



ELSTREE and BOREHAMWOOD TOWN COUNCIL

Fairway Hall, Brook Close, Borehamwood, Herts. WD6 5BT
Tel: 020 8207 1382



All Committee Members are hereby summoned to attend a meeting of the
GENERAL MANAGEMENT COMMITTEE
which will be held on
Thursday 21 July 2022 at 7.00pm
in Fairway Hall, Brook Close, Borehamwood, WD6 5BT
[Meeting Open to Press & Public]

AGENDA

Agenda Open to Press and Public (Items 1-11)

1. **Apologies:** To receive and approve apologies for absence. At the time of agenda apologies were received from Cllr C Butchins (with Cllr P Strack substituting).
2. **Declarations of Interest:** To:
 - a) receive declarations of interest from Councillors on items on the agenda;
 - b) receive written requests for dispensations for declarable interests; and
 - c) grant any requests for dispensation as appropriate.
3. **Public Participation:** To receive questions/statements from the public in relation to items on the agenda (one 3-minute slot for up to 3 Members of the Public).

At the Chairman's discretion, this item may be considered at the end of the agenda. This period may also be used by Members with an interest in an item to make a statement concerning that issue (e.g. grant application).
4. **Minutes:** To confirm and sign the minutes of the meeting held on 26 May 2022.

- Attached

5. **Financial Report:** To consider and receive Income and Expenditure Report to 11 July 2022.

- Attached

6. **Community Grant Applications:** To note at time of agenda distribution, supporting information not submitted in written form to Committee on the following application (deferred from previous meeting):

Community Grants of £500 or less may be determined by the General Management Committee without reference to Full Council.

	Applicant	Amount Sought	Purpose of Grant and Notes
(i)	Penniwells Riding for Disabled Centre	£500	Safety and Cleaning Equipment

7. **Budgeted Grants:** To note that BETTA has requested that the Budgeted Grant applications for 2022/23 be deferred to a future meeting in order to allow time for supporting financial information to be collated:

	Applicant	Amount Sought	Purpose of Grant and Notes
(i)	BETTA	£1,500	Running Costs (Year End Accounts to be supplied)

8. **International Affairs:** At the Chair's request, to receive update on Twinning meeting (following Zoom meeting of International Affairs Sub-Committee and Shoham Council on 22 June 2022).

9. **Policies and Procedures:** To consider and receive:

- (i) update on actions to develop a policy to comply with the Modern Slavery Act 2015 working with HAPTC to promote a Hertfordshire consistent policy (noting guidance from the Local Govt. Association);

- (ii) update on actions to develop a ‘modern’ Social Media Policy (P6);
- (iii) renewal of Complaints Procedure (P7); - Attached
- (iv) renewal of Procedure for Mayoral Attendance at Civic Engagements (following resolution of Full Council at its meeting on 15 June 2022 – Minute 21(ii) - (P14); - Attached
- (v) renewal of Meeting Dates Policy (P24); - Attached
- (vi) renewal of Safeguarding Policy (P25); - Attached
- (vii) renewal of Equality and Diversity Policy (P26); - Attached
- (viii) renewal of Lone Worker Policy (P27); - Attached
- (ix) renewal of Community Engagement Policy (P28); - Attached
- (x) renewal of Member Officer Protocol (P30); - Attached

- 10. Borehamwood Market:** To consider any action on progressing Council Resolution of 15 June 2022 (Minute 24(ii)):

“Elstree and Borehamwood Town Council is deeply concerned about the decision of Hertsmere Borough Council to close Borehamwood Street Market. We call up on the Borough Council to pause this decision to allow for formal consultation with residents (which has not yet taken place) and consultation with the Town Council about possible solutions. Post-COVID economic regeneration is a shared key priority for both Town and Borough. This should begin with serious efforts to reinvigorate and renew our main shopping parade. A modern, vibrant properly managed and promoted market could be critical to achieving this. Council instructs the Town Clerk to write to the Economic Development Portfolio Holder at HBC setting out these concerns and seeking an urgent meeting to discuss them.”

- 11. Exclusion of Press and Public:** The Chairman to move the following resolution: That under the Public Bodies (Admission to Meetings) Act 1960 s.1 (2), the press

and public be excluded from the meeting whilst draft proposals for premises development and staffing matters are discussed.

Excluded Agenda (Items 12-14)

- 12. Fairway Hall Development:** To consider update report on Fairway Hall development and to consider actions regarding submission of application to HBC following Pre-application meeting with architects and HBC Officers.
- 13. Staffing Report:** To receive:
- (i) Staffing Update on Recruitment/Retention;
 - (ii) Outstanding cases/insurance claims;
 - (iii) Staff Diversity Training – to consider approval of Diversity Training as recommended following Mayoral engagement (non-budgeted) for all Staff - £2,000 (September 2022); and
 - (iv) Staffing not covered under remit of Staffing Committee.
- 14. Close of Meeting:** To close meeting. It is noted that the next meeting of the General Management Committee is scheduled for Thursday 13 October 2022 at 7.00pm.



H R O Jones
Town Clerk
12 July 2022

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Distribution List:

Name	Organisation	post	e-mail	courier
Cllr S Rubner – Brookmeadow	EBTC Committee Member		X	X
Cllr Mrs S Parnell – Hillside (Mayor)	EBTC – Chair of Committee		X	X
Cllr C Butchins – Hillside (Deputy Mayor)	EBTC Committee Member		X	X
Cllr Rebecca Challice - Shenley Road	EBTC		X	
Cllr Richard Butler - Cowley Hill	EBTC Committee Member		X	X
Cllr A Collins - Cowley Hill	EBTC		X	
Cllr V Eni – Brookmeadow	EBTC		X	
Cllr P Kaza - Kenilworth South	EBTC		X	
Cllr S Lawrence - Kenilworth North	EBTC		X	
Cllr J Newmark - Kenilworth South	EBTC Committee Member		X	X
Cllr Mrs P Strack – Hillside	EBTC		X	X By request
Cllr Mrs F Turner – Elstree	EBTC		X	
Cllr M Vince - Cowley Hill	EBTC		X	
Library	Agenda only	X		
Borehamwood & Elstree Times	Agenda only	X		

	Actual Last Year	Actual Year To Date	Current Annual	Variance Annual	Committed Expenditure	Funds Available
<u>General Management</u>						
<u>101 Precept</u>						
1176 PRECEPT	495,577	274,883	549,767	274,884		
Precept :- Income	<u>495,577</u>	<u>274,883</u>	<u>549,767</u>	<u>274,884</u>		
Net Income	<u>495,577</u>	<u>274,883</u>	<u>549,767</u>	<u>274,884</u>		
<u>102 Interest</u>						
1296 INTEREST	2,658	79	3,000	2,921		
Interest :- Income	<u>2,658</u>	<u>79</u>	<u>3,000</u>	<u>2,921</u>		
Net Income	<u>2,658</u>	<u>79</u>	<u>3,000</u>	<u>2,921</u>		
<u>103 Salaries</u>						
1301 SAL-STAFF SALARIES	240,258	60,986	290,000	229,014		229,014
1302 SAL-EMP'RS NI	23,213	6,241	27,662	21,421		21,421
1303 SAL-EMP'R SUPERANN	52,656	13,146	62,542	49,396		49,396
Salaries :- Indirect Expenditure	<u>316,127</u>	<u>80,374</u>	<u>380,204</u>	<u>299,830</u>	<u>0</u>	<u>299,830</u>
Net Expenditure	<u>(316,127)</u>	<u>(80,374)</u>	<u>(380,204)</u>	<u>(299,830)</u>		
<u>104 Administration</u>						
1402 MEMBERS' ALLOWANCES	3,600	3,600	3,600	0		0
1405 CLERK TRAINING	275	0	1,000	1,000		1,000
1407 ADM-OFFICERS TRAININ	315	0	3,000	3,000		3,000
1408 ADM-OFFICERS TRAVEL	212	59	300	241		241
1410 ADM-Kitchen Supplies	828	159	600	441		441
1411 ADM-RECRUITMENT FEE	0	0	2,000	2,000		2,000
1415 HEALTH & SAFETY	3,421	0	3,000	3,000		3,000
1420 ADM-TELEPHONES	2,743	1,473	2,600	1,127		1,127
1421 ADM-POSTAGE	1,656	419	1,800	1,381		1,381
1422 ADM-STATIONERY	1,970	(219)	2,000	2,219		2,219
1423 ADM-SUBS & PUBS	3,961	7,224	4,500	(2,724)		(2,724)
1424 ADM-INSURANCE	3,771	0	3,900	3,900		3,900
1426 ADM-HOSPITALITY	877	266	1,300	1,034		1,034
1427 FLOWERS ETC-	26	70	150	80		80
1430 BRITISH LEGION - R SUNDAY	255	0	500	500		500
1434 ADM-MAYORAL ALLOW	950	950	950	0		0
1435 ADM-MEMBERS TRAINING	30	0	750	750		750

