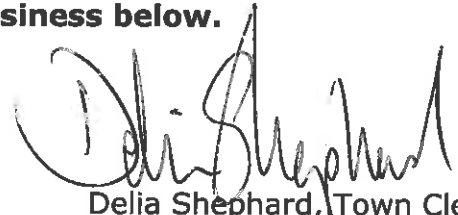


# Sandy Town Council

To: Cllrs P N Aldis, C Butterfield, C Osborne, M Pettitt, M Runchman, M Scott, D Sharman, R Smith, S Walsh and K Sharp

Cc Cllrs J Ali, W Jackson and S Sutton.

You are hereby summoned to attend a meeting of the Policy, Finance and Resources Committee of Sandy Town Council which will be held in the Council Chamber at 10 Cambridge Road, Sandy, Bedfordshire on Monday 31 March 2014 at 7.30pm for the purpose of transacting the items of business below.



Delia Shephard, Town Clerk  
10 Cambridge Road  
Sandy  
SG19 1JE  
01767 681491  
21 March 2014

**MEMBERS OF THE PUBLIC AND PRESS ARE WELCOME TO ATTEND THIS MEETING**

## **A G E N D A**

**1 Apologies for absence**

**2 Declarations of interest and requests for dispensations**

*Under the Localism Act 2011 members of Council are not required to make oral declarations of interest at meetings but may not participate in discussion or voting on any items of business in which they have a Declarable Pecuniary Interest (DPI) and under Sandy Town Council's Standing Orders must leave the room for the duration of all discussion on such items. (All members' register of interests are available on the Sandy Town Council website or on application to the Clerk.)*

*This item is included on the agenda to enable members to declare new DPIS and also **those who wish to do so** may draw attention to their stated DPIS and also any non-declarable personal interests which they have declared under Sandy Town Council's adopted Code of Conduct and which may be relevant to items on the agenda.*

- i) Declarable Pecuniary Interests*
- ii) Other Interests*

**3 Minutes of previous meeting**

To receive the minutes of the Policy, Finance and Resources Committee held on 17 February 2014 and to approve them as a correct record of proceedings.

**4 Review of Standing Orders**

To continue the review of draft new standing orders deferred from the last meeting of the committee on Monday 17 February 2014.

**5 Community Engagement Strategy**

To consider a draft community engagement strategy deferred from the last meeting of the committee on Monday 17 February 2014.

# Sandy Town Council

## **6 Financial Matters**

### **Clerk's Report**

- i) To consider a report on progress to date against the budget for the financial year 2013/14
- ii) To note a list of payments and receipts made since the date of the last committee meeting on 17 February 2014
- iii) To receive an update on transitional arrangements as some Sandy Town Council accounts work is outsourced to external provider
- iv) To note arrangements for securing quotations for internal auditors for the town council for the financial year 2014/15
- v) To note the enactment of The Legislative Reform (Payments by Parish Councils, Community Councils and Charter Trustees) Order 2014 and consider the need for a further review of Sandy Town Council's Financial Regulations during the coming financial year
- vi) To consider a recommendation from the Clerk to renew the council's street lighting maintenance contract which is due to expire on 31 March 2014.

## **7 Vexatious Complaints and Unreasonable Behaviour Policy and Procedure**

To consider a report from the Town Clerk and adoption of a draft policy and procedure for dealing with vexatious complaints and/or unreasonable behaviour from members of the public and to make recommendations to Sandy Town Council.

## **8 CCTV**

To note progress with review of CCTV provision.

## **9 Health and Safety General Risk Assessment**

To note the completion of the Council's annual health and safety general risk assessment report and to consider necessary actions arising from review of the findings.

## **10 Sandy Town Council Staff Restructure\***

To consider a report from the HR Advisory Group of Sandy Town Council.

*\*Members of the public and press are warned that under the Public Bodies (admission to Meetings) Act 1960 (as extended) they are likely to be excluded from the meeting for several items of business on this agenda should the committee resolve that the item involves the likely disclosure of confidential personal information as defined as exempt information in Part 1 of Schedule 12a of the Local Government Act 1972 (personal and confidential data)*

# Sandy Town Council

**Policy Finance and Resources Committee of Sandy Town Council  
Monday 31 March 2014**

## **R E P O R T S**

### **4 New Standing Orders**

Papers supplied with reports for the meeting of 17 February 2014. The draft orders were reviewed up to page 28 of the bundle of papers provided on that occasion.



# Sandy Town Council

## **5 Community Engagement Strategy**

The draft community engagement strategy was supplied with the reports for the last meeting of the committee on Monday 17 February 2014. It was reviewed by the Community Services and Environment Committee on 10 March 2014 and no amendments were proposed.



# Sandy Town Council

## 6 Financial Matters

### Clerk's Report

i) Attached – notes to follow

ii) Attached

### iii) Outsourcing of book-keeping

The first monthly visit by DCK Beavers took place on Wednesday 19 March 2014 and was very successful. Jake Mee, the accountant who visited our premises completed remaining financial transactions for February 2014 and available transactions for March. He also reviewed the year to date accounts undertaking some preparation work for the year end close down. New purchase and sales software has been purchased as previously agreed by council and this may be installed on the next visit on 23 April 2014. It is hoped to introduce printed cheque production and computer generated invoice and remittance advice notes thereafter. Cheque signing will in future take place once per month only as far as is possible with only the occasional cheque production between visits.

A review of cost centre codes will begin during the first quarter and a re-coding exercise will be undertaken to streamline the system. A review of financial reports uploaded to the website has been undertaken and additional reports are to be added and production of a balance sheet added to the monthly reports generated.

### iv) Internal Audit

Every local council must maintain an adequate and effective system of internal audit of its accounting records and of its system of internal control in accordance with proper practices (as defined in Governance and Accountability for Local Councils – A Practitioners' Guide (England) 2010). Sandy Town Council has used the same internal auditor for a number of years and this committee has previously resolved to go out to market to secure new quotations for internal audit for the financial years 2014-15 onwards. It is planned to give a number of independent and competent auditors the opportunity to quote for the necessary work on the basis of an appropriate audit programme. A copy of the guidance contained within the proper practices and detail of the scope of the work, pages 27 – 48 of the Practitioner's guide will be used as the basis for preparing that programme. The Practitioner's Guide is available on our website go to the Downloads section and look in Latest or Other, it is named "Governance and Accountability".

Members may wish to be directly involved in preparing the audit programme they wish to see used as the basis for quotations; alternatively they may wish to delegate the preparation of an audit programme to the RFO.

### v) Changes to Financial Procedures

The Legislative Reform (Payments by Parish Councils, Community Councils and Charter Trustees) Order 2014 has now been enacted as

# Sandy Town Council

previously notified to members. The Council has already recommended a review of its banking provision to take place after the changes referred to above at 6 iii have been bedded in. Meanwhile members are provided with a copy of the reissued Appendix 11 of the Governance and Accountability for Local Councils – A Practitioners' Guide (England) 2010 and will note that as long as this guidance is applied local councils may now take advantage of modern payment methods. Sandy Town Council may wish to review its financial regulations and payment methods at the same time as reviewing its banking provision.



	Actual Current Mth	Actual Year To Date	Current Annual Bud	Variance Annual Total	Committed Expenditure	Funds Available	% of Budget
<b>Full Council</b>							
<b>401 Staff</b>							
4101	Gross Salaries	0	93,788	107,134	13,346	13,346	87.5 %
4102	Gross Wages	1,174	81,882	75,254	-6,628	-6,628	108.8 %
4113	Employers NI	0	9,626	12,730	3,104	3,104	75.6 %
4114	Employers Pension Contrib.	0	22,357	21,630	-727	-727	103.4 %
4116	Miscellaneous Staff Costs	0	616	1,000	384	384	61.6 %
	Staff :- Expenditure	<b>1,174</b>	<b>208,268</b>	<b>217,748</b>	<b>9,480</b>	<b>0</b>	<b>9,480 95.6 %</b>
	<b>Net Expenditure over Income</b>	<b>1,174</b>	<b>208,268</b>	<b>217,748</b>	<b>9,480</b>		
<b>402 Administration-Office</b>							
4203	General Rates	0	5,891	5,355	-536	-536	110.0 %
4204	Water Charges	0	350	360	10	10	97.3 %
4205	Electricity	0	2,403	1,440	-963	-963	166.9 %
4206	Gas	0	504	1,645	1,141	1,141	30.6 %
4207	Insurance (Excluding Vehicles)	1,644	20,353	19,673	-680	-680	103.5 %
4217	Office Maintenance/Security	679	2,772	3,430	658	658	80.8 %
4218	Cleaning Materials	155	1,381	1,200	-181	-181	115.1 %
4219	Telephone	26	2,898	2,600	-298	-298	111.5 %
4220	Print & Stationery etc	160	3,013	4,000	987	987	75.3 %
4221	Postage incl Members Delivery	160	1,090	1,000	-90	-90	109.0 %
4223	Refreshments	0	149	150	1	1	99.2 %
4225	Equipment Maintenance/Purchase	90	1,625	2,000	375	375	81.3 %
4226	Audit & Accounts Fees	737	3,805	3,250	-555	-555	117.1 %
4227	Legal & Land Agents Costs	0	708	0	-708	-708	0.0 %
4228	Subscriptions	168	758	2,575	1,817	1,817	29.4 %
4229	Publications	98	347	300	-47	-47	115.6 %
4230	Mayors Allowance	69	1,635	1,900	265	265	86.1 %
4232	Members Conference Fees/Exp.	83	592	500	-92	-92	118.5 %
4233	Council Grants/Donations	0	1,306	1,500	194	194	87.1 %
4234	Photocopying	116	2,124	1,400	-724	-724	151.7 %
4235	Sevice Agreements	250	10,247	8,800	-1,447	-1,447	116.4 %
4236	Election Costs	0	4,418	2,000	-2,418	-2,418	220.9 %
4237	Training/Conferences Staff	0	1,270	4,000	2,730	2,730	31.8 %
4238	Miscellaneous Admin Costs	100	1,071	2,000	929	929	53.6 %
4239	Other pay (Mileage etc) Admin	0	406	500	94	94	81.3 %
4260	Contingency	0	115	2,516	2,401	2,401	4.6 %
	Administration-Office :- Expenditure	<b>4,533</b>	<b>71,232</b>	<b>74,094</b>	<b>2,862</b>	<b>0</b>	<b>2,862 96.1 %</b>

