

BIDEFORD TOWN COUNCIL



Janine Gardner
Town Clerk and Responsible Financial Officer

The Green House
Bideford
Devon
EX39 2HS

Telephone:
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Thursday, 23 April 2026

To: Members of the Staffing, Finance and General Purposes Committee

You are hereby summoned to attend the following meeting:

Committee: Staffing, Finance and General Purposes

Meeting Date: Thursday 30 April 2026

Meeting Time: 6.30pm

Venue: Greenhouse, Riverbank House, Bideford EX39 2QG

for the purpose of transacting the following business.

In accordance with The Public Bodies (Admissions to Meetings) Act 1960 members of the public are welcome to attend. There is a legal right to film/record/photograph/report public meetings.

J Gardner
Clerk to the Council

A G E N D A

1. Apologies for Absence

To receive apologies and reasons for absence.

2. Declarations of Interest and Dispensations

To receive declarations of interest on items on the agenda and note any requests for dispensation received by the Clerk prior to the meeting.

3. Public Participation

Public participation session of 15 minutes duration on items on the agenda.

4. Minutes of the Previous Meeting

To approve the minutes of the meeting held on 26 February 2026 as a correct record.

5. Items Brought Forward by the Chair

6. Standing Orders

To recommend to the full Council to adopt up-to-date Standing Orders as published by the National Association of Local Councils.

7. Privacy Policy

To recommend to the full Council to adopt the attached Privacy Policy.

8. Finance

a) To approve the payments listed.

b) Practitioners' Guide 2026-27 – to note the statutory guidance on governance and accountability for smaller authorities in England.

c) Investment Strategy – to consider the attached report.

d) Banking arrangements

9. Local Authorities (Members' Allowances) (England) Regulations 2013

To make a recommendation to Council for the financial year 2026-27.

10. Health and Safety

a) Health and Safety Policy – to recommend to the full Council to adopt the attached health and safety policy.

b) Fire Safety Policy – to recommend to the full Council to adopt the attached fire safety policy.

c) Health and safety for employees, including lone working procedure – to consider the attached report.

11. Customer Services Policy including Freedom of Information Procedure

To recommend to the full Council to adopt the attached policy.

12. Christmas Lights Tender Documents

To approve the attached invitation to tender document for publication on the government's Find a Tender portal.

13. Town Centre Free Parking Days

To consider the attached report.

14. Appraisal Arrangements for the Town Clerks

To consider the attached report.

15. Purchase of a Gift for the 50th Anniversary of the Twinning Association

To consider the purchase of a gift.

16. Manor Court Presentments

To consider and resolve upon the Manor Court Presentments.

17. Maintenance Operatives

a) To receive an update on the tasks undertaken by the Maintenance Operatives.

b) To approve the employment of the Seasonal Worker between 1 May 2026 and 30 September 2026 to assist with the additional summer workload.

Part II (Closed Session)

18. Exclusion of the Press and Public

To resolve to exclude members of the public and the press to progress a matter of a confidential nature under the Public Bodies (Admissions to Meetings Act) 1960 and Local Government Act 1972, ss 100 and 102.

19. Citizen's Award

To consider awarding the Citizen's Award.

20. Mayor and Mayoress Day Chain

To consider a report recommending

21. Employment Matters

a) To note the Council's employment handbook.

b) To consider a report regarding night shift remuneration during the Long Bridge lights works.

c) Staffing matter.

**MEMBERS OF THE STAFFING, FINANCE AND GENERAL PURPOSES
COMMITTEE**

Councillors D Bushby, J Gubb, J Hellyer, L Hellyer, K Hind, S Inch. D McGeough,
P Lawrence and J McKenzie.

Date of Next Meeting: 21 May 2026



BIDEFORD TOWN COUNCIL

Minutes of the Staffing, Finance & General Purposes Committee

held in the Council Chamber of the Town Hall on,

Thursday 26 February 2026 at 6.30 pm

- PRESENT:**
- | | |
|-------------|---|
| North Ward: | Councillor D Bushby (Chairman) |
| | Councillor K Hind |
| | Councillor D McGeough |
| East Ward: | Councillor Mrs J Gubb |
| | Councillor J McKenzie |
| South Ward: | Councillor S Inch |
| | Councillor P Lawrence (Mayor) |
| West Ward: | Councillor C Hawkins (sub for Cllr Mrs L Hellyer) |
- IN ATTENDANCE:** Mr R Coombes (Deputy Town Clerk)

104. **APOLOGIES FOR ABSENCE**

Members noted the Apologies received and reasons for absence from:

Councillor	J	Hellyer
Councillor	Mrs L	Hellyer

105. **DECLARATIONS OF INTEREST AND ANY REQUESTS FOR DISPENSATION ON ITEMS ON THE AGENDA**

There were none.

106. **PUBLIC PARTICIPATION SESSION OF 15 MINUTES DURATION**

There was no members of public.

107. **MINUTES**

Proposed by Councillor Inch and seconded by Councillor Hind, the Minutes of the Meeting held on 19 February 2026 were approved and signed as a correct record.

(Vote – For: 5, Against: 0, Abstention: 1)

(Councillors McGeough and Hind joined the Meeting.)

Councillor Mrs Gubb intimated that the grant recommendation in relation to the Christmas Lights had led the applicant, because of the one third shortfall, to consider stepping back from running the Event.

Councillor Mrs Gubb explained the cost barriers adding that the subsequent organisation of the Event would need a sense of urgency noting also the issues surrounding road closures and further rerouting constraints.

It was proposed by Councillor Lawrence and seconded by Councillor Mrs J Gubb, and

RECOMMENDED: That the recommended Christmas Light Funding of £12,000 be directed to the Tourism Committee to facilitate the Event.

(Vote – For: 8, Against: 0)

Members considered the Up Close Theatre Grant application which had not been made available at the previous Meeting.

It was proposed by Councillor Bushby and seconded by Councillor Inch, and

RECOMMENDED: That Up Close Theatre grant allocation of £1,500.00 is agreed by Full Council.

(Vote – For: 7, Against: 0, Abstention: 1)

The Minutes of the Meeting held on 19 February 2026 will be amended to reflect the recommendation.

Members considered the Steamship Freshspring Trust Grant application which had not been made available at the previous Meeting.

It was proposed by Councillor Bushby and seconded by Councillor Inch, and

RECOMMENDED: That Steamship Freshspring Trust grant allocation of £590.00 is agreed by Full Council.

(Vote – For: 7, Against: 1)

The Minutes of the Meeting held on 19 February 2026 will be amended to reflect the recommendation.

CHANGE OF ORDER OF BUSINESS

Agenda Item 5, Items brought forward by the Chairman was moved to follow Agenda Item 9.

108. **FINANCE**

a. It was proposed by Councillor McKenzie and seconded by Councillor Mrs Gubb, and

RESOLVED: That the lists of payments for 26 February 2026 be approved.

(Vote – For: 8, Against: 0)

b. Interim Internal Auditor’s Report.

Members received and approved the Council’s interim Internal Auditor’s Report for the period 1 July 2025 – 30 September 2025.

Proposed by Councillor Hind, seconded by Councillor Bushby and

RESOLVED: That the Council’s Interim Internal Auditor’s Report for the period 1 July – 30 September 2025 is noted.

(Vote For: 8, Against: 0)

c. Interim Internal Auditor’s Report.

Members received and approved the Council’s interim Internal Auditor’s Report for the period 1 October 2025 – 31 December 2025.

Proposed by Councillor Hind, seconded by Councillor Bushby and

RESOLVED: That the Council’s Interim Internal Auditor’s Report for the period 1 October – 31 December 2025 is noted.

(Vote For: 8, Against: 0)

The Chairman indicated the Suite of Documents: Council’s Statement of Internal Control, Council’s Risk Management Policy and Register and Financial Regulations once considered, the Recommendation would be made “en bloc.”

Members reviewed and approved the Council’s Statement of Internal Control for the Financial year 2025 – 2026, the Council’s Risk Management Strategy and Risk Register and the Council’s Financial Regulations.

Proposed by Councillor Bushby, seconded by Councillor Lawrence and

RECOMMENDED: That the Council’s Statement of Internal Control for the Financial year 2025 – 2026, the Council’s Risk Management Strategy and Risk Register and Council’s Financial Regulations are approved.

(Vote – For: 8, Against: 0)

109. **BIDEFORD REGENERATION STRATEGY**

Members had received the Strategy document produced by the Bideford Regeneration Board.

Councillor Hind believed that the document had ideas for the District Council to deliver but it did not take into consideration the impact of the Local Government Review (LGR), on the District Council body nor the transfer of assets.

It ignored the Northern Devon Rail Link, the Trust Port (local running of the Port) and had not considered central car parking nor a community centre provision.

There was no costing, nor method of funding timetable for implementation.

It simply provided for good ideas and aspirations.

Discussion followed noting that following the LGR and the loss of the District Council there was no indication of “who would do what.”

Councillor Lawrence advised that there would be a launch which would engage with stakeholders, including local organisations to make comment (on the strategy); the Draft document was a precursor for a bigger plan.

110. **CITIZENS AND YOUNG CITIZENS AWARD**

Members agreed that the Council should continue with the Awards.

Councillor Lawrence, noting the Administrative Officer’s full embracing of and engagement with the Council’s social media directed that the Awards be advertised (on the Council’s media).

111. **MAINTENANCE OPERATIVES TASK**

Councillor Mrs Gubb highlighted a task which on request had been completed the same day following an approach to her from a resident. She expressed thanks to the Team.

Members were in agreement on the value which the Rangers represented to the Community and their importance to the Council and Town generally.

112. **ITEMS BROUGHT FORWARD BY THE CHAIRMAN**

The Chairman expressed disquiet when considering the Grant applications in the open forum. He believed that the discussion should be restricted to Part II future (grant) meetings.

He noted that the Toyota Hilux had been subject to a nationwide recall (by Toyota) for works to be addressed on the chassis. He believed that it reflected well on the manufacturer that a vehicle just short of ten years’ old should still be attended to.

113. **PART II (CLOSED SESSION)**

Proposed by Councillor McKenzie, seconded and

RESOLVED: To exclude members of the public and the press to progress matters of a confidential nature under the Public Bodies (Admissions to Meetings Act) 1960 and Local Government Act 1972, ss 100 and 102.

(Vote – For: 8, Against: 0)

114. **BIDEFORD LONG BRIDGE LIGHTS**

The Clerk provided a report to members outlining a general plan, details of road closure submission, quotations received and areas which required work including risk

assessments and method statements.

Proposed by Councillor Bushby, seconded and

RESOLVED: That D S Electrical are invited complete the Electrical Lighting works in line with their Estimate.

(Vote For: 8, Against: 0)

Proposed by Councillor Lawrence, seconded and

RESOLVED: That the Clerk and Chairman consider additional crane quotations and engage the Contractor with a limit not to exceed £4,400.00.

(Vote For: 8, Against: 0)

115. **MARKET PROJECT MANAGEMENT**

The Clerk reported on meetings with the Project stakeholders, noting that the Planning and Listed Building Consent applications were expected to be submitted on Friday, 27 February 2026.

The Clerk gave an indication of timelines noting confidence expressed in meeting the completion date of 31 March 2027.

116. **STAFFING MATTERS**

- a. The Clerk had provided a report regarding the Deputy Town Clerks accrued time of in lieu (TOIL) and the Council's financial underspend for the period during which he had deputised for the vacant Town Clerk position. The recommendations included:
 - i. To approve a one-off additional salary payment in recognition of the overtime hours accrued by the Deputy Clerk during the period from October 2025 until February 2026 to a maximum value of £4,549.50.
 - ii. To delegate authority to the Clerk to agree a flexible schedule of treating the overtime hours worked whereby the Deputy Clerk could use some of the accrued overtime hours as time of in lieu (TOIL) and accept a one-off additional salary payment in recognition of the remaining hours accrued.

Members expressed appreciation for the work and commitment of the Deputy Town Clerk.

Proposed by Councillor McGeourgh, seconded by Councillor McKenzie and

RESOLVED: To accept the recommendations and delegate authority to the Clerk to authorise a one-off additional salary payment in recognition of the remaining hours accrued / use of accrued overtime hours.

(Vote For: 8, Against: 0)

- b. Councillor Hind reiterated the position in relation to a former employee's hearing. He

suggested that he and the Town Clerk could provide an intermediary role between the Solicitors and the Council.

The Clerk explained that an opportunity of assistance could be provided through the Council's HR providers; she would make enquiries and liaise with Members.

The business of the meeting having been completed, the Chairman thanked the members for their attendance and the meeting concluded at 7.30 pm.

Signature of Town Mayor: Date:

Signature of Chairman: Date:

BIDEFORD TOWN COUNCIL - Staffing, Finance and General Purposes Committee Meeting - 26 February 2026

Row	Date Entered	Description	Extended Description	Net	VAT	Gross
1	13/02/2026	BJ's Value House	Lobelia Cambridge Blue Petunia Celebrity Mix	13.48	2.69	16.17
2		Coop	Stamps	13.92	0.00	13.92
3		EDF	Electricity Quay Lights	271.42	13.57	284.99
4		Garlands	Stationery	24.95	0.00	24.95
5		Merry Harriers	Irrigation Fittings	165.83	33.17	199.00
6		Peninsula Business Services Limited	HR/H&S/EAP	344.97	65.15	410.12
7		Source For Business	Town Ranger Depot Water	44.95	0.00	44.95
8		Hydrosure Global Ltd	Black Pipe	28.17	6.70	34.87
9		Pdotwolf Ltd	Hanging Basket Brackets	150.00	30.00	180.00
10	25/02/2026	EDF	Bridge Lights	23.34	1.17	24.51
11			Xmas Lights - 74a	88.54	4.43	92.97
12		D S Electrical	Christmas Light Installation 25	30,562.86	6,112.57	36,675.43
13		Lineal	IT Support	195.00	39.00	234.00
14		North Devon District Council	Chair Civic Event (Myrl Allice)	30.00	0.00	30.00
15		E-On Next Energy Limited	Town Ranger Depot Elec.	282.20	56.44	338.64
16		The National Allotment Society	Local Auth Membership	70.00	14.00	84.00
17		Encompass Security Solutions	Call-Out / IP address reset	60.00	12.00	72.00
18		Mr S Long	Tricks Allotment Site Equipment	12.99	0.00	12.99
19		Staff salaries inc Pension HMRC	Salary	30,151.60	0.00	30,151.60
Grand Total				62,534.22	6,390.89	68,925.11
Bank Balances at 25/02/2026				- Current Account	£ 14,551.33	
Bank Balances at 25/02/2026				- Deposit Account	£ 43,242.82	
Bank Balances at 25/02/2026				- 95 Day Account	£ 332,945.31	

Bideford Town Council Standing Orders

Adopted May 2026

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1. **RULES OF DEBATE AT MEETINGS**

- a Motions on the agenda shall be considered in the order in which they appear unless the order is changed at the discretion of the chair of the meeting.
- b A motion (including an amendment) shall not be progressed unless it has been moved and seconded.
- c A motion on the agenda which is not moved by its proposer may be treated by the chair of the meeting as withdrawn.
- d If a motion (including an amendment) has been seconded, it may be withdrawn by the proposer only with the consent of the seconder and the meeting.
- e An amendment is a proposal to remove or add words to a motion. It shall not negate the motion.
- f If an amendment to the original motion is carried, the original motion (as amended) becomes the substantive motion upon which further amendment(s) may be moved.
- g An amendment shall not be considered unless early verbal notice of it is given at the meeting and, if requested by the chair of the meeting, is expressed in writing to the chair.
- h A councillor may move an amendment to their own motion if agreed by the meeting. If a motion has already been seconded, the amendment shall be with the consent of the seconder and the meeting.
- i If there is more than one amendment to an original or substantive motion, the amendments shall be moved in the order directed by the chair of the meeting.
- j Subject to standing order 1(k), only one amendment shall be moved and debated at a time, the order of which shall be directed by the chair of the meeting.
- k One or more amendments may be discussed together if the chair of the meeting considers this expedient but each amendment shall be voted upon separately.
- l A councillor may not move more than one amendment to an original or substantive motion.
- m The mover of an amendment has no right of reply at the end of debate on it.
- n Where a series of amendments to an original motion are carried, the mover of the original motion shall have a right of reply either at the end of debate on the first amendment or at the very end of debate on the final substantive motion immediately before it is put to the vote.
- o Unless permitted by the chair of the meeting, a councillor may speak once in

the debate on a motion except:

- i. to speak on an amendment moved by another councillor;
 - ii. to move or speak on another amendment if the motion has been amended since they last spoke;
 - iii. to make a point of order;
 - iv. to give a personal explanation; or
 - v. to exercise a right of reply.
- p During the debate on a motion, a councillor may interrupt only on a point of order or a personal explanation and the councillor who was interrupted shall stop speaking. A councillor raising a point of order shall identify the standing order which they consider has been breached or specify the other irregularity in the proceedings of the meeting they are concerned by.
- q A point of order shall be decided by the chair of the meeting and their decision shall be final.
- r When a motion is under debate, no other motion shall be moved except:
- i. to amend the motion;
 - ii. to proceed to the next business;
 - iii. to adjourn the debate;
 - iv. to put the motion to a vote;
 - v. to ask a person to be no longer heard or to leave the meeting;
 - vi. to refer a motion to a committee or sub-committee for consideration;
 - vii. to exclude the public and press;
 - viii. to adjourn the meeting; or
 - ix. to suspend particular standing order(s) excepting those which reflect mandatory statutory or legal requirements.
- s Before an original or substantive motion is put to the vote, the chair of the meeting shall be satisfied that the motion has been sufficiently debated and that the mover of the motion under debate has exercised or waived their right of reply.
- t Excluding motions moved under standing order 1(r), the contributions or speeches by a councillor shall relate only to the motion under discussion and shall not exceed three minutes without the consent of the chair of the meeting.

2. DISORDERLY CONDUCT AT MEETINGS

- a No person shall obstruct the transaction of business at a meeting or behave offensively or improperly. If this standing order is ignored, the chair of the meeting shall request such person(s) to moderate or improve their conduct.
- b If person(s) disregard the request of the chair of the meeting to moderate or improve their conduct, any councillor or the chair of the meeting may move that the person be no longer heard or be excluded from the meeting. The motion, if seconded, shall be put to the vote without discussion.
- c If a resolution made under standing order 2(b) is ignored, the chair of the meeting may take further reasonable steps to restore order or to progress the meeting. This may include temporarily suspending or closing the meeting.