	Actual Last Year	Actual Year To Date	Current Annual	Variance Annual	Committed Expenditure	Funds Available
1436 ADM-MEMBERS EXPENSES	0	0	300	300		300
1438 PHOTOCOPIER & PRINTING	1,170	0	2,500	2,500		2,500
1439 I.T.SERVICES	5,283	2,196	4,000	1,804		1,804
1440 SOFTWARE SUPPORT	2,113	875	2,600	1,725		1,725
1441 IT Consultants	85	0	5,000	5,000		5,000
1448 HBC-PAYROLL SERVICES	333	0	500	500		500
1451 ADM-BANK CHARGES	1,828	196	1,320	1,124		1,124
1456 ADM-REP & LEGAL FEES	1,093	0	5,000	5,000		5,000
1457 ADM-AUDIT	3,225	983	3,000	2,017		2,017
1459 ADVERTISING-PUBLICITY	443	349	1,000	651		651
1483 CIVIC REGALIA	243	116	200	84		84
1484 PARTNERSHIP WORKING	1,478	0	2,000	2,000		2,000
1485 Neighbourhood Planning	594	(322)	0	322		322
1486 Site Development Consultants	0	0	5,000	5,000		5,000
1488 Marketing	1,600	0	1,600	1,600		1,600
Administration :- Indirect Expenditure	<u>44,380</u>	<u>18,394</u>	<u>65,970</u>	<u>47,576</u>	<u>0</u>	<u>47,576</u>
Net Expenditure	<u>(44,380)</u>	<u>(18,394)</u>	<u>(65,970)</u>	<u>(47,576)</u>		
<u>106 Community Hall</u>						
1681 COM-LETTINGS	24,682	7,151	30,000	22,849		
1683 COM-CAR PARK RENT	2,821	0	0	0		
Community Hall :- Income	<u>27,503</u>	<u>7,151</u>	<u>30,000</u>	<u>22,849</u>		
1612 COM-WATER RATES	714	0	800	800		800
1613 COM-ELECTRICITY	1,420	0	3,000	3,000		3,000
1614 COM-GAS	2,645	63	5,500	5,437		5,437
1616 CONSUMABLE SUPPLIES	1,092	102	1,100	998		998
1617 COM-REFUSE COLLECTIO	2,582	2,999	2,700	(299)		(299)
1628 COM-LICENSES	0	0	800	800		800
1637 COM-MAINTENANCE	4,425	1,397	4,500	3,103		3,103
Community Hall :- Indirect Expenditure	<u>12,877</u>	<u>4,562</u>	<u>18,400</u>	<u>13,838</u>	<u>0</u>	<u>13,838</u>
Net Income over Expenditure	<u>14,626</u>	<u>2,589</u>	<u>11,600</u>	<u>9,011</u>		
<u>108 Cost of Elections</u>						
1800 TO ELECTION FUND	0	0	10,000	10,000		10,000
Cost of Elections :- Indirect Expenditure	<u>0</u>	<u>0</u>	<u>10,000</u>	<u>10,000</u>	<u>0</u>	<u>10,000</u>
Net Expenditure	<u>0</u>	<u>0</u>	<u>(10,000)</u>	<u>(10,000)</u>		

Detailed Income & Expenditure by Budget Heading 11/07/2022

Month No: 3

Committee Report

	Actual Last Year	Actual Year To Date	Current Annual	Variance Annual	Committed Expenditure	Funds Available
<u>109 Contingency</u>						
1900 GENERAL CONTINGENCY	2,250	4,742	2,500	(2,242)		(2,242)
Contingency :- Indirect Expenditure	<u>2,250</u>	<u>4,742</u>	<u>2,500</u>	<u>(2,242)</u>	<u>0</u>	<u>(2,242)</u>
Net Expenditure	<u>(2,250)</u>	<u>(4,742)</u>	<u>(2,500)</u>	<u>2,242</u>		
General Management :- Income	525,738	282,113	582,767	300,654		
Expenditure	375,634	108,071	477,074	369,003	0	369,003
Movement to/(from) Gen Reserve	<u>150,103</u>	<u>174,042</u>				

	Actual Last Year	Actual Year To Date	Current Annual	Variance Annual	Committed Expenditure	Funds Available
<u>Environment & Planning</u>						
<u>201 Allotments</u>						
2185 ALL-RENT RECEIPTS	5,043	19	4,850	4,831		
2186 STAPLETON GARDENS s.106 FUND	6,197	0	0	0		
Allotments :- Income	<u>11,240</u>	<u>19</u>	<u>4,850</u>	<u>4,831</u>		
2112 ALL-WATER RATES	1,789	0	2,500	2,500		2,500
2116 ALL-SUPPLIES	561	36	1,000	964		964
2117 TROPHIES	78	0	200	200		200
2140 ALL-SITE IMPROVEMENT	420	175	1,000	825		825
2141 TREE MAINTENANCE	1,190	2,800	1,500	(1,300)		(1,300)
2142 ALL-SKIP HIRE	1,300	(136)	800	936		936
2143 ALL-MOWER MAINT	249	4	350	346		346
2155 STAPLETON GARDENS	3,073	0	0	0		0
Allotments :- Indirect Expenditure	<u>8,659</u>	<u>2,879</u>	<u>7,350</u>	<u>4,471</u>	<u>0</u>	<u>4,471</u>
Net Income over Expenditure	<u>2,581</u>	<u>(2,861)</u>	<u>(2,500)</u>	<u>361</u>		
<u>202 War Memorials</u>						
2203 WAR MEM-MAINTENANCE	3,850	0	600	600		600
War Memorials :- Indirect Expenditure	<u>3,850</u>	<u>0</u>	<u>600</u>	<u>600</u>	<u>0</u>	<u>600</u>
Net Expenditure	<u>(3,850)</u>	<u>0</u>	<u>(600)</u>	<u>(600)</u>		
<u>203 Churchyards</u>						
2377 CHU-BOROUGH GRANT	1,589	0	2,589	2,589		
2378 SECTION 106-AGREEMT	2,477	0	2,200	2,200		
Churchyards :- Income	<u>4,066</u>	<u>0</u>	<u>4,789</u>	<u>4,789</u>		
2337 TREE WORKS	2,650	0	2,000	2,000		2,000
2339 CHU-MAINTENANCE	848	0	800	800		800
Churchyards :- Indirect Expenditure	<u>3,498</u>	<u>0</u>	<u>2,800</u>	<u>2,800</u>	<u>0</u>	<u>2,800</u>
Net Income over Expenditure	<u>569</u>	<u>0</u>	<u>1,989</u>	<u>1,989</u>		
<u>205 Clocks</u>						
2538 CLO-MAINTENANCE	2,524	150	1,000	850		850
Clocks :- Indirect Expenditure	<u>2,524</u>	<u>150</u>	<u>1,000</u>	<u>850</u>	<u>0</u>	<u>850</u>
Net Expenditure	<u>(2,524)</u>	<u>(150)</u>	<u>(1,000)</u>	<u>(850)</u>		

	Actual Last Year	Actual Year To Date	Current Annual	Variance Annual	Committed Expenditure	Funds Available
<u>206 Street Furniture</u>						
2637 STR-MAINTENANCE	1,269	0	2,000	2,000		2,000
Street Furniture :- Indirect Expenditure	1,269	0	2,000	2,000	0	2,000
Net Expenditure	(1,269)	0	(2,000)	(2,000)		
<u>207 Equipment</u>						
2746 EQU-NEW TOOLS/EQUIPM	462	0	1,000	1,000		1,000
Equipment :- Indirect Expenditure	462	0	1,000	1,000	0	1,000
Net Expenditure	(462)	0	(1,000)	(1,000)		
<u>209 Van</u>						
2943 VAN- SERVICE, MOT & REPAIR	1,433	305	2,600	2,295		2,295
2944 VAN-PETROL	860	210	200	(10)		(10)
2945 VAN- TAX & INSURANCE	915	0	2,000	2,000		2,000
2948 Electric Van Costs	0	0	1,000	1,000		1,000
Van :- Indirect Expenditure	3,208	515	5,800	5,285	0	5,285
Net Expenditure	(3,208)	(515)	(5,800)	(5,285)		
<u>303 Town Centre - Initiatives</u>						
3305 Teddy's Trails Book Sales	650	20	800	780		
Town Centre - Initiatives :- Income	650	20	800	780		
Net Income	650	20	800	780		
Environment & Planning :- Income	15,956	39	10,439	10,400		
Expenditure	23,470	3,544	20,550	17,006	0	17,006
Movement to/(from) Gen Reserve	(7,513)	(3,506)				