Month No : 12

## Committee Report

	Actual Current Mth	Actual Year To Date	Current Annual Bud	Variance Annual Total	Committed Expenditure	Funds Available	% of Budget
7101 Precept	0	398,491	398,491	0			100.0 %
7102 Precept Support Grant	0	42,378	42,378	0			100.0 %
7201 Rent Received Etc	20	3,202	2,500	702			128.1 %
7202 Photocopying Income	0	42	50	-8			84.4 %
7204 Sale of Council Minutes	0	364	182	182			200.0 %
7205 Miscellaneous Income	308	13,038	0	13,038			0.0 %
<b>Administration-Office :- Income</b>	<b>328</b>	<b>457,515</b>	<b>443,601</b>	<b>13,914</b>			<b>103.1 %</b>
<b>Net Expenditure over Income</b>	<b>4,204</b>	<b>-386,283</b>	<b>-369,507</b>	<b>16,776</b>			
<b>403 Administration-Works</b>							
4303 General Rates	0	1,917	1,950	33		33	98.3 %
4304 Water Charges	0	38	300	262		262	12.7 %
4305 Electricity	0	363	1,200	837		837	30.2 %
4307 Vehicle Insurance & Licences	0	1,709	2,500	791		791	68.3 %
4309 Vehicle Maintenance	0	947	1,500	553		553	63.1 %
4337 Maintenance of Buildings	0	2,027	1,600	-427		-427	126.7 %
4338 Equipment Maintenance	606	5,244	4,000	-1,244		-1,244	131.1 %
4339 New Purchases	370	417	1,600	1,183		1,183	26.1 %
4340 Fuel	0	2,426	3,500	1,074		1,074	69.3 %
4341 Planting Contract Etc.	503	4,996	5,450	454		454	91.7 %
4342 Consumables & Small Tools	0	1,032	1,200	168		168	86.0 %
4343 Protective/Corporate Clothing	232	1,001	1,400	399		399	71.5 %
4344 Disposal of Rubbish	294	3,970	3,500	-470		-470	113.4 %
4345 Health/Safety & Environmental	22	66	1,000	934		934	6.6 %
<b>Administration-Works :- Expenditure</b>	<b>2,026</b>	<b>26,154</b>	<b>30,700</b>	<b>4,546</b>	<b>0</b>	<b>4,546</b>	<b>85.2 %</b>
<b>Net Expenditure over Income</b>	<b>2,026</b>	<b>26,154</b>	<b>30,700</b>	<b>4,546</b>			
<b>404 Allotments</b>							
4404 Allotment Water Charges	0	800	500	-300		-300	160.1 %
<b>Allotments :- Expenditure</b>	<b>0</b>	<b>800</b>	<b>500</b>	<b>-300</b>	<b>0</b>	<b>-300</b>	<b>160.1 %</b>
<b>Net Expenditure over Income</b>	<b>0</b>	<b>800</b>	<b>500</b>	<b>-300</b>			
<b>405 Footway Lighting</b>							
4545 Energy Charges (Lighting)	0	4,503	5,750	1,247		1,247	78.3 %
4546 Lighting Maintenance	0	3,790	3,805	15		15	99.6 %
<b>Footway Lighting :- Expenditure</b>	<b>0</b>	<b>8,293</b>	<b>9,555</b>	<b>1,262</b>	<b>0</b>	<b>1,262</b>	<b>86.8 %</b>
<b>Net Expenditure over Income</b>	<b>0</b>	<b>8,293</b>	<b>9,555</b>	<b>1,262</b>			

Month No : 12

## Committee Report

	Actual Current Mth	Actual Year To Date	Current Annual Bud	Variance Annual Total	Committed Expenditure	Funds Available	% of Budget
<b>406 Cemetery</b>							
4603 Cemetery Rates	0	2,125	2,200	75		75	96.6 %
4604 Cemetery Water Charges	0	70	180	110		110	38.8 %
4650 Cemetery Maintenance	800	800	300	-500		-500	266.7 %
4651 Chapel Maintenance	0	0	500	500		500	0.0 %
4654 Plants/Bulbs Etc.	0	0	200	200		200	0.0 %
4656 Grave Digging	400	7,400	6,200	-1,200		-1,200	119.4 %
Cemetery :- Expenditure	<b>1,200</b>	<b>10,395</b>	<b>9,580</b>	<b>-815</b>	<b>0</b>	<b>-815</b>	<b>108.5 %</b>
7226 Burials/Memorials Income	275	24,326	17,600	6,726			138.2 %
7228 Interest on Investment	0	53	53	0			99.6 %
Cemetery :- Income	<b>275</b>	<b>24,379</b>	<b>17,653</b>	<b>6,726</b>			<b>138.1 %</b>
<b>Net Expenditure over Income</b>	<b>925</b>	<b>-13,984</b>	<b>-8,073</b>	<b>5,911</b>			
<b>407 Churchyard</b>							
4758 Churchyard Plants	0	0	150	150		150	0.0 %
Churchyard :- Expenditure	<b>0</b>	<b>0</b>	<b>150</b>	<b>150</b>	<b>0</b>	<b>150</b>	<b>0.0 %</b>
<b>Net Expenditure over Income</b>	<b>0</b>	<b>0</b>	<b>150</b>	<b>150</b>			
<b>408 Car Park (Including Market)</b>							
4803 Car Park Rates	0	13,424	14,400	977		977	93.2 %
4808 Loan Repayments	304	608	608	0		0	100.0 %
4860 Car Park Maintenance	0	271	840	569		569	32.3 %
4862 Car Park (Market) Rates	0	1,109	1,250	141		141	88.7 %
Car Park (Including Market) :- Expenditure	<b>304</b>	<b>15,412</b>	<b>17,098</b>	<b>1,686</b>	<b>0</b>	<b>1,686</b>	<b>90.1 %</b>
7236 Friday Market Fees	60	3,426	1,800	1,626			190.4 %
7237 Saturday Market Fees	32	400	450	-50			88.9 %
7238 Other Income Car Park	0	500	300	200			166.7 %
Car Park (Including Market) :- Income	<b>92</b>	<b>4,326</b>	<b>2,550</b>	<b>1,776</b>			<b>169.7 %</b>
<b>Net Expenditure over Income</b>	<b>212</b>	<b>11,085</b>	<b>14,548</b>	<b>3,463</b>			
<b>409 Public Toilets - Car Park</b>							
4903 General Rates	0	2,264	2,264	0		0	100.0 %
4904 AWA Charges	0	992	1,200	208		208	82.7 %
4905 Electricity	0	220	320	100		100	68.8 %
4964 Maintenance	0	623	515	-108		-108	121.0 %
Public Toilets - Car Park :- Expenditure	<b>0</b>	<b>4,099</b>	<b>4,299</b>	<b>200</b>	<b>0</b>	<b>200</b>	<b>95.3 %</b>
<b>Net Expenditure over Income</b>	<b>0</b>	<b>4,099</b>	<b>4,299</b>	<b>200</b>			

Month No : 12

## Committee Report

	Actual Current Mth	Actual Year To Date	Current Annual Bud	Variance Annual Total	Committed Expenditure	Funds Available	% of Budget
<b>500 Bedford Road Open Space</b>							
5004 Water Charges	0	1,254	620	-634		-634	202.2 %
5005 Electricity	58	106	1,628	1,522		1,522	6.5 %
5064 Maintenance Public Convenience	0	254	525	271		271	48.4 %
5066 Maintenance Play Area	0	2,187	4,000	1,813		1,813	54.7 %
5067 General Maintenance	0	2,741	310	-2,431		-2,431	884.3 %
Bedford Road Open Space :- Expenditure	<b>58</b>	<b>6,542</b>	<b>7,083</b>	<b>541</b>	<b>0</b>	<b>541</b>	<b>92.4 %</b>
7241 Sandy FC Rent	0	437	800	-363			54.7 %
7242 Ice cream rent	0	315	270	45			116.8 %
Bedford Road Open Space :- Income	<b>0</b>	<b>753</b>	<b>1,070</b>	<b>-317</b>			<b>70.3 %</b>
<b>Net Expenditure over Income</b>	<b>58</b>	<b>5,789</b>	<b>6,013</b>	<b>224</b>			
<b>501 Sund.Rd Open Space &amp; Pavilion</b>							
5104 Water Charges	0	862	2,000	1,138		1,138	43.1 %
5105 Electricity	0	2,274	2,000	-274		-274	113.7 %
5106 Pavilion Gas	0	3,437	3,100	-337		-337	110.9 %
5166 Management Fee	0	28,500	19,500	-9,000		-9,000	146.2 %
5167 Building Maintenance	0	475	1,000	525		525	47.5 %
5168 Play Area Maintenance	650	2,319	3,200	881		881	72.5 %
5171 Bowling Green	0	2,121	2,850	729		729	74.4 %
5172 Cricket Square	11	1,516	2,070	554		554	73.2 %
Sund.Rd Open Space & Pavilion :- Expenditure	<b>661</b>	<b>41,505</b>	<b>35,720</b>	<b>-5,785</b>	<b>0</b>	<b>-5,785</b>	<b>116.2 %</b>
7251 Pitch Rental	0	564	0	564			0.0 %
7252 Pavilion Rental	0	-6,000	5,000	-11,000			-120.0 %
7253 Bowls Club Rental	0	378	378	0			99.9 %
7255 Cricket Club Rental	0	0	253	-253			0.0 %
7256 Scouts ,ACF and SSLA	0	169	175	-6			96.6 %
7260 Misc Sunderland Road	-245	155	0	155			0.0 %
Sund.Rd Open Space & Pavilion :- Income	<b>-245</b>	<b>-4,734</b>	<b>5,806</b>	<b>-10,540</b>			<b>-81.5 %</b>
<b>Net Expenditure over Income</b>	<b>906</b>	<b>46,239</b>	<b>29,914</b>	<b>-16,325</b>			
<b>502 Beeston Green</b>							
5273 General Maintenance	0	52	1,000	948		948	5.2 %
Beeston Green :- Expenditure	<b>0</b>	<b>52</b>	<b>1,000</b>	<b>948</b>	<b>0</b>	<b>948</b>	<b>5.2 %</b>
<b>Net Expenditure over Income</b>	<b>0</b>	<b>52</b>	<b>1,000</b>	<b>948</b>			

	Actual Current Mth	Actual Year To Date	Current Annual Bud	Variance Annual Total	Committed Expenditure	Funds Available	% of Budget
<b>503 The Pinnacle</b>							
5375 Pinnacle Maintenance	0	3,052	3,700	648		648	82.5 %
The Pinnacle :- Expenditure	<b>0</b>	<b>3,052</b>	<b>3,700</b>	<b>648</b>	<b>0</b>	<b>648</b>	<b>82.5 %</b>
<b>Net Expenditure over Income</b>	<b>0</b>	<b>3,052</b>	<b>3,700</b>	<b>648</b>			
<b>504 Tourist Information Centre</b>							
5401 Staff Costs Salaries	0	22,467	25,500	3,033		3,033	88.1 %
5402 Staff Uniforms	0	0	200	200		200	0.0 %
5405 Services	0	50	0	-50		-50	0.0 %
5419 Communications	0	62	270	208		208	23.0 %
5420 Printing & Stationery	0	611	1,235	624		624	49.4 %
5421 Postage	0	175	175	0		0	100.0 %
5424 Ticket Sales/Merchandise	514	9,996	7,500	-2,496		-2,496	133.3 %
5428 Membership Fees	0	0	100	100		100	0.0 %
Tourist Information Centre :- Expenditure	<b>514</b>	<b>33,361</b>	<b>34,980</b>	<b>1,619</b>	<b>0</b>	<b>1,619</b>	<b>95.4 %</b>
7402 Sales	122	11,422	12,325	-903			92.7 %
Tourist Information Centre :- Income	<b>122</b>	<b>11,422</b>	<b>12,325</b>	<b>-903</b>			<b>92.7 %</b>
<b>Net Expenditure over Income</b>	<b>392</b>	<b>21,939</b>	<b>22,655</b>	<b>716</b>			
<b>505 Grass Cutting</b>							
5584 Grass Cutting	0	0	9,650	9,650		9,650	0.0 %
Grass Cutting :- Expenditure	<b>0</b>	<b>0</b>	<b>9,650</b>	<b>9,650</b>	<b>0</b>	<b>9,650</b>	<b>0.0 %</b>
<b>Net Expenditure over Income</b>	<b>0</b>	<b>0</b>	<b>9,650</b>	<b>9,650</b>			
<b>506 Litter Bins, Seats &amp; Shelters</b>							
5680 Maintenance Street Furniture	0	345	310	-35		-35	111.3 %
Litter Bins, Seats & Shelters :- Expenditure	<b>0</b>	<b>345</b>	<b>310</b>	<b>-35</b>	<b>0</b>	<b>-35</b>	<b>111.3 %</b>
<b>Net Expenditure over Income</b>	<b>0</b>	<b>345</b>	<b>310</b>	<b>-35</b>			
<b>507 Annual Report &amp; Newsletter</b>							
5785 Printing Costs	238	2,142	3,500	1,358		1,358	61.2 %
Annual Report & Newsletter :- Expenditure	<b>238</b>	<b>2,142</b>	<b>3,500</b>	<b>1,358</b>	<b>0</b>	<b>1,358</b>	<b>61.2 %</b>
<b>Net Expenditure over Income</b>	<b>238</b>	<b>2,142</b>	<b>3,500</b>	<b>1,358</b>			