3. MEETINGS GENERALLY

Full Council meetings	●
Committee meetings	●
Sub-committee meetings	●

- a **Meetings shall not take place in premises which at the time of the meeting are used for the supply of alcohol, unless no other premises are available free of charge or at a reasonable cost.**
- b **The minimum three clear days for notice of a meeting does not include the day on which notice was issued, the day of the meeting, a Sunday, a day of the Christmas break, a day of the Easter break or of a bank holiday or a day appointed for public thanksgiving or mourning.**
- c **The minimum three clear days' public notice for a meeting does not include the day on which the notice was issued or the day of the meeting.**
- d **Meetings shall be open to the public unless their presence is prejudicial to the public interest by reason of the confidential nature of the business to be transacted or for other special reasons. The public's exclusion from part or all of a meeting shall be by a resolution which shall give reasons for the public's exclusion.**
- e Members of the public may make representations, answer questions and give evidence at a meeting which they are entitled to attend in respect of the business on the agenda.
- f The period of time designated for public participation at a meeting in accordance with standing order 3(e) shall not exceed three minutes unless

- directed by the chair of the meeting.
- g Subject to standing order 3(f), a member of the public shall not speak for more than three minutes.
 - h In accordance with standing order 3(e), a question shall not require a response at the meeting nor start a debate on the question. The chair of the meeting may direct that a written or oral response be given.
 - i A person shall raise their hand when requesting to speak. The chair of the meeting may at any time permit a person to be seated when speaking.
 - j A person who speaks at a meeting shall direct their comments to the chair of the meeting.
 - k Only one person is permitted to speak at a time. If more than one person wants to speak, the chair of the meeting shall direct the order of speaking.
 - l **Subject to standing order 3(m), a person who attends a meeting is permitted to report on the meeting whilst the meeting is open to the public. To “report” means to film, photograph, make an audio recording of meeting proceedings, use any other means for enabling persons not present to see or hear the meeting as it takes place or later or to report or to provide oral or written commentary about the meeting so that the report or commentary is available as the meeting takes place or later to persons not present.**
 - m **A person present at a meeting may not provide an oral report or oral commentary about a meeting as it takes place without permission.**
 - n **The press shall be provided with reasonable facilities for the taking of their report of all or part of a meeting at which they are entitled to be present.**
 - o **Subject to standing orders which indicate otherwise, anything authorised or required to be done by, to or before the Chair of the Council may in their absence be done by, to or before the Vice-Chair of the Council (if there is one).**
 - p **The Chair of the Council, if present, shall preside at a meeting. If the Chair is absent from a meeting, the Vice-Chair of the Council (if there is one) if present, shall preside. If both the Chair and the Vice-Chair are absent from a meeting, a councillor as chosen by the councillors present at the meeting shall preside at the meeting.**
 - q **Subject to a meeting being quorate, all questions at a meeting shall be decided by a majority of the councillors and non-councillors with voting rights present and voting.**
 - r **The chair of a meeting may give an original vote on any matter put to the vote, and in the case of an equality of votes may exercise their**

- **casting vote whether or not they gave an original vote.**

See standing orders 5(h) and (i) for the different rules which apply in the election of the Chair of the Council at the annual meeting of the Council.

- s **Unless standing orders provide otherwise, voting on a question shall be by a show of hands. At the request of a councillor, the voting on any question shall be recorded so as to show whether each councillor present and voting gave their vote for or against that question.** Such a request shall be made before moving on to the next item of business on the agenda.

t The minutes of a meeting shall include an accurate record of the following:

- i. the time and place of the meeting;
- ii. the names of councillors who are present and the names of councillors who are absent;
- iii. interests which have been declared by councillors and non-councillors with voting rights;
- iv. the grant of dispensations (if any) to councillors and non-councillors with voting rights;
- v. whether a councillor or non-councillor with voting rights left the meeting when matters which they held interests in were being considered;
- vi. if there was a public participation session; and
- vii. the resolutions made.

- u **A councillor or a non-councillor with voting rights who has a**
- **disclosable pecuniary interest or another interest as set out in the**
- **Council's code of conduct in a matter being considered at a meeting is subject to statutory limitations or restrictions under the code on their right to participate and vote on that matter.**

- v **No business may be transacted at a meeting unless at least one-third of the whole number of members of the Council are present and in no case shall the quorum of a meeting be less than three.**

See standing order 4d(viii) for the quorum of a committee or sub-committee meeting.

- w **If a meeting is or becomes inquorate no business shall be transacted**
- and the meeting shall be closed. The business on the agenda for the meeting
- shall be adjourned to another meeting.

4. COMMITTEES AND SUB-COMMITTEES

- a **Unless the Council determines otherwise, a committee may appoint a sub-committee whose terms of reference and members shall be determined by the committee.**
- b **The members of a committee may include non-councillors unless it is a committee which regulates and controls the finances of the Council.**
- c **Unless the Council determines otherwise, all the members of an advisory committee and a sub-committee of the advisory committee may be non-councillors.**
- d The Council may appoint standing committees or other committees as may be necessary, and:
 - i. shall determine their terms of reference;
 - ii. shall determine the number and time of the ordinary meetings of a standing committee up until the date of the next annual meeting of the Council;
 - iii. shall permit a committee, other than in respect of the ordinary meetings of a committee, to determine the number and time of its meetings;
 - iv. shall, subject to standing orders 4(b) and (c), appoint and determine the terms of office of members of such a committee;
 - v. may, subject to standing orders 4(b) and (c), appoint and determine the terms of office of the substitute members to a committee whose role is to replace the ordinary members at a meeting of a committee if the ordinary members of the committee confirm to the Proper Officer before the meeting which they are unable to attend;
 - vi. shall, after it has appointed the members of a standing committee, appoint the chair of the standing committee;
 - vii. shall permit a committee other than a standing committee, to appoint its own chair at the first meeting of the committee;
 - viii. shall determine the place, notice requirements and quorum for a meeting of a committee and a sub-committee which, in both cases, shall be no less than three;
 - ix. shall determine if the public may participate at a meeting of a committee;

- x. shall determine if the public and press are permitted to attend the meetings of a sub-committee and also the advance public notice requirements, if any, required for the meetings of a sub-committee;
- xi. shall determine if the public may participate at a meeting of a sub-committee which they are permitted to attend; and
- xii. may dissolve a committee or a sub-committee.

5. **ORDINARY COUNCIL MEETINGS**

- a **In an election year, the annual meeting of the Council shall be held on or within 14 days following the day on which the councillors elected take office.**
- b **In a year which is not an election year, the annual meeting of the Council shall be held on such day in May as the Council decides.**
- c **If no other time is fixed, the annual meeting of the Council shall take place at 6pm.**
- d **In addition to the annual meeting of the Council, at least three other ordinary meetings shall be held in each year on such dates and times as the Council decides.**
- e **The first business conducted at the annual meeting of the Council shall be the election of the Chair and Vice-Chair (if there is one) of the Council.**
- f **The Chair of the Council, unless they have resigned or become disqualified, shall continue in office and preside at the annual meeting until their successor is elected at the next annual meeting of the Council.**
- g **The Vice-Chair of the Council, if there is one, unless they resign or become disqualified, shall hold office until immediately after the election of the Chair of the Council at the next annual meeting of the Council.**
- h **In an election year, if the current Chair of the Council has not been re-elected as a member of the Council, they shall preside at the annual meeting until a successor Chair of the Council has been elected. The current Chair of the Council shall not have an original vote in respect of the election of the new Chair of the Council but shall give a casting vote in the case of an equality of votes.**
- i **In an election year, if the current Chair of the Council has been re-elected as a member of the Council, they shall preside at the annual meeting until a new Chair of the Council has been elected. They may exercise an original vote in respect of the election of the new Chair of the Council and shall give a casting vote in the case of an equality of votes.**

- j Following the election of the Chair of the Council and Vice-Chair (if there is one) of the Council at the annual meeting, the business shall include:
- i. **In an election year, delivery by the Chair of the Council and councillors of their acceptance of office forms unless the Council resolves for this to be done at a later date. In a year which is not an election year, delivery by the Chair of the Council of their acceptance of office form unless the Council resolves for this to be done at a later date;**
 - ii. Confirmation of the accuracy of the minutes of the last meeting of the Council;
 - iii. Receipt of the minutes of the last meeting of a committee;
 - iv. Consideration of the recommendations made by a committee;
 - v. Review of delegation arrangements to committees, sub-committees, staff and other local authorities;
 - vi. Review of the terms of reference for committees;
 - vii. Appointment of members to existing committees;
 - viii. Appointment of any new committees in accordance with standing order 4;
 - ix. Review and adoption of appropriate standing orders and financial regulations;
 - x. Review of arrangements (including legal agreements) with other local authorities, not-for-profit bodies and businesses.
 - xi. Review of representation on or work with external bodies and arrangements for reporting back;
 - xii. In an election year, to make arrangements with a view to the Council becoming eligible to exercise the general power of competence in the future;
 - xiii. Review of inventory of land and other assets including buildings and office equipment;
 - xiv. Confirmation of arrangements for insurance cover in respect of all insurable risks;
 - xv. Review of the Council's and/or staff subscriptions to other bodies;
 - xvi. Review of the Council's complaints procedure;
 - xvii. Review of the Council's policies, procedures and practices in respect of its obligations under freedom of information and data protection legislation (*see also standing orders 11, 20 and 21*);

- xviii. Review of the Council's policy for dealing with the press/media;
- xix. Review of the Council's employment policies and procedures;
- xx. Review of the Council's expenditure incurred under s.137 of the Local Government Act 1972 or the general power of competence.
- xxi. Determining the time and place of ordinary meetings of the Council up to and including the next annual meeting of the Council.

6. **EXTRAORDINARY MEETINGS OF THE COUNCIL, COMMITTEES AND SUB-COMMITTEES**

- a **The Chair of the Council may convene an extraordinary meeting of the Council at any time.**
- b **If the Chair of the Council does not call an extraordinary meeting of the Council within seven days of having been requested in writing to do so by two councillors, any two councillors may convene an extraordinary meeting of the Council. The public notice giving the time, place and agenda for such a meeting shall be signed by the two councillors.**
- c The chair of a committee [or a sub-committee] may convene an extraordinary meeting of the committee [or the sub-committee] at any time.
- d If the chair of a committee [or a sub-committee] does not call an extraordinary meeting within three days of having been requested to do so by three members of the committee [or the sub-committee], any three members of the committee [or the sub-committee] may convene an extraordinary meeting of the committee [or a sub-committee].

7. **PREVIOUS RESOLUTIONS**

- a A resolution shall not be reversed within six months except either by a special motion, which requires written notice by at least three councillors to be given to the Proper Officer in accordance with standing order 9, or by a motion moved in pursuance of the recommendation of a committee or a sub-committee.
- b When a motion moved pursuant to standing order 7(a) has been disposed of, no similar motion may be moved for a further six months.

8. **VOTING ON APPOINTMENTS**

- a Where more than two persons have been nominated for a position to be filled by the Council and none of those persons has received an absolute majority of votes in their favour, the name of the person having the least number of votes shall be struck off the list and a fresh vote taken. This process shall continue until a majority of votes is given in favour of one person. A tie in votes may be settled by the casting vote exercisable by the chair of the meeting.

9. **MOTIONS FOR A MEETING WHICH REQUIRE WRITTEN NOTICE TO BE GIVEN TO THE PROPER OFFICER**

- a A motion shall relate to the responsibilities of the meeting for which it is tabled and in any event shall relate to the performance of the Council's statutory functions, powers and obligations or an issue which specifically affects the Council's area or its residents.
- b No motion may be moved at a meeting unless it is on the agenda and the mover has given written notice of its wording to the Proper Officer at least three clear days before the meeting. Clear days do not include the day of the notice or the day of the meeting.
- c The Proper Officer may, before including a motion on the agenda received in accordance with standing order 9(b), correct obvious grammatical or typographical errors in the wording of the motion.
- d If the Proper Officer considers the wording of a motion received in accordance with standing order 9(b) is not clear in meaning, the motion shall be rejected until the mover of the motion resubmits it, so that it can be understood, in writing, to the Proper Officer at least three clear days before the meeting.
- e If the wording or subject of a proposed motion is considered improper, the Proper Officer shall consult with the chair of the forthcoming meeting or, as the case may be, the councillors who have convened the meeting, to consider whether the motion shall be included in the agenda or rejected.
- f The decision of the Proper Officer as to whether or not to include the motion on the agenda shall be final.
- g Motions received shall be recorded and numbered in the order in which they are received.
- h Motions rejected shall be recorded with an explanation by the Proper Officer of the reason for rejection.

10. **MOTIONS AT A MEETING which DO NOT REQUIRE WRITTEN NOTICE**

a The following motions may be moved at a meeting without written notice to the Proper Officer:

- i. to correct an inaccuracy in the draft minutes of a meeting;
- ii. to move to a vote;
- iii. to defer consideration of a motion;
- iv. to refer a motion to a particular committee or sub-committee;
- v. to appoint a person to preside at a meeting;
- vi. to change the order of business on the agenda;
- vii. to proceed to the next business on the agenda;
- viii. to require a written report;
- ix. to appoint a committee or sub-committee and their members;
- x. to extend the time limits for speaking;
- xi. to exclude the press and public from a meeting in respect of confidential or other information which is prejudicial to the public interest;
- xii. to not hear further from a councillor or a member of the public;
- xiii. to exclude a councillor or member of the public for disorderly conduct;
- xiv. to temporarily suspend the meeting;
- xv. to suspend a particular standing order (unless it reflects mandatory statutory or legal requirements);
- xvi. to adjourn the meeting; or
- xvii. to close the meeting.

11. **MANAGEMENT OF INFORMATION**

See also standing order 20.

a **The Council shall have in place and keep under review, technical and organisational measures to keep secure information (including personal data) which it holds in paper and electronic form. Such arrangements shall include deciding who has access to personal data and encryption of personal data.**

- b **The Council shall have in place, and keep under review, policies for the retention and safe destruction of all information (including personal data) which it holds in paper and electronic form. The Council’s retention policy shall confirm the period for which information (including personal data) shall be retained or if this is not possible the criteria used to determine that period (e.g. the Limitation Act 1980).**
- c **The agenda, papers which support the agenda and the minutes of a meeting shall not disclose or otherwise undermine confidential information or personal data without legal justification.**
- d **Councillors, staff, the Council’s contractors and agents shall not disclose confidential information or personal data without legal justification.**

12. **DRAFT MINUTES**

- Full Council meetings ●
- Committee meetings ●
- Sub-committee meetings ●

- a If the draft minutes of a preceding meeting have been served on councillors with the agenda to attend the meeting at which they are due to be approved for accuracy, they shall be taken as read.
- b There shall be no discussion about the draft minutes of a preceding meeting except in relation to their accuracy. A motion to correct an inaccuracy in the draft minutes shall be moved in accordance with standing order 10(a)(i).
- c The accuracy of draft minutes, including any amendment(s) made to them, shall be confirmed by resolution and shall be signed by the chair of the meeting and stand as an accurate record of the meeting to which the minutes relate.
- d If the chair of the meeting does not consider the minutes to be an accurate record of the meeting to which they relate, they shall sign the minutes and include a paragraph in the following terms or to the same effect:

“The chair of this meeting does not believe that the minutes of the meeting of the () held on [date] in respect of () were a correct record but this view was not upheld by the meeting and the minutes are confirmed as an accurate record of the proceedings.”

- ~~e If the Council’s gross annual income or expenditure (whichever is higher) does not exceed £25,000, it shall publish draft minutes on a website which is publicly accessible and free of charge not later than one month after the meeting has taken place.~~

- f Subject to the publication of draft minutes in accordance with standing order 12(e) and standing order 20(a) and following a resolution which confirms the accuracy of the minutes of a meeting, the draft minutes or recordings of the meeting for which approved minutes exist shall be destroyed.

13. **CODE OF CONDUCT AND DISPENSATIONS**

See also standing order 3(u).