	Actual Last Year	Actual Year To Date	Current Annual	Variance Annual	Committed Expenditure	Funds Available
<u>Leisure & Entertainment</u>						
<u>301 Entertainments</u>						
3186 TICKET SALES CHRISTMAS	1,643	0	700	700		
Entertainments :- Income	1,643	0	700	700		
3110 EVENT STAFF	1,375	994	2,000	1,006		1,006
3125 ENT-PUBLICITY	450	0	450	450		450
3126 BAND & HALL CHRISTMAS	2,002	0	1,100	1,100		1,100
3127 EVENTS-HOSPITALITY	386	0	600	600		600
3130 ENT-FIREWORKS DISPLA	10,000	0	10,000	10,000		10,000
3131 FIREWORKS SOUND	1,258	0	1,800	1,800		1,800
3142 EQUIPMENT PURCHASE & HIRE	1,678	272	1,600	1,328		1,328
3143 British Red Cross-First Aider	638	0	1,500	1,500		1,500
3147 New Initiatives	3,500	514	5,000	4,486		4,486
Entertainments :- Indirect Expenditure	21,286	1,780	24,050	22,270	0	22,270
Net Income over Expenditure	(19,643)	(1,780)	(23,350)	(21,570)		
<u>302 Civic Festival</u>						
3287 Ticket Sales-Others	0	0	600	600		
3291 STALLS HIRE-F/DAY	0	0	800	800		
Civic Festival :- Income	0	0	1,400	1,400		
3210 EVENT STAFF	2,180	0	4,000	4,000		4,000
3225 CIV-PUBLICITY	0	0	300	300		300
3229 CIV-EVENT/ARTISTE FEES	14,001	2,649	29,000	26,351		26,351
3232 CIV-PRIZES/TROPHYS	82	17	400	383		383
3235 FLOATS-F/ASSISTANCE	0	600	2,025	1,425		1,425
3241 CIV-PREMISES HIRE	0	750	700	(50)		(50)
3248 ITEM PURCHASE/HIRE	256	868	3,000	2,132		2,132
Civic Festival :- Indirect Expenditure	16,519	4,884	39,425	34,541	0	34,541
Net Income over Expenditure	(16,519)	(4,884)	(38,025)	(33,141)		
<u>405 Town News</u>						
4581 Town Crier Adverts	3,780	(1,620)	3,000	4,620		
Town News :- Income	3,780	(1,620)	3,000	4,620		
4566 Town Crier Production	16,295	8,890	25,500	16,610		16,610
4568 Town Crier Distribution	3,534	1,170	4,200	3,030		3,030
Town News :- Indirect Expenditure	19,829	10,060	29,700	19,640	0	19,640
Net Income over Expenditure	(16,049)	(11,680)	(26,700)	(15,020)		

Detailed Income & Expenditure by Budget Heading 11/07/2022

Month No: 3

Committee Report

	Actual Last Year	Actual Year To Date	Current Annual	Variance Annual	Committed Expenditure	Funds Available
<u>407 Coach Trips</u>						
4787 COA-TICKET SALES	0	0	5,200	5,200		
Coach Trips :- Income	<u>0</u>	<u>0</u>	<u>5,200</u>	<u>5,200</u>		
4767 COA-COACH HIRE/ADMIN	0	8,740	9,400	660		660
Coach Trips :- Indirect Expenditure	<u>0</u>	<u>8,740</u>	<u>9,400</u>	<u>660</u>	<u>0</u>	<u>660</u>
Net Income over Expenditure	<u>0</u>	<u>(8,740)</u>	<u>(4,200)</u>	<u>4,540</u>		
<u>408 Christmas Decorations</u>						
4846 CHR-HIRE CHARGE	10,409	0	12,500	12,500		12,500
4847 SWITCH ON CEREMONY	4,838	0	5,500	5,500		5,500
4868 CHR-CONTRACT	14,682	0	15,000	15,000		15,000
4869 CHR-MAINT/ELECTICITY	0	0	1,000	1,000		1,000
4870 CHR-REWIRING/TIME C	1,939	0	2,500	2,500		2,500
Christmas Decorations :- Indirect Expenditure	<u>31,867</u>	<u>0</u>	<u>36,500</u>	<u>36,500</u>	<u>0</u>	<u>36,500</u>
Net Expenditure	<u>(31,867)</u>	<u>0</u>	<u>(36,500)</u>	<u>(36,500)</u>		
Leisure & Entertainment :- Income	5,423	(1,620)	10,300	11,920		
Expenditure	89,501	25,464	139,075	113,611	0	113,611
Movement to/(from) Gen Reserve	<u>(84,078)</u>	<u>(27,084)</u>				

	Actual Last Year	Actual Year To Date	Current Annual	Variance Annual	Committed Expenditure	Funds Available
<u>Grants & Community Support</u>						
<u>401 Grants</u>						
4161 Community Grant Awards	8,490	(875)	10,000	10,875		10,875
4190 Budgeted Grant - BETTA	1,500	0	1,500	1,500		1,500
Grants :- Indirect Expenditure	<u>9,990</u>	<u>(875)</u>	<u>11,500</u>	<u>12,375</u>	<u>0</u>	<u>12,375</u>
Net Expenditure	<u>(9,990)</u>	<u>875</u>	<u>(11,500)</u>	<u>(12,375)</u>		
<u>403 School Swimming</u>						
4363 SWI-TRANS & ADMITANC	21,534	9,034	31,000	21,966		21,966
School Swimming :- Indirect Expenditure	<u>21,534</u>	<u>9,034</u>	<u>31,000</u>	<u>21,966</u>	<u>0</u>	<u>21,966</u>
Net Expenditure	<u>(21,534)</u>	<u>(9,034)</u>	<u>(31,000)</u>	<u>(21,966)</u>		
<u>404 Town Twinning</u>						
4464 TWI-ACTIVITIES	0	2,632	5,500	2,868		2,868
Town Twinning :- Indirect Expenditure	<u>0</u>	<u>2,632</u>	<u>5,500</u>	<u>2,868</u>	<u>0</u>	<u>2,868</u>
Net Expenditure	<u>0</u>	<u>(2,632)</u>	<u>(5,500)</u>	<u>(2,868)</u>		
<u>406 Youth Council</u>						
4666 YOU-ACTIVITIES	0	0	500	500		500
Youth Council :- Indirect Expenditure	<u>0</u>	<u>0</u>	<u>500</u>	<u>500</u>	<u>0</u>	<u>500</u>
Net Expenditure	<u>0</u>	<u>0</u>	<u>(500)</u>	<u>(500)</u>		
Grants & Community Support :- Income	0	0	0	0		
Expenditure	31,524	10,791	48,500	37,709	0	37,709
Movement to/(from) Gen Reserve	<u>(31,524)</u>	<u>(10,791)</u>				
Grand Totals:- Income	547,117	280,532	603,506	322,974		
Expenditure	520,130	147,870	685,199	537,329	0	537,329
Net Income over Expenditure	<u>26,987</u>	<u>132,662</u>	<u>(81,693)</u>	<u>(214,355)</u>		
Movement to/(from) Gen Reserve	<u>26,987</u>	<u>132,662</u>				



Complaints Procedure: Elstree & Borehamwood Town Council

Introduction

Elstree and Borehamwood Town Council is committed to providing a quality service for the benefit of the people who live or work in its area or are visitors to the locality. If you are dissatisfied with the standard of service you have received from this council, or are unhappy about an action or lack of action by this council, this Complaints Procedure sets out how you may complain to the council and how we shall try to resolve your complaint.