	Actual Current Mth	Actual Year To Date	Current Annual Bud	Variance Annual Total	Committed Expenditure	Funds Available	% of Budget
<b>508 S.E.G.</b>							
5886 Council Contribution (SEG)	30	332	1,276	944		944	26.0 %
S.E.G. :- Expenditure	<b>30</b>	<b>332</b>	<b>1,276</b>	<b>944</b>	<b>0</b>	<b>944</b>	<b>26.0 %</b>
7296 SEG Sponsorships	0	121	0	121			0.0 %
S.E.G. :- Income	<b>0</b>	<b>121</b>	<b>0</b>	<b>121</b>			
<b>Net Expenditure over Income</b>	<b>30</b>	<b>211</b>	<b>1,276</b>	<b>1,065</b>			
<b>509 Christmas Lights</b>							
5987 Christmas Illuminations	0	9,920	10,433	513		513	95.1 %
5988 Community Christmas Event	150	6,365	5,000	-1,365		-1,365	127.3 %
Christmas Lights :- Expenditure	<b>150</b>	<b>16,285</b>	<b>15,433</b>	<b>-852</b>	<b>0</b>	<b>-852</b>	<b>105.5 %</b>
7365 Christmas Lights	0	6,349	4,000	2,349			158.7 %
Christmas Lights :- Income	<b>0</b>	<b>6,349</b>	<b>4,000</b>	<b>2,349</b>			<b>158.7 %</b>
<b>Net Expenditure over Income</b>	<b>150</b>	<b>9,936</b>	<b>11,433</b>	<b>1,497</b>			
<b>510 Fallowfield</b>							
5175 Maintenance	454	2,548	3,000	452		452	84.9 %
Fallowfield :- Expenditure	<b>454</b>	<b>2,548</b>	<b>3,000</b>	<b>452</b>	<b>0</b>	<b>452</b>	<b>84.9 %</b>
<b>Net Expenditure over Income</b>	<b>454</b>	<b>2,548</b>	<b>3,000</b>	<b>452</b>			
<b>600 The Riddy</b>							
6001 Drainage Costs	0	39	50	11		11	77.4 %
6002 Riddy Maintenance	0	25	500	475		475	5.0 %
6003 Riddy Management Fee	0	0	5,863	5,863		5,863	0.0 %
The Riddy :- Expenditure	<b>0</b>	<b>64</b>	<b>6,413</b>	<b>6,349</b>	<b>0</b>	<b>6,349</b>	<b>1.0 %</b>
7306 Countryside Stewardship Grant	0	2,655	1,000	1,655			265.5 %
7307 Angling Licence Rent	0	477	474	3			100.7 %
The Riddy :- Income	<b>0</b>	<b>3,133</b>	<b>1,474</b>	<b>1,659</b>			<b>212.5 %</b>
<b>Net Expenditure over Income</b>	<b>0</b>	<b>-3,069</b>	<b>4,939</b>	<b>8,008</b>			
<b>601 Miscellaneous (Incl Interest)</b>							
6177 Parish Clock	0	201	200	-1		-1	100.5 %
6184 CCTV Fees	21,922	22,497	22,000	-497		-497	102.3 %
Miscellaneous (Incl Interest) :- Expenditure	<b>21,922</b>	<b>22,698</b>	<b>22,200</b>	<b>-498</b>	<b>0</b>	<b>-498</b>	<b>102.2 %</b>

Month No : 12

## Committee Report

	Actual Current Mth	Actual Year To Date	Current Annual Bud	Variance Annual Total	Committed Expenditure	Funds Available	% of Budget
7319 Interest Precept A.c	36	1,831	4,500	-2,669			40.7 %
7320 Interest Santander Ac	0	4,123	3,000	1,123			137.4 %
7321 Interest Barclays Active Saver	-1,014	1,014	0	1,014			0.0 %
Miscellaneous (Incl Interest) :- Income	<b>-978</b>	<b>6,968</b>	<b>7,500</b>	<b>-532</b>			<b>92.9 %</b>
<b>Net Expenditure over Income</b>	<b>22,900</b>	<b>15,730</b>	<b>14,700</b>	<b>-1,030</b>			
<b>700 Capital A/c</b>							
6188 Capital a/c Expenditure	0	3,735	0	-3,735		-3,735	0.0 %
6191 S106 Expenditure	0	6,857	0	-6,857		-6,857	0.0 %
6501 CAP - Hearing Loop System	0	1,474	0	-1,474		-1,474	0.0 %
Capital A/c :- Expenditure	<b>0</b>	<b>12,066</b>	<b>0</b>	<b>-12,066</b>	<b>0</b>	<b>-12,066</b>	
7364 S106 Money Received	-6,919	2,159	0	2,159			0.0 %
Capital A/c :- Income	<b>-6,919</b>	<b>2,159</b>	<b>0</b>	<b>2,159</b>			
<b>Net Expenditure over Income</b>	<b>6,919</b>	<b>9,907</b>	<b>0</b>	<b>-9,907</b>			
<b>702 Reserve A/c</b>							
6189 Reserve Fund	0	3,143	0	-3,143		-3,143	0.0 %
Reserve A/c :- Expenditure	<b>0</b>	<b>3,143</b>	<b>0</b>	<b>-3,143</b>	<b>0</b>	<b>-3,143</b>	
7363 Reserve fund income	0	0	7	-7			0.0 %
Reserve A/c :- Income	<b>0</b>	<b>0</b>	<b>7</b>	<b>-7</b>			
<b>Net Expenditure over Income</b>	<b>0</b>	<b>3,143</b>	<b>-7</b>	<b>-3,150</b>			
Full Council :- Expenditure	<b>33,263</b>	<b>488,787</b>	<b>507,989</b>	<b>19,202</b>	<b>0</b>	<b>19,202</b>	<b>96.2 %</b>
Income	<b>-7,325</b>	<b>512,390</b>	<b>495,986</b>	<b>16,404</b>			<b>103.3 %</b>
<b>Net Expenditure over Income</b>	<b>40,588</b>	<b>-23,603</b>	<b>12,003</b>	<b>35,606</b>			

At : 13:41

Current Bank A/c

## List of Payments made between 01/02/2014 and 24/03/2014

<u>Date Paid</u>	<u>Payee Name</u>	<u>Cheque Ref</u>	<u>Amount Paid</u>	<u>Authorized Ref</u>	<u>Transaction Detail</u>
03/02/2014	Aviva	DD	1,643.97		Insurance
03/02/2014	Power Computing	DD	300.00		IT Support
03/02/2014	UK Fuels Ltd	DD	161.28		Fuel
03/02/2014	CF Corporate Finance	DD	523.67		Photocopier
06/02/2014	The Mayor's Charity Fund St Nt	110874	70.00		Mayoral event fee
06/02/2014	Mr T Miles	110875	400.00		Gravedigging
06/02/2014	Lamps & Tubes Illuminations Lt	110876	5,931.00		Xmas Lights fee
06/02/2014	1st Choice Staff Recruitment L	110877	2,752.42		Temporary Staff wages
06/02/2014	Millenium Security Services	110878	30.00		Alarm callout fee
06/02/2014	Telefonica UIK Ltd	110879	30.00		Mobile fee
06/02/2014	CVS Mid & North Beds	110880	240.00		Course fees
06/02/2014	Froods Auto Services	110881	40.18		Vehicle repair
06/02/2014	Sandy Town Council	110882	88.45		Petty Cash
06/02/2014	Hertfordshire County Council	110883	107.29		Statonery/Cleaning items
06/02/2014	F D O'Dell & Sons Ltd	110884	352.60		Skip emptying
06/02/2014	Martin Howlett Trading Company	110885	35.10		Cleaning items
06/02/2014	Terry C Seymour	110886	1,794.00		Street light repairs
06/02/2014	Arthur Ibbett Ltd	110887	81.91		Equipment maintenance
06/02/2014	Arthur Ibbett Ltd	110887	5.56		Equipment maintenance
06/02/2014	Colin Ross Workwear	110888	231.52		Safety boots/wellies
06/02/2014	1st Response Fire Protection	110890	59.16		Fire extinguisher maintenance
06/02/2014	Team Flitwick	110891	248.00		Red Diesel
06/02/2014	A J & R Scambler & Sons Ltd	110892	1,519.80		Vehicle maintenance
06/02/2014	Gilby's of Sandy	110893	525.61		Consumables - groundstaff
06/02/2014	Quality Building Equipment Ltd	110889	1,789.14		Fence Panels
06/02/2014	Community & Voluntary Service	110880	-240.00		Course fee
10/02/2014	Southern Electric	DD	184.45		Electric Office
17/02/2014	Bedford Council - Feb Salaries	BACS	18,676.21		Bedford Council - Feb Salaries
17/02/2014	Power Computing	DDR	258.52		Power Computing
18/02/2014	Southern Electric	DDR	519.06		Supply 03.01.14-03.02.14
24/02/2014	Community & Voluntary Service	110894	180.00		Course fee
24/02/2014	Mr W Jackson	110895	42.10		Travelling expenses
24/02/2014	Mrs R Crossman	110896	11.25		Travelling expenses
24/02/2014	The Mayor's Appeal Fund	110897	20.00		Mayoral event
24/02/2014	Mr J Gurney	110898	12.95		Petrol money - Bowls Club
24/02/2014	Beds Rural Communities Charity	110899	1,831.20		Wardening services fee
24/02/2014	1st Response Fire Protection	110900	60.00		Rodding drains - Car Pk Toilet
24/02/2014	Mrs J Thrale	110901	39.60		Sale of honey - TIC
24/02/2014	Amberley Publishing	110902	8.44		Book - TIC
24/02/2014	Martin Howlett Trading Company	110903	12.00		Cleaning items
24/02/2014	1st Choice Staff Recruitment L	110904	486.18		Temporary staff wages
24/02/2014	Verto (UK) Ltd	110905	238.80		Service fee
24/02/2014	Stamps Direct Ltd	110906	9.77		Stamp
24/02/2014	npower	110907	62.62		Electricity - Car Park Toilets
24/02/2014	The Mayor's Charity Fund	110750	-60.00		Mayoral event
24/02/2014	Bedford Borough Council	110908	73.00		Recycling waste
24/02/2014	1st Choice Staff Recruitment L	110909	486.18		Temporary staff wages



At : 13:41

Current Bank A/c

## List of Payments made between 01/02/2014 and 24/03/2014

<u>Date Paid</u>	<u>Payee Name</u>	<u>Cheque Ref</u>	<u>Amount Paid</u>	<u>Authorized Ref</u>	<u>Transaction Detail</u>
24/02/2014	UK Fuels	DDR	57.44		UK Fuels - Diesel
27/02/2014	Corona Energy	DDR	543.49		jenkins supply to 01.02.14
28/02/2014	British Gas	DDR	9.51		Jenkins - Supply to 01.02.14
28/02/2014	Southern Electric	DDR	769.89		Jenkins 03.01.14-10.02.14
03/03/2014	Power Computing	DDR	300.00		Power Computing
03/03/2014	Aviva Insurance	DDR	1,643.97		Aviva Insurance
04/03/2014	Mayor of Huntingdon's C/F	110910	10.00		Mayoral event
04/03/2014	Central Bedfordshire Council	110911	21,921.68		CCTV Services
04/03/2014	1st Choice Staff Recruitment L	110912	486.18		Temporary staff wages
04/03/2014	Synergy Products Ltd	110913	108.00		Bowls Club machinery service
04/03/2014	Mrs S Sutton	110914	82.80		Mayoral travelling expenses
04/03/2014	Flitwick Town Council	110915	59.00		Mayoral event fees
04/03/2014	Boningale Nurseries	110916	1,203.60		Plants
04/03/2014	Public Works Loans	110917	304.12		Loan payment
04/03/2014	Walters Ltd	110918	154.78		TIC Copier fee
04/03/2014	Rosetta Publishing Ltd	110919	285.60		Bulletin fee
04/03/2014	1st Response Fire Protection	110920	41.40		TIC fire extinguishers
04/03/2014	R Maudlin	110921	30.00		SEG weed control
04/03/2014	Mr T Miles	110922	400.00		Grave digging
04/03/2014	Payne's Heating & Servicing En	110923	84.00		Boiler annual service
04/03/2014	Colin Ross Workwear	110924	278.15		Work clothing
04/03/2014	Sandy Round Table 1000	110925	150.00		Purchase of sleigh
07/03/2014	BNP Paribas - Copier Lease	DDR	139.50		BNP Paribas - Copier Lease
10/03/2014	Sandy Village Hall	110926	100.00		Refund comp re damage
10/03/2014	1st Choice Staff Recruitment L	110927	436.91		Temporary staff wages
10/03/2014	Millenium Security Services	110928	600.00		Annual alarm service
10/03/2014	Telefonica UIK Ltd	110929	30.80		Mobile phone bill
10/03/2014	Stamps Direct Ltd	110930	15.19		Ink stamp
10/03/2014	Sandy Football Club	110931	60.76		Electricity - Bedford Road
10/03/2014	Mr J Gurney	110932	13.00		Petrol - Cricket Club
10/03/2014	Amberley Publishing	110933	18.18		Books - TIC
10/03/2014	PHS Group plc	110934	336.10		Sanitary disposal
10/03/2014	Arthur Ibbett Ltd	110935	444.00		Hedge Cutter
10/03/2014	F D O'Dell & Sons Ltd	110936	352.60		Waste disposal
10/03/2014	Groundcare Machiner Sercs Ltd	110938	618.84		Maintenance of equipment
10/03/2014	Hertfordshire County Council	110937	233.12		Stationery/Cleaning/First Aid
18/03/2014	Mrs J Thrale	110948	62.10		Jars of Honey
19/03/2014	Institute of Groundsmanship	110939	104.00		Institute of Groundsmanship
19/03/2014	RBS Rialtas	110940	884.09		Omega Software
19/03/2014	1st Response Fire	110941	78.12		Extinguisher Service
19/03/2014	Purchase Power (Pitney)	110942	191.82		Franking Ink
19/03/2014	Absolute asbestos	110943	960.00		Asbestos removal
19/03/2014	1st Choise Staff	110944	486.18		Temp. Staff
19/03/2014	Saffords Coaches	110945	443.60		Saffords Coaches
19/03/2014	Parish Online	110946	201.60		Parish Online Renewal
19/03/2014	Mayfool Books & Gifts	110947	49.81		Mayfool Books & Gifts

