or control the risks will be approved by the Town Clerk and Councillors (if required)
- The Town Clerk will be responsible for ensuring that employees are made aware of the findings of the risk assessments and any control measures identified.
- Any defects in equipment, buildings or systems should be reported to the Town Clerk
- The Health and Safety Law Poster is displayed in the Guildhall Office.

General arrangements

- Induction training for new employees is the responsibility of the Town Clerk
- Job training will be co-ordinated by the Town Clerk
- First aid boxes are kept in the Guildhall Offices and the Civic Hall
- Training records are kept by the Finance & HR Manager
- The first aid box is kept in the Guildhall offices corridor
- The Accident Book is kept in the Guildhall offices corridor
- All accidents should be reported to the Town Clerk
- the Town Clerk and the relevant Committee Chairman or Mayor will conduct any accident investigations required
- Emergency escape routes are checked weekly by the Town Maintenance Officer
- Fire safety checks are carried out weekly by the Town Maintenance Officer

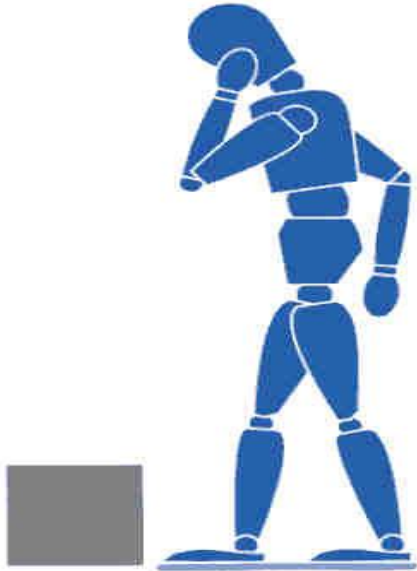
- Fire extinguishers are checked monthly and serviced annually
- The fire alarm is tested weekly by the Town Maintenance Officer

Manual Handling

PRINCIPLES OF GOOD HANDLING TECHNIQUE

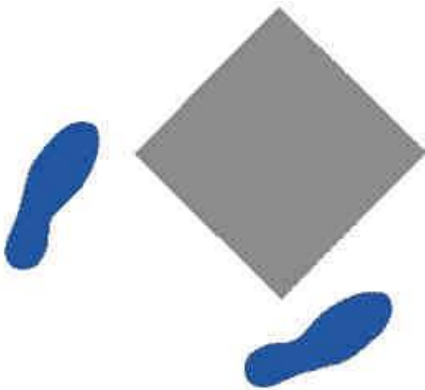
1 Planning

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



2 Feet

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



3 Knees

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

4 Back

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

5 Arms

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



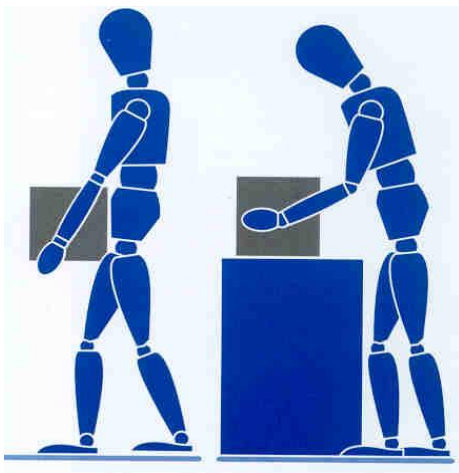
6 Hands

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

7 Head

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

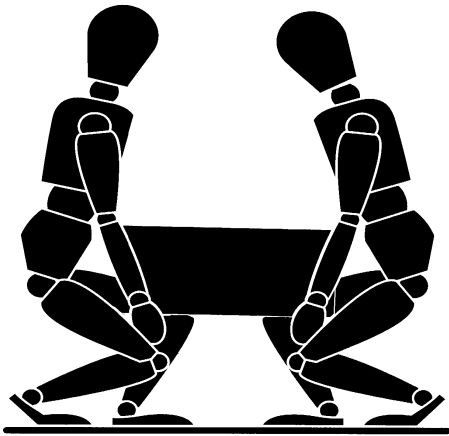
8 Moving the load



- Keep the load as close to the trunk for as long as possible, and where relevant, keep the heaviest side of the load close to the body. Slide the load towards you if required.
- Lift smoothly
- Move the feet not the trunk when turning to the side, i.e., don't twist.
- Put the load down and then slide the load into the required position if necessary.