1. This Complaints Procedure applies to complaints about council administration and procedures and may include complaints about how council employees have dealt with your concerns.
2. This Complaints Procedure does not apply to:
 - 2.1. Complaints by one council employee against another council employee, or between a council employee and the council as employer. These matters are dealt with under the council's disciplinary and grievance procedures.
 - 2.2. Complaints against Councillors. All Town Councillors must abide by the Code of Conduct adopted by the Council. Complaints against Councillors should be referred directly to the Monitoring Officer of Hertsmere Borough Council. Further information on how to make a complaint and the procedure in this situation is available on the Hertsmere website here:

https://www5.hertsmere.gov.uk/ufs321/ufsmain?ebz=1_1618492083900&ebf=1&ebp=40
3. You may make your complaint about the council's procedures or administration to the Clerk. You may do this in person, by phone, or by writing to or emailing the Clerk. The addresses and numbers are set out below.

4. Wherever possible, the Clerk will try to resolve your complaint immediately. If this is not possible, the Clerk will normally try to acknowledge your complaint within five working days.

Making a Formal Complaint

5. If a complaint about procedures or administration is notified orally to a Councillor or the Clerk and it is not possible to satisfy the complainant fully forthwith, the complainant or their representative shall be asked to put his complaint in writing to the Clerk and be assured that it will be dealt with promptly after receipt.
6. If the complainant or their representative does not wish to put the complaint to the Clerk or other proper officer, they are advised to put it to the Mayor (as Chairman of the Council).
7. The Clerk shall acknowledge the receipt of the complaint and advise the complainant or their representative when the matter will be considered by the Town Council's General Management Committee.
8. The complainant shall be invited to attend the relevant meeting and bring with them such representative as they wish.
9. Seven clear working days prior to the meeting, the complainant or their representative shall provide the Council with copies of any documentation or other evidence, which they wish to refer to at the meeting. The Council shall similarly provide the complainant or their representative with copies of any documentation upon which they wish to rely at the meeting.

At the Meeting

10. The General Management Committee shall consider whether the circumstances of the meeting warrant the exclusion of the public and the press. Any decision on a complaint shall be announced at the next meeting of the Town Council in public.
11. Chairman to introduce everyone.
12. Chairman to explain procedure.
13. Complainant or their representative to outline grounds for complaint.
14. Members to ask any question of the complainant or their representative
15. If relevant, Clerk or other proper officer to explain the Council's position.
16. Members to ask any question of the Clerk or other proper officer.
17. Clerk or other proper officer and complainant or their representative to be offered opportunity of last word (in this order).
18. Clerk or other proper officer and complainant or their representative to be asked to leave room while Members decide whether or not the grounds for the complaint have

been made. (If a point of clarification is necessary, both parties to be invited back.)

19. Clerk or other proper officer and complainant or their representative return to hear decision, or to be advised when decision will be made.

After the Meeting

20. Decision confirmed in writing within seven working days together with details of any action to be taken.
21. If you are dissatisfied with the response to your complaint, you may ask for your complaint to be referred to Full Council (as appropriate) and (usually within eight weeks) you will be notified in writing of the outcome of the review of your original complaint.

Contacts

Town Clerk

Address: Fairway Hall
Brook Close
Borehamwood
WD6 5BT

Telephone: 0208 207 1382

Email: clerk@elstreeborehamwood-tc.gov.uk

Mayor of Elstree and Borehamwood

The Mayor can be contacted via the address or telephone number above or via his or her contact details which are available from the Town Council website or notice boards and Town Crier Magazine (the Mayor usually changes each year).

Review Body: General Management Committee

Review Period: every 1 year

Next Review: July 2023



Elstree and Borehamwood Town Council

Procedure for Mayoral Attendance at Civic Engagements

Badges of Office

1. Badges of Office must only be worn where the wearer is carrying out a function in which he or she is acting in a capacity as a designated representative or spokesperson for the Town Council.
2. Badges of Office include:
 - The Mayoral Chain;
 - The Deputy Mayoral Chain; and
 - Past Mayoral Badges.
3. Appropriate Functions for wearing a badge of office are:
 - Mayoral/ Deputy Mayoral functions listed on the weekly engagements list that are booked through the Town Council Offices;
 - Meetings of Full Council, Annual Council, Special Council and Annual Parish Meeting;
 - Civic Events organised by the Town Council (Christmas Switch On, Fireworks Night, Pre-Festival Event, all events throughout the Civic Festival fortnight, musical concerts and special events approved by the Entertainments Committee e.g. beacon lightings); and
 - Official Mayoral portrait photographs
4. The wearing of Badges of Office outside of Elstree and Borehamwood requires prior consent from the relevant authority being visited. This authority is sought and obtained via the Council Office.

Attendance

5. All invitations for civic engagements should be referred to the office in the first instance.
6. The Town Mayor is invited first (if the Deputy Mayor is invited directly by the organisation he/she must then notify that organisation that the invite is being passed on to the office to be offered to the Mayor in the first instance)
7. If Town Mayor cannot attend, the Deputy Mayor is asked to attend through the office to represent the Council.
8. If the Deputy Mayor cannot attend, the invitation is offered to an available Past Mayor.
9. The office notifies the organisation of who is attending the event and makes necessary arrangements (including car parking and chain of office protocol).
10. The wearing of both the Mayoral and Deputy Mayoral chains at the same function should not occur unless it is a Town Council organised function or meeting (e.g. Annual Parish Meeting) or unless the invitation specifically allows for this (e.g. HBC Civic Dinner or Civic service)

Payment for Attendance

11. It is expected that Mayors, Deputy Mayors or Past Mayors attending functions in a civic capacity should not be asked to pay for attendance where there is a fee (however, if a fee is required and the representative does wish to attend then this should be paid by the Member from their allowance and not by the Town Council).
12. Organisations seeking a financial contribution from the Town Council should be encouraged to make an application via the Community Grants application procedure.

<p>Date Policy Reviewed: July 2022 Authority: General Management Committee Review Period: every 2 years Next Review: July 2024</p>
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Elstree and Borehamwood Town Council

Procedure for determining and amending Council and Committee Meeting dates

The Schedule of Meetings

In an ordinary year, Council meeting dates (including Committees, Sub-Committees, the Youth Council and Forums) are agreed at the January meeting of Full Council for the period between Annual Council Meetings (May to May), “The Schedule of Meetings”. In a Parish election year, the dates are notionally proposed at the January meeting and then agreed at the first meeting of Full Council after the election.

Changes to the Schedule of Meetings will be notified to all Members and Officers, on the Town Council main noticeboard and on the Town Council official website.

Full Council

Meetings of Full Council should not conflict with:

- Meetings of Full Council at Hertsmere Borough Council (as published in January, if available)
- Party Group meetings at Hertsmere Borough Council (on information available)
- Jewish Holidays (including the days immediately before or after these days where religious observances are required) [Note: accommodation to be made for all religious groups as appropriate subject to Council membership]
- Hindu Holidays
- The date of a General or Local election or National Referendum or the day immediately before any of these
- Bank Holidays and the date of a national celebration/special holiday (e.g. Royal Wedding)

There are ordinarily 5 meetings of Full Council in a Municipal Year. The Annual Meeting of the Council constitutes 1 of the 5 meetings (but not the Annual Parish meeting).

Annual Meeting of the Council

The Annual Meeting of the Council must take place every year (Local Government Act 1972 Schedule 12, Part II Parish Councils 7(1)).

In a year of Parish Council Elections, the Annual Meeting of the Council must take place on or within 14 days after the day on which Councillors took Office. In other years, it may be held on a day in May determined by the Council (Local Government Act 1972 Schedule 12, Part II Parish Councils 7(2)).

Annual Parish Meeting

The Annual Parish meeting must take place between 1 March and 1 June (Local Government Act 1972 Schedule 12, Part III Parish Meetings 14(1)) and not earlier than 6 o'clock in the evening (14(4)).

Cancelling and Amending Full Council Meeting Dates

Council meeting dates should not be cancelled or altered without good cause to do so. Grounds for good cause could include:

- Anticipated lack of quorum
- A National or Local Emergency (e.g. severe weather conditions)
- National Guidelines (e.g. relating to the Covid-19 pandemic)

The Mayor (or in his/her absence the Deputy Mayor) should take the decision to cancel or amend a meeting in consultation with the Town Clerk and with the agreement of the Group Leaders where possible.

Reasonable notice should be given to Officers, Members and the public. Any amended date should comply with the criteria for choosing meeting dates as set out above, the statutory obligations of the Council (together with internal requirements e.g. deadlines for submitting the Annual Return to External Auditors) and availability of the relevant venue.