At : 13:41

Current Bank A/c

List of Payments made between 01/02/2014 and 24/03/2014

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<u>Date Paid</u>	<u>Payee Name</u>	<u>Cheque Ref</u>	<u>Amount Paid</u>	<u>Authorized Ref</u>	<u>Transaction Detail</u>
		<b>Total Payments</b>	<u>77,656.92</u>		

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At : 14:06

## Current Bank A/c

## Cash Received between 01/02/2014 and 19/03/2014

<u>Date</u>	<u>Cash Received from</u>	<u>Receipt No</u>	<u>Receipt Description</u>	<u>Receipt Total</u>
03/02/2014	Sandy Village Hall	SO	loan	208.33
07/02/2014	Farmers Market	200519	Farmers Market	32.00
07/02/2014	Mr R Goldman	200519	Market	20.00
07/02/2014	Tourist Information Centre	200519	Cash Balance	28.00
13/02/2014	Barclays Active Saver			36,000.00
14/02/2014	G & H Seamer		G & H Seamer	510.00
14/02/2014	Sandy TIC Banking		Sandy TIC Banking	76.90
19/02/2014	Relate Bedfordshire		Relate Bedfordshire	28.80
21/02/2014	G & H Seamer		G & H Seamer Burial Fees	1,035.00
21/02/2014	IR Quince Memorials		IR Quince Memorials	33.00
21/02/2014	Sandy TIC banking		Sandy TIC banking	75.90
25/02/2014	G & H Seamer Burial Fees		G & H Seamer Burial Fees	575.00
25/02/2014	Market Income		Market Income	40.00
03/03/2014	Sandy Village Hall		Loan	208.33
04/03/2014	Friday market		Friday market	20.00
04/03/2014	River Dreams - INV3799		River Dreams - INV3799	20.00
04/03/2014	Sandy TIC Bankings		Sandy TIC Bankings	124.18
04/03/2014	Saturday Market		Saturday Market	32.00
06/03/2014	Central Beds - Inv3880		Central Beds - Inv3880	200.00
07/03/2014	Friday market		Friday market	40.00
07/03/2014	G & H Seamer burial Income		G & H Seamer burial Income	275.00
07/03/2014	HMCTS Beds Collection		HMCTS Beds Collection	100.00
<b>Total Receipts</b>				<b>39,682.44</b>



22. The responsibilities of the RFO include to advise the council on its:
- corporate financial position;
  - key financial controls necessary to secure sound financial management; and
  - treasury (that is cash and investments) management.

**Corporate arrangements for monitoring and scrutiny**

23. **Councils must identify and protect income and expenditure and the money represented by each. They must ensure controls over money are embedded in Standing Orders and Financial Regulations.**
24. **Councils must not relinquish the 'two member signatures' control over cheques and other orders for payment until they have put in place safe and efficient arrangements in accordance with this guidance. The 'two member signatures' control is just one of many possible controls. By itself it does not satisfy the requirement to have in place safe and efficient arrangements for managing money. .**
25. **The council must approve the setting up of and any changes to accounts with banks or other financial institutions.**
26. **The council must approve entry into a 'pooling' or 'sweep' arrangement whereby the bank periodically aggregates the council's various balances via automatic transfers.**
27. Councils should avoid the use credit cards as they are difficult to control and present unnecessary risks to public funds.
28. **If held, corporate credit card accounts must be set up to operate within defined limits and cleared monthly by direct debit from the main bank account.**
29. **The council must approve every bank mandate, the list of authorised signatures for each account, the limits of authority for each account signature and any amendments to mandates.**
30. Where multiple accounts are held, authorised signatures should not be concentrated for any length of time among just a few members but allocated widely. Authorised signatories should be rotated.
31. Councils should set out clearly in writing the responsibilities of those handling money. Where officers are to receive delegated responsibility for collecting money or making payments, their terms and conditions of employment should refer to the relevant council Standing Orders, Financial Regulations and internal controls.
32. Internal controls should include clear arrangements for the temporary holding, transit and storage of cash and clear rules about the frequency of banking. Those handling money and those with responsibilities for controls

should be aware of the terms of the council's insurance cover for money movement and security.

**Corporate controls to manage risk, error and fraud**

- 33. Risk assessment and internal controls must focus on the safety of the council's assets, particularly money.** Wherever possible, councils should apply and monitor a clear segregation of duties regarding money and its movements.
- 34. Those with direct responsibility for money must undertake appropriate training from time to time.** Members should keep themselves informed about known risks and threats to money. Councils may engage with police and local anti-fraud and corruption networks to keep up to date with risks and security threats.
- 35. Fidelity Guarantee insurance or any other form of security is not by itself sufficient protection over threats to money or other assets.** Risk assessed insurance should, however, always cover maximum exposure to loss of money.
- 36. Councils should expect to see bank reconciliation at every ordinary council meeting.** In the event of bank reconciliation discrepancy, explanations should be checked and verified. The clerk should explain any failure to produce bank reconciliation.
- 37. The RFO should issue any cheques or other orders for payment promptly after approval by the council.** Holding back cheques approved for payment by the council is discouraged and should be used sparingly. Unissued cheques are vulnerable to fraud and may create a false impression of the council's available financial resources.
- 38. If transfers between bank accounts are excluded from bank reconciliation,** a listing of 'pooled' or 'swept' inter account transfers should be kept up to date and made available to any member on request.
- 39. A listing of all accounts held, their current authorised signatures and their current balances should be kept up to date and made available for any member on request.**
- 40. Payments in respect of trade credit arrangements with local suppliers should meet government targets on proper payments.**
- 41. Internal audit should review and report on controls over money annually.**
- 42. Councils may from time to time request written confirmation of balances.** This should be more frequent where paper statements are not received and reliance is placed on electronic information.

- 2.53 While in most cases the auditor will not need to qualify his or her opinion in any way, this situation may arise. If the auditor has not been presented with the assurances required in relation to the accounts or the annual governance statement, or the information presented means that the auditor cannot give an unqualified opinion, and then the auditor will report this as an exception to the opinion within the audit report. The annual governance statement item 7 should include consideration of actions taken by the council in response to any audit opinion qualifications that may have been raised in previous years as well as to reports from internal audit.
- 2.54 If the auditor modifies the opinion in any way this is a qualification of the accounts. Auditors may, however, wish to draw the council's attention to matters without qualifying the opinion. Such events are recorded in a separate section of the auditor's report below the opinion for information and action by the council.
- 2.55 Practitioners are reminded that to be awarded Quality Parish or Town council status, there is a requirement that the council's statement of account bears an unqualified opinion given by the external auditor.
- 2.56 A local council, or in the case of a parish meeting, the chairman, is responsible for displaying a notice in a conspicuous place for a period of at least 14 days stating that the audit has been completed and that the accounts are available for inspection by local electors. The completed annual return bearing the external auditors certificate and signed opinion must either be published or be displayed alongside this notice. The annual return is designed to make the display easy.
- 2.57 If internal controls within local councils are inadequate, there is an increased risk of error, mistake and fraud. Local councils should consider this as part of its risk management arrangements (see 2.97 below).

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#### **Internal audit's annual report (Section 4 of the annual return)**

- 2.58 Regulation 6 of the Accounts and Audit Regulations 2003 as amended imposes a duty on local councils to 'maintain an adequate and effective system of internal audit of its accounting records and of its system of internal control in accordance with the proper practices in relation to internal control'. CLG's *Guidance on the Accounts and Audit Regulations 2003*<sup>8</sup> explains that for local councils the non-statutory proper practices in relation to internal control may be found in this Practitioners' Guide.
- 2.59 Internal audit is a key component of the system of internal control. The purpose of internal audit is to review whether the systems of financial and other controls over a councils activities and operating procedures are effective. It is essential that the internal audit function is sufficiently independent of the other financial controls and procedures of the council which are the subject of review. The person or persons carrying out internal audit must also be competent to carry out the role in a way that will meet the business needs of each local council.

- 2.60** Internal audit is an ongoing function reporting to the council at least once a year. It is not, however, one that should be carried out only once each financial year; nor does it have to be carried out only at the completion of each financial year-end. It is undertaken throughout the financial year to test the continuing existence and adequacy of internal controls.
- 2.61** It would be incorrect to view internal audit as the detailed inspection of all records and transactions of a council in order to detect error or fraud. It is the periodic independent review of a council's internal controls resulting in an assurance report designed to improve effectiveness and efficiency of the activities and operating procedures under the council's control. Managing the council's internal controls should be a day-to-day function of the staff and management and not left for internal audit.
- 2.62** Having established what internal audit is and what its relationship with the council should be, it is important for councils to consider whether internal audit is proportionate to the needs, the size and the circumstances of the council.
- 2.63** Each council sets out its control objectives, usually in the form of standing orders and/or financial regulations. The smaller the council, the less onerous these need to be. Similarly, the scope of internal audit at smaller councils will be correspondingly less than at larger ones. The more complex the council is or becomes, in terms of its organisation and range of services, number of employees, etc. the wider ranging the scope of internal audit will be.
- 2.64** It is a matter for the council to determine the necessary scope and extent of its internal audit, and when securing an internal audit service, to make sure that it is fit for the purpose for which it is required at that particular council. There is considerable practical experience among local councils in securing internal audit services which is summarised in the following paragraphs. More up to date information about locally available sources of internal audit can be obtained by contacting the secretaries of either NALC county associations or SLCC branches in your area.
- 2.65** Local councils secure internal audit in various ways and a range of options is given below (see box). As stated above, it is for each local council to determine how best to meet the legal requirement for internal audit having regard to its business needs and circumstances.



# TERRY C. SEYMOUR

## ELECTRICAL INSTALLATIONS

Domestic  
Industrial and  
Commercial Electrician  
Part 'P' Reg'd Installer

88 Norton road, Stotfold, Hitchin, Herts SG5 4PG • Tel/Fax: (01462) 730350 • Mobile: 07860 327437

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Mr. J. Whitehurst.  
Sandy Town Council.  
Council Offices  
10 Cambridge Road  
Sandy SG19 1JE

24.03.2014

Ref: TCS/ES/C

Jonathan,

re: Lighting Maintenance Contract.