9 Team Handling

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



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

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

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

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

Some practical tips:

Getting comfortable

- Adjust your chair and VDU to find the most comfortable position for your work. As a broad guide, your forearms should be approximately horizontal and your eyes the same height as the top of the VDU.
- Make sure you have enough work space to take whatever documents or other equipment you need.
- Try different arrangements of keyboard, screen, mouse and documents to find the best arrangement for you. A document holder may help you avoid awkward neck and eye movements.
- Arrange your desk and VDU to avoid glare, or bright reflections on the screen. This will be easiest if neither you nor the screen is directly facing windows or bright lights. Adjust curtains or blinds to prevent unwanted light.
- Make sure there is space under your desk to move your legs freely. Move any obstacles such as boxes or equipment.
- Avoid excess pressure from the edge of your seat on the backs of your legs and knees. A footrest may be helpful, particularly for smaller users.

Keying In

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

Using a mouse

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

Reading the screen

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

Posture and breaks

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

Ladders and Stepladders

This guidance is to help you:

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

When is a ladder the most suitable access equipment?

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

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

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

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

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

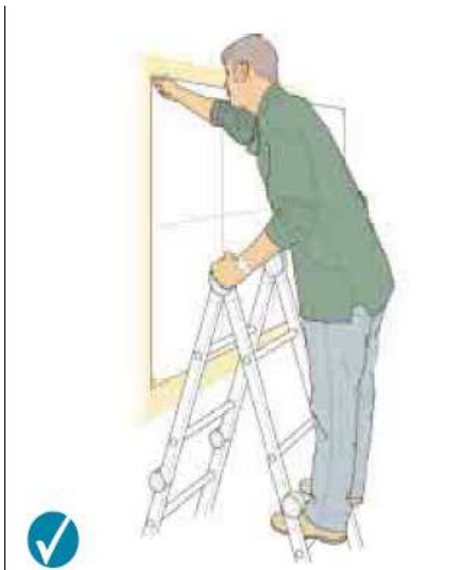
- on firm ground or spread the load (e.g. use a board);
- on clean, solid surfaces (paving slabs, floors etc). These need to be clean (no oil, moss or leaf litter) and free of loose material (sand, packaging materials etc) so the feet can grip. Shiny floor surfaces can be slippery even without contamination;

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

Safety in use – stepladders

On a stepladder **do not**:

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



Correct – two clear rungs. Don't work any higher up this type of stepladder.



Correct – 3 clear rungs, do not work any higher on this type of stepladder

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



Incorrect – steps side on to work activity



Correct – steps facing work activity

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

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

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

Is the ladder or stepladder safe to be used?

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

- have no visible defects.
- have a current detailed visual inspection (look for an inspection label).
- are suitable for work use. Use Class 1 or EN 131 ladders or stepladders at work because domestic (Class 3) ones are not normally suitable for use at work;
- have been maintained and stored in accordance with the manufacturer's instructions.

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

Pre-use checks

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

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

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

Storage

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

The information in this Guidance is based on the HSE leaflet 'Safe use of ladders and step ladders'.



LONE WORKING POLICY

TOTNES TOWN COUNCIL REVIW SEPTEMBER 2025

Introduction

The council recognises that some of our staff work alone, and where this is the case, seeks to ensure the health and safety of all lone workers. This document:

- Raises awareness of the safety issues relating to lone working,
- Identifies and assesses potential risks to an individual working alone,
- Explains the importance of reasonable and practicable precautions to minimise potential risk,
- Provides appropriate support to lone workers, and,
- Encourages reporting of all incidents associated with lone working so that they can be adequately managed and used to help reduce risks and improve working arrangements for the future.

Scope

It applies to all staff, whether full time, part time or temporary workers. It does not apply to councillors.

Policy

We will protect staff from the risks of lone working, as far as is reasonably practicable. Working alone is not in itself against the law and it is often safe to do so. However, the council's policy is to consider carefully and deal with any health and safety risks for those who work alone.

Definition

'Lone Worker' refers to people who work by themselves without work colleagues either during or outside normal working hours. Examples include:

- A caretaker who opens and closes a hall either early in the morning or late at night
- A groundsman tending to green space
- Office workers who work alone in the premises, and,
- Homeworkers.