Special Meetings

Special Council meetings should not be called without good cause to do so. Grounds for good cause could include:

- A Council matter requiring an urgent decision
- A National or Local Emergency affecting the Authority and/or its services

The Mayor (or in his/her absence the Deputy Mayor) should take the decision to call a special meeting in consultation with the Town Clerk and with the agreement of the Group Leaders where possible.

Committees

The standing Committees of the Council and their frequency of meetings are as follows:

Meeting	Number of Meetings per Year
General Management Committee	6 (with up to 1 additional special meeting)
Environment and Planning Committee	9 (with up to 1 additional special meeting)
Entertainments Committee	8 (with up to 1 additional special meeting)

When setting the meeting schedule, regard is taken to the timing of decision making in respect of each Committee's responsibilities (e.g. the Civic Festival for the Entertainments Committee).

Meetings of Standing Committees should not conflict with:

- Jewish Holidays (including the days immediately before or after these days where religious observances are required) [Note: accommodation to be made for all religious groups as appropriate subject to Council membership]
- Hindu Holidays
- The date of a General or Local election or National Referendum or the day immediately before any of these
- Bank Holidays and the date of a national celebration/special holiday

A Committee meeting may only be cancelled or the date amended after publication of the agreed Schedule of Meetings as follows:

- With the authorisation of the Committee Chairman (or in his/her absence the Vice Chairman) in consultation with the Officer ordinarily clerking the meeting and with the approval of at least two other Committee Members; and
- For one or more of the following reasons: Lack of quorum, the attendance availability of an invited speaker at the meeting or a national or local emergency and with statutory notice being provided to Members and public.

Special Committee meetings should be limited to no more than one per municipal year for the consideration of a matter of significant importance covered by the terms of reference of the Committee.

Special Meetings should be called by the Chairman (or in his/her absence the Vice Chairman) in consultation with the relevant clerking Officer and providing as much notice as practicable to potential attendees together with the reason for the meeting being called (e.g. to consider a contentious planning application).

Transport and Community Safety Forum

The Transport and Community Safety Forum is attended by officers and staff from other Authorities and local transport providers and, therefore, has a unique set of meeting requirements. It was formed by amalgamation of two forums at Annual Council in May 2021.

Meetings of the Forum should not conflict with:

- Meetings of Full Council at Hertsmere Borough Council (as published in January, if available)
- Party Group meetings at Hertsmere Borough Council
- Hindu Holidays
- The date of a General or Local election or National Referendum or the day immediately before any of these
- Bank Holidays and the date of a national celebration/special holiday

There are 5 meetings per year.

In view of the large distribution of the agenda and number of agencies involved, meeting dates for the Forum should not be altered having been set in the Schedule of Meetings but may be cancelled with due notice or short notice for reasons of emergency (e.g. flooded venue).

Youth Council

The Youth Council meetings and Working Groups are arranged taking into account the academic pressures of the Youth Councillors and are, therefore, subject to increased flexibility in terms of frequency and amendment.

Meetings should only be cancelled or amended by the Youth Council Chair in consultation with the Youth Council Secretary and with the agreement of at least one of the two designated Town Councillor Members. No special meetings should be required. The frequency of meetings in the municipal year is as follows:

Meeting	Number of Meetings per Year
Youth Council	8
Working Groups	8

Sub-Committees

Sub-Committee meetings are agreed at the discretion of the parent Committee and are not included in the Schedule of Meetings as they are internal in nature. The frequency of meetings in the municipal year is as follows:

Meeting	Number of Meetings per Year
In House Audit	2
Town Crier	8
International Affairs	As required
Sustainable Transport	As required

The In House Audit dates are ordinarily agreed at the July General Management Committee and may be amended by the Town Clerk for the reason of availability of Members.

The Entertainments Committee is encouraged to set the Town Crier Sub-Committee dates at the first meeting of the municipal year or as soon as possible thereafter.

Town Crier Sub-Committee dates (2 per edition) may be cancelled or amended by the Town Crier Sub-Committee Chair in consultation with the Town Crier Editor and with the agreement of the Vice Chairman and/or one other Committee Member for a good reason (e.g. change of Town Crier publication deadline).

Once the dates are agreed, potential attendees of Sub-Committees should be notified of all meetings in the municipal year and, where practicable, notified of authorised changes in good time.

Review Body: General Management Committee

Review Period: every 1 year

Next Review: July 2023



Elstree and Borehamwood Town Council

Safeguarding: Child and Vulnerable Adult Protection Policy

Introduction

All organisations have a duty of care for the children and any vulnerable adults for whom they provide activities or services.

Elstree and Borehamwood Town Council is committed to practices that protect children and vulnerable adults from harm and treat them with dignity and respect.

At the same time, the Council will protect its staff from the risk of unfounded allegations.

Elstree and Borehamwood Town Council will seek to ensure that any child or vulnerable adult using Council services or facilities can access them in safety without fear of abuse.

The Council seeks to implement its policy on child and vulnerable adult protection by:

- Ensuring that all staff whom have regular, direct and unsupervised contact with children and vulnerable adults are carefully selected, including a check with the Criminal Records Bureau, at least two written references, trained and accredited where necessary.
- Ensuring that any Town Council contractors who have regular, direct and unsupervised contact with children have effective policies and procedures in place.
- Giving all the parties involved e.g. parents and the general public, information about what they can expect from the Council in relation to protecting and safeguarding children and vulnerable adults.
- Ensuring that there is a clear complaint procedure in place that can be used if there are any concerns.
- Sharing information about concerns with appropriate agencies that need to know and involving parents and/or carers as appropriate.

Scope

This policy applies to all Members and staff regardless of whether or not they have regular contact with children and vulnerable adults. For the purposes of the policy, a member of staff covers employees including casuals, volunteers, work experience placements and trainees.

This policy should also be read in conjunction with other policies in the Council Constitution.

Definitions

For the purposes of the policy, a child is anyone under the age of 18 years.

A vulnerable adult is someone who by reason of mental or other disability, age or illness is unable to take care of themselves or unable to protect themselves against significant harm or exploitation.

An adult for the purposes of this policy is anyone over 18 years of age.

Child & Vulnerable Adult Protection Policy: Procedures

These procedures and the following good practice guidelines seek to ensure that all Members and staff have a clear understanding of their responsibilities when working with children and vulnerable adults.

The aims of these procedures are to ensure that both Members and staff:

- Recognise the signs of abuse and what appropriate course of action should be taken in the circumstances.
- Understand the potential risk to themselves and ensure that good practice is adhered to at all times.
- Recognise signs of improper behaviour from other Members and or staff and report it to the Town Clerk at the earliest opportunity.

Good Practice Guidelines

Everyone working in direct or indirect contact with young people and vulnerable adults must abide by the guidelines noted below.

It is possible to reduce situations where abuse may occur and below are specific examples of the care which should be taken when working with children or vulnerable adults.

Members and Staff **must**:

- Be identifiable at all times whilst representing the Town Council (with Staff wearing photograph ID cards on lanyards or armbands whilst at internal or external meetings and events and whilst working on site; and with Members wearing photograph ID cards on lanyards at all times when acting in the capacity as a Town Councillor).
- Treat all children and people with dignity and respect.
- Provide an example for good conduct that others can follow.
- Challenge unacceptable behaviour e.g. bullying and report allegations/suspicions of abuse.
- Ensure that when possible there is more than one adult present during activities with children and young people, or at least be within sight or hearing of others.
- Respect their right to personal privacy and encourage children and vulnerable adults to feel comfortable enough to point out attitudes or behaviours they do not like.
- Remember that someone else might misinterpret certain actions, no matter how well intentioned.
- Be aware that any physical contact with a child or vulnerable adult may be misinterpreted.
- Recognise that special caution is required when discussing sensitive issues with children or vulnerable people.
- Always operate within Elstree and Borehamwood Town Council's Code of Conduct, principles, guidance, policies and procedures.

Members and Staff **must not**:

- Have inappropriate or unwarranted physical or verbal contact with children or vulnerable people.
- Be drawn into inappropriate attention-seeking behaviour or make suggestive or derogatory remarks or gestures in front of children or vulnerable adults.
- Jump to conclusions about others without checking facts.
- Either exaggerate or trivialise any abuse issues.
- Show favouritism to any individual.