As you are aware, over the last four years we have been actively engaged in carrying out the maintenance to your town council owned street lighting columns and have enjoyed good working relations with yourself and staff during this period. The current contract now expires on March 31st 2014.

In view of this, we would like to be considered for the re-appointment of the new lighting maintenance contract commencing April 1st 2014.

Over the last couple of years there has been an increase in the cost of Sodium which is used in the production of the 35 watt SOX lamps which are predominately in use by your council and this is due to the fact that these lamps will be phased out over the next few years as a general 'push' by government emission levels to be replaced by more environmentally friendly 'white light' products such as the PL lamps which we have started to use where lantern replacement is required.

Taking into account this increase, we would be happy to continue carrying out all your council general column maintenance requirement works as we currently do to your 178 columns for a further three years and to provide detailed works and location sheets of all works carried out by ourselves. We will continue our fortnightly scouting exercises to keep faulty 'out of light' columns to a minimum.

The annual cost to include all the above would be:

£1470.00 plus VAT current or £370.00 plus VAT per quarter.

Sincerely,



Terry C. Seymour

VAT No. 491 3908 26



# Sandy Town Council

## **7 Vexatious Complaints and Unreasonable Behaviour Policy and Procedure**

The Town Council has already adopted policies which are designed to enable its service users and members of the public to communicate effectively with the council. Unfortunately recent experience has been that on occasion a large proportion of Town Council resources are being used to respond to one or two single individuals with the effect of damaging the provision of services and effective communications for the majority of the Council's customers. Moreover staff members have also experienced behaviour from members of the public which has been personally undermining and has caused stress and distress. The council has a statutory duty to protect its employees from harassment and bullying and leaves itself open to the risk of legal action if it does not take steps to fulfil this duty. It also has duties to ensure that its resources are deployed effectively for the benefit of the whole community.

With this in mind a new policy and internal working procedure has been devised to assist the council to deal with vexatious complaints and unreasonable behaviour in a way which is proportionate and fair and which enables members of the public to know the procedures to be adopted. The draft policy and procedure is attached for consideration by the committee. The Clerk has taken advice from various sources (including the Customer Relations Manager at Central Bedfordshire Council) before preparing this policy and it is believed that the proposed policy complies with current legislation, and good practice.

Members should note that the actions proposed under the policy concern restriction of access and contact with staff members. All members of the public will retain their right to attend public meetings to ask questions, make representations at meetings etc. This policy and procedure does not affect requests for information under the Freedom of Information Act, there is a separate process for dealing with concerns about vexatious requests for information which is laid out by the Information Commissioner. However, members are reminded that the FOI applies to requests for documentary or financial information held by the council, it is not a complaints mechanism.

Adoption of the new policy would necessitate some changes to the existing Complaints policy as shown below:

### **Current Complaints Policy**

17 Appendix I at the end of this document lays out the Council's policy on dealing with vexatious or unreasonable complainants.

### **Proposed Revision**

17 The Council has adopted a Vexatious Complaints and Unreasonable Behaviour Policy and procedure which describes how the Council will deal with complaints which it believes fall into the category of vexatious or

# Sandy Town Council

unreasonable.

**Members are requested to review the draft policy and procedure and make recommendations for adoption by Town Council.**

# Draft policy and procedures for dealing with vexatious complaints and unreasonable behaviour

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## 1 Principles and Policy

- 1.1 Sandy Town Council is committed to dealing with people fairly and to providing a high quality service to those who use our services or who have cause to complain about them.
- 1.2 The Town Council has policies and procedures in place which explain how it will deal with customers and how complaints and feedback will be handled. These are:
  - Sandy Town Council Community Engagement Strategy
  - Sandy Town Council Complaints Policy
  - Sandy Town Council Customer Care Policy and Service Standards
- 1.3 Where a complainant's behaviour hinders consideration of a complaint Sandy Town Council will act to ensure that the complaint is still dealt with fairly and appropriately.
- 1.4 Each case of unreasonable behaviour or vexatious complaining must be taken on its merit.
- 1.5 Sandy Town Council will take steps to protect staff who are subject to abusive or threatening behaviour as is its statutory responsibility as an employer.

## 2 Objectives of this procedure

- 2.1 The majority of requests for service and information or the making of complaints is dealt with through the council's procedures without any difficulty. However this policy describes how the Town Council may deal with circumstances where a customer or complainant **acts unreasonably** or is **unreasonably persistent** in pursuing complaints.
- 2.2 The objectives of the procedure are:
  - To promote problem solving and to avoid apportioning blame
  - To find solutions to problems and to resolve complaints
  - To satisfy those who complain/give feedback or use our services that they have been dealt with promptly, fairly, openly and honestly
  - To ensure staff understand the council's policy and

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mechanisms for dealing with vexatious complaints and unreasonable behaviour from its customers

- To protect council staff from bullying and harassment
- To ensure that council resources are not disproportionately and inappropriately deployed

### 3 The Procedure

#### **Prior Warning**

- 3.1 When the Town Council considers that a person is acting in an unacceptable way a risk assessment will be completed and a letter will be written to the person to explain why the Council finds the behaviour unreasonable/and or unacceptable and to ask the person to change their behaviour. The letter will also advise that if the behaviour continues the Town Council may take steps to limit the contact with its offices and officers.

#### **Decision to restrict access or terminate contact**

- 3.2 Decisions to restrict access or terminate contact will be taken following a risk assessment. However where there is an immediate risk to staff or officers the Council may make an on the spot decision to restrict access or terminate contact.

- 3.3 When making decisions on how to manage the vexatious or unreasonable behaviour all relevant factors should be taken into account to ensure that action taken is appropriate and proportionate.

- 3.4 The Council will also tell the person acting in an unacceptable way how they can challenge the decision to apply the vexatious and unreasonable behaviour policy and procedure.

#### **Restricting access**

- 3.5 If the person involved has not responded appropriately to the Prior Warning letter and a decision is made to restrict access a letter will be sent notifying the person of why it is believed his/her behaviour falls into the category of vexatious or unreasonable. He will be notified what action will be taken and the duration of that action.

#### **Terminating contact with a customer/complainant**

- 3.6 Where a complainant persists in communicating with the Town Council on a case that is closed the Council may decide to terminate contact with the customer/complainant. In such cases any new correspondence from the complainant will be reviewed for new evidence that affects the decision on the complaint. In the absence of any such evidence the Council will acknowledge it in writing or place it on the file without any acknowledgement.

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- 3.7 Where a customer/complainant's behaviour is unreasonable and threatens the safety and/or welfare of staff the Council may decide to terminate contact with the complainant.
- 3.8 Other action may also be taken for example reporting the matter to the police or taking legal action. Where such action is necessary the Council may not give a prior warning.

### **New Complaints**

- 3.9 New complaints from people who have been subject to this policy will be dealt with on their merits. A risk assessment will be carried out based on past and current knowledge of the complainant's behaviour and the likelihood of recurrence of any unacceptable behaviour.

### **Review**

- 3.10 All cases subject to a risk assessment under this policy will be reviewed 6 months after the initial risk assessment and the customer/complainant notified in writing of the outcome.

### **Staff Guidance**

#### **1 Responding to unreasonable behaviour and/or vexatious complaints**

Staff will follow Sandy Town Council's published customer care policy and complaints policy when dealing with members of the public.

Customer care training will be given to all members of staff who have contact with the public.

The complaints policy will ensure that complainants who are persistent with their complaint will have had the opportunity of rigorous scrutiny of the issues of complaints.

Any decision to apply this policy to an individual must take into account whether the customer care policy and the complaints policy have been fairly applied and every attempt made to communicate and address concerns with the individual.

#### **2 Who does this policy apply to?**

This policy applies to those individuals who make contact with the Council and through either the frequency and/or the nature of that contact (ie the behaviour of the individual) hinder the work of the council and the service which it is able to provide to others.

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Behaviours **may** include:

- Repeated complaints about the same subject (with minor differences) and does not accept the outcomes
- Seeking for unrealistic outcome and persists in attempts to achieve desired outcome
- Persistent contact without substance or evidence beyond what is considered to be reasonable
- Complaints relating to historical and irreversible decisions or incidents
- Contact that is frequent, lengthy and complicated
- Contact that is threatening, aggressive and/or abusive to staff
- Complaints which change part way through investigation
- Contact which results in excessive demands on resources available eg excessive telephoning, lengthy and frequent emails, detailed complex letters etc
- Contacts made to the Council through different routes to raise the same issue (ie scattergun approach)
- Frivolous complaints
- Contact including rudeness, aggression, personal threats, personal insults and criticisms which are undermining to staff and cause stress, alarm or distress

One or a combination of the example behaviours above may be sufficient to trigger consideration of the policy and procedure. The list is not exhaustive and each case must be considered on its own merit.

### **3 Before applying the policy**

Attempts should be made to maintain effective communication and relationships with customers/complainants. In the case of complaints, before applying the policy the Council should be satisfied that any complaint has been addressed and the complaints procedure fairly applied and the complainant must be notified in writing of potential action the Council may take with reference to this policy if the symptoms persist.

The options available prior to taking action under this policy will depend on the nature of the behaviour and the circumstances of the individual case. All other options should be explored before invoking the policy and a risk assessment will be completed. The decision to take action under the policy will be made by the Town Clerk in consultation with the Town Mayor and Deputy Mayor and the decision will be reported to the next meeting of the Town Council for ratification.

Options to be considered prior to application of the policy could



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include:

- Conciliation meeting with the individual and representative(s) of the council
- Writing to the individual in detail with details of problems
- Escalation of a complaint to the next stage of the complaints procedure including an appeal

## 4 **Application of Policy**

Where a member of staff dealing with a customer or a complaint is of the view that they are dealing with an unreasonable or vexatious complainant they must refer the matter to the Town Clerk who will undertake a risk assessment.

Due consideration should be given to the individual circumstances to the person involved.

The risk assessment and a recommendation from the Town Clerk will be submitted to the Town Mayor and Deputy Town Mayor who will advise the Town Clerk of their views.

## 5 **Actions that may be taken under the policy**

### 5.1 **Restricted access**

Options include

- Restricting contact to a specific form eg letters only
- Contact with the council is limited to named officer or member only
- Face to face visits may only take place with two officers present
- Contact is restricted to specified days, times, duration

The individual must be informed clearly in writing.

### 5.2 **Termination of contact**

Prior warnings should have been given wherever possible that termination of contact could result from unreasonable and unacceptable behaviour. If the termination of contact is approved the individual must be informed clearly in writing.

### 5.3 **Written notification**

The complainant will be notified in writing of a decision to restrict or terminate access and this will include:

- Action to be taken

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- Duration of action and review date
- What the individual can do to seek a review of the decision
- A copy of the policy
- If the decision is to cease contact the written notification will state that any further correspondence not relating to significant new matters or new information will not necessarily be acknowledged

## 6 **New complaints**

Care must be taken when considering new correspondence or information to ensure that any **new** complaint is picked up and addressed and any **significant new** information is considered appropriately.

## 7 **Recording**

All contacts with the person involved must be recorded in writing and kept on file.

If a member of staff has asked for application of the policy and the decision is made not to apply it the reasons must be recorded and the member of staff informed of the decision.

## 8 **Review**

All cases will be reviewed after 6 months.

## 9 **Appeals**

Individuals should be informed about how to appeal against decisions made under this policy.

Appeals will be heard by Sandy Town Council at a meeting of the full council.