Any worker under the age of 18 years, or anyone working in confined spaces is not permitted to work on their own.

Responsibilities

All staff have a responsibility for the health and safety of work colleagues. The key responsibilities are as follows:

Managers

- Will try to avoid the need for lone working as far as is reasonably practicable;
- Ensure that the worker is competent to work alone;
- Ensure that all lone working activities must be formally risk assessed. This should identify the risk to lone workers; any control measures necessary to minimise those risks; and emergency procedures;
- Arrangements for lone working must be made clear to staff and the details of what can or cannot be done while working alone explained;
- Lone workers must be informed of the hazards and understand the necessary control measures that need to be put in place and have the opportunity to contribute to the risk assessment;
- Must raise the alarm if staff cannot be contacted or do not return as anticipated;
- Must ensure that all staff are aware of this lone working policy and procedure and provide appropriate levels of training and guidance on lone working.

Lone workers

- Take reasonable care of themselves and others who may be affected by their work
- To follow any instruction given by management or the council
- Raise with their line manager any concerns they have in relation to lone working
- Not to work alone where there is adequate information to undertake a risk assessment.
- Inform their line manager at the earliest opportunity in the event of an accident, incident of violence or aggression whilst working alone

Staff

- To be aware of colleagues working on their own and alert to unexpected changes of routine, unanticipated periods where there is no communication.
- Buddies should ensure they maintain and share up to date contact details (see below)

Risk Assessments

Managers must complete (or ensure the completion of) a Lone Working Risk Assessment prior to every lone working activity and updated as appropriate. The risk assessment should be reviewed by the lone worker before undertaking the work and communicated to all relevant staff or councillors.

People who work alone will of course face the same risks in their work as those doing similar roles/tasks. However, they may additionally encounter hazards such as:

- Sudden illness
- Faulty equipment
- Travelling alone
- Remote locations
- Abuse from members of the public
- Animal attacks

Ways in which lone working risks can be reduced

Every lone working environment and situation is different, and therefore it is not possible to implement a 'one size fits all' approach. Where there is regular or anticipated lone working, the

council will devise and implement a lone working plan that meets the needs and risks of their particular circumstances. The plan should be proportionate to any risks that are identified from the risk assessment. The plan for a groundsman lone working with machinery will be more detailed than an administrator working late in the office. This should be written down and communicated to all relevant staff and where appropriate, councillors.

Below are some example strategies that could be implemented (on their own or combined):

- Signing-in and Out book
- Electronic (or hard copy) diaries to be kept up to date with meeting/visit/lone working details
- Agreed times and method of contact
- Buddy scheme

Buddy scheme

The following information should be written down and kept by the lone worker and their buddy, next of kin and manager (see the Lone Working Buddy Form):-

- Name and contact details of the lone worker
- Name, relationship and contact details of the buddy
- Name, relationship and contact details of the lone worker's next of kin
- Name, relationship and contact details of the lone worker's manager
- Any 'code word' that would indicate that the lone worker needs assistance
- Note: All these details must be kept securely in line with data protection legislation

If you change your contact details, you must let your buddy and manager know.

In circumstances where a buddy system is appropriate as a way of reducing the risks identified in the risk assessment, the buddy must have relevant details about your lone working, that may include;

- where you are going (address or area if there is no address);
- details of the purpose (i.e. preparing the hall, grass cutting, meeting);
- contact details of anyone you intend to meet (any additional contact details for the location you are visiting);
- your mode of transport;
- when you are expected to return;

Your buddy must know what to do if you do not return or make contact at the anticipated/agreed time.

Health and wellbeing

In order to ensure your personal safety, it is important that you share any details of any aspects of your health that could lead to increased risk with your manager or specific councillors. This includes pregnancy. You can then jointly plan to mitigate any potential risks caused by your circumstances. This information will be treated on a strict 'need to know' basis with your confidentiality of the utmost importance.

Reporting incidents

Any incidents or perceived risks encountered while lone working should be recorded, reviewed and acted upon. The report should include:

- A brief note of what happened, when, and who was involved,
- For any work-related aggression (verbal or physical) including threatening behaviour, all of the details of the incident and of the perpetrator should be captured, which could then be

used if the police take any formal prosecution action. This might be particularly important for more serious incidents of work-related violence, and,

- In either instance, this might also include recording details of any circumstances you think might have contributed to the incident, e.g. the context of the interaction, perceptions about the condition of the perpetrator, or any environmental circumstances. This information would then support us to review our risk assessment process and see if any additional measures are needed.