- Rely on your good name or that of Elstree and Borehamwood Town Council to protect you
- Believe ‘it could never happen to me’.
- Take a chance when common sense, policy or practice suggests another more prudent approach.

There may be exceptional circumstances where it is necessary to restrain a child or a vulnerable adult to prevent them from damaging themselves or others.

Only the minimum reasonable force necessary may be used. All incidents of physical restraint must be recorded on an incident form and submitted to the Town Clerk, as well as informing the parents and/or carer as soon as possible.

Mains Forms of Abuse

a. Physical Abuse

This may involve actions such as hitting, shaking and burning as well as the use of inappropriate restraint. Physical abuse, as well as being a deliberate act, can be caused by an omission or failure to act to protect. In the case of children, it includes the giving of alcohol, inappropriate drugs or poison to them.

b. Emotional Abuse

Emotional abuse is a persistent lack of love and affection. A child may be constantly verbally abused, threatened, ignored or taunted. Other forms of emotional abuse include excessive overprotection and unrealistic pressure to succeed. In addition it may include intimidation, humiliation, verbal abuse, harassment or discriminatory harassment to adults.

c. Sexual Abuse

Sexual Abuse involves forcing or enticing a child or vulnerable adult to take part in sexual activities whether or not the child or vulnerable adult is aware of or consents to what is happening. It may also involve non-contact activities such as showing pornographic material, sexual innuendo or encouraging someone to behave in a sexually inappropriate way.

d. Neglect

Neglect involves the persistent failure to meet a child’s or vulnerable adult’s basic physical and/or psychological needs. These needs include adequate food and warm clothing and also medical care, social care and educational services. Neglect may include simply being left alone or excluded.

Recognising Abuse

This is not always easy to do and it is not the responsibility of Members, Officers or staff to decide whether or not abuse has taken place, or if a child or vulnerable adult is at significant risk. It is also recognised that in addition to or as part of categories a to d above, abuse may take the form of taking place on line (e.g. “cyber-bullying”).

However, Elstree and Borehamwood Town Council does have a responsibility to act and report promptly if they have any concerns or suspicions.

Indications that a child or person may be subject to abuse include:

- Unexplained or suspicious injuries such as bruises, cuts and burns particularly if situated on parts of the body not normally prone to such injuries.
- Injuries for which an explanation seems inconsistent.
- Fear of parents or carers being approached about such injuries.
- Flinching or cowering when touched or approached.
- Sudden or unexplained changes in behaviour.
- Fear of being left with a specific person.
- Changes in appearance - sudden loss of hair, dirtiness, weight loss etc.
- In children, a failure to grow and thrive and showing difficulties in making friends or socialising.
- In adults, a loss of assets and possessions.

This list is by no means exhaustive and it is important to remember that many children and people will exhibit some of these indicators at some time, and the presence of one or more should not be taken as proof that abuse is occurring.

It is crucial that Members and staff realise that this is only a process of observation and that at no point should Members or staff actively seek out abuse or an abuser.

The Town Council’s responsibility is to ensure that any concern about the welfare of someone is reported and to never assume that others will do it.

Responding to Allegations and Suspicions of Abuse

It is vitally important the details of an allegation or an incident of abuse or mistreatment are carefully recorded, regardless of whether or not the concerns are later shared with a statutory agency.

An accurate record should be made of:

- The date and time of the incident and/or disclosure.
- The parties who were involved.
- What was said and done by whom.
- The full name of the person reporting and to whom reported.

And where appropriate:

- Any action taken by Elstree and Borehamwood Town Council.
- Reasons why there was no referral to a statutory agency.

Responding to a child or vulnerable adult making an allegation of abuse against a Councillor, officer or contractor Members and staff will stay calm and listen carefully, allowing the child or person to continue at their own pace and reassure them that they have done the right thing in speaking out.

It may be necessary to ask questions for clarification only and at all times asking questions that suggest a particular answer (i.e. leading questions) should be avoided.

The record keeping advice should be followed and, at an early opportunity, it must be explained to the child or vulnerable adult that the information will need to be shared.

Do not promise to keep secrets. These allegations should be recorded and reported to the Town Clerk at the earliest opportunity.

If the allegations are made in respect of the Town Clerk then the report must be made to the Chairman of the General Management Committee.

Responding to suspicions that a Councillor or officer may be abusing a child or vulnerable adult or not following the code of good practice, anyone that suspects a colleague may be abusing a child or a vulnerable adult should act on their suspicions immediately. These suspicions should be recorded and reported to the Town Clerk at the earliest opportunity.

If the suspicions are raised in respect of the Town Clerk then the report must be made to the Chairman of the General Management Committee. If the matter relates to poor practice the disciplinary procedures may be followed, as detailed in the Staff Handbook.

If it relates to abuse, the matter will later be referred to Social Services who may also involve the Police. The person concerned will be suspended pending the outcome of an internal investigation into the allegations.

Elstree and Borehamwood Town Council acknowledges that this is an extremely sensitive issue for staff and everyone working on its behalf.

The Council will fully support and protect anyone who, in good faith, reports a concern that a colleague is or may be abusing a child or a vulnerable adult.

Confidentiality

The legal principle that the welfare of the child or vulnerable adult is paramount means that the consideration of confidentiality, which might apply to other situations within the Council, should not be allowed to override the right of the person to be protected from harm.

However, where possible every effort should be made to ensure that confidentiality is maintained for and by all concerned when an allegation is made and whilst it is being investigated.

The Council will seek to balance protecting children and vulnerable adults from harm whilst protecting its staff from the risk of unfounded allegations.

The Town Clerk will be responsible for dealing with all allegations and suspicions of abuse concerning a member of staff, in conjunction with any relevant authorities and agencies.

The Town Clerk will be responsible for dealing with all allegations and suspicions of abuse concerning Councillors, in conjunction with any relevant authorities and agencies.

The Town Clerk will not decide if anyone has been abused - this is the task of Social Services, which has the legal responsibility.

Recruitment, Training and Monitoring

All successful applicants for posts involving contact with children or vulnerable adults will be subject to an enhanced DBS check or its equivalent if this is replaced by another form of check by Government to ensure there are no irregularities in their background which may give cause for concern. This check will be carried out by Elstree and Borehamwood Town Council prior to employment if possible.

Similarly staff, which regularly have direct and indirect contact with children or vulnerable adults, will have training to raise their awareness of protection issues at their induction and at regular intervals throughout their employment at Elstree and Borehamwood Town Council.

Publicity and Young People – Guidance Notes

These guidelines should be followed if commissioning photographs of children (i.e. under 18 years of age) or if planning photography of children at events and using visual media for publicity purposes.

The guidelines apply to both professional photographers / camera personnel and Members or staff taking personal or informal photographs at Town Council events.

a. Child Protection Issues and Visual Media

For the protection of children, it is essential that the event organiser obtains a written validation of consent from the subject(s) and their parent(s) or guardian(s) before any images are used. The request for consent should include an explanation of what the film or footage will contain and how the images will be used e.g. photographs / film may be used in publicity material such as the Annual Report, Annual Town Meeting, the Town Crier magazine or any other newsletter, press releases, brochures, video footage, websites and other promotional media materials.

Where Elstree and Borehamwood Town Council has commissioned a photographer or camera person to attend a Town Council event, they will be requested to abide by the following requirements:

- Wear identification at all times.
- Only take photographs or footage at the designated event or venue.
- Ensure that they take the audience and purpose into proper consideration when publishing any photographic/film material i.e. focus on the activity, rather than full shots of children.

b. Appropriate Editorial Content

All photographs used in publicity materials must fulfil the following set of criteria to ensure the publication is produced to the highest standard, the content is appropriate and falls in line with equity issues. This includes choosing images which show all sections of society including representatives from black and ethnic communities, people with disabilities etc.

Photographs must not be edited in any way from the originals, for example disproportionately re-sizing, changing colours, distorting the images or air brushing. Visual contents or captions cannot be used as means of identifying children. This includes names, addresses or any other unnecessary information, which could be used to trace the child. This information must also be withheld in all reproductions.

c. Copyright, Credits and Labelling

Any professional companies or organisations that provide photographs must be appropriately credited before using them. Images supplied should be cleared for copyright and with permission to print or re-produce.

d. Security of Images

All images, photographs and footage should be stored securely, with access to transparencies, film, digital prints (where it is in the Town Council 's power to do so) or hard prints restricted to appropriate staff. These arrangements will help to protect potentially any inappropriate use of the collection.