<b>RISK ASSESSMENT TOOL</b>	
<b>Section 1: Overview Information</b>	
Complainant/Customer Name):	
Current Stage and Status of any complaint:	
Person requesting assessment	
Brief summary of complaint or unreasonable behaviour	

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<b>Section 2: Vexatious and/or Unreasonable Behaviour</b>	
Reasons for request:	<b>Provide evidence why the customer/complainant should be designated as vexatious and/or unreasonable.</b>
<p>What are the risks?</p> <p>Examples of dangers and potential outcomes are provided but this is not intended to be an exhaustive list.</p>	<p><b>What are the dangers? (e.g. that the complaint will not be addressed, time spent on managing behaviour or the complaint is disproportionate to the issues being raised)</b></p> <p><b>Who is at risk?</b></p> <p><b>What is the potential outcome from the dangers? (e.g. maladministration – delay, not responding, missing important issues. Impact on staff morale &amp;/or welfare, risks to buildings &amp;/or staff. Damage to reputation)</b></p>
Likelihood of risk occurring?	<p><b>Low                      Medium                      High</b></p> <p>Please circle one</p>
What steps have been taken to manage or control the risks?	<b>Please include the complainants response to attempts to manage the difficulties</b>
If a warning letter has not been sent:	<b>If this request relates to a case where no prior warning letter has been sent in line with the vexatious and unreasonable complaints policy provide full details and evidence as to why a warning letter is not a suitable course of action:</b>

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<b>Section 3 Decision - To be completed by the person undertaking the risk assessment:</b>	
Assessment completed by	Town Clerk/Deputy Town Clerk  Date of completion.
Referred to HR Committee?	Yes/No
Referred to Mayor/Deputy Mayor?	Yes/No
Is action required under the policy	Yes/No  <b>Give Reasons for Decision</b>
If Yes – detail the action(s) to be taken in line with the policy	
Who will be informed of the decision	<b>Detail who will be notified of the decision, by whom and by when.</b>  Due regard must be given to confidentiality issues when deciding who needs to know about the case and decision.
Inform the complainant of the decision and actions	<b>Send a letter to the complainant with the decision to apply the policy including:</b> <ul style="list-style-type: none"> <li>• Reasons for the decision</li> <li>• Actions that will be taken</li> <li>• How to appeal the decision</li> <li>• Review date when the application of the policy will be re-considered.</li> <li>• Possible further consequences of not cooperating with the actions e.g. restricted access</li> </ul> <b>Confirm how the plan will be communicated to the complainant</b>  <b>By whom</b>  <b>By when</b>
Date reported to HR Committee	
Action approved by HR Committee	Yes/No

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**8 CCTV  
Clerk's Report**

At the time of writing a date for a joint meeting with HCCTVP has not yet been agreed. A further oral update may be available at the meeting.



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## 9 **Health and Safety General Risk Assessment Clerk's Report**

Ellis Wittham did not complete the Town Council's annual health and safety general risk assessment for 2013 until this calendar year due to changes in personnel and Sandy Town Council's commitments in December. A new H&S advisor was allocated to work with STC and two inspection visits have been undertaken and reports prepared in respect of

- i) Premises at 10 Cambridge Road
- ii) All other premises

Copies of the summary findings are attached. An installation visit has taken place and work has begun on the action points raised in the reports. This is a large piece of work for the staff but it is anticipated that most action points will be addressed in line with the timescale proposed.

### i) **10 Cambridge Road** – lead officer Town Clerk

The three priority 2 items in the report have been addressed (fixed electrical wiring tests had been undertaken but not properly documented, new checks have been ordered; working at height procedure documented). Most priority 3 items are now completed. A Health and Safety briefing meeting is to be held with all staff on a quarterly basis as advised, first to take place on Monday 24 March 2014. A new contractor management system has been devised and all existing contractors are now being contacted.

ii) **Other Premises** – lead officer Deputy Town Clerk  
Report to follow.





# Executive Summary

*Cambridge Road*

Priority Area Actions				
<p><b>Priority 1: INTOLERABLE RISK</b> Immediate Action Required</p> <p>A condition or activity likely to cause an immediate risk of fatal or major injury (usually dealt with during the consultant's inspection).</p>	<p><b>Priority 2: MEDIUM RISK</b> Short Term Action Required</p> <p>Contravention of a legal requirement with a potential to cause a serious injury or ill health. It may result in a Prohibition Notice if not attended to.</p>	<p><b>Priority 3: SIGNIFICANT RISK</b> Medium Term Action Required</p> <p>A legal contravention likely to result in injury or ill health which may result in an Improvement Notice if not attended to.</p>	<p><b>Priority 4: LOWER RISK</b> Longer Term Action Required</p> <p>Control inadequate or not in line with best practice/current guidance. Enforcement may follow if no action taken.</p>	<p><b>Priority 5: TOLERABLE RISK</b> Review as Part of Business Plan</p> <p>No immediate risk to health or property. Action is desirable to meet current standards though costs not currently justified by risk.</p>
<p><b>Required Actions Identified</b> <b>0</b></p>	<p><b>Required Actions Identified</b> <b>3</b></p>	<p><b>Required Actions Identified</b> <b>29</b></p>	<p><b>Required Actions Identified</b> <b>11</b></p>	<p><b>Required Actions Identified</b> <b>0</b></p>

# SWOT Analysis

<p><b>Strengths</b></p> <p>Premise are fairly modern, well maintained, tidy and in good state of repair. Housekeeping was generally very good.</p>	<p><b>Weaknesses</b></p> <p>Confirmation is required when fixed wiring was last carried out, DSE assessments are required as the layout in the main office needs to be assessed, office risk assessment is required, more first aid cover is required, electrical cupboard should be kept clear.</p> <p>No means to raise an alarm in the event of a robbery in the tourist information centre, would advise some form of panic alarm be available.</p>
<p><b>Opportunities</b></p> <p>Training senior staff members to IOSH standard should be carried out.</p> <p>Staff should be given refresher training in basic health and safety including manual handling</p> <p>Install a panic alarm in the tourist information centre</p>	<p><b>Threats</b></p> <p>Lack of documented inspection of fixed wiring installation, Electrical cupboard to be kept clear.</p> <p>No means of raising the alarm in the event of a robbery in the tourist information centre.</p>

## Safety Action Plan

Subject Area	Priority	Action Required	Suggested Completion Date	Completed By
Electrical Safety	2	Remove combustible materials from electrical switchgear areas.	22/02/2014	
Electrical Safety	2	Arrange for the fixed electrical wiring to be tested every 5 years by a competent electrician to achieve compliance with the Electricity at Work Regulations 1989. Maintain a copy of the test certificate on file.	22/02/2014	
Work at Height	2	Before working at height a risk assessment must be completed.	22/02/2014	
Cleaning- General	3	Employees must be suitably trained and supervised in the safe and correct use of hazardous cleaning materials and substances.	23/04/2014	
Cleaning- General	3	Where applicable ensure that health and safety data sheets have been obtained from suppliers of hazardous substances, and kept readily available.	23/04/2014	
Cleaning- General	3	Keep records of training.	23/04/2014	
Cleaning- General	3	Where necessary ensure a written safe system of work is available.	23/04/2014	
Cleaning- General	3	Develop a safe system of work for all cleaning activities.	23/04/2014	
Contractor Management	3	Generate a preferred list of checked and inspected contractors. Any new additions should be assessed prior to use.	23/04/2014	

Subject Area	Priority	Action Required	Suggested Completion Date	Completed By
Contractor Management	3	Gain formal confirmation from the contractor that they and all his employees are competent and have been trained in the use of all plant and equipment to be used. Where appropriate confirm they hold the required training certificates or licences.	23/04/2014	
Contractor Management	3	Gain formal confirmation from the contractor that all plant and equipment they supply is fit for purpose, suitable for use in the environment it is to be used in, adequately maintained and where required holds appropriate certificates of inspection and test.	23/04/2014	
Contractor Management	3	The contractor should confirm in writing that all their employees hold appropriate right to work documentation.	23/04/2014	
Contractor Management	3	Formal contractual agreements should be in place to ensure no subcontracting of work is carried out without prior agreement. This should include advising the contractor they are fully responsible for the subcontractors work, acts and omissions as well as any warranties that are issued for the work.	23/04/2014	
Contractor Management	3	The contractor should supply valid current certificate of professional indemnity insurance cover.	23/04/2014	
Contractor Management	3	The contractor should supply relevant, comprehensive, current risk assessments and where appropriate method statements for the tasks to be undertaken.	23/04/2014	
Contractor Management	3	The contractor should supply valid current certificate of employers and public liability insurance cover.	23/04/2014	
COSHH	3	Compile a list of the hazardous substances used on the premises.	23/04/2014	

Subject Area	Priority	Action Required	Suggested Completion Date	Completed By
COSHH	3	Carry out a COSHH Assessment for each hazardous substance in use or created.	23/04/2014	
COSHH	3	Provide training for relevant employees that use hazardous substances.	23/04/2014	
First Aid	3	Provide one trained first aiders to cover all working shifts and other absences (e.g. Holidays, sickness etc). Your first aiders should be trained in the full First Aid at Work qualification.	23/04/2014	
First Aid	3	Display first aid notices that clearly state the names of the trained personnel and the location of the first aid kit.	23/04/2014	
First Aid	3	Nominate one person to take charge of the first aid kit and ensure the contents are kept fully stocked.	23/04/2014	
Gas Safety	3	Identify the location of the gas isolation valves. In an emergency situation, clear signs can direct people quickly to the gas isolation valves.	23/04/2014	
Gas Safety	3	Instruct employees on the action to take in the event of a gas leak.	23/04/2014	
Gas Safety	3	Prepare a gas leakage procedure to identify what needs to be done in the event of a leak or emergency situation.	23/04/2014	
Lone Working	3	Ensure working when dark or at night is covered in the lone working risk assessment.	23/04/2014	
Lone Working	3	Ensure risk assessment for lone working covers where potential violence / criminal activity may place workers at higher risk.	23/04/2014	

Subject Area	Priority	Action Required	Suggested Completion Date	Completed By
Lone Working	3	Undertake a risk assessment which covers work undertaken by lone workers.	23/04/2014	
Manual Handling	3	Identify activities likely to give rise to a manual handling injury and avoid these activities being carried out. Where tasks cannot be avoided then each task must be assessed to determine the measures required to reduce the risk of injury.	23/04/2014	
Stress	3	Carry out a specific stress risk assessment to help determine main causes of stress in workplace, current controls and any further actions required.	23/04/2014	
Violence at Work	3	Complete a specific detailed risk assessment on violence at work.	23/04/2014	
Workplace HSW	3	Provide readily-accessible thermometers to allow staff to monitor the workplace temperature.	23/04/2014	
H&S Management	4	Ensure risk assessments are in place for specific activities that are not covered in the general risk assessment.	23/01/2015	
H&S Management	4	Ensure staff are given access to risk assessments and changes are notified.	23/01/2015	
H&S Management	4	Managers and supervisors to whom specific responsibilities have been allocated must be issued with their responsibilities and/or those responsibilities included in their job descriptions.	23/01/2015	
H&S Management	4	Training is required to ensure that managers are competent to undertake their health and safety responsibilities.	23/01/2015	

# Executive Summary

*All other Premises*

Priority Area Actions				
<b>Priority 1: INTOLERABLE RISK</b> <b>Immediate Action Required</b> A condition or activity likely to cause an immediate risk of fatal or major injury (usually dealt with during the consultant's inspection).	<b>Priority 2: MEDIUM RISK</b> <b>Short Term Action Required</b> Contravention of a legal requirement with a potential to cause a serious injury or ill health. It may result in a Prohibition Notice if not attended to.	<b>Priority 3: SIGNIFICANT RISK</b> <b>Medium Term Action Required</b> A legal contravention likely to result in injury or ill health which may result in an Improvement Notice if not attended to.	<b>Priority 4: LOWER RISK</b> <b>Longer Term Action Required</b> Control inadequate or not in line with best practice/current guidance. Enforcement may follow if no action taken.	<b>Priority 5: TOLERABLE RISK</b> <b>Review as Part of Business Plan</b> No immediate risk to health or property. Action is desirable to meet current standards though costs not currently justified by risk.
<b>Required Actions Identified</b> <b>0</b>	<b>Required Actions Identified</b> <b>21</b>	<b>Required Actions Identified</b> <b>69</b>	<b>Required Actions Identified</b> <b>16</b>	<b>Required Actions Identified</b> <b>0</b>