- a All councillors and non-councillors with voting rights shall observe the code of conduct adopted by the Council.
- b Unless they have been granted a dispensation, a councillor or non-councillor with voting rights shall withdraw from a meeting when it is considering a matter in which they have a disclosable pecuniary interest. They may return to the meeting after it has considered the matter in which they had the interest.
- c Unless they have been granted a dispensation, a councillor or non-councillor with voting rights shall withdraw from a meeting when it is considering a matter in which they have another interest if so required by the Council's code of conduct. They may return to the meeting after it has considered the matter in which they had the interest.
- d **Dispensation requests shall be in writing and submitted to the Proper Officer** as soon as possible before the meeting, or failing that, at the start of the meeting for which the dispensation is required.
- e A decision as to whether to grant a dispensation shall be made by a meeting of the Council, or committee or sub-committee for which the dispensation is required and that decision is final.
- f A dispensation request shall confirm:
 - i. the description and the nature of the disclosable pecuniary interest or other interest to which the request for the dispensation relates;
 - ii. whether the dispensation is required to participate at a meeting in a discussion only or a discussion and a vote;
 - iii. the date of the meeting or the period (not exceeding four years) for which the dispensation is sought; and
 - iv. an explanation as to why the dispensation is sought.
- g Subject to standing orders 13(d) and (f), a dispensation request shall be considered at the beginning of the meeting of the Council, or committee or sub-committee for which the dispensation is required.
- h **A dispensation may be granted in accordance with standing order 13(e) if**

having regard to all relevant circumstances any of the following apply:

- i. without the dispensation the number of persons prohibited from participating in the particular business would be so great a proportion of the meeting transacting the business as to impede the transaction of the business;**
- ii. granting the dispensation is in the interests of persons living in the Council's area; or**
- iii. it is otherwise appropriate to grant a dispensation.**

14. CODE OF CONDUCT COMPLAINTS

- a Upon notification by the Principal Council that a councillor or non-councillor with voting rights has breached the Council's code of conduct, the Council shall consider what, if any, action to take against them. Such action excludes disqualification or suspension from office.**

15. **PROPER OFFICER**

a The Proper Officer shall be either (i) the clerk or (ii) other staff member(s) nominated by the Council to undertake the work of the Proper Officer when the Proper Officer is absent.

b The Proper Officer shall:

- i. **at least three clear days before a meeting of the council, a committee or a sub-committee,**
 - **serve on councillors by delivery or post at their residences or by email authenticated in such manner as the Proper Officer thinks fit, a signed summons confirming the time, place and the agenda (provided the councillor has consented to service by email), and**
 - **Provide, in a conspicuous place, public notice of the time, place and agenda (provided that the public notice with agenda of an extraordinary meeting of the Council convened by councillors is signed by them).**

See standing order 3(b) for the meaning of clear days for a meeting of a full council and standing order 3(c) for the meaning of clear days for a meeting of a committee;

- ii. subject to standing order 9, include on the agenda all motions in the order received unless a councillor has given written notice at least two days before the meeting confirming their withdrawal of it;
- iii. convene a meeting of the Council for the election of a new Chair of the Council, occasioned by a casual vacancy in their office;
- iv. **facilitate inspection of the minute book by local government electors;**
- v. **receive and retain copies of byelaws made by other local authorities;**
- vi. hold acceptance of office forms from councillors;
- vii. hold a copy of every councillor's register of interests;
- viii. assist with responding to requests made under freedom of information legislation and rights exercisable under data protection legislation, in accordance with the Council's relevant policies and procedures;
- ix. liaise, as appropriate, with the Council's Data Protection Officer (if there is one);
- x. receive and send general correspondence and notices on behalf of the Council except where there is a resolution to the contrary;

- xi. assist in the organisation of, storage of, access to, security of and destruction of information held by the Council in paper and electronic form subject to the requirements of data protection and freedom of information legislation and other legitimate requirements (e.g. the Limitation Act 1980);
- xii. arrange for legal deeds to be executed;
(*see also standing order 23*);
- xiii. arrange or manage the prompt authorisation, approval, and instruction regarding any payments to be made by the Council in accordance with its financial regulations;
- xiv. record every planning application notified to the Council and the Council's response to the local planning authority in a book for such purpose;
- xv. refer a planning application received by the Council to the Chair or in their absence Vice-Chair (if there is one) of the Planning Committee within two working days of receipt to facilitate an extraordinary meeting if the nature of a planning application requires consideration before the next ordinary meeting of the Planning Committee;
- xvi. manage access to information about the Council via the publication scheme; and
- xvii. retain custody of the seal of the Council (if there is one) which shall not be used without a resolution to that effect.
(*see also standing order 23*).

16. **RESPONSIBLE FINANCIAL OFFICER**

- a The Council shall appoint appropriate staff member(s) to undertake the work of the Responsible Financial Officer when the Responsible Financial Officer is absent.

17. **ACCOUNTS AND ACCOUNTING STATEMENTS**

- a "Proper practices" in standing orders refer to the most recent version of "Governance and Accountability for Local Councils – a Practitioners' Guide".
- b All payments by the Council shall be authorised, approved and paid in accordance with the law, proper practices and the Council's Financial Regulations.
- c The Responsible Financial Officer shall supply to each councillor as soon as practicable after 30 June, 30 September and 31 December in each year a

statement to summarise:

- i. the Council's receipts and payments (or income and expenditure) for each quarter;
- ii. the Council's aggregate receipts and payments (or income and expenditure) for the year to date;
- iii. the balances held at the end of the quarter being reported and

which includes a comparison with the budget for the financial year and highlights any actual or potential overspends.

- d. As soon as possible after the financial year end at 31 March, the Responsible Financial Officer shall provide:
 - i. each councillor with a statement summarising the Council's receipts and payments (or income and expenditure) for the last quarter and the year to date for information; and
 - ii. to the Council the accounting statements for the year in the form of Section 2 of the annual governance and accountability return, as required by proper practices, for consideration and approval.
- e. The year-end accounting statements shall be prepared in accordance with proper practices and apply the form of accounts determined by the Council (receipts and payments, or income and expenditure) for the year to 31 March. A completed draft annual governance and accountability return shall be presented to all councillors at least 14 days prior to anticipated approval by the Council. The annual governance and accountability return of the Council, which is subject to external audit, including the annual governance statement, shall be presented to the Council for consideration and formal approval before 30 June.

18. **FINANCIAL CONTROLS AND PROCUREMENT**

- a. The Council shall consider and approve Financial Regulations drawn up by the Responsible Financial Officer, which shall include detailed arrangements in respect of the following:
 - i. the keeping of accounting records and systems of internal controls;
 - ii. the assessment and management of financial risks faced by the Council;
 - iii. the work of the independent internal auditor in accordance with proper practices and the receipt of regular reports from the internal auditor, which shall be required at least annually;
 - iv. the inspection and copying by councillors and local electors of the Council's accounts and/or orders of payments; and

- v. whether contracts with an estimated value above £30,000 or due to special circumstances are exempt from a tendering process or procurement exercise.
- b. Financial Regulations shall be reviewed regularly and at least annually for fitness of purpose.
- c. Subject to additional requirements in the financial regulations of the Council, the tender process for contracts for the supply of goods, materials, services or the execution of works shall include, as a minimum, the following steps:
 - i. a specification for the goods, materials, services or the execution of works shall be drawn up;
 - ii. an invitation to tender shall be drawn up to confirm (i) the Council's specification (ii) the time, date and address for the submission of tenders (iii) the date of the Council's written response to the tender and (iv) the prohibition on prospective contractors contacting councillors or staff to encourage or support their tender outside the prescribed process;
 - iii. tenders are to be submitted in writing electronically addressed to the Proper Officer;
 - iv. tenders are to be reported to and considered by the appropriate meeting of the Council or a committee or sub-committee with delegated responsibility.
- d. Neither the Council, nor a committee or a sub-committee with delegated responsibility for considering tenders, is bound to accept the lowest value tender.
- e. **Where the value of a contract is likely to exceed the threshold specified by the Government from time to time, the Council must consider whether the contract is subject to the requirements of the current procurement legislation and, if so, the Council must comply with procurement rules.**

19. **HANDLING STAFF MATTERS**

- a. A matter personal to a member of staff which is being considered by a meeting of the Council or a committee or sub-committee is subject to standing order 11.
- ~~b. Subject to the Council's policy regarding absences from work, the Council's most senior member of staff shall notify the chair of [the () committee] OR [the () sub-committee] or, if they are not available, the vice chair (if there is one) of [the () committee] OR [the () sub-committee] of absence occasioned by illness or other reason and that person shall report such absence to [the () committee] OR [the () sub-committee] at its next meeting.~~
- ~~c. The chair of [the () committee] OR [the () sub-committee] or in their~~

~~absence, the vice chair shall upon a resolution conduct a review of the performance and annual appraisal of the work of [the member of staff's job title]. The reviews and appraisal shall be reported in writing and are subject to approval by resolution by [the () committee] OR [the () sub-committee].~~

- d Subject to the Council's policy regarding the handling of grievance matters, the Council's most senior member of staff (or other members of staff) shall contact the chair of the Staffing, Finance & General Purposes Committee or, in their absence, the vice-chair of that Committee in respect of an informal or formal grievance matter, and this matter shall be reported back and progressed by resolution of the Staffing, Finance & General Purposes Committee.
- e Subject to the Council's policy regarding the handling of grievance matters, if an informal or formal grievance matter raised by a member of staff relates to the chair or vice-chair of the Staffing, Finance & General Purposes Committee, this shall be communicated to another member of that Committee, which shall be reported back and progressed by resolution of the Staffing, Finance & General Purposes Committee.
- f Any persons responsible for all or part of the management of staff shall treat as confidential the written records of all meetings relating to their performance, capabilities, grievance or disciplinary matters.
- g In accordance with standing order 11(a), persons with line management responsibilities shall have access to staff records referred to in standing order 19(f).

20. **RESPONSIBILITIES TO PROVIDE INFORMATION**

See also standing order 21.

- a **In accordance with freedom of information legislation, the Council shall publish information in accordance with its publication scheme and respond to requests for information held by the Council.**
- b. **The Council shall publish information in accordance with the requirements of the Smaller Authorities (Transparency Requirements) (England) Regulations 2015.**

The Council, shall publish information in accordance with the requirements of the Local Government (Transparency Requirements) (England) Regulations 2015.

21. **RESPONSIBILITIES UNDER DATA PROTECTION LEGISLATION**
(Below is not an exclusive list).

See also standing order 11.

- a The Council may appoint a Data Protection Officer.
- b **The Council shall have policies and procedures in place to respond to an individual exercising statutory rights concerning their personal data.**
- c **The Council shall have a written policy in place for responding to and managing a personal data breach.**
- d **The Council shall keep a record of all personal data breaches comprising the facts relating to the personal data breach, its effects and the remedial action taken.**
- e **The Council shall ensure that information communicated in its privacy notice(s) is in an easily accessible and available form and kept up to date.**
- f **The Council shall maintain a written record of its processing activities.**

22. **RELATIONS WITH THE PRESS/MEDIA**

- a Requests from the press or other media for an oral or written comment or statement from the Council, its councillors or staff shall be handled in accordance with the Council's policy in respect of dealing with the press and/or other media.

23. **EXECUTION AND SEALING OF LEGAL DEEDS**

See also standing orders 15(b)(xii) and (xvii).

- a A legal deed shall not be executed on behalf of the Council unless authorised by a resolution.
- b **Subject to standing order 23(a), any two councillors may sign, on behalf of the Council, any deed required by law and the Proper Officer shall witness their signatures.**

24. **COMMUNICATING WITH DISTRICT AND COUNTY OR UNITARY COUNCILLORS**

- a An invitation to attend a meeting of the Council shall be sent, together with the agenda, to the ward councillor(s) of the District and County Council representing the area of the Council.
- b Unless the Council determines otherwise, a copy of each letter sent to the District and County Council shall be sent to the ward councillor(s) representing the area of the Council.

25. **RESTRICTIONS ON COUNCILLOR ACTIVITIES**

- a. Unless duly authorised no councillor shall:
 - i. inspect any land and/or premises which the Council has a right or duty to inspect; or
 - ii. issue orders, instructions or directions.

26. **STANDING ORDERS GENERALLY**

- a All or part of a standing order, except one which incorporates mandatory statutory or legal requirements, may be suspended by resolution in relation to the consideration of an item on the agenda for a meeting.
- b A motion to add to or vary or revoke one or more of the Council's Standing Orders, except one which incorporates mandatory statutory or legal requirements, shall be proposed by a special motion, the written notice by at least three councillors to be given to the Proper Officer in accordance with standing order 9.
- c The Proper Officer shall provide a copy of the Council's standing orders to a councillor as soon as possible.
- d The decision of the chair of a meeting as to the application of standing orders at the meeting shall be final.

Bideford Town Council

Privacy Policy

1. Introduction and important information

Bideford Town Council (“We” or “us”) are committed to protecting and respecting your personal data and privacy. This privacy policy relates to how we use and collect personal data from you when you access our website (domain name <https://www.bideford-tc.gov.uk/>). It also relates to our use of any personal data you provide to us by telephone (including SMS), in written correspondence (including letter and email) and in person, described in this policy as

“Services”.

Please note that our website and services may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy statements. When you leave our website, we encourage you to read the privacy policy of every website you visit. Whenever you provide personal data, we are legally obliged to use your information in line with all applicable laws concerning the protection of such information; including but not limited to the Data Protection Act 2018 (DPA) and the General Data Protection Regulation (UK GDPR), described in this policy as the “Data Protection Laws”.

This privacy policy forms part of Bideford Town Council’s governance documents and is not intended to override any other policy or procedure. This policy may be amended or updated from time to time and any revisions will be posted to this page, so please check back regularly.

2. Who we are and how to contact us

2.1 For the purpose of the Data Protection Laws, the data controller is Bideford Town Council. Our address is Riverbank House, Bideford EX39 2QG. If you want to request more information about our privacy policy or information regarding data protection you should contact us using the details provided below:

FAO: Data Protection Officer Janine Gardner (Town Clerk and Responsible Financial Officer)
Riverbank House
Bideford
Devon
EX39 2QG

Email: townclerk@bideford-tc.gov.uk
Telephone: 01237 428938

For further information on how to contact us, please visit the Contact Us page on our website.

2.2 You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues (www.ico.org.uk). We would, however, appreciate the chance to deal with your concerns before you approach the ICO so please contact us in the first instance.

3. The data we collection about you

3.1 We collect and process personal data defined as any type of data which may identify an individual. Typically the personal data we collect and process will include identity, contract, transactional, technical, profile, usage and marketing and communications data such as:

3.1.1 Identity Data includes first name, last name, title or other identifier (such as job title), marital status, date of birth, gender and images.

3.1.2 Contact Data includes billing address, email addresses and telephone numbers.

3.1.3 Financial Data includes bank account and payment card details.

3.1.4 Technical Data includes internet protocol (IP) address, your login data, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform, and other technology on the devices you use to access this website.

3.1.5 Marketing and Communications data includes your preferences in receiving marketing from us and our third parties and your communication preferences.

3.1.6 Transactional Data: details about goods or services purchased.

3.1.7 Profile Data: username and password, interests or preferences, feedback or survey responses.

3.1.8 Usage Data: information about how individuals use your website, website cookies. Please note that we may collect and/or process other personal data from time to time.

3.2 We also collect, use and share aggregated data, such as statistical or demographic data for any purpose. Aggregated data could be derived from your personal data, but is not considered to be personal data in law as it will not directly or indirectly reveal your identity. For example, we may aggregate your usage data to calculate a percentage of users accessing a specific feature of our services. However, if we combine or connect your aggregated data with your personal data so that it can directly or indirectly identify you, we treat the combined data as personal data which will be used solely in accordance with this policy.

3.3 We will not require you to provide Special Categories of Personal Data to Us in relation to our Services (this includes details about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, information about your health, and genetic and biometric data). However, we may process Special Categories of Personal Data about you if you choose to provide it when contacting us.

3.4 In relation to our Services, we only collect data from you directly.

4. How is your personal data collected?

4.1 We use different methods to collect data from and about you including through:

4.1.1 Direct interactions. You may give us your Identity, Contact, Profile and Financial Data by filling in forms or by corresponding with us by post, phone, messaging service, email or otherwise. This includes personal data you provide when you:

- (a) apply for our services;
- (b) create an account on our website;
- (c) subscribe to our service;
- (d) request marketing to be sent to you;
- (e) enter a promotion or survey; or
- (f) give us feedback or contact us.

5. If you fail to provide personal data

Where we need to collect personal data by law, or under the terms of a contract we have with you, and you fail to provide that data when requested, we may not be able to perform the contract we have or are trying to enter into with you (for example, to provide you with our services). In this case, we may have to cancel all or part of a service you have with us but we will notify you if this is the case at the time.

6. How your data will be used

6.1 We use information held about you to maintain contact with you (via telephone, SMS, letters, emails and in person) and, where necessary, carry out any services to you.

6.2 We never sell your data to third parties or allow third parties to contact you without your permission.

6.3 We share your data with third parties where there is a legal obligation for us to do so or we have identified a valid lawful basis as set out in the table below (please also see clause 7 below). We may process your personal data without your knowledge or consent where this is required or permitted by law.

6.4 We have set out below in a table format, a description of all the ways we plan to use your personal data, and which of the legal bases we rely on to do so. We have also identified what our legitimate interests are where appropriate. Note that we may

process your personal data for more than one lawful ground depending on the specific purpose for which we are using your data. Please contact us if you need details about the specific legal ground we are relying on to process your personal data where more than one ground has been set out in the table below.

Purpose/Activity	Type of data	Lawful basis for processing including basis of legitimate interest
To provide our services to you, including replying to any communications or contacting you in relation to Bideford Town Council's activities	Identity Contact Transaction	Article 6 (e) of the UK GDPR: Public Task
To administer and protect Bideford Town Council and our website (including troubleshooting, data analysis, testing, system maintenance, support, reporting and hosting of data)	Identity Contact Transaction	Article 6 (c) of the UK GDPR: Legal Obligation. Article 6 (f) of the UK GDPR: Legitimate Interests N.B. To rely on legitimate interests as a lawful basis for processing, the Council must complete a legitimate interests assessment (LIA). This is a legal balancing test which compares the legitimate interests of the data controller to those of the data subjects
No purpose – special category personal data is non-compulsory to provide and may only be processed if you decide to provide it to us	Special Category Personal Data (race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, information about your health, and genetic and biometric data)	Article 9 (e) of the UK GDPR: Made Public by the Data Subject

7. Lawful basis for processing

7.1 We only process your data (which may include providing it to a third party) where we have identified a valid lawful basis to do so. These are as follows:

7.1.1 Contractual obligation – means processing that is necessary to comply with our obligations arising out of a contract, for example, where you have bought services from us we will use the personal data you provide to fulfil our contractual obligations .

7.1.2 Legitimate Interest means in the interest of our business in conducting and managing our business to enable us to give you the best service/product and the best and most secure experience. We make sure we consider and balance any potential impact on you (both positive and negative) and your rights before we process your personal data for our legitimate interests. Where we use legitimate interests we will record our decision on making this decision. We rely on legitimate interest where processing of the data we hold on you does not, in our opinion, affect your rights or freedoms and is proportionate to our interests e.g. keeping you up to date with our latest services or obtaining your feedback on our service.

7.1.3 Consent – We will seek to obtain your consent to process:

(a) your data outside our contractual obligations (see above) unless we have identified a Legitimate Interest (see above); and

(b) any special category data.

7.1.4 Legal obligation – We may process your data where we it is necessary for us to do so to comply with the law.

7.1.5 Public task – the processing is necessary to perform a task in the public interest or for official functions, and the task or function has a clear basis in law.

7.1.6 Vital interest – We may also process personal data in the unlikely event that it becomes necessary for the vital interests of protecting someone's life.

8. Third parties and sharing information

8.1 We will keep your information within the organisation except where disclosure is required or permitted by law or when we use third party service providers (data processors) to supply and support our services to you. We have contracts in place with our data processors. This means that they cannot do anything with your personal data unless we have instructed them to do so. They will not share your personal data with any organisation apart from us. They will hold it securely and retain it for the period we instruct.

8.2 Please see below the list which sets out the categories of recipients of personal data.

SERVICE PROVIDERS WHO MAY RECEIVE YOUR PERSONAL DATA

IT Support Services
Email Provider
Website Provider
Secure document disposal service
Solicitors
Software Providers

9. International transfers

9.1 Your personal data is stored by us and our processors in the UK or the European Economic Area (EEA). We do not currently transfer your personal data outside of the UK or EEA.

10. Data security

10.1 We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

10.2 We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

11. Data retention

11.1 We will only retain your personal data for as long as reasonably necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, regulatory, tax, accounting or reporting requirements. We may retain your personal data for a longer period in the event of a complaint or if we reasonably believe there is a prospect of litigation in respect to our relationship with you.

11.2 To determine the appropriate retention period for personal data, we consider the amount, nature and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal, regulatory, tax, accounting or other requirements.

11.3 In some circumstances you can ask us to delete your data (see below for further information).

11.4 We may anonymise your personal data (so that it can no longer be associated with you) for research or statistical purposes, in which case we may use this information indefinitely without further notice to you. Please see clause 3.2.

12. Your rights

12.1 Under the data protection laws your rights are:

12.1.1 To be informed – We must make this privacy policy (sometimes referred to as a privacy notice) available to you and be transparent over how we process your data.

12.1.2 Access – You are entitled to know what details we hold about you and why. We strive to be as open as we can be in terms of giving people access to their

personal data. You can find out if we hold any of their personal data by making a formal request under the data protection laws. Such requests should be made using the contact details provided in this policy. If we do not hold information about you we will confirm this in writing at the earliest opportunity. If we do hold your personal data we will respond in writing. Our response will:

- (a) confirm that your data is being processed;
- (b) verify the lawfulness and the purpose of the processing;
- (c) confirm the categories of personal data being processed;
- (d) confirm the type of recipient to whom the personal data have been or will be disclosed; and
- (e) let you have a copy of the data in format we deem suitable or as reasonably required by you.

12.1.3 Rectification – We are obliged to correct or update your details. We will correct or update your data without delay provided you make the request in writing to the contact details provided in this policy, clearly specifying which data is incorrect or out of date.

12.1.4 Erasure – This is also known as the right to be forgotten. Under Data Protection Laws you have the right to require us to erase your personal data under specific circumstances. A request for your personal data to be deleted will be decided on a case by case basis and should be submitted in writing to the contact details provided in this policy.

12.1.5 Restrict processing – You have the right to ‘block’ or suppress the processing by us of your personal data.

12.1.6 Portability – You have the right to obtain the personal data that you have provided to us in a commonly used machine-readable format and reuse it with a different provider.

12.1.7 Object – You have the right to object to us processing your data in certain circumstances. You have an absolute right to stop your data being used for direct marketing, but in other circumstances we may still be allowed (or required) to process your personal data if we can show you that we have a compelling reason for doing so.

12.1.8 Rights in relation to automated decision making and profiling – We do not use automatic decision making or profiling.

12.1.9 Withdraw consent. Where you have given us consent to process your personal data, you can withdraw that consent at any time either by contacting us using the details set out in this policy, or by following the opt-out links in electronic messages where relevant. We do not penalise individuals who wish to withdraw consent and we act on withdrawals of consent as soon as we can.

12.2 Please note that you may need to provide identification in order to prove who you are if you wish to invoke any of your rights as provided by the data protection laws and as summarised above.

12.3 If you agree, we will try to deal with your request informally, for example by providing you with the specific information you need over the telephone.

Bideford Town Council
9 April 2026

BIDEFORD TOWN COUNCIL - Accounts for approval at the SF&GP Meeting - 30 April 2026

	Invoice Date		Allocation	VAT	NET	TOTAL	Payment	Governance
1	02/03/2026	EDF	Xmas Lights - 74a	£0.84	16.80	17.64	17/03/2026	TC
2	02/03/2026	EDF	Bridge Lights	£1.01	20.28	21.29	17/03/2026	TC
3	04/03/2026	E-On Next Energy Limited	Town Ranger Depot Elec.	£10.71	214.20	224.91	19/03/2026	TC
4	09/03/2026	EDF	Xmas Lights - 14a	£1.83	36.52	38.35	24/03/2026	TC
5	24/03/2026	Staff salaries inc Pension HMRC	Salary	£0.00	37872.04	37872.04	24/03/2026	TC
6	01/03/2026	Jonathon Rhind Architects Ltd.	Architect's Fees	£5,562.28	27811.40	33373.68	24/01/2026	Project
7	23/03/2026	Bideford Baptist Church	Hall / Room Hire - Manor Court	£0.00	100.00	100.00	24/03/2026	TC
8	20/03/2024	Lineal	4 x Online Licenses	£2.61	13.04	15.65	24/03/2026	TC
9	14/03/2026	Royal Hotel	Manor Court Buffet	£465.08	2325.42	2790.50	24/03/2026	TC
10	13/03/2026	Flowers by Bella	Manor Court Flowers	£0.00	120.00	120.00	24/03/2026	TC
11	19/03/2026	Royal Mail Group LTD	Redirection of Mail	£0.00	649.00	649.00	24/03/2026	TC
12	25/03/2026	Marine Scene Ltd	3 white boat fender	£14.49	72.36	86.85	25/03/2026	TC
13	26/03/2026	Black Country Rope and Lifting Ltd	Mooring Rope x 2	£7.16	35.84	43.00	26/03/2026	TC
14	26/03/2026	Timpson Ltd	Maintenance Item	£10.00	50.00	60.00	26/03/2026	TC
15	26/03/2026	Value House Stores	Maintenance Item	£2.60	13.00	15.60	26/03/2026	TC
16	28/02/2026	Clarity Copiers	Copier Charges	£3.40	17.02	20.42	26/03/2026	TC
17	12/02/2026	Lloyds	Service Charges	£0.00	8.50	8.50	27/03/2026	TC
18	17/03/2026	Focus Group	TR Depot / Townhall Broadband	£22.04	110.22	132.26	31/03/2026	TC
19	27/03/2026	Focus Group	Town Hall Broadband	-£12.17	-60.83	-73.00	31/03/2026	TC
20	12/02/2026	P R Vachon	Myrl Function x 3 tkts (2 x Myrl Allee)	£0.00	114.00	114.00	31/03/2026	TC
21	31/03/2026	Lineal	Licenses / Remote labour	£50.42	252.10	302.52	31/03/2026	TC
22	25/03/2026	Devon Association of Local Councils	Clerk's Essentials Webinar	£6.00	30.00	36.00	31/03/2026	TC
23	20/03/2026	Bowdens Cleaning Services Limited	Town Hall	£3.20	16.00	19.20	31/03/2026	TC
24	24/03/2026	Kersten (UK) Ltd	New model weed brush	£579.00	2895.00	3474.00	31/03/2026	TC
				£6,730.50	£72,731.91	£79,462.41		
Bank Balances at 31/3/2026 - Current				£	6,921.99			
Bank Balances at 31/3/2026 - Deposit				£	16,303.72			
Bank Balances at 31/3/2026 - Reserves Account				£	260,000.00			

Financial Year 2026/2027								
	Invoice Date		Allocation	VAT	NET	TOTAL	Payment	Governance
1	31/12/25	J Rhind Architects	Market Project	£1,249.37	£6,246.85	£7,496.22	23/04/2026	Project
2	31/03/26	Allstar	Fuel	£68.27	£341.36	£409.63	23/04/2026	TC
3	2/03/2026	Clarity Copiers	Copier Charges	£6.94	£34.72	£41.66	DD	TC
4	31/03/26	MCMS	Market Project	£597.07	£2,985.33	£3,582.40	23/04/2026	Project
5	31/03/26	Wollens	Employment works	£245.00	£1,225.00	£1,470.00	23/04/2026	TC
6	18/03/26	Exmoor Zoo	Roadshow - 6 Jun 26	£0.00	£265.00	£265.00	23/04/2026	TC
7	1/04/26	DALC	NALC / DALC - Affiliation Fee / Service Charge	£190.74	£2,174.00	£2,364.74	23/04/2026	TC
8	2/04/26	E.On Next	Depot - Electricity	£8.69	£173.81	£182.50	DD	TC
9	08/04/26	Peninsula Business Services Limited	HR/H&S/EAP	£65.15	£344.97	£410.12	23/04/2026	TC
10	08/04/26	DS Electrical	Remove supplies for tree works	£58.00	£290.00	£348.00	23/04/2026	TC
11	10/04/26	DCC Highways	Highways Licence Long Bridge	£0.00	£383.00	£383.00	10/04/2026	TC
12	13/04/26	Berrys	Payroll / P60	£108.00	£540.00	£648.00	23/04/2026	TC
13	13/04/26	Skips & Stones	Skip Hire	£83.00	£415.00	£498.00	23/04/2026	TC
14	15/04/26	Navantia UK	Design & Build working persons basket	£2,371.00	£11,855.00	£14,226.00		TC
15	16/04/26	Tudor Environmental	Maintenance Items	£15.95	£79.76	£95.71	23/04/2026	TC
16	20/04/26	Focus Group SW Comms Group Ltd	Depot - Broadband	£9.88	£49.39	£59.27	23/04/2026	TC
17	26/04/20	Mimick Signs	Road closure signs x 4	£74.56	£372.80	£447.36	23/04/2026	TC
18	01/04/26	Scribe	Set up fees	£302.00	£1,510.00	£1,812.00	23/04/2026	TC
19	01/04/26	Scribe	Subscription	£34.80	£174.00	£208.80	23/04/2026	TC
20	23/04/26	Jewson	Maintenance Items	£7.13	£35.64	£42.77	23/04/2026	TC
21	23/04/26	RGB	Maintenance Items	£23.04	£115.19	£138.23	23/04/2026	TC
22	23/04/26	Tamar	Maintenance Items	£18.63	£93.21	£111.84	23/04/2026	TC
23	2/04/26	EDF	Decorative Lighting Bideford Quay	£11.07	£221.33	£232.40	23/04/2026	TC
24	25/3/26	Bridge Trust	Handy Cross	£0.00	£250.00	£250.00	23/04/2026	TC
25	13/04/26	Bideford Appliance Store	Fridge	£26.50	£132.50	£159.00	13/04/2026	TC
26	19/3/26	G J Heaman	Vehicle / Ground Maintenance Items	£94.96	£474.80	£569.76	23/04/2026	TC
27	1/04/26	EDF	Christmas Lights - 74A	£0.93	£18.60	£19.53	DD	TC
28	1/04/26	EDF	Bridge Floodlighting	£1.10	£21.91	£23.01	DD	TC
29	17/04/26	Motor Parts Direct	Carlube / grease	£2.42	£12.10	£14.52	17/04/2026	
30	20/04/26	Motor Parts Direct	Bulb	£0.30	£1.49	£1.79	20/04/2026	
31	14/04/26	Taylors Tool and Fittings	Maintenance Items	£3.10	£15.51	£18.61	14/04/2026	TC
32	20/04/26	DCC Highways	Hanging Baskets / Planters Licence	£0.00	£228.00	£228.00	20/04/2026	TC
33	23/04/26	Bideford Baptist Church	Hire of Hall - Annual Parish Meeting		£40.00	£40.00	23/04/2026	TC
34	23/04/26	Mayoral Mileage	2 x Civic Functions - Myr's allee	£0.00	£54.00	£54.00	23/04/2026	TC
35	24/04/26	Staff / HMRC / DCC	Salary / National Insurance / Pensions		£31,158.00	£31,158.00	24/04/2026	TC
36	5/5/26	Bulk Pay	Grant Payments	£0.00	£42,125.00	£42,125.00		TC
37	5/5/26	CTA Centre	2 x Chapter 8 "Supervisor Level"	£166.45	£832.25	£998.70		TC
				£5,844.05	£105,289.52	£111,133.57		
			Bank Balances at 23/4/2026 - Current	£ 52,849.60				
			Bank Balances at 23/4/2026 - Deposit	£ 29,477.98				
			Bank Balances at 23/4/2026 - Reserves Account	£ 190,000.00				

INVESTMENT STRATEGY

Introduction

The Council's internal auditor conducted an interim review of the Council's governance arrangements and financial procedures relating to the 2025-26 financial year on 15 October 2025 and recommended "that an investment strategy is developed and adopted as soon as possible outlining the Council's investment processes and protocols to meet audit requirements", among other findings.

Audit Requirements

The Practitioners' Guide dated March 2025 published by the Smaller Authorities Proper Practices Panel explains in section 1.11:

Investments – Arrangements need to be in place to ensure that the authority's funds are managed properly and that any amounts surplus to requirements is invested appropriately, in accordance with an approved strategy which needs to have regard to the government's [Statutory Guidance on Local Government Investments](#). If total investments are to exceed the threshold specified in the statutory guidance at any time during a financial year, the authority needs to produce and approve an annual Investment Strategy in accordance with the guidance.

The threshold is specified in section 14 in the statutory guidance as follows: "This guidance applies to parish councils and charter trustees, providing their total investments exceed or are expected to exceed £100,000 at any time during the financial year".

The statutory guidance reminds local authorities that a prudent investment policy will have a number of underlying objectives (ref. sections 26 and 25 in the annexe)

1. Security – protecting the capital sum invested from loss; and
2. Liquidity – ensuring the funds invested are available for expenditure when needed
3. Yield

in that order of importance.

Level of Investment

The Practitioners' Guide further mentions in section 5.34 that the generally accepted recommendation with regard to the appropriate minimum level of a smaller authority's general reserve is that this should be maintained at between three and twelve months of net revenue expenditure.

On 31 March 2026, the Council's closing balance was £373,549. In 2025-26, the Council incurred revenue expenditure of £830,990. Six months of net revenue

expenditure, being a median between three and twelve months, equals £415,495 which, it is suggested, the Council should maintain as a general reserve.

There have been examples in the Council's recent history when the Council had to draw on its general reserve, e.g. to cover the project management fees for the Pannier Market refurbishment.

It would be prudent to keep a figure as a general reserve to ensure a sufficient reserve to cater for any cash flow needs, especially during this year's refurbishment works on the Pannier Market.

For the above reasons, it is recommended that the Council does not currently invest any of its funds but keeps its general reserve at instant access.

Recommendation(s)

To not invest any of the Council's funds and to keep the general reserve at instant access.

Janine Gardner
Town Clerk and Responsible Financial Officer
March 2026

BANKING ARRANGEMENTS

From 1 April 2026, the way which the Council processes payments will change in order for the Council to become compliant with the national model Financial Regulations which the full Council also approved as follows:

1. When invoices are received, officers will document the details on a list of payments for Council or committee approval
2. Following Council or committee approval, officers will set up the payments on the Council's online banking system
3. The bank signatories will be sent email instructions to approve those payments after verifying all payment details against the underlying invoices which will be attached to that email, before the payments physically leave the Council's bank accounts

This will mean that the Council's bank signatories will be given access to the Council's online banking system and that they log into the online banking system in order to approve the payments. This is a work in progress.

The national model Financial Regulation 7.9 (which this Council adopted on 19 March 2026) provides that "Payment may be made by BACS or CHAPS by resolution of the Council provided that each payment is approved online by two authorised bank signatories, evidence is retained. The approval of the use of BACS or CHAPS shall be renewed by resolution of the Council at least every two years."

Financial Regulation 7.7 requires us to retain evidence showing which councillors approved the payment online.

Officers should have the right to view the accounts and set up payments, and the bank signatories appointed by Council should have the right to view the accounts and authorise those payments. In other words, officers should never have the ability to enable any payments to physically leave any bank account, and councillors should not have the ability to set up payments for authorisation.

Officers are in contact with the Council's bank to inform them that the Council requires dual authorisation on all bank accounts for all future payment processes. The Council's bank needs to have capability in their systems to facilitate the officer/councillor separation of duties, and to retain a record of which councillors approve payments online.

An update will be provided at the meeting.

COUNCILLORS' ALLOWANCES

Introduction

Councillors are invited to make a recommendation to the full Council on an annual basis in accordance with the Local Authorities (Members' Allowances) Regulations 2003.

The councillors' annual allowances for Bideford Town Council is currently set at £974, with the Mayor's allowance set at £2,697 which includes the sum of £500 to be used by the Deputy Mayor for civic expenses if required.

In setting the amount of the allowance the Council should have regard to the actions of the District Council. Torridge District Council has advised that the increase in the Councillor Basic Allowance and Councillor Special Responsibility Allowances should be as per the percentage increase applied to National Joint Council (NJC) allowances and to increase annually in line with staff allowances. In that, councillors' allowances will increase in line with the annual salary increase. Once approved, the councillors' allowances will increase accordingly.

Recommendation(s)

To accept the recommended increases.

Janine Gardner
Town Clerk and Responsible Financial Officer
March 2026



Bideford Town Council

Health & Safety Policy & Procedures

Supported by:



PENINSULA

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Introduction



The Town Rangers Depot of Bideford Town Council is situated in an industrial estate on the outskirts of Bideford. The premises is a newly built warehouse style building made of block and roller shutter doors, with a large security gated car park containing waste areas and EV points. There are 5 staff working from the premises whose primary role is to maintain the beautification of Bideford. The roles of the staff are to install and maintain planters, hanging baskets, tidying overgrown areas, grass cutting (45000 m2), installing and maintaining public outdoor furniture, maintenance of the Pannier market, tending the Port Memorial, conducting checks of the park gym, water checks and much more. The core working hours for staff are Mon-Thur 8am to 4pm and Fri 8am-3.30pm.

The Town Clerk has ultimate responsibility for health and safety and delegate day-to-day responsibility for the management of health and safety matters to the Deputy Town Clerk, in their absence and the health and safety of field based staff is delegated to the Rangers Team Leader.

The Town Clerk has determined that we should operate without putting the health, safety or welfare of any employee, contracted, self-employed or visiting drivers or any other person at risk. To meet this objective, we have prepared a health and safety policy and made arrangements as set out in this document aimed at ensuring the continued health safety and welfare of those people whilst at work.

Accepting that we cannot transfer our responsibility for managing health, safety and welfare in the workplace to others we have retained Peninsula to help us meet this objective. They provide information and guidance on the effective management of health and safety, conduct routine audits and act as a source of advice and information.

Contents

This document contains our-

Safety Policy

A declaration of our intent to provide and maintain, so far as is reasonably practicable, a safe and healthy working environment and to enlist the support of our employees in achieving these goals.

Organisation and Responsibilities

The allocation of specific health and safety responsibilities to key personnel.

Safety Arrangements

The systems and procedures for controlling hazards at work that form the basis of our health and safety management system.

We also keep detailed safety records demonstrating that we actively manage health and safety within our business. The records which may be paper based or kept in our online systems include-

- An Annual Review of our health and safety system and procedures.
- Periodic checklists created for individual roles and responsibilities.
- A comprehensive source of records relating to statutory examination periodic inspection and testing of work equipment and installations.
- Records for Fire Safety Management.
- A system for keeping health and safety training records.
- Accident and incident records, reporting, and investigation.

Health & Safety General Policy Statement



Bideford Town Council recognises that it has responsibilities for the health and safety of everyone at work on behalf of our business whether on our premises or elsewhere. We will assess the hazards and risks faced by our workforce while at work and other people and take action to minimise the hazards and control risks to an acceptable, tolerable level.

Our managers and supervisors are made aware of their responsibilities and required to take all reasonable precautions to ensure the safety, health and welfare of our workforce and anyone else likely to be affected by the operation of our business.

We will meet these obligations by providing and maintaining a safe and healthy working environment so far as is reasonably practicable. This will be achieved by-

- Providing leadership and adequate control of identified health and safety risks.
- Consulting with our workforce on matters affecting their health and safety.
- Providing and maintaining safe plant and equipment.
- Ensuring the safe handling and use of substances.
- Providing information, instruction, training where necessary for our workforce, taking account of any who do not have English as a first language.
- Ensuring that every member of our workforce is competent to do their work, and giving them appropriate training.
- Preventing accidents and cases of work related ill health.
- Taking account of public footpaths and rights of way crossing our holding.
- Actively managing and supervising health and safety at work.
- Having access to competent advice.
- Aiming for continuous improvement in health and safety performance and management by regular review and revision of this policy.
- The provision of the resource, financial and other, required to make this policy and our health and safety arrangements effective.

We also recognise-

- Our duty to co-operate and work with other employers when we work at premises or sites under their control to ensure the continued health and safety of all those at work; and
- Our duty to co-operate and work with other employers and their workers, when their workers come onto our premises or sites to do work for us, to ensure the health and safety of everyone at work.

To help achieve our objectives and ensure our workers recognise their duties under health and safety legislation whilst at work, we will also remind them of their duty to take reasonable care for themselves and for others who might be affected by their activities. These duties are explained on first employment, at induction. A Safety Handbook, which sets out their duties and includes specific health and safety rules, is provided to every member of our workforce.

Our policy, procedures and arrangements will be reviewed annually.

Signature Date

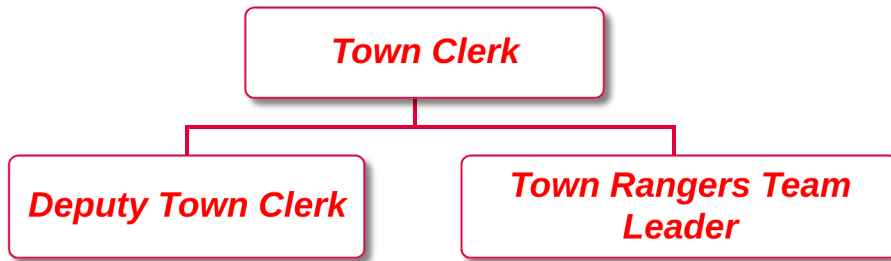
Position

Organisation

Health and Safety Management Structure

Although the Town Clerk has overall responsibility for the implementation of this policy day to day responsibility for specific issues has been delegated to key personnel.

The health and safety management structure for our business is shown here. The allocation of day to day responsibility for specific health and safety issues is shown later in a Responsibility Chart.



Health and Safety Management Responsibilities

The Town Clerk has recognised that they always have overall responsibility for health and safety matters. They also recognise that the business needs to take action on the key points listed here. In managing these matters emphasis is placed on managers and supervisors for recognising hazards and potential risks and then taking steps to minimise their effects on employees and others.

General

- Provide and resource an effective health and safety management system.
- Make arrangements to consult with employees, self-employed workers and self-employed drivers on health and safety matters.
- Arrange and maintain appropriate Employers' Liability Insurance cover.
- Ensure that health and safety implications are considered when acquiring new work equipment, lift trucks, load handling aids and vehicles.
- Ensure that contractors are competent and monitored during work.
- Ensure that a process is in place to identify and report hazards and near misses.
- Ensure that everyone working for us or on our behalf receives appropriate health and safety training.
- Provide measures to protect the health and safety of any employee who works alone.
- Provide training and guidance on health and safety issues that will affect our employees, particularly fire safety procedures and requirements.
- Monitor the health and safety performance of our operation.

Occupational Health

- Ensure that adequate procedures are in place to identify and address occupational health risks.
- Ensure that the measures required to reduce and control employees' exposure to occupational health risks are in place and used.
- Implement measures to reduce stress and promote wellbeing in the workplace.

Accidents, Incidents and First Aid

- Record accidents and incidents.
- Complete accident and incident investigations, identify causes and measures for prevention.
- Ensure that applicable injuries, diseases and dangerous occurrences are reported to the Enforcing Authority.
- Ensure that adequate first aid arrangements are in place.

Fire and Emergency Arrangements

Ensure that;

- Adequate arrangements are in place to deal with fire safety at our premises.
- Our employees, visitors to site and visiting drivers are aware of the fire and evacuation arrangements along with any other emergency procedures.
- Emergency equipment is provided, tested and maintained appropriately.
- Adequate Fire Risk Assessments are completed and regularly reviewed

Risk Assessment

Ensure that;

- Risk assessments are completed and safe systems of work are produced for all activities that pose a significant risk of harm.
- Risk assessments and safe systems of work are recorded.

- These are routinely reviewed.
- The outcomes of risk assessments and any safe systems of work are carefully explained to the workforce.

Premises

- Provide a suitable and safe working environment with adequate welfare facilities.
- Ensure that the fixed electrical installation is properly installed and maintained.
- Ensure good housekeeping standards are instigated and maintained.
- Provide suitable and sufficient maintenance of the facilities provided within the workplace

Equipment

Ensure that;

- All of the furniture and equipment that we provide is suitable and properly used.
- All work equipment and vehicles are adequately maintained and safe.
- Lifting equipment is maintained and subject to statutory examination.
- The fixed electrical installation and equipment is maintained, inspected and tested.
- Portable electrical appliances are maintained, inspected and tested.
- Appropriate hand tools are provided and maintained.
- Any Personal Protective Equipment (PPE) provided gives suitable protection, is used and that employees are given information, instruction and training on its use.

Vehicles

Ensure that;

- All vehicles, forklift trucks and other mobile equipment are suitable for their task.
- All vehicles are adequately serviced and maintained.
- Vehicle equipment, including tail lifts, is serviced, maintained and subject to statutory examination, as required..

Substances

Ensure that;

- All substances, including dangerous substances used by us are safely used and stored.
- All substances in transit are appropriately stored.
- Adequate substance risk assessments and safety data sheets are in place.
- Spill kits are available with trained staff to use them on every shift.
- Controls are in place for any dangerous substances stored or passing through our facilities.

Managers and supervisors

In addition to their general responsibilities for health and safety the Responsibility Table, shown later, delegates specific health and safety responsibilities to identified managers and supervisors. They should refer to the associated Safety Arrangements, set out later, for further detail about those responsibilities.

Worker's responsibilities.

Our policy takes account of the specific statutory duties placed on people to take care for their own health and safety whilst at work and for that of others. Specifically, we expect everyone working for us or on our behalf to;

- Ensure that company policies and procedures are read, understood and followed at all times.
- Follow clocking in, off site procedures.

- Take reasonable care for their health and safety and the safety of others whilst at work.
- Not intentionally or recklessly interfere with or misuse anything required by law or provided by the company in the interests of health and safety.
- Visually inspect tools, PPE and equipment prior to use.
- Complete and record vehicle inspections as instructed.
- Ensure that PPE, tools and equipment are maintained, used and stored in accordance with manufacturer documentation.
- Follow all safety instructions and guidance when using equipment.
- Report any incidents, accidents, hazards and near misses to their manager.
- Contribute to the promotion of health and safety in the workplace.
- Follow all written safe systems of work (ssow), risk assessments, substances data (under COSHH), permits to work etc. and their requirements.
- Follow the safety instructions of senior management.
- Ensure that they do not use tools and equipment or company vehicles unless they have the appropriate licence, have been formally trained and are competent to do so.
- Comply with legislation, Approved Codes of Practice and guidance notes.
- Ensure all company vehicles are driven in a safe and suitable manner, in accordance with the Highway Code and that the vehicle is left safe and secure when not in use.
- Consult on health and safety matters and investigations to ensure a safe working environment is established.
- Seek advice from management on any issues relating to health and safety at work.
- Obey all site safety signs, general site rules and arrangements.

Monitoring

The operation of this policy and arrangements is actively monitored through the periodic review of our completed safety record forms and also by using periodic workplace checklists. The Town Clerk has overall responsibility for this, but some of the routine tasks may be delegated. An Annual Health and Safety Review is completed to determine whether our existing health and safety procedures and arrangements are adequate.

People who have delegated responsibilities under this policy will also complete Periodic Checklists of compliance with the policy and procedures arranging for remedial actions to be taken where necessary. The outcomes from these periodic reviews will also be taken into account during the annual review.

Monitoring and review help us to check the effectiveness of our Safety Management System.

Responsibility Table

This Responsibility Table shows how we have allocated responsibility for the management of particular health and safety issues to named people or positions.

Key

TC - Town Clerk

DTC - Deputy Town Clerk

TRTL - Town Rangers Team Leader

Safety arrangements	TC	DTC	TRTL
Managing Safety And Health At Work	✓		
Managing Migrant Workers	✓		
Accident, Incident, Ill-Health Reporting And Investigation	✓		
Workplace Health And Safety Consultation	✓		
Risk Assessment And Hazard Reporting	✓		✓
Occupational Health And Health Surveillance	✓		
Substance And Alcohol Abuse	✓		
Purchasing	✓		
New And Expectant Mothers	✓		
Employing Children And Young Persons	✓		
Lone Working	✓		✓
Health And Safety Training	✓		✓
Health And Safety Of Visitors	✓		
Supplying Agency And Temporary Staff	✓		
Personal Protective Equipment			✓
Home Working	✓		
Employing Agency And Temporary Staff	✓		
Safe Systems Of Work	✓	✓	
Action On Enforcing Authority Reports	✓		
Equality And Disability Discrimination Compliance	✓		
Health And Safety Information For Employees	✓		✓
Fire Safety - Arrangements And Procedures	✓		✓
First Aid	✓		✓
Welfare, Staff Amenities, Rest Rooms And The Working Environment			✓
Housekeeping And Cleaning			✓
Pest Control			✓
Building Services	✓	✓	✓

Control Of Hazardous And Non-Hazardous Waste		✓
Access, Egress, Stairs And Floors		✓
Windows, Glass And Glazing In The Workplace		✓
Workplace Signs	✓	✓
Working In The Open Air, Working In The Sun	✓	✓
Water Temperature Control	✓	✓
Premises	✓	
Electrical Safety	✓	
The Provision, Use And Maintenance Of Work Equipment	✓	
Hand Tools		✓
Office Equipment	✓	✓
Storage Of Chemical Substances And Agents	✓	✓
Control Of Flammable Liquids		✓
Dangerous Substances And Explosive Atmospheres		✓
Slips, Trips And Falls		✓
The Provision And Use Of Machinery	✓	✓
The Safe Use Of Machinery	✓	✓
Abrasive Wheels		✓
Lifting Equipment And Lifting Operations		✓
Lifts And Hoists		✓
Work At Height		✓
Access Equipment	✓	✓
Permits To Work	✓	
Hot Work	✓	
Work In Confined Spaces	✓	
Workplace Transport Management And Pedestrian Control	✓	✓
Occupational Road Safety	✓	✓
Occupational Road Safety - Bridge Strikes	✓	✓
Water Hazards		✓
Racking Storage Systems And Mezzanine Floors		✓
Safety Harnesses And Lanyards		✓
Hand Arm Vibration	✓	✓
Infection Control	✓	
Working Time, Night Work And Shift Working	✓	
Leptospirosis	✓	✓
Manual Handling	✓	✓

Display Screen Equipment	✓	
Legionella Control		✓
Radon	✓	
Use Of Chemical Agents And Substances	✓	✓
Asbestos At Work - Survey, No Acms, No Off-Site Risk	✓	
Control Of Noise At Work		✓
Stress In The Workplace	✓	
Aggression And Violence	✓	
Dermatitis	✓	✓
Project Safety For Travelling And Multi-Site Workers	✓	✓
Contractor Control And Management	✓	
Roof Work		✓
Mobile Plant And Vehicles	✓	✓
Sewage		✓

Note: People with delegated responsibilities for health and safety issues need to ensure that any necessary risk assessments and safety records are completed, and that the required control measures are in place and used.

Where more than one person has been assigned responsibility for a particular subject, each must fulfil their responsibilities in the areas under their control and complete the relevant records. Working together they need to check that between them they have covered all aspects of safety management for the subject.

Relevant Legislation

This short document lists for the record, details of the main statutes and regulations affecting health and safety at work that are currently in force.

In most cases Health and Safety legislation requires common sense to identify the reasonably practicable precautions necessary to avoid the risk of injury or ill-health at work. The Peninsula Health and Safety Management System does not quote specific legal references; giving instead the information and detail of what is required in practice to secure compliance. If the guidance and requirements explained in the system are adopted and followed in practice compliance with the legal obligations will be achieved.

Not every piece of the legislation listed will apply to every business on a day to day basis, but businesses need to be aware of them should circumstances change.

Further detail and access to the specific wording of each of these legal requirements is available from the Peninsula 24 Hour Advice Service on 0844 892 2785 (option 1).

Note: Although the transition period for the UK exit from the EU has expired the European Regulations listed here have been continued in force, until replaced by domestic legislation, by the European Union (Withdrawal) Act 2018 and associated legislation.

- Building Regulations 2010 (as amended)
- Building Safety Act 2022
- European Regulation (EC) No 1272/2008 on classification, labelling and packaging of substances and mixtures
- European Regulation (EC) No 304/2003 concerning the export and import of dangerous chemicals, as amended
- The Chemicals (Health and Safety) and Genetically Modified Organisms (Contained Use) (Amendment etc.) (EU Exit) Regulations 2019
- Classification, Labelling and Packaging of Chemicals (Amendments to Secondary Legislation) Regulations 2015
- Confined Spaces Regulations 1997
- Construction (Design and Management) Regulations 2015
- Control of Artificial Optical Radiation at Work Regulations 2010
- Control of Asbestos Regulations 2012
- Control of Electromagnetic Fields at Work Regulations 2016
- Control of Lead at Work Regulations 2002
- Control of Major Accident Hazard Regulations 2015
- Control of Noise at Work Regulations 2005
- Control of Substances Hazardous to Health Regulations 2002 (as amended)
- Control of Vibration at Work Regulations 2005
- Corporate Manslaughter and Homicide Act 2007
- Dangerous Substances and Explosive Atmospheres Regulations 2002
- Electricity at Work Regulations 1989
- Employers Liability (Compulsory Insurance) Regulations 1998 (as amended)
- Employment of Women, Young Persons and Children Act 1920.
- Equality Act 2010
- Fire Safety Act 2021
- Fire Safety (England) Regulations 2022
- Furniture and Furnishings (Fire) (Safety) Regulations 1988 (as amended)
- Gas Appliances (Safety) Regulations 1995 (as amended)
- Gas Safety (Installation and Use) Regulations 1998
- Gas Safety (Management) Regulations 1996
- The Gas Safety (Management) (Amendment) Regulations 2023
- Hazardous Waste Regulations 2005 (as amended)
- Health and Safety (Amendment) (EU Exit) Regulations 2018
- Health and Safety Offences Act 2008
- Health and Safety at Work etc. Act 1974
- Health and Safety (Consultation with Employees) Regulations 1996
- Health and Safety (Display Screen Equipment) Regulations 1992

- Health and Safety (First Aid) Regulations 1981 (as amended)
- Health and Safety Information for Employees Regulations 1989 (as amended)
- Health and Safety (Safety Signs and Signals) Regulations 1996 (as amended)
- Health and Safety (Sharp Instruments in Healthcare) Regulations 2013.
- Health and Safety (Training for Employment) Regulations 1990
- Health and Safety at Work etc. Act 1974 (General Duties of Self-Employed Persons) (Prescribed Undertakings) Regulations 2015
- Ionising Radiations Regulations 2017
- Lifting Operations and Lifting Equipment Regulations 1998
- Lifts Regulations 1997
- Management of Health and Safety at Work Regulations 1999 (as amended)
- Manual Handling Operations Regulations 1992 (as amended)
- New Roads and Street Works Act 1991
- Notification of Cooling Towers and Evaporative Condensers Regulations 1992
- Personal Protective Equipment at Work Regulations 2002
- Personal Protective Equipment at Work (Amendment) Regulations 2022
- Regulation (EU) 2016/425 on Personal Protection Equipment
- Pressure Systems Safety Regulations 2000
- Product Safety and Metrology etc. (Amendment) Regulations 2024 Provision and Use of Work Equipment Regulations 1998
- Radiation (Emergency Preparedness and Public Information) Regulations 2001
- The Registration, Evaluation, Authorisation and Restriction of Chemicals Regulations 2007 (REACH)
- Regulatory Reform Fire Safety Order 2005
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013
- Safety Representatives and Safety Committees Regulations 1977
- Work at Height Regulations 2005 (as amended)
- Workplace (Health, Safety and Welfare) Regulations 1992
- Working Time Regulations 1998 (as amended)

Safety Arrangements Table

Ref. number	Title
SA1-1	Managing Safety And Health At Work
SA1-2	Managing Migrant Workers
SA1-3	Accident, Incident, Ill-Health Reporting And Investigation
SA1-5	Workplace Health And Safety Consultation
SA1-6	Risk Assessment And Hazard Reporting
SA1-7	Occupational Health And Health Surveillance
SA1-8	Substance And Alcohol Abuse
SA1-9	Purchasing
SA1-11	New And Expectant Mothers
SA1-12	Employing Children And Young Persons
SA1-13	Lone Working
SA1-14	Health And Safety Training
SA1-15	Health And Safety Of Visitors
SA1-16	Supplying Agency And Temporary Staff
SA1-17	Personal Protective Equipment
SA1-18	Home Working
SA1-19	Employing Agency And Temporary Staff
SA1-20	Safe Systems Of Work
SA1-21	Action On Enforcing Authority Reports
SA1-22	Equality And Disability Discrimination Compliance
SA1-23	Health And Safety Information For Employees
SA2-1	Fire Safety - Arrangements And Procedures
SA3-1	First Aid
SA3-2	Welfare, Staff Amenities, Rest Rooms And The Working Environment
SA3-3	Housekeeping And Cleaning
SA3-4	Pest Control
SA3-5	Building Services
SA3-6	Control Of Hazardous And Non-Hazardous Waste
SA3-9	Access, Egress, Stairs And Floors
SA3-10	Windows, Glass And Glazing In The Workplace
SA3-11	Workplace Signs
SA3-13	Working In The Open Air, Working In The Sun
SA3-14	Water Temperature Control
SA3-15	Premises
SA4-1	Electrical Safety
SA4-2	The Provision, Use And Maintenance Of Work Equipment
SA4-3	Hand Tools
SA4-4	Office Equipment
SA4-5	Storage Of Chemical Substances And Agents
SA4-6	Control Of Flammable Liquids
SA4-7	Dangerous Substances And Explosive Atmospheres
SA4-8	Slips, Trips And Falls
SA4-10	The Provision And Use Of Machinery
SA4-11	The Safe Use Of Machinery
SA4-13	Abrasive Wheels
SA4-17	Lifting Equipment And Lifting Operations

SA4-19	Lifts And Hoists
SA4-20	Work At Height
SA4-21	Access Equipment
SA4-22	Permits To Work
SA4-23	Hot Work
SA4-24	Work In Confined Spaces
SA4-28	Workplace Transport Management And Pedestrian Control
SA4-31	Occupational Road Safety
SA4-31B	Occupational Road Safety - Bridge Strikes
SA4-33	Water Hazards
SA4-34	Racking Storage Systems And Mezzanine Floors
SA4-37	Safety Harnesses And Lanyards
SA5-1	Hand Arm Vibration
SA5-4	Infection Control
SA5-5	Working Time, Night Work And Shift Working
SA5-8	Leptospirosis
SA5-9	Manual Handling
SA5-11	Display Screen Equipment
SA5-12	Legionella Control
SA5-13	Radon
SA5-14	Use Of Chemical Agents And Substances
SA5-16F	Asbestos At Work - Survey, No Acms, No Off-Site Risk
SA5-17	Control Of Noise At Work
SA5-18	Stress In The Workplace
SA5-19	Aggression And Violence
SA5-26	Dermatitis
SA7-1	Project Safety For Travelling And Multi-Site Workers
SA7-2	Contractor Control And Management
SA7-3	Roof Work
SA7-9	Mobile Plant And Vehicles
SA7-19	Sewage

Safety Arrangement 1-1

MANAGING SAFETY AND HEALTH AT WORK

We recognise the business benefits that can accrue from the effective management of safety and health at work. To obtain these benefits for our company we have recognised the need for an effective management system and have taken steps to put such a system in place.

We have done this by;

- Nominating an individual member of the senior management to take responsibility for managing safety and health at work.
- Providing adequate resources.
- Providing such health and safety information, instruction and training for all workers as is necessary for them to be able to work without risk to their health or safety so far as is reasonably practicable.
- Recording and analysing all reportable accidents, minor accidents, near-miss incidents and dangerous occurrences.
- Reporting reportable accidents within the statutory timescales (information is in our Guidance Notes).
- Providing and recording relevant training.
- Routinely reviewing the operation of our reporting system.
- Having access to competent health and safety advice.

The person nominated with responsibility for overseeing our arrangements for managing safety and health at work is identified within the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 1-1

MANAGING SAFETY AND HEALTH AT WORK

Action Plan

To meet our legal obligations to manage safety and health at work we have;

1. Identified managers to take responsibility for managing health and safety in our business activities on site.
2. Ensured that they understand their duties and responsibilities.
3. Provided them with adequate training.
4. Given them the authority required and the resource necessary for them to fulfil their role.
5. Planned our management of health and safety at work, set up and maintain systems that will deliver a satisfactory health and safety performance.
6. Explained to our workers, supervisors and managers the nature of our arrangements for managing health and safety at work.
7. Ensured that all our workers are aware of the need to make concerns about health and safety at work known and report accidents, incidents and cases of work-related ill health to their managers.
8. Provided for review of our arrangements from time to time to ensure that they are fully understood and are operating correctly.

Advice and guidance on the management of health and safety is in our safety management system at Guidance Note 1-1 - Managing Safety and Health at Work.

Safety Arrangement 1-2

MANAGING MIGRANT WORKERS

We recognise that we need to properly manage the health and safety of migrant workers who may not have English as a first language. We need to ensure that they understand information and training given to them and that they are able to comprehend instructions given by their managers. We have therefore taken steps to ensure that the health and safety at work of migrant workers is not compromised.

We do this by;

- Nominating an individual member of the senior management to take responsibility for the employment of migrant workers.
- Providing adequate resources.
- Providing such health and safety information, instruction and training for migrant workers in language understood by them as is necessary for them to be able to work without risk to their health or safety so far as is reasonably practicable.
- Providing instruction to supervisors so that they can effectively manage migrant workers.
- Keeping records of all this training.
- Routinely reviewing the operation of this policy and checking that staff understand and follow the correct procedures.
- Having access to competent translation services.

The person nominated with responsibility for overseeing this organisation's arrangements for managing safety and health at work is identified within the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 1-2

MANAGING MIGRANT WORKERS

Action Plan

To meet our legal obligations to manage the health and safety at work of migrant workers we need to;

1. Identify a person to take responsibility for managing the employment of migrant workers.
2. Ensure that the responsible person understands their duties and responsibilities.
3. Provide adequate training for that person.
4. Give that person the authority required and the resource necessary for them to fulfil their role.
5. Assess our migrant workers' ability to understand and communicate in English and the actions we must take to ensure that language is not a barrier to communication.
6. Consider:
 1. Language abilities, oral and written.
 2. The best method of training and instruction.
 3. Are translations needed? Who will do them?
 4. Do translations keep the meaning and intent of the original? Is there room for misunderstanding a safety critical instruction?
 5. How do supervisors know that their instructions have been understood?
 6. Stated qualifications from abroad may not give an understanding of our health and safety requirements?
 7. Are migrant workers involved in any work process where the ability to give and understand instruction or direction is critical?
7. Explain the arrangements we put in place to our workforce. Ensure they are understood.
8. Provide training where required and information for any staff nominated with responsibility.
9. Implement the procedure and ensure that it is followed in practice.
10. Monitor and review the operation of this procedure from time to time making changes identified as necessary.

Information and advice on managing migrant workers can be found in Guidance Note 1-2.

Safety Arrangement 1-3

ACCIDENT, INCIDENT, ILL-HEALTH REPORTING AND INVESTIGATION

We encourage our employees to report all personal injury accidents, near miss incidents (dangerous occurrences) that happen at work and occupational ill-health so that we can investigate the causes, learn from experience and improve our management of health and safety. We also use the information to help us meet our obligations under the legislation requiring accidents to be reported to the Enforcing Authority.

We do this by:

- Nominating an individual member of staff to manage the investigation, recording and reporting accidents, dangerous occurrences and occupational ill-health.
- Having accident, incident and ill-health reporting procedures.
- Recording and analysing all reportable accidents, minor accidents, near-miss incidents (dangerous occurrences) and occupational ill-health.
- Reporting reportable accidents, ill-health and dangerous occurrences within the statutory timescales (see Guidance Note 1-3).
- Developing and implementing investigation protocols and policies.
- Providing and recording relevant training.
- Ensuring that those carrying out investigations are competent.
- Routinely reviewing the outcome of investigations and the operation of our reporting system.

The personnel responsible are shown in the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 1-3

ACCIDENT, INCIDENT, ILL-HEALTH REPORTING AND INVESTIGATION

Action Plan

To meet our legal obligations to effectively manage the health and safety at work and report accidents, dangerous occurrences and occupational ill-health to the Enforcing Authority we need to-

1. Identify people to be responsible for investigating the cause of injuries, incidents, dangerous occurrences and occupational ill-health and to manage our reporting arrangements.
2. Ensure that the people nominated with responsibility for these arrangements have the knowledge and experience to carry out investigations and operate the system effectively.
3. Provide suitable training for those who don't.
4. Create the systems and make sure all members of our workforce, including managers and supervisors are aware of and understand them.
5. Provide an accident book, implement the procedures, and ensure that they are followed in practice.
6. When investigating consider-
 1. The time and date of the event, the prevailing weather conditions and local lighting.
 2. What was happening or what the injured person and any witnesses were doing.
 3. Risk assessments or safe systems of work for the task being carried out and details of relevant training given to the injured party and others involved.
 4. Obtaining witness statements, where possible.
 5. Making a sketch of the accident area, include accurate measurements, if appropriate. Taking photographs of the site; record any unusual or causal features present. Making observational notes on the potential causation, noting features, equipment defects or work practice that may have contributed to the eventual outcome.
 6. The underlying, as well as the immediate, causes of the event.
7. Keep a written record of investigations.
8. Review the causes of the events that have occurred to consider whether similar events could be prevented by the introduction of reasonably practicable control measures.
9. Monitor and review the operation of this procedure from time to time to check that the investigation and reporting procedures are understood, are being followed in practice and that lessons learned are being put into practice.

For information and advice see Guidance Notes 1-3 Accident, Incident and Ill-Health Reporting and 1-4 Accident Investigation.

Safety Arrangement 1-5

WORKPLACE HEALTH AND SAFETY CONSULTATION

We have a duty to consult with our workforce on matters affecting their health, safety and welfare whilst at work. We have, therefore, set up a process for managers to consult with employees or their elected safety representatives about work-related health, safety and welfare issues. This system is also used to deliver simple safety messages and rules at short toolbox talks.

We do this by:

- Nominating a manager to organise and make arrangements for consultation meetings and toolbox talks.
- Recognising any representatives elected by the work force or appointed by trade union members and their statutory role.
- Arranging scheduled formal consultation meetings or toolbox talks between managers, elected representatives and employees as appropriate.
- Developing and implementing consultation procedures.
- Providing or allocating time for employees, employee elected safety representatives and trade union appointed safety representatives to undertake safety-related training.
- Taking and keeping minutes of consultation meetings and making them available to all staff.
- Being seen to listen and act on issues and concerns raised during consultation meetings.

The personnel responsible for implementing and operating this consultation process are set out in the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 1-5

WORKPLACE HEALTH AND SAFETY CONSULTATION

Action Plan

To have effective consultation with our workforce on health and safety at work matters we need to-

1. Ensure that the people nominated with responsibility for these arrangements have the knowledge and experience to operate the system effectively.
2. Provide suitable training for those who don't.
3. Create a formal system and make sure it is known to all members of our workforce.
4. Consider as part of the system-
 1. Recognising and involving representatives of the workforce from all levels.
 2. Recognising trade union safety representatives and those elected by non-union workers.
 3. Where there are no nominated representatives, appointing a worker(s) to act as spokesman for the others.
 4. Permitting employee representatives to have time off to attend relevant health and safety training.
 5. Providing training for employee representatives if necessary or beneficial to the process.
 6. Scheduling health and safety as an agenda item for staff meetings.
 7. Arranging to discuss safety concerns with Trade Union Safety Representatives where they have been appointed.
 8. Formally recording the outcomes of all consultation meetings and keeping these records.
 9. Making the outcomes of consultation meetings available to all those employees affected by them.
5. Explain these arrangements to our workforce. Ensure they are understood.
6. Implement the procedure and ensure that it is followed in practice.
7. Review the operation of this procedure from time to time to check that our workforce is consulted about health and safety matters that affect them whilst at work.

Advice and guidance on consultation arrangements and procedures can be found in Guidance Note 1-5 Workplace Health and Safety Consultation.

Safety Arrangement 1-6

RISK ASSESSMENT AND HAZARD REPORTING

We have a duty to assess the significant risks created by our business activities. We have a duty to implement the findings of these risk assessments to ensure the safety, health and welfare of our employees and others who may be affected by our work.

To support this process and our management of health and safety we encourage our employees and contractors to report all hazards observed in the course of their work, so that potential risks can be identified and the appropriate action taken.

We will do this by:

- Nominating senior managers to oversee our risk assessment process and hazard reporting procedure.
- Ensuring that risk assessments are undertaken by competent, trained personnel.
- Developing risk assessments, safe systems of work, method statements and measures to effectively control those risks.
- Explaining the results of risk assessments to our workforce.
- Implementing the findings of the risk assessments, procedures, strategies, safe systems of work and control measures.
- Implementing hazard reporting procedures and explaining them to our workforce.
- Recording and analysing hazards when they occur and investigating corrective and preventive measures.
- Employees and others following our procedures, control measures and safe systems of work.
- Regular review of existing risk assessments and identifying the need for additional assessments.
- Providing and recording relevant training.
- Routinely reviewing the operation of our systems.
- Using experience to improve our safety, health and welfare management system.

The personnel responsible are shown in the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 1-6

RISK ASSESSMENT AND HAZARD REPORTING

Action Plan

For our risk assessment process to be sufficiently robust to protect the health, safety and welfare of our employees and anyone else affected by our work activity we need to;

1. Assess our activities to identify where and when workers or others may be exposed to significant levels of risk.
2. Involve site managers and employees in identifying hazards and managing and co-ordinating risk assessment.
3. Appoint and train sufficient numbers of staff carry out risk assessments.
4. Systematically identify the hazards to which our workforce and others are exposed.
5. Provide a means for the workforce to identify and report hazards or potential hazards to their managers.
6. Consider the risks from those hazards, however recognised, identifying people at risk.
7. Evaluate the risks and decide if further precautions are required, record our findings and implement those findings.
8. Involve all persons involved in the activity in identifying hazards and carrying out risk assessments.
9. Explain the results of risk assessments to any affected staff and detail any new precautions or systems of work they need to follow.
10. Review risk assessments on a regular basis, at intervals appropriate to the risk.
11. Review our arrangements from time to time to ensure that they are fully understood and operating correctly.

For information and advice see Guidance Notes 1-6 Hazard Reporting and 1-10 Risk Assessment.

Safety Arrangement 1-7

OCCUPATIONAL HEALTH AND HEALTH SURVEILLANCE

We have a duty to ensure the health and wellbeing of our employees who may be affected by the risk of ill health arising from their work activities. We will implement systematic, regular and appropriate procedures to detect early signs of work-related ill health among employees exposed to certain health risks and act on the results.

We do this by:

- Nominating senior managers to coordinate and manage health surveillance screening programmes.
- Implementing strategies and procedures for health effects such as hand arm vibration syndrome, dermatitis, occupational asthma, musculoskeletal and other health effects caused by work activities.
- Ensuring that the strategies and procedures for health surveillance are undertaken by competent, trained personnel.
- Ensuring that managers, employees and others follow our procedures and rules.
- Providing and recording relevant training.
- Recording health surveillance by completion of initial health questionnaires.
- Completing equipment and other risk assessments associated with activities which may harm health.
- Monitoring and reviewing our systems; using experience we aim to improve the way we coordinate health surveillance.

The personnel responsible are shown in the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 1-7

OCCUPATIONAL HEALTH AND HEALTH SURVEILLANCE

Action Plan

To complete and set up our health surveillance system we will-

1. Identify where and when workers may be exposed to health risks.
2. Assess that work, identifying if any exposure is above the exposure limit value or the action value set by law and whether it could be further reduced.
3. Where exposure is above the exposure limit take immediate steps to reduce exposure to below the limit value.
4. Health surveillance is normally required for-
 1. Chemical hazards - dusts, fumes, solvents, liquids or gases.
 2. Biological hazards - bacteria, viruses, livestock, plants.
 3. Physical hazards - musculoskeletal injuries, noise, vibration.
 4. Stress - excessive workloads.
5. The level of surveillance required.
 1. A 'responsible person' looking for a clear reaction where someone is working with something that could harm their health, e.g. checking for skin damage on hands where solvents are being used.
 2. A 'qualified' person asking employees about symptoms of ill health or inspecting or examining individuals for signs of ill health, e.g. conducting a hearing test, or a lung function test.
 3. Medical surveillance by a doctor, which can include clinical examinations to look for a reaction from exposure to some chemicals.
6. Keeping confidential individual health records where required.
7. Are baseline health assessments required when a person starts work or changes job?

Further information and advice on health surveillance can be found in Guidance Note 1-7.

Safety Arrangement 1-8

SUBSTANCE AND ALCOHOL ABUSE

We have a duty to protect the safety, health and welfare of our employees and others from the hazards that may arise because of workers abusing alcohol and other substances.

We do this by:

- Nominating senior staff members to coordinate and manage our substance and alcohol abuse policy and provision.
- Implementing strategies, policies and procedures.
- Explaining our policies and procedures to employees.
- Employees and others following our procedures and policies.
- Providing and recording relevant information and training.
- Providing competent accredited trained personnel to provide support and counselling services.
- Ensuring managers and supervisors know what to look for when employees or contractors arrive on site.
- Monitoring and reviewing our systems; using experience to improve the way we manage the risks from substance abuse.

The personnel responsible for these measures are shown in the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 1-8

SUBSTANCE AND ALCOHOL ABUSE

Action Plan

To protect workers and others from the risks of working with people who abuse substances and alcohol we will-

1. Use this policy for dealing with workers whose abuse of substances and alcohol put other people at work at risk.
2. Consider-
 1. The problem should be treated as an illness.
 2. The problem can be successfully treated.
 3. Disciplinary action is a last resort.
 4. Sufferers may find it difficult to admit to a problem.
 5. It is easier to take action in the early stages of the condition.
 6. Staff should be able to identify early signs of problems.
 7. Advice is available from many organisations
3. Review this procedure based on these considerations.
4. Explain these arrangements to our workforce. Ensure they are understood.
5. Provide training and information, where required, for staff nominated with responsibility so that they are able to identify workers with substance abuse problems.
6. Implement the procedure, identify who is to provide support and counselling services and ensure that it is followed in practice.
7. Ensure that staff, particularly managers and supervisors, remains aware of our procedure although we hope and expect it will not be required in practice.
8. Monitor and review the operation of this procedure whenever it has been used, making changes identified as necessary or beneficial.

Information and advice on this subject can be found in Guidance Note 1-8 Substance and Alcohol Abuse.

Safety Arrangement 1-9

PURCHASING

We have a duty to ensure the safety, health and welfare of our workers and others who come onto our premises. We have systems in place to protect these people from hazards and risks created by new plant, equipment, supplies and substances that we purchase for use in our business.

Our systems consist of:

- Nominating senior staff members to identify and manage the safe purchasing of equipment and machinery.
- Implementing our purchasing policy and identifying the safest available options.
- Ensuring that this policy is managed by trained and competent staff.
- Ensuring that the equipment purchased is safe, adequate, suitable for its purpose, and that safety devices and other control measures are fitted.
- Providing adequate and sufficient personal protective equipment to workers.
- Providing relevant training for use of equipment and machinery.
- Ensure relevant qualifications are up to date and suitable.
- Monitoring and reviewing our systems; using experience to improve our purchasing policy.

The personnel responsible are shown in the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 1-9

PURCHASING

Action Plan

To ensure that we purchase work equipment and substances that will be safe, so far as is reasonably practicable, when used by our workers and others we will:

1. Identify the people authorised to purchase equipment, supplies and substances and consider whether they need specific training to specify health and safety requirements.
2. Consider where we buy equipment and substances.
3. Obtain the manufacturer's Safety Data Sheets for the substances we purchase and consider the hazard and risk data provided.
4. When buying equipment specify in purchase orders that it complies with relevant European or National Standards.
5. On receipt of new equipment check that where relevant it bears compliance markings.
6. Involve workers in using this procedure based on these considerations.
7. Explain these arrangements to our workers. Ensure they are understood.
8. Provide training where required and information for workers nominated with responsibility.
9. Implement the procedure and ensure that it is followed in practice.
10. Monitor and review the operation of this procedure from time to time, making changes identified as necessary or beneficial.

Information and advice about health and safety on this subject can be found in Guidance Note 1-9 Purchasing.

Safety Arrangement 1-11

NEW AND EXPECTANT MOTHERS

We have a duty to protect the health of new and expectant mothers from hazards that might be present in the workplace. We also have a duty to assess the risks to women of child bearing age from our activities and inform them of any potential risks that might affect a pregnancy.

We do this by:

- Nominating senior staff members to identify and assess the hazards which pose risk to new and expectant mothers.
- Developing and implementing systems and procedures that will protect all women of child bearing age from risks to unborn children.
- Developing and implementing systems and procedures that will protect new and expectant mothers and their children from hazards and risks in our workplace or risks from the work activity.
- Considering the personal needs of each new and expectant mother.
- Ensuring that the assessments are sensitively carried out by competent, trained personnel.
- Implementing the findings of each assessment.
- New and expectant mothers and other workers following agreed procedures and control measures.
- Recording our assessments and agreed plans.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage potential risks to new and expectant mothers.

The personnel responsible for the above measures are identified within the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 1-11

NEW AND EXPECTANT MOTHERS

Action Plan

To protect the health of pregnant employees and women of child-bearing age we should;

1. Assess the risks that our business activities may have on women of childbearing age and any potential foetus.
2. Inform the workforce of those risks.
3. Reduce those risks so far as is reasonably practicable.
4. Assess the risks to any worker who notifies us that they are pregnant or are returning to work after having given birth.
5. Consider factors such as:
 1. Substances to which they might be exposed.
 2. The size and shape of their workstation.
 3. Posture.
 4. Vibration.
 5. Environmental factors.
 6. Ability to stand or sit for long periods.
 7. Night working.
 8. Lifting and carrying.
 9. Noise levels.
10. Welfare arrangements.
6. Discuss the results of the risk assessment with the worker.
7. Consider how to reduce risks.
8. Find alternative work for the worker if it is not possible to reduce risks in her current job to an acceptable level. Alternatively give her paid absence from work.
9. Implement our decisions.
10. Make sure supervisors and other employees are aware and understand the measures to be taken.
11. Review the risk assessment as pregnancy develops or as the pregnant worker makes any concerns or problems known.

For further information see Guidance Note 1-11 New and Expectant Mothers.

Safety Arrangement 1-12

EMPLOYING CHILDREN AND YOUNG PERSONS

When we employ children and young persons or give them work experience we have particular duties to protect their safety, health and welfare whilst at work.

We do this by:

- Nominating senior staff members to be responsible for the young people and to identify the hazards which pose risk to young persons.
- Developing and implementing young person risk assessments, procedures, Safe Systems of Work and control measures.
- Ensuring that any young person assessments are particularly thorough and undertaken by competent, trained personnel.
- Explaining these assessments to the young people and their supervisors.
- Ensuring that young persons are closely managed and supervised.
- Regularly inspecting the premises to identify any new processes, personnel or changes to the building's structure which would trigger the need for re-assessment.
- Employees and others adhering to the contents of procedures, control measures and Safe Systems of Work.
- Providing and recording relevant training.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the risks to young people whilst they are working for us.

The personnel responsible for the above measures are identified within the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 1-12

EMPLOYING CHILDREN AND YOUNG PERSONS

Action Plan

To protect children and young people who work for us or with us on work experience and apprentice schemes we need to;

1. Appoint a manager to oversee the employment of children and young persons.
2. Assess the risks to children and young persons from our activities and the work we give them to do.
3. Consider;
 1. The jobs they do.
 2. The substances that they might come into contact with.
 3. Machinery and equipment they might be asked to use.
 4. Their lack of experience.
 5. Their lack of appreciation of industrial risks.
 6. Their attention span.
 7. Their immaturity.
 8. Exposure to harmful substances.
 9. Physical and environmental hazards.
10. Close supervision is required.
11. Are their hours of work within the legal limits?
12. Is health surveillance required? If yes at what level?
4. Develop arrangements and procedures based on these considerations – involve the workforce.
5. Explain these arrangements and procedures to the young workers and their parents.
6. Explain the arrangements to our workforce. Ensure they are understood, especially by those who will be working alongside the young workers and provide further training where necessary.
7. Keep a written record of the risk assessment, the control measures and systems of work adopted. Record details of training given.
8. Make sure that the managers and senior staff understand the procedures and arrangements. Consider whether they need any training.
9. Implement the arrangements and procedures and ensure they are followed in practice.
10. Monitor and review the operation of this procedure from time to time and after any incident causing injury or with the potential to cause injury to a young worker.
11. Make any changes to our procedures and arrangements identified as necessary.

Guidance on the employment of children and young workers, including a template for young worker risk assessments, can be found in Guidance Note 1-12.

Safety Arrangement 1-13

LONE WORKING

Our company has a duty to ensure the safety, health and welfare of our workforce whilst at work. That duty extends to employees who work by themselves without direct or close supervision.

We do this by:

- Nominating senior staff members to consider the health, safety and welfare of lone workers.
- Identifying situations where lone working is required which affect our employees.
- Making an assessment of the risks to members of our workforce who are or may become lone workers.
- Developing and implementing control measures and procedures to ensure their health and safety whilst at work.
- Providing sufficient funding support to enable the development and implementation of procedures, risk assessments and control measures.
- Ensuring that procedures and control measures are in place for lone working situations.
- Ensuring that identified equipment needs are met and training on their use is given.
- Ensuring that the content of the procedures and risk assessments are made available to all staff.
- Providing and recording training.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the risks from lone working.

The personnel responsible for the above measures are identified in the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 1-13

LONE WORKING

Action Plan

To protect the health, safety and welfare of our workers who work alone, whether it is because they are a mobile worker, because they work away from our core operating site or for other reasons, we will;

1. Identify who among our workforce is or is potentially a lone worker.
2. Assess the risks to those identified as lone workers.
3. Identify the control measures already in place and any additional measures that may be required.
4. Consider, as part of our assessment, issues such as;
 1. Where they work.
 2. Are they at risk because they are work at remote locations?
 3. Are they at greater risk in the winter months?
 4. Are they likely to cut corners because they are not under direct supervision?
 5. Are they at risk from a violent client or other road user?
 6. Are they at risk because of health issues?
 7. Are they at risk because they work exceptional hours?
 8. Are they at risk because they do not have access to welfare or first aid facilities?
 9. Are they at risk because a significant part of their day is spent driving?
10. Mobile phone signals.
5. Keep a written record of significant risk assessments and the control measures and systems of work adopted.
6. Make sure that managers and supervisors understand the procedures and arrangements. Consider whether they need any training.
7. Explain our system and arrangements to the workforce. Ensure they are understood and provide further training where necessary.
8. Implement the procedure and ensure that it is followed in practice.
9. Monitor and review the operation of this procedure from time to time and whenever an employee reports an accident or case of ill health attributable to working alone, make changes to the procedure identified as necessary or beneficial.

Advice on managing the risks from lone working can be found in Guidance Note 1-13.

Safety Arrangement 1-14

HEALTH AND SAFETY TRAINING

We have a duty to protect the health, safety and welfare of our employees and others who might be affected by our work activities. Among other specific arrangements we need to be sure that our workforce is trained to recognise hazards and risks and what they need to do to eliminate, reduce and avoid those risks.

We do this by:

- Nominating a senior manager to oversee Health and Safety training.
- Assessing the risks to our workforce and others from an inadequately trained workforce.
- Developing and implementing training policies, programmes and arrangements.
- Ensuring that the policy, programmes and arrangements are managed by competent, trained personnel.
- Managing our activities to ensure that employees are adequately trained for the variety of tasks which they may be asked to do.
- Providing and recording relevant training.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage our Health and Safety training programmes.

The personnel responsible are shown in the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 1-14

HEALTH AND SAFETY TRAINING

Action Plan

In developing and implementing training policies, programmes and arrangements we need to-

1. Assess our work activity to identify where and when workers or the public may be exposed to hazards and risks.
2. Where we identify hazards we need to consider the associated risks and the ability of staff to control them and then to identify whether their knowledge of and training about control measures is adequate.
3. Identify any jobs that require workers to have received specific health and safety training.
4. Identify the systems already in place to provide training and any additional measures that may be required.
5. Consider procedures and practices including-
 1. Infection Control
 2. Chemicals used to clean and disinfect.
 3. Works transport.
 4. Working at height.
 5. Lifting equipment
 6. Use of plant and equipment.
 7. Manual handling.
 8. Electrical safety.
 9. Mundane work.
 10. Occasional work activities.
 11. Training needs analyses for individuals.
6. Involve our workforce in making these assessments of our needs.
7. Develop procedures, programmes and practices tailored to our workplace.
8. Explain these arrangements to the workforce, their managers and supervisors. Ensure they are understood and provide further training where necessary.
9. Implement the procedures and ensure that they are followed in practice.
10. Monitor and review this procedure from time to time making changes identified as necessary or beneficial.

Information, advice and guidance on the provision of Health and Safety Training can be found in Guidance Note 1-14.

Safety Arrangement 1-15

HEALTH AND SAFETY OF VISITORS

We have a duty to ensure the health and safety of members of the public who come onto our premises.

We do this by:

- Nominating senior staff members to identify and manage the workplace hazards of risk to clients and visitors.
- Assessing the risks to visitors and clients.
- Providing a visitors' book to track visitors present in our premises.
- Developing and implementing visitor and client procedures and control measures.
- Ensuring that risk assessments are undertaken by competent, trained personnel.
- Regularly inspecting the premises to identify any new processes, personnel or changes to the building's structure that could be an additional hazard to visitors and clients.
- Ensuring employees and others adhere to the contents of procedures, control measures and safe systems of work.
- Providing relevant information and training.
- Monitoring and reviewing our systems; using experience to improve the way we manage the risks to visitors and clients.

The personnel responsible are shown in the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 1-15

HEALTH AND SAFETY OF VISITORS

Action Plan

To protect visitors and clients to our workplace we need to:

1. Assess our work activity to identify where and when the public may be exposed to hazard and risk.
2. Identify risks that visitors and clients might face when at our premises.
3. Assess those risks to identify where control measures are required.
4. Identify any control measures already in place and any additional measures that may be required.
5. Consider among other issues-
 1. Where visitors and clients go, when they go there, why they go there and what they do when they get there.
 2. Floor coverings
 3. Slippery floors
 4. Chemical hazards
 5. Electrical hazards
 6. Condition of stairs etc
 7. Plant and equipment hazards.
 8. Workplace transport.
6. Involve staff in making these assessments; use their experience.
7. Develop procedures, programmes and practices for ensuring visitor safety that are tailored to our workplace.
8. Explain these arrangements to staff and managers. Making sure they are understood and provide further training where necessary.
9. Implement the procedure and ensure that it is followed in practice.
10. Monitor and review the operation of this procedure from time to time and whenever a visitor suffers a work-related injury, making changes to the procedure identified as necessary or beneficial.

Further advice and guidance on the Health and Safety of visitors is in Guidance Note 1-15.

Safety Arrangement 1-16

SUPPLYING AGENCY AND TEMPORARY STAFF

We have a duty to ensure the health, safety and welfare of supply workers sent to work for other employers at other workplaces.

We do this by:

- Nominating senior managers to liaise with the hiring employer and coordinate the selection process of suitable, competent supply staff and temps.
- Identifying any specific risks to these supply workers whilst they are at work.
- Developing and implementing procedures and control measures necessary to protect the health and safety of temporary and agency to effectively control the risk posed.
- Assessing the abilities and health and safety of each agency or temporary worker at work in the job for which they are employed.
- Ensuring that any assessment of these people is carried out by competent, trained personnel.
- Ensuring that all workers including the agency or temporary workers are aware of the procedures and measures that apply to agency and temporary staff.
- Ensuring that agency staff and temporary workers comply with our specific business rules.
- Providing and recording relevant training.
- Monitoring and reviewing our systems; using experience of these arrangements to improve the way we manage risks to supply workers

The personnel responsible for the above measures are identified within the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 1-16

SUPPLYING AGENCY AND TEMPORARY STAFF

Action Plan

To protect the health, safety and welfare of workers we supply to others we will-

1. Assess the hirer's work activity to identify where and when supply workers may be at risk.
2. Where risks are identified make an assessment of those risks identifying control measures that should be in place.
3. Identify the control measures already in place and the additional measures that may be required.
4. Ask to view Method Statements, Safe Systems of Work and risk assessments as applicable, as well as any accident or illness reports.
5. Check to ensure that the client business has a valid Employers' Liability Insurance Certificate and Health and Safety Policy.
6. Consider among other issues-
 1. Whether the workers have been sufficiently trained for the tasks they are to complete. If not, how are they going to be trained?
 2. How will we check the equivalence of a non-UK qualification?
 3. Training
 - 4.
 5. Language abilities.
 6. Cultural differences.
 7. Will suitable and sufficient trained first aid assistance, trained first aiders and first aid supplies, be available at all times?
7. Involve the workforce in making these assessments.
8. Explain these arrangements to the workforce, their Supervisors and Managers. Ensure they are understood and provide further training where necessary.
9. Implement the procedure and ensure that it is followed in practice.
10. Monitor and review the operation of this procedure from time to time and whenever an agency or temporary worker suffers injury or work-related ill-health, making changes to the procedure identified as necessary or beneficial.

Advice and guidance on the health and safety at work of supply workers can be found in Guidance Note 1-16.

Safety Arrangement 1-17

PERSONAL PROTECTIVE EQUIPMENT

Where the protection of the health, safety and welfare of our workforce and others who may be affected by our business activity can only be achieved by the issue of personal protective equipment we have a duty to provide such equipment as is necessary without charge.

We do this by:

- Nominating senior managers to manage work-related health and safety issues.
- Reviewing our arrangements and procedures for managing hazards and risks to identify where existing controls are not sufficient to protect workers or others from the risk of ill health.
- Identifying where personal protective equipment (PPE) are required to reduce risk to an acceptable level or provide further protection.
- Assessing the suitability and adequacy of the PPE supplied for use.
- Explaining the need for and the correct use of PPE to our workforce.
- Making sure that managers and supervisors know why and when PPE is required.
- Managers and supervisors ensuring employees and others wear PPE in designated areas.
- Providing facilities for storage, cleaning, maintenance and replacement of PPE.
- Providing and recording relevant training.
- Monitoring and reviewing the policy and procedures; using experience we aim to continuously improve and reduce the incidence of work-related ill health.

The personnel responsible are shown in the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 1-17

PERSONAL PROTECTIVE EQUIPMENT

Action Plan

To protect the health, safety and welfare of our workforce and others who may need to use personal protective equipment we will-

1. Assess our activities to identify where and they may be exposed to risks to health that are not adequately controlled at source.
2. Where such risks are identified - carry out a comprehensive risk of the risks to their health.
3. Involve our workforce in these assessments.
4. Identify the control measures already in place and any additional measures that may be required before the use of PPE is adopted. Refer to official guidance, manufacturer and trade guidance and British Standards.
5. Remember that the issue of PPE should only be considered when we are unable to control the hazard and risk by other reasonably practicable means.
6. Consider among other issues-
 1. Elimination of the hazard.
 2. Control of the hazard, extraction, dilution, dampening etc.
 3. Adequacy of PPE.
 4. Fitting of PPE to the individual user.
 5. Face fit testing where Respiratory Protective Equipment is used.
 6. Storage facilities.
 7. Arrangements for cleaning, repair and replacement.
 8. Training supervisors and users for correct use, cleaning etc.
 9. Supervising use.
10. Signs for areas where the use of PPE is required.
11. Records of training, issue and replacement.
7. Develop procedures, programmes and practices tailored to our workplace.
8. Make sure that managers and supervisors understand the procedures and arrangements. Consider whether they need any training.
9. Explain these arrangements to the workforce. Ensure they are understood and provide further training where necessary.
10. Implement the procedure and ensure that it is followed in practice.
11. Monitor and review the operation of this procedure from time to time and following any incident, injury or case of ill health caused by inadequate or failure to use PPE, making changes to the procedure identified as necessary or beneficial.

Information and advice on the issue and use of PPE can be found in Guidance Note 1-17.

Safety Arrangement 1-18

HOME WORKING

We have a duty to protect our employees from the hazards and risks which may arise when employees work from home.

We do this by:

- Nominating senior managers to manage and reduce the risks posed from home working.
- Assessing the risks arising to individual workers and others from home working.
- Developing and implementing control measures, policies and safe systems of work.
- Ensuring that the policy, procedures, safe systems of work and control measures relating to home working are managed by competent, trained personnel.
- Managing our business to ensure that employees and others use the control measures provided and follow our policies, procedures and safe systems of work.
- Providing and recording relevant training.
- Monitoring and reviewing our systems; using experience we will make improvements to the way we manage the risks posed from home working.

The personnel responsible are shown in the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 1-18

HOME WORKING

Action Plan

To protect workers from the risks associated with home working we will:

1. Assess the suitability of their work and home environment for 'home working' using 'Form HWVC' whenever home working is being considered.
2. We will consider-
 1. Is the designated home working area clear from obstructions and tripping hazards.
 2. Is the equipment (chair, desk, keyboard) suitable for the user while they are at work.
 3. In each case, is the equipment ergonomically sound.
 4. Are sufficient storage facilities available.
 5. Is lighting of the working area adequate.
 6. Is the temperature in the work area comfortable?
 7. Is the area well ventilated?
 8. Are all cables and plugs in use in good repair and visually acceptable?
 9. Are all items of electrical equipment in good repair and working correctly?
 10. Has the home worker had basic manual handling and ergonomics training?
 11. Fire safety.
 12. First Aid arrangements.
3. Ensure workers have an area in the home designated strictly to their work to help them separate their working area from their leisure activities and home life.
4. Provide suitable IT equipment. Some laptop and portable computers may not be suitable for home use.
5. Make sure homeworkers are properly managed.
6. Encourage home workers to report all accidents and incidents whilst working from home to their supervisor as soon as practicable. Supervisors should ensure that the accident and incident report form is completed.

Information and advice on the health and safety of home workers is in Guidance Note 1-18.

Safety Arrangement 1-19

EMPLOYING AGENCY AND TEMPORARY STAFF

We have a duty to ensure the health, safety and welfare of any agency and temporary staff we employ.

We do this by:

- Nominating senior managers to liaise with recruitment agencies and coordinate the selection process of suitable, competent agency staff and temps.
- Identifying any specific risks to these temporary or agency staff whilst they are employed by us.
- Developing and implementing procedures and control measures necessary to protect the health and safety of temporary and agency staff to effectively control the risk posed.
- Assessing the abilities and health and safety of agency or temporary staff at work in the job for which we employ them.
- Ensuring that they are adequately trained for the tasks they are to do.
- Ensuring that any assessment of these people is carried out by competent, trained personnel.
- Ensuring that all workers including the agency or temporary workers are aware of the emergency arrangements and procedures.
- Ensuring that agency staff and temporary workers follow our specific business and site rules.
- Monitoring and reviewing our systems; using experience of these arrangements to improve the way we manage the risks to agency and temporary workers.

The personnel responsible are shown in the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 1-19

EMPLOYING AGENCY AND TEMPORARY STAFF

Action Plan

To protect the health, safety and welfare of agency and temporary staff which we employ we will-

1. Liaise with the agency and set out our specific requirements including the nature of the work for which agency workers are required and any specific training requirements or qualifications for agency workers.
2. Assess our work activity to identify where and when agency or temporary workers may be at risk.
3. Where risks are identified make an assessment of those risks identifying control measures that should be in place.
4. Identify the control measures already in place and the additional measures that may be required.
5. Consider among other issues-
 1. Detailed job descriptions for the employment agencies.
 2. Skill levels required.
 3. Language issues.
 4. Cultural differences.
 5. Training (job specific and induction).
 6. Supervision
 7. Provision of personal protective equipment.
6. Involve the workforce in making these assessments.
7. Develop procedures, programmes and practices tailored to our business.
8. Explain these arrangements to the workforce, their supervisors and managers. Ensure they are understood and provide further training where necessary.
9. Implement the procedure and ensure that it is followed in practice.
10. Monitor and review the operation of this procedure from time to time and whenever an agency or temporary worker suffers injury or work-related ill-health, making changes to the procedure identified as necessary or beneficial.

Advice and guidance on the health and safety at work of agency and temporary staff can be found in Guidance Note 1-19.

Safety Arrangement 1-20

SAFE SYSTEMS OF WORK

We have a duty to ensure our workforce are provided with clear instructions and training when undertaking potentially hazardous tasks that pose significant risks.

We do this by:

- Nominating senior staff members to oversee and implement safe systems of work.
- Identifying where safe systems of work are required.
- Developing safe systems of work to effectively control the work activities within our work premises or on site.
- Explaining the safe systems of work to applicable employees.
- Ensuring that safe systems of work are created by competent, trained personnel.
- Providing training on the safe system to managers, supervisors and the workforce.
- Regular checks to ensure that the systems are being followed.
- Reviewing our systems.

The personnel responsible for the above measures are identified within the Responsibility Table of our Health and Safety Policy.

We use operational experience to make improvements to our safety, health and welfare management system.

Safety Arrangement 1-20

SAFE SYSTEMS OF WORK

Action Plan

To ensure that adequate safe systems of work are in place for employees to follow we will;

1. Appoint and train sufficient numbers of staff in the creation of the safe system of work.
2. Systematically identify the areas where a safe system of work may be required.
3. Assess the task and identify the hazards.
4. Define the safe method of undertaking the task.
5. Document the safe system of work and ideally display it at the work site where the work takes place.
6. Implement the system and ensure employees understand it. Provide training where necessary.
7. When developing and implementing safe systems of work we should involve managers and workers in the task being assessed.
8. Review safe systems of work on a regular basis or when situations change.

Advice and guidance on safe systems of work can be found in our Guidance Note 1-20 Safe Systems of Work.

Safety Arrangement 1-21

ACTION ON ENFORCING AUTHORITY REPORTS

We recognise that we will need to take early action on receipt of reports from the Enforcement Authority and plan to deal with them as a high priority.

We have done this by-

- Nominating our most senior manager to coordinate the actions required.
- Providing adequate resources, financial and human, to meet these requirements.
- Routinely reviewing progress.
- Having access to competent health and safety advice.
- Using to guide and support us in meeting enforcing authority requirements.

The person responsible is shown in the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 1-21

ACTION ON ENFORCING AUTHORITY REPORTS

Action Plan

To meet our legal obligations and act on enforcing authority reports we will-

1. Identify a responsible manager to coordinate the action required.
2. Ensure that the responsible person understands their duties and responsibilities.
3. Provide adequate training for that person.
4. Give that person the authority and resource necessary for them to fulfil their role.
5. Ensure that our workers are aware of the need to make concerns about health and safety known and report accidents, incidents and cases of work-related ill health to their managers.
6. Review our arrangements from time to time to ensure that they are fully understood and are working correctly.

Advice and guidance on this subject can be found in Guidance Note 1-21 Action on Enforcement Authority Reports.

Safety Arrangement 1-22

EQUALITY AND DISABILITY DISCRIMINATION COMPLIANCE

We recognise the benefits that accrue from planned and carefully considered arrangements for the equal treatment of all people with regard to health, safety and welfare issues. To obtain these benefits we have taken steps that will help to avoid discrimination within our business.

We have done this by:

- Nominating an individual member of senior management to coordinate action to meet the needs of disadvantaged and vulnerable persons.
- Providing adequate resources, financial and human, to make reasonable adjustments to our workplace(s).
- Allowing employees to nominate safety representatives who will represent their colleagues in respect of health, safety and welfare matters.
- Providing such health and safety information, instruction, and training for all workers as is necessary for them to be able to work without risk to their health or safety or welfare so far as is reasonably practicable.
- Recording and analysing all reportable accidents, minor accidents, near miss incidents and dangerous occurrences.
- Providing and recording relevant training.
- Routinely reviewing the operation of our reporting system.
- Having access to competent health and safety advice.

The person responsible is shown in the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 1-22

EQUALITY AND DISABILITY DISCRIMINATION COMPLIANCE

Action Plan

To meet our legal obligations to avoid discrimination to employees we need to:

1. Have a manager to coordinate the actions required and enable us to treat all people equally.
2. Ensure that they understand their duties and responsibilities.
3. Provide adequate training for that person.
4. Give that person the authority and the resource necessary to fulfil their role.
5. Review our arrangements from time to time to ensure that they are fully understood and operating correctly.

Advice and guidance on this subject can be found in Guidance Note 1–22 Equality, Disability Discrimination and Compliance.

Safety Arrangement 1-23

HEALTH AND SAFETY INFORMATION FOR EMPLOYEES

We recognise the benefits that accrue from the provision of effective information about health, safety and welfare activities to our employees. To obtain these benefits we need an effective management system and have taken steps to provide adequate information to employees and others.

We have done this by;

- Allowing employees to nominate safety representatives who will coordinate issues arising from their colleagues in respect of health, safety and welfare.
- Providing adequate resources.
- Providing health and safety information, instruction, training and supervision for all workers as necessary for them to be able to work without risk to their health or safety or welfare so far as is reasonably practicable.
- Recording and analysing all reportable accidents, minor accidents, near miss incidents and dangerous occurrences.
- Providing and recording relevant training.
- Routinely reviewing the operation of our reporting system.
- Having access to competent health and safety advice.

The person nominated with responsibility for overseeing this organisation's arrangements for provision of information to employees is identified within the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 1-23

HEALTH AND SAFETY INFORMATION FOR EMPLOYEES

Action Plan

To meet our legal obligations to provide adequate health and safety information to employees we need to

1. Identify a person to take responsibility for ensuring that adequate information is provided to employees.
2. Ensure that the responsible person understands their duties and responsibilities.
3. Provide adequate training for that person.
4. Give that person the authority required and the resource necessary for them to fulfil their role.
5. Identify the most effective methods for providing information to employees.
6. Display the statutory health and safety 'What you should know' poster and complete the information on the poster
7. Provide information to our employees about their responsibilities and essential safety rules.
8. Explain to our workers, managers and supervisors the nature of our arrangements for managing health, safety and welfare.
9. Ensure that our workers are aware of the need to make concerns about health and safety known and report accidents, incidents and cases of work-related ill health to their managers.
10. Review our arrangements from time to time to ensure that they are fully understood and are operating correctly.

Advice and guidance on this subject can be found in our Guidance Note 1-23 Health and Safety Information for Employees.

Safety Arrangement 2-1

FIRE SAFETY - ARRANGEMENTS AND PROCEDURES

We must implement and maintain a fire safety programme, to control the risk of fire, and to provide fire warning systems, firefighting equipment, emergency lighting, emergency signs, adequate means of escape and evacuation procedures. We have made arrangements to meet these responsibilities and to identify and reduce the risks associated with fire and emergency situations.

Our arrangements are:

- Nominating a 'responsible person' to coordinate fire and emergency arrangements and take responsibility for maintaining an up-to-date Fire Risk Assessment.
- Identifying fire risks on our premises, potential emergency situations and who may be affected.
- Assessing the level of risk and recording the information in the Fire Risk Assessment and emergency plan.
- Implementing procedures and control measures to mitigate the risks.
- Liaising with the emergency services, informing them of any workplace or process hazards that have the potential to create fire or emergency situations.
- Developing safe systems of work to reduce the potential for fire and emergency situations.
- Adequate provision of tested and inspected firefighting and warning equipment.
- Practicing and recording fire evacuation procedures.
- Delivering training on the emergency plan, the fire risk assessment and on the use of firefighting equipment.
- Reviewing our system. We use experience to improve our fire safety management arrangements.

The personnel responsible are shown in the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 2-1

FIRE SAFETY - ARRANGEMENTS AND PROCEDURES

Action Plan

To protect workers and others from the risk of fire we need to-

1. Nominate and train a senior manager to be our competent and responsible person for fire safety matters.
2. Prepare and maintain an up-to-date fire risk assessment. If we have hazards which make our premises high risk we will need to get assistance from experts.
3. Provide and maintain (keep records) suitable fire alarm systems, means of escape, firefighting equipment, emergency lighting and emergency signs.
4. Develop procedures for the safe and speedy evacuation to a place of relative safety of workers and others in a fire or other emergency.
5. Where appropriate consult with the Fire Service in making these provisions and in developing our site-specific arrangements and procedures.
6. Consider-
 1. Fire prevention. Storage of flammables, waste disposal, open flames etc.
 2. Potential sources of ignition including use of flammable substances and process related fire hazards.
 3. Maintenance of fire alarms, smoke detectors, automatic door closers.
 4. Maintenance of fire doors and escape routes.
 5. Emergency procedures – fire wardens, fire and evacuation drills and safe assembly points.
 6. Maintenance of fire extinguishers and firefighting equipment.
 7. Liaison with fire service and assisting the fire service in the event of a fire.
 8. Providing and maintaining fire safety signs and notices.
 9. Record keeping.
10. Safe means of shutting down electric, gas and fuel supplies
11. Always purchase robust equipment suitable for our intended use
7. Explain the fire safety programme, arrangements and procedures to our managers, supervisors, workforce and any other people who need to know, including; landowners, neighbours, visitors, residents etc. Ensure they are understood. Provide training where required and information for staff nominated with responsibilities.
8. Implement the Programme and ensure that it is followed in practice.
9. Carry out fire alarm and evacuation drills to check that the Programme works in practice.
10. Monitor and review the operation of all aspects of the Fire Safety Programme at least twice a year and whenever a fire related incident happens, making changes to the fire risk assessment, arrangements and procedures identified as necessary or beneficial.

Advice and guidance on the development of a Fire Safety Programme can be found in Guidance Note 2-1 Fire Safety - Arrangements and Procedures.

Safety Arrangement 3-1

FIRST AID

We have a duty to provide suitable first aid arrangements for our staff, visitors and others who may be affected by our activities. We have taken steps to provide first aid arrangements that meet this requirement.

We do this by:

- Nominating a Senior Manager to identify our needs and ensure continuing arrangements for first aid provision.
- Assessing the reasonable level of first aid provision required for our business at our workplace and for mobile staff.
- Recruiting sufficient members of staff to undertake first aid training as a first aider or appointed person, as appropriate.
- Arranging approved training for those people and keeping records of their training.
- Providing adequate numbers of trained personnel to be always available during business hours.
- Providing and maintaining enough first aid equipment and consumables.
- Displaying names and locations of first aid trained personnel or appointed persons in prominent positions throughout the premises.
- Routinely reviewing our first aid arrangements for suitability and ensuring that where we have trained first aiders qualifications are up to date.

The personnel responsible for these measures are identified in the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 3-1

FIRST AID

Action Plan

To ensure that we meet our obligations to provide suitable first aid arrangements for our staff, clients and others who may be affected by our activities we need to take the following action-

1. Assess our business activity to identify the level of first aid provision that will be necessary.
2. Consider issues including-
 1. The severity of foreseeable work-related accidents.
 2. The number of people likely to be present at any one time.
 3. The nature of health and safety risks at our setting.
 4. The location and accessibility of the workplace
 5. Whether the need is for trained first aiders or appointed persons.
 6. The need for travel kits on company vehicles.
3. Keep a written record of our assessment and conclusions.
4. Explain our assessment and conclusions to our workforce and service users.
5. Identify workers to be trained and take responsibility for administering first aid.
6. Provide approved training for appointed first aiders.
7. Keep records of this training and ensure qualifications are kept up to date.
8. Make sure our arrangements are understood and the responsible people known to all employees and managers.
9. Provide suitable facilities and consumables for delivering first aid at our workplace
10. Monitor and review from time to time the operation of this procedure in the light of experience making changes to our system identified as necessary or beneficial.

Information and advice on First Aid provision can be found in Guidance Note 3-1 First Aid.

Safety Arrangement 3-2

WELFARE, STAFF AMENITIES, REST ROOMS AND THE WORKING ENVIRONMENT

We have to make and maintain arrangements for welfare and the provision of a safe and healthy working environment. This includes a duty to provide restrooms for the welfare of new and expectant mothers, where work is arduous or conducted in a hostile environment and portable facilities where there is a need.

We do this by-

- Nominating senior managers to oversee our provision and maintenance of welfare facilities and a safe working environment.
- Maintaining our workplace including buildings, sheds and fixtures in good order and according to required standards.
- Providing welfare facilities that are fit for purpose and include adequate hot, cold and drinking water, sanitary conveniences, hand washing facilities, facilities for meal breaks, sufficient light, heat and ventilation.
- Implementing housekeeping, cleaning and maintenance regimes.
- Providing and recording relevant instruction and training.
- Regular monitoring and review of our arrangements and facilities to ensure that they remain sufficient and are adequately maintained.

The personnel responsible are shown in the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 3-2

WELFARE, STAFF AMENITIES, REST ROOMS AND THE WORKING ENVIRONMENT

Action Plan

To ensure that we make the proper and necessary arrangements for welfare and to provide a safe working environment we will-

1. Consider the arrangements we have in place to provide for the welfare of our workforce whilst at work and to provide a safe working environment.
2. Assess the specific welfare arrangements, including rest rooms and catering areas that we have provided against both minimum legal requirements and what might reasonably be expected by law; particularly where work may be arduous or in a hostile environment.
3. Consider among other relevant issues-
 1. Our worksite, the condition of the buildings.
 2. Temperature, ventilation and lighting in the workplace.
 3. The use of chemical and biological and substances.
 4. The condition of floors, walls and ceilings.
 5. Traffic routes.
 6. Sanitary and washing facilities.
 7. Clothing accommodation, changing rooms and rest rooms.
 8. Drinking water and the means for making hot drinks and heating food.
 9. Arrangements to support workers away from fixed facilities, e.g. during in field pick and pack working.
 10. The needs of nursing mothers.
 11. The heating and cleaning of rest rooms and welfare facilities.
4. Involve workers in these considerations and in the development and maintenance of facilities and arrangements based on these considerations.
5. Keep a written record of significant assessments, actions identified and taken.
6. Provide information and