Review Body: General Management Committee

Review Period: every 3 year

Next Review: July 2025



Elstree and Borehamwood Town Council

Equality and Diversity Policy Statement

The aim of this Policy is to communicate the commitment of Elstree and Borehamwood Town Council to the principles of fairness and valuing diversity for everyone who lives, works, invests or visits Elstree and Borehamwood.

The Council recognises that everyone who lives in the community has a stake in the future of Elstree and Borehamwood and wants its activities to be accessible, relevant, and meaningful to everyone. It also seeks to reduce social exclusion by making its services, facilities, and resources more responsive to community and individual needs.

It is committed to equality of opportunity in all aspects of employment. All employees will be treated equally regardless of gender, race, colour or nationality, age, disability, sexual orientation, religious and political beliefs, marital status, or offending history.

It is also committed to achieving the highest standard of service delivery and employment practice. Equality of opportunity for all sections of the community and workforce is an integral part of this commitment. It is also to promote dignity at work and respect of each other through embracing diversity and celebrating differences at all times.

The purpose of this Policy is to ensure that all employees, contractors, job applicants and customers of Elstree and Borehamwood Town Council will be treated fairly by the Council and its employees, and by contractors employed by the Council. The Council is therefore committed to ways of working and communicating which ensure that no service user (or potential service user) or employee experiences unfair discrimination and harassment.

The aim is to serve all members of the communities in the Town Council area. If people from some social groups are under-represented, the Council will endeavour to develop strategies to reach them.

The Council posts the following statement (as a poster in reception area):

Elstree and Borehamwood Town Council

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Equality Act 2010: The general public sector equality duty places an obligation on a wide range of public bodies (including Town and Parish Councils) in the exercise of their functions to have due regard to the need to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act
- Advance equality of opportunity between people who share a protected characteristic and those who do not
- Foster good relations between people who share a protected characteristic and those who do not

The protected characteristics are:

Age

Race

Religion or Belief

Disability

Sex

Gender Reassignment

Marriage and Civil Partnership

Sexual Orientation

Pregnancy and Maternity

Review Body: General Management Committee

Review Period: every 1 year

Next Review: July 2023



Elstree and Borehamwood Town Council

Lone Worker Policy

Introduction

The Council recognises that its employees are required to work by themselves for significant periods of time without close or direct supervision in the community, in isolated work areas and out of hours.

The purpose of this policy is to protect such staff in so far as is reasonable and practicable from the risks of lone working.

The Council also recognises it has an obligation under Health and Safety at Work (1974) and the Management of Health and Safety at Work Regulations 1999, for the health, safety and welfare at work of its employees.

Scope of Policy

The policy applies to all situations involving lone working arising in connection with the duties and activities of the Council's employees.

Definition of Lone Workers

The Health and Safety Executive defines lone workers as "those who work by themselves without close or direct supervision".

This covers all the Council's employees, all of whom are required to carry out their duties for all or part of their working day working in isolation. This may be within the office or outside the office.

Aims of Policy

The aim of the policy is to:

- a) Increase staff awareness of safety issues relating to lone working;
- b) Recognise and reduce risk by ensuring that the risk of lone working is assessed in a systematic and ongoing way, and that safe systems and

methods of work are put in place to reduce the risk in so far as is reasonably practicable;

- c) Ensure that appropriate training is available to all staff in all areas that equips them to recognise risk and provides practical advice on safety when working alone;
- d) Ensure that appropriate support is available to staff who have to work alone;
- e) Encourage full reporting and recording of all adverse incidents relating to lone working.

Responsibilities

The Town Clerk on behalf of the Town Council is responsible for:

- Ensuring that there are arrangements for identifying, evaluating and managing risk associated with lone working;
- Providing resources for putting the policy into practice;
- Ensuring that there are arrangements for monitoring incidents relating to lone working and that the Council regularly reviews the effectiveness of this policy;
- Ensuring that all staff are aware of the policy;
- Ensuring that risk assessments are carried out and reviewed regularly;
- Putting procedures and safe systems of work into practice which are designed to eliminate or reduce the risks associated with working alone;
- Ensuring that staff are given appropriate information, instruction and training;
- Ensuring that appropriate support is given to staff involved in any incident;
- Managing the effectiveness of preventative measures through an effective system of reporting, investigating and recording incidents.

Employees are responsible for:

- Taking reasonable care of themselves and others affected by their actions;
- Co-operating by following rules and procedures designed for safe working (including by ensuring that doors are locked (“electric locked”) for access to the Council Offices);
- Reporting all incidents that may affect the health and safety of themselves or others and asking for guidance as appropriate;
- Taking part in training designed to meet the requirements of the policy;

- Reporting any dangers or potential dangers they identify or any concerns they might have in respect of working alone.

Risk Assessment

Assessments will be carried out for and by all staff whose working practice makes them vulnerable. This includes staff that are site based but work in isolation as well as mobile staff whose work takes out into the community.

Recommendations will be made to eliminate or to reduce the risk to the lowest level practicable.

Risk assessments for site based lone workers will include:

- Safe access and exit;
- Risk of violence;
- Safety of equipment for individual use;
- Channels of communication in an emergency;
- Site security;
- Security arrangements i.e. alarm systems and mobile telephones;
- Level and adequacy of on/off site supervision.

Risk assessments for mobile lone works will, additionally, include:

- Travelling between sites;
- Reporting and recording arrangements;
- Communication and traceability;
- Personal safety/security.

Following completion of the Risk Assessment, consideration will be given to any appropriate action that is required.

Mandatory Procedures

To ensure the security of buildings:

- Appropriate steps should be taken to control access to the building, and that emergency exits are accessible;
- Alarm systems must be tested regularly;

- Staff who work alone must ensure that they are familiar with the exits and alarms;
- There must be access to a telephone and first aid equipment for staff working alone;

To ensure personal safety:

- Staff must not assume that having a mobile phone and a backup plans are sufficient. The first priority is to plan for a reduction of risk;
- Staff should take all reasonable precautions to ensure their own safety;
- Before working alone, assessment of the risks involved should be made in conjunction with the Town Clerk;
- Staff must inform the Town Clerk or other identified person when they will be working alone, giving details of their location and following an agreed plan;
- If a member of staff does not report as expected, an agreed plan should be put into operation, initially to check on then situation and then to respond as appropriate;
- Where staff work alone for extended periods and/or a regular basis, managers must make provision for regular contact, to monitor and to counter the effect of working in isolation.

Incident Reporting

An incident is defined as “an unplanned or uncontrolled event or sequence of events that has the potential to cause injury, ill health or damage”.

In order to maintain an appropriate record of incidents involving lone workers it is essential that all incidents be reported to the Clerk who will prioritise each incident and identify any immediate action.

Staff should ensure that all incidents where they feel threatened or “unsafe” are reported. This includes incidents of verbal abuse.

Contacting/Involving the Police

The Council is committed to protecting the staff from violence and assault and will support criminal proceedings against those who carry out assault. All staff are encouraged to report violent incidents to the police and will be supported by the Council throughout the process.

Except in the cases of emergency, employees should inform the Clerk of any incident immediately. The Clerk will thereafter take responsibility for contacting the police to report the details of the incident.

Support for Staff

Employees working for the Council should know that their safety comes first. Staff should be aware of how to deal with situations where they feel they are at risk, or unsafe. Staff should also be able to recognise how their own actions could influence or even trigger an aggressive response. The Clerk will ensure that all lone workers training needs are assessed and that they receive the appropriate training.

Immediate Support Following a Violent Incident

In the event of a violent incident involving a lone worker, the Clerk will immediately ensure that the employee received any necessary medical treatment and/or advice.

The Clerk will also consider whether the employee needs specific information or assistance relating to legal or insurance aspects. The Clerk will also ensure appropriate written and verbal reporting of any violent incident.

Review Body: General Management Committee

Review Period: every 4 year

Next Review: July 2026



Elstree and Borehamwood Town Council

Community Engagement Policy

INTRODUCTION

Elstree and Borehamwood Town Council recognises the need to consider the impact of its actions on others and the surrounding environment. Whilst the Town Council cannot force any individual or group to become involved it can, and shall, make it easier and more attractive for them to do so.

1.1 The Council considers that the community of Elstree and Borehamwood comprises:

- a. All residents of the parish
- b. All users of Town Council services
- c. All those who work, or own business within Elstree and Borehamwood
- d. All young people who live/go to school in Elstree and Borehamwood
- e. All voluntary organisations, clubs and societies as well as groups or organisations representing sections of the community.