# SWOT Analysis

Strengths	Weaknesses
<p>The Town council are keen to ensure legal compliance is reached and maintained in all areas.</p> <p>Housekeeping in some areas (cricket store) is very good.</p>	<p>Asbestos survey is required in all out buildings, there is evidence of suspected broken sheet of asbestos on the roof of the machinery store next to the cemetery.</p> <p>Fixed wiring inspection for the outbuildings with power should be carried out</p> <p>Risk assessments should be carried out for all tasks and staff should have full understanding of the risk assessments.</p> <p>Only trained persons should operate the grinder</p> <p>Housekeeping in the main machine shed and the storage shed needs to be improved</p> <p>No control measures in place for legionella in the staff rest area which has a shower installed.</p> <p>Ensure PPE is suitable and sufficient (ear protection suitable for the machinery in use)</p> <p>Flammable products should be stored in appropriate cabinets.</p>



**Opportunities**

For risk assessments to be carried out and staff trained in them,  
Staff to be given health and safety awareness training

**Threats**

No fixed wiring inspections, No Legionella inspections. Lack of risk assessments, machinery being used by untrained staff (Grinder).  
Housekeeping in some areas is poor

## Safety Action Plan

Subject Area	Priority	Action Required	Suggested Completion Date	Completed By
Asbestos	2	Before any minor work is carried out on asbestos materials, an assessment of the potential exposure to asbestos must be carried out by a competent person and a written plan prepared of the work completed.	23/03/2014	
Asbestos	2	Carry out labelling of all known asbestos containing materials.	23/03/2014	
Cemetery Safety	2	Ensure that open grave excavations are adequately covered or fenced off to prevent persons inadvertently falling into them.	23/03/2014	
Cemetery Safety	2	Carry out an excavation risk assessment for any grave excavations.	23/03/2014	
Cemetery Safety	2	Ensure that grave excavations are adequately supported to prevent accidental collapse.	23/03/2014	
Electrical Safety	2	Arrange for the fixed electrical wiring to be tested every 5 years by a competent electrician to achieve compliance with the Electricity at Work Regulations 1989. Maintain a copy of the test certificate on file.	23/03/2014	
Grinding Machines	2	Provide clear access around the machines. Workrooms should have enough free space to allow the occupants to access/egress workstations and to move about the room with ease.	23/03/2014	

Grinding Machines	2	Restrict the use of machinery to trained/experienced and authorised persons. Potentially dangerous machinery and equipment should only be used by employees who are considered competent and have received adequate training.	23/03/2014	
Grinding Machines	2	Repair the floor areas around the machines. Floors should be of sound construction, free from holes, slopes or uneven/slippery surface which could cause a person to slip, trip or fall.	23/03/2014	
Ladders	2	Ladder users should be instructed and/or trained on how to correctly use a ladder.	23/03/2014	
Noise	2	Provide health surveillance for employees identified as being at risk of hearing loss, which are those employees working for lengthy periods in Hearing Protection Zones. The surveillance gives a measure of effectiveness of your noise control measures.	23/03/2014	
Noise	2	Carry out and record spot checks on the use of hearing protection, follow through with employees who frequently do not wear the protection provided.	23/03/2014	
Ride on Mowers	2	Operators should be briefed on the risk assessments.	23/03/2014	
Ride on Mowers	2	Operators must be trained in the use of the ride on mowers.	23/03/2014	
Ride on Mowers	2	Ride on mowers should be fitted with roll over protection (ROP's) and seat restraints where there is a risk of overturning.	23/03/2014	
Ride on Mowers	2	The seat of the ride on mowers should be fitted with an automatic cut off switch.	23/03/2014	

Ride on Mowers	2	Ride on mowers should be fitted with wing mirrors to assist the driver in rearward vision.	23/03/2014	
Work at Height	2	All work at height must be planned to minimise risk and must include planning for emergencies and bad weather.	23/03/2014	
Work at Height	2	Before working at height a risk assessment must be completed.	23/03/2014	
Work at Height	2	Establish a safe system of work for all work at height.	23/03/2014	
Work at Height	2	Provide information and training for employees required to work at height, complete risk assessments or prepare systems of work.	23/03/2014	
Cemetery Safety	3	Review all surveys on a regular basis.	22/05/2014	
COSHH	3	Provide training for relevant employees that use hazardous substances.	22/05/2014	
COSHH	3	Arrange for the storage of hazardous substances to be reorganised. Paints were found not to be stored sufficiently	22/05/2014	
First Aid	3	Display first aid notices that clearly state the names of the trained personnel and the location of the first aid kit.	22/05/2014	
Grinding Machines	3	Adjust the tool rest as close to the periphery of the wheel as practicable.	22/05/2014	
Grinding Machines	3	Regularly dress the abrasive wheels.	22/05/2014	
Grinding Machines	3	Restrict the mounting of abrasive wheels to trained and authorised persons. Insufficient knowledge of the hazards and precautions of the mounting of abrasive wheels can cause them to burst when in use.	22/05/2014	

Grinding Machines	3	Display mandatory hearing protection warning signs.	22/05/2014	
Grinding Machines	3	Display warning notices that state only authorised persons may use the machines.	22/05/2014	
Grinding Machines	3	Provide eye protection shields on the fixed grinding machines.	22/05/2014	
Grinding Machines	3	Display mandatory eye protection warning signs.	22/05/2014	
Grinding Machines	3	Arrange for specific risk assessment on hand arm vibration syndrome to be carried out. Prolonged exposure to vibration can lead to permanent injury\ therefore exposure to vibrating equipment should be reduced as far as practicable.	22/05/2014	
Grinding Machines	3	Provide suitable lighting. Sufficient lighting levels must be maintained for operators to work safely. If the general lighting is insufficient, then local low voltage lighting should be fitted.	22/05/2014	
Grinding Machines	3	Designate the grinding area as an eye protection area. Eye protection zones should be designated around fixed grinding machines and 'mandatory' signs used to indicate that eye protection must be worn.	22/05/2014	
Grinding Machines	3	Enforce the use of hearing protection. It is not sufficient just to provide the equipment, there is a duty placed on the employer to ensure that the equipment is worn/used. There is also a duty placed on the employee to wear/use the equipment supplied.	22/05/2014	
Grinding Machines	3	Provide employees with suitable hearing protection. Noise levels from grinding operations can regularly exceed the daily permitted dose unless hearing protection is worn.	22/05/2014	

Grounds Maintenance	3	Where applicable ensure that refuelling operations have been included in the assessment, or risk assessed separately.	22/05/2014
Grounds Maintenance	3	Records should be retained of all in house equipment familiarisation training.	22/05/2014
Grounds Maintenance	3	Complete a site specific risk assessment for each working location and/or site.	22/05/2014
Grounds Maintenance	3	Personnel should be briefed on the risk assessment(s).	22/05/2014
Grounds Maintenance	3	A copy of all risk assessments and supporting documentation should be retained on site.	22/05/2014
Grounds Maintenance	3	Where applicable COSHH assessments should be completed for the hazardous substances and referenced in the risk assessment.	22/05/2014
Grounds Maintenance	3	Records should be maintained of all on site inspections and testing done on guards.	22/05/2014
Grounds Maintenance	3	All fuels should be secured in a transportable flammables storage unit.	22/05/2014
Grounds Maintenance	3	The grounds maintenance vehicle should be fitted with a 12kgs fire extinguisher.	22/05/2014
Grounds Maintenance	3	Records of all fuel/fire training should be retained.	22/05/2014
Grounds Maintenance	3	The driver/staff should be provided with fire awareness training in particular with fighting liquid fuel fires.	22/05/2014

Grounds Maintenance	3	The driver should be provided with fuel awareness training.	22/05/2014	
H&S Management	3	Display a copy of the Health and Safety Law poster in a prominent position. Where the poster is of the pre-2009 type all information boxes should be complete.	22/05/2014	
Ladders	3	Ensure ladders are stored securely to prevent damage and unauthorised use.	22/05/2014	
Ladders	3	Record all instruction and training given to ladder users.	22/05/2014	
Legionella Bacteria	3	Carry out a monthly check on hot water outlets in rotation to verify that the hot water in circulation is above 50 °C. Record all readings.	22/05/2014	
Legionella Bacteria	3	Arrange for the premises to be assessed to identify potential areas of legionella growth including dead legs, long pipe runs, water tanks and old fittings.	22/05/2014	
Legionella Bacteria	3	Carry out a monthly check on the cold water entering the building and cold water at locations around the premises to verify that the temperature is below 20 °C, the minimum growth temperature for legionella bacteria. Record all readings.	22/05/2014	
Lone Working	3	Undertake a risk assessment which covers work undertaken by lone workers.	22/05/2014	
Lone Working	3	Ensure risk assessment for lone working covers where potential violence / criminal activity may place workers at higher risk.	22/05/2014	
Lone Working	3	Ensure working when dark or at night is covered in the lone working risk assessment.	22/05/2014	

Lone Working	3	Maintain and monitor current controls.	22/05/2014	
Manual Handling	3	Identify activities likely to give rise to a manual handling injury and avoid these activities being carried out. Where tasks cannot be avoided then each task must be assessed to determine the measures required to reduce the risk of injury.	22/05/2014	
Noise	3	Provide suitable hearing protection where average noise exposure levels exceed 80 dB(A).	22/05/2014	
Noise	3	Arrange for the periodic inspection of reusable hearing protectors and replace as necessary.	22/05/2014	
Noise	3	Carry out a specific noise risk assessment as required by the Noise at Work Regulations to determine levels of noise, employee exposure and the actions required to reduce employee exposure.	22/05/2014	
Noise	3	Fully implement the recommendations of the noise assessment. It is a legal requirement to assess, implement corrective measures and bring to the attention of those affected the significant findings of the assessment.	22/05/2014	
Noise	3	Carry out noise risk assessments for all areas and/or operations for their individual impact and the combined noise levels resulting from more than one operation.	22/05/2014	
Noise	3	Periodically review your noise assessments in light of changing circumstances or as a result of information from your health surveillance programme.	22/05/2014	



Outside Working	3	Pigeon and some other bird droppings can carry disease which can be passed to people. Areas with excessive droppings should be cleared by competent persons prior to starting work.	22/05/2014	
Outside Working	3	If working near or on water, that is untreated e.g. rivers, canals, flood waters etc. then the risk assessment should consider biological agents such as Leptospirosis. Where working in risk area, use of rodent control measures, protective clothing, coverings cuts etc.	22/05/2014	
Outside Working	3	Offer vaccinations for employees exposed to biological agents e.g. Hepatitis B, Tetanus etc.	22/05/2014	
Outside Working	3	As sharps / needles etc may contain blood-borne viruses, these should only be removed by trained staff using correct equipment and PPE.	22/05/2014	
Outside Working	3	All buoyancy aids/lifejackets should be inspected and maintained by a competent person and records retained.	22/05/2014	
PPE	3	Provide relevant employees with instruction in the use of PPE.	22/05/2014	
PPE	3	When selecting PPE ensure that all items, when used together, adequately protect against the risk for which they are provided.	22/05/2014	
PPE	3	When purchasing PPE you should verify with your supplier that it complies with CE marking regulations.	22/05/2014	
PPE	3	Ensure that records are kept of PPE issued.	22/05/2014	

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Stress	3	Carry out a specific stress risk assessment to help determine main causes of stress in workplace, current controls and any further actions required.	22/05/2014
Stress	3	Fully implement the recommendations of the stress assessment. It is a legal requirement to assess, implement corrective measures and bring to the attention of those affected the significant findings of the assessment.	22/05/2014
Stress	3	Arrangements should be put in place to consult with staff on stress either via a health and safety committee or a specific channel.	22/05/2014
Vibration	3	Equipment should be purchased suitable for the task and the work environment. Where possible equipment should be trialled before purchasing.	22/05/2014
Vibration	3	Additional assessment and controls maybe required for vulnerable persons including older workers, people with pre-existing conditions, pregnant workers or young workers.	22/05/2014
Vibration	3	Obtain vibration data to establish exposure magnitudes. This can be estimated from databases and manufacturer information or measured. Retain records.	22/05/2014
Vibration	3	Observe drivers to assess whether suitable controls are in place and that they are not being jolted or visibly rising from the seats. Ensure seat suspension is properly adjusted.	22/05/2014
Vibration	3	Provide training and instruction on how to adjust seat correctly. Monitor workers to ensure adjustments have been made.	22/05/2014