If you feel unsafe, unwell, or become injured call the emergency services if you need immediate assistance. If possible, call your manager, buddy or councillor or colleague to let them know (or ask someone to do so on your behalf).

Call your manager if your plans change because you feel unwell or if you have a domestic emergency when working alone.

This is a non-contractual procedure which will be reviewed from time to time.



Pay Policy

TOTNES TOWN COUNCIL SEPTEMBER 2025

This Policy helps the Council to make best use of its Council Resources.

Councillors and staff must be committed to the policy in order for it to succeed, so they must be aware of its aims and objectives and their role within it.

POLICY STATEMENT

It is the aim of the Council to ensure that all employees or job applicants are assessed fairly and remunerated according to the skills required to undertake the role and the level of responsibility associated with the post.

All working practices and recruitment procedures will be reviewed at least annually to ensure that individuals are paid on the basis of their merits and abilities.

The Council undertakes to pay at least the Living Wage to all employees.

PRINCIPLES

- a. To make full use of the talents and abilities of all staff.
- b. To attract and retain good quality staff.
- c. To provide training and development for all the staff.
- d. To maintain an equality of pay scale differentials.

ASSESSMENT OF PAY SCALE

The Council will: -

- Review each job description at least every other year.
- Undertake an Appraisal in line with the Council's Appraisal Policy.
- Follow the pay scales agreed and laid down by the National Joint Council for Local Government Services – National Agreement on Salaries and Conditions of Service.
- Assess and compare similar jobs within the sector to ensure that the pay rates set are in line with other Councils.

Evaluation

The Council has set a base line of job descriptions and pay scales for its current employees. These pay scales have been assessed and compared with other jobs in the sector to ensure that they are generally in line with other pay rates.

The Council evaluation process will use the following guidelines and rules:

- Any re-evaluation exercise will be undertaken with a clear and systematic approach.
- An assessment will be undertaken to ascertain whether significant aspects of an employee's work has changed.

The concomitant factors arising are that the employee may:

- No longer be adequately remunerated for the skills they are required to deploy.
- Require new skills.
- Require an assessment of work/life balance and that:
 - there may be the possibility of additional staff having to be employed and with specialist skills as well.
 - the current post holder is leaving and a new and accurate job description has to be designed for interview and contractual purposes.

In assessing the Pay Scale criteria the Council will be mindful of the following:

Jobs as defined by Job Descriptions need to be taken into account.

- A framework needs to be established, but it must be reviewed in the light of structural changes in the work of the Council.
- Only objective criteria can be used.
- Sound judgement must be exercised in the process of analysing information and making comparisons against benchmarks established.

Methodology

The evaluation will cover the entire staff:

- The key points to be used in the evaluation will be identified.
- The job and the role will be analysed.
- The relative value of the jobs and roles will be established on a weighted scale.
- Development needs will be identified and programmed.
- Staffing levels will be projected.
- The appropriate reward levels decided.

Framework

The Council will use the Profiles drawn up by the Society of Local Council Clerks and the National Association of Local Councils in the National Agreement on Salaries and Conditions of Service. These profiles will be used as a framework for assessing all posts, including the Town Clerk.

There can be a right of appeal against any decisions which will be undertaken through the Grievance Procedure of the Council.

Training/Development

All staff will have access to training and development opportunities, which will be taken into account when assessing pay scales. This will be assessed on the level of achievement and the relevance of the qualification to the role being undertaken.

Pay Structure

The Council uses the NALC and SLCC recommended salary scales adjusted for a FTE working week of 35 hrs. In exceptional circumstances, for example for retention reasons, employees may be awarded accelerated salary progression at the discretion of the Council. Each member of staff will

receive a salary increment annually assuming the successful completion of their appraisal, back dated to 1st April of that year, until the top of their salary scale is reached.

The Law

The policy will be implemented within the framework of the relevant legislation, which includes:

- Equal Pay Act 1970
- Employment Rights Act 1996
- Disability Discrimination Act 1995