1.2 The Council recognises that other bodies are crucial to the quality of life in Elstree and Borehamwood and it will maintain the strong working relationships with Hertsmere Borough Council, Hertfordshire County Council and Aldenham Parish and Shenley Parish Councils.

1.3 The Council defines communication as the process of informing the community about decisions that have been made or the passing on of information.

1.4 The Council defines engagement as involving the community to help form opinion and review decisions.

1.5 The Council is always open to receiving both positive and negative feedback and has a commitment to encouraging the community to engage with the Council.

COMMUNICATION

2.1 The Town Council website is one of the primary sources of information on the Council for the community and will be kept up-to-date with content routinely monitored. The Council aims to actively publish a wide range of information on the Council and its activities.

2.2 The Council will make best possible use of Social Media in line with the Council’s policy in this area.

2.3 The Council will prepare regular press releases to be sent to local news providers and continue to produce a (currently) quarterly 36 page newsletter (The Town Crier).

2.4 The Council will utilise the 10 noticeboards within the Parish.

2.5 The General Management Committee shall routinely consider options for improving communication with the community.

ENGAGEMENT

3.1 The Council shall continue to set aside time (15 minutes) at every Council meeting for members of the public to address the Council.

3.2 The Council shall continue to develop the Annual Parish Meeting with an aim of increasing attendance and providing a venue for open community discussion.

3.3 The Council shall continue to provide opportunities for members of the public to discuss issues with councillors (e.g. Member surgeries)

3.4 The Council shall continue to appoint members to represent the Council on community organisations as requested (‘Outside Bodies’).

3.5 The Council shall continue to utilise social media and its website for receiving and responding to comments from the community.

THE ROLE OF THE MAYOR

4.1 The Town Council recognises the important role that the Town Mayor plays in the local community. The Town Council seeks to ensure that the role is properly recognised when the Mayor attends events (including appropriate arrangement by organisers for facilities such as car parking spaces, seating and formal acknowledgement of attendance).

Review Body: General Management Committee

Review Period: every 2 years

Next Review: July 2024



Elstree and Borehamwood Town Council

Member Officer Protocol

1. Background

1.1 This protocol is intended to assist Councillors and the Clerk, in approaching some of the sensitive circumstances which arise in a challenging working environment.

1.2 The reputation and integrity of the Council is significantly influenced by the effectiveness of Councillors, the Clerk and other staff working together to support each other's roles.

1.3 The aim is effective and professional working relationships characterised by mutual trust, respect and courtesy. Close personal familiarity should be avoided.

2. Roles of Councillors and Employees

2.1 The respective roles of Councillors and employees can be summarised as follows:

Councillors and Officers are servants of the public and they are indispensable to one and other, but their responsibilities are distinct. Councillors are responsible to the electorate and serve only so long as their term of office lasts. Officers are responsible to the Council. Their job is to give advice to Councillors and to the Council, and to carry out the Council's work under the direction and control of the Council and relevant committees.

Councillors

2.2 Councillors have four main areas of responsibility:

- To determine Council policy and provide community leadership;
- To monitor and review Council performance in delivering services;
- To represent the Council externally; and
- To act as advocates for their constituents.

2.3 All Councillors have the same rights and obligations in their relationship with the Clerk

and other employees, regardless of their status or political party, and should be treated equally.

2.4 Councillors should not involve themselves in the day to day running of the Council. This is the Clerk's responsibility, and the Clerk will be acting on instructions from the Council or its Committees, within an agreed job description.

Chairmen and Vice-Chairmen of Committees.

2.5 Committee Chairs and Vice-Chairs have additional responsibilities. These responsibilities mean that their relationships with employees may be different and more complex than those of other Councillors. However, they must still respect the impartiality of Officers and must not ask them to undertake work of a party political nature, or to do anything which would prejudice their impartiality.

Officers

2.6 The role of Officers is to give advice and information to Councillors and to implement the policies determined by the Council.

2.7 In giving such advice to Councillors, and in preparing and presenting reports, it is the responsibility of the Officer to express his/her own professional views and recommendations. An Officer may report the views of individual Councillors on an issue, but the recommendation should be the Officer's own. If a Councillor wishes to express a contrary view they should not pressurise the Officer to make a recommendation contrary to the Officer's professional view, nor victimise an Officer for discharging his/her responsibilities.

3. Expectations

3.1 All Councillors can expect:

- a commitment from Officers to the Council as a whole, and not to any individual Councillor, group of Councillors or political group;
- a working partnership;
- Officers to understand and support respective roles, workloads and pressures;
- A timely response from Officers to enquiries and complaints;
- Officer's professional advice, not influenced by political views or personal preferences;
- regular, up to date, information on matters that can reasonably be considered appropriate and relevant to their needs, having regard to any individual responsibilities or positions that they hold;
- Officers to be aware of and sensitive to the public and political environment locally;
- Respect, courtesy, integrity and appropriate confidentiality from Officers;

- training and development opportunities to help them carry out their role effectively;
- not to have personal issues raised with them by Officers outside the Council's agreed procedures;
- that Officers will not use their contact with Councillors to advance their personal interests or to influence decisions improperly;
- that Officers will at all times comply with the relevant code of conduct.

3.2 Officers can expect from Councillors:

- a working partnership;
- an understanding of, and support for, respective roles, workloads and pressures;
- leadership and direction;
- respect, courtesy, integrity and appropriate confidentiality;
- not to be bullied or to be put under undue pressure;
- that Councillors will not use their position or relationship with Officers to advance their personal interests or those of others or to influence decisions improperly;
- that Councillors will at all times comply with the Council's adopted Code of Conduct.

3.3 Some General Principles:

- Close personal relationships between Councillors and Officers can confuse their separate roles and get in the way of the proper conduct of Council business, not least by creating a perception in others that a particular Councillor or Officer is getting preferential treatment.
- Special relationships with particular individuals or party political groups should be avoided as it can create suspicion that an employee favours that Councillor or political group above others.

4. Political Groups

4.1 The operation of political groups is becoming more of a feature within Town Councils, but it is worth repeating that it is National Association Of Local Councils policy that party politics should have no place in Town Councils. Town Councillors are there to serve their community as Members of the community, and should not be side-tracked by party political issues. Party politics within a Town Council can pose particular difficulties in terms of the impartiality of the Clerk and other employees, and the relationship between Councillors and the staff generally.

4.2 Party political groups have no power to require the Clerk or any other employee to attend group meetings or to prepare written reports for them, and employees can legitimately refuse to do so. The Clerk and other Officers are responsible to the Council as a whole and should not take action under instructions from any individual Councillor, even if he/she has been styled as ‘Leader’ of the Council.

4.3 The Clerk should ensure that any reports or advice offered to Members of a political group are statements of relevant facts, with an appraisal of options and do not deal with the political implications of the matter or options, or make any recommendations.

4.4 If a report is prepared for one political group, the Clerk should advise all other political groups that the report has been prepared, or that advice was given.

4.5 Any Clerk needing advice or guidance on matters relating to party groups or how to operate within a political environment, should seek advice from their County Association of National Association Of Local Councils, or from the Society of Local Council Clerks.

5. When things go wrong Procedure for Officers

5.1 From time to time the relationship between Councillors and the Clerk (or other employees) may break down or become strained. Whilst it is always preferable to resolve matters informally, through conciliation by an appropriate third party, it is important that the Council adopts a formal grievance protocol or procedure.

5.2 The district or unitary Council’s Monitoring Officer may be able to offer a mediation/conciliation role or it may be necessary to seek independent advice. For example, the Society of Local Council Clerks may be able to provide an independent person. The Mayor should not attempt to deal with grievances or work related performance or line management issues on their own. The Council should delegate authority to a small group of Councillors to deal with all personnel matters.

5.3 The law requires all employers to have disciplinary and grievance procedures. Adopting a grievance procedure enables individual employees to raise concerns, problems or complaints about their employment in an open and fair way.

5.4 For an example grievance procedure, contact your district or unitary Council’s Personnel or HR Department or the County Association of National Association Of Local Councils.

5.5 If a Councillor is dissatisfied with the conduct, behaviour or performance of the Clerk or another employee, the matter should be raised with the Clerk in the first instance. If the matter cannot be resolved informally, it may be necessary to invoke the Council’s disciplinary procedure.

Authority: General Management Committee

Review Period: every 3 years

Next Review: July 2025