Vibration	3	Arrangements should be put in place to provide regular health surveillance for employees who are exposed to vibration.	22/05/2014	
Vibration	3	Where the ELV (Exposure Limit Value) is met, immediate action should be taken to reduce exposure.	22/05/2014	
Vibration	3	Carry out a specific vibration risk assessment to help determine main sources of vibration and whether this is likely to be above the daily Exposure Action Value (EAV).	22/05/2014	
Vibration	3	Establish a personal assessment procedure to access health surveillance for workers who experience symptoms of HAVs, Carpal Tunnel or associated back pain from WBV (Whole body vibration).	22/05/2014	
Work Equipment	3	Guard the dangerous parts of the equipment. When working on narrow burial plots	22/05/2014	
Workplace HSW	3	Clear the workplace in the machinery storage of any waste or debris. Workers should be protected from injury by good housekeeping standards e.g. removal of trip hazards, items not allowed to project into aisles, spillages to be cleared up immediately, etc.	22/05/2014	
Workplace HSW	3	Provide filing cabinets with anti-tilt mechanisms to prevent cabinets falling over. They should only allow one drawer to open at once. Alternatively, fasten the cabinets back to the wall or affix a notice advising users only to open one drawer at a time.	22/05/2014	
COSHH	4	Review the hazardous substance list at least annually or whenever significant changes occur.	21/02/2015	

COSHH	4	Review COSHH assessments at least annually to verify that control measures remain adequate to control any health risk.	21/02/2015	
Grinding Machines	4	Train additional employees in the mounting of abrasive wheels.	21/02/2015	
H&S Management	4	Health and Safety should be a regular agenda item on meetings that are held with staff.	21/02/2015	
H&S Management	4	Managers and supervisors to whom specific responsibilities have been allocated must be issued with their responsibilities and/or those responsibilities included in their job descriptions.	21/02/2015	
H&S Management	4	Ensure competent persons are employed to carry out risk assessments.	21/02/2015	
H&S Management	4	Establish a programme of risk assessment review. This should be done at least annually and when any significant changes.	21/02/2015	
Stress	4	Establish training programmes for how to manage stress.	21/02/2015	
Stress	4	Provide employees with information on stress.	21/02/2015	
Stress	4	Establish a personal stress risk assessment procedure to enable managers to review each case individually.	21/02/2015	
Stress	4	Conduct checks to ensure that actions are taken in accordance with the agreed action plan.	21/02/2015	
Stress	4	Establish monitoring criteria for stress and regular review data to identify trends.	21/02/2015	

# Sandy Town Council

**10 Sandy Town Council Staff Restructure\***

Draft Minutes of a meeting of the HR Advisory Group held on Monday 17 February 2014 and a subsequent confidential report will be sent separately.

# Sandy Town Council

Policy Finance and Resources Committee of Sandy Town Council  
Monday 31 March 2014

## ADDITIONAL REPORT

### 8 CCTV

#### Report on Current Position

STC resolved in January 2014 to reduce its total CCTV expenditure for the new financial year to the budgeted sum of £15,000. Final costs for 2013/14 will be £21,921.68 for the CBC contract and £1,600 for the single camera at Cauldwell Court.

(The Town Clerk has attended meetings with CBC on 19 February 2014 and with Hertfordshire CCTV Partnership (HCCTVP) on 27 March 2014. The Deputy Mayor also attended this latter meeting.)

#### Negotiations with CBC regarding current contract

The costs of the current provision are made up of cable links, monitoring, and maintenance. The costs are split equally by the number of cameras in the contract (16) and each authority (CBC, STC, Biggleswade TC and Shefford TC) pays according to how many cameras it owns.

#### Cable links

A diagram of the BT fibre links for the contract is attached. The fibre multi channel link from Sunderland Road to the Sandy Hub has more capacity than needed so it could be re-engineered with a single channel link which would reduce the costs for the overall contract by £4,000. This sum would be split by 16 saving approximately £250 per camera in 2014/15, cutting £1,000 from STC's budget.

However, if STC chooses to decommission the camera at Sunderland Road this fibre link could be taken out completely. This would result in a saving of £6,000 on the contract. BT has also offered a 5% discount providing CBC commits to a 12 month contract. STC's share of the indicative cable costs for 2014/15 would then be **£4,303.81**. (NB This report does not include a review of the usefulness of this specific camera as members have previously been supplied with relevant data.)

#### Maintenance and Monitoring

Decommissioning of the Sunderland Rd camera would also save £811 on maintenance. HCCTVP has reduced the 2014/15 monitoring cost against 2013/14 costs.

Total indicative costs for 2014/15 would be:

# Sandy Town Council

Cabling	£4,303.81
Maintenance	£2,433.00
Monitoring	£8,703.79
<b>Total</b>	<b>£15,440.60</b>

This represents a saving of £6,481.08 on 2013/14.

CBC needs to commit to the 12 month BT fibre contract immediately so that all parties can take advantage of the 5% discount as soon as possible. CBC has advised it expects each town council to be responsible for its share of the BT costs for 2014/15 should they withdraw midyear.

STC's CCTV agreement with CBC (signed 2009) is not specific about charges in the event of withdrawal of cameras; so it is not clear what charges CBC could enforce on STC. If STC withdraws from the contract all other parties will be affected as budgeting has been done on the basis of 16 or 15 cameras in the contract during 2014/15. Decommissioning of cameras/masts would be STC's financial responsibility.

## **Negotiations with HCCTVP**

Representatives of HCCTVP have made it clear that they wish to keep the Sandy/Shefford/Biggleswade CCTV business and have indicated that maintenance costs might come down further in the future. There is also scope for introducing new technology in the future. The Town Clerk is currently arranging a meeting with HCCTVP and representatives of Sandy, Shefford and Biggleswade to discuss options for the future if STC withdraws from the CBC contract.

## **Questions to consider**

- 1) Is STC willing to decommission the Sunderland Road camera now? If so then STC will have reduced its costs for the year by c £6,481 less any decommissioning costs<sup>1</sup> provided implementation begins as soon as possible. However, options for the future may be restricted. If the link is removed and later STC wishes to reinstate CCTV coverage there would be additional costs to restore the link even if the mast was left in place. This will still leave a further saving of over £1,640 to be made in order to meet the budget.

Also CBC will aim to recover all the BT cable charges if STC withdraws any other cameras during 2014/15. Depending on when notice is given this cost would be an anticipated maximum of £4,303.81 although it is not clear whether there is definite contractual obligation.

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<sup>1</sup> It would be possible to leave the mast in place for a time; the camera could not be left in place whilst not operational.

# Sandy Town Council

- 2) If STC does not wish to decommission the camera at Sunderland Road should it instead give notice to CBC that it wishes to withdraw from the CCTV contract?

The minimum notice period is 6 months and it would be necessary for STC to come up with an alternative plan it could implement within that timescale which would make the necessary savings.

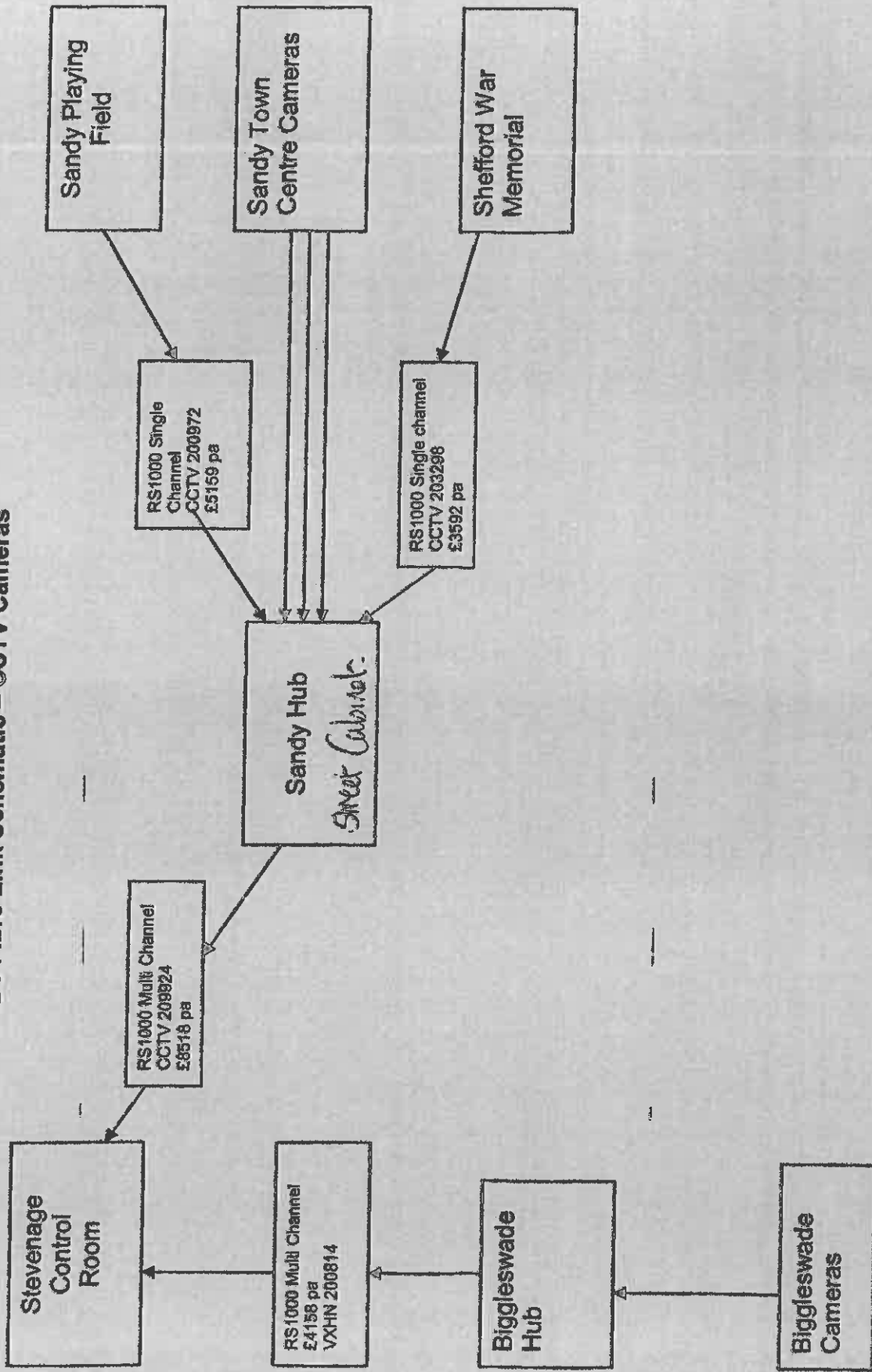
If the decision is to withdraw from any CCTV provision at all this could possibly be done although public consultation has been very limited to date and more would be advisable. If the decision is to keep some CCTV then continuous coverage would be preferable and it would be sensible for STC to give itself a longer timescale to make its plan. Consideration could also be given to taking over CBC's cameras (if they would release them) and working with Biggleswade and Shefford on a CCTV plan for the three towns. STC will not know what CBC has planned for its future CCTV provision for some time.

- 3) What action if any is to be considered for the camera at Cauldwell Court?

The Town Clerk has committed to responding to CBC on 1 April 2014 with an indication of the Council's current position. The Council was asked for comments on CBC's intention to commit to a 12 month contract with BT in order to secure a discount. The Clerk advised that STC would not want to do anything which increased its costs if it gave notice to leave the contract. CBC has agreed to defer signing a one year agreement until after the PF&R meeting on 31 March 2014.



**BT Fibre Link Schematic - CCTV Cameras**



## **9 Health and Safety General Risk Assessment**

### **ii) Other Premises – lead officer Deputy Town Clerk**

Twenty one priority 2 items were identified and they come under eight subject areas, a number of the items have been addressed, with signage printed and contractors instructed to undertake relevant work. Some of the other items require further investigation which is on-going to meet the action required. Sixty nine priority 3 items were identified, some of these have completed in tandem with some of the priority 2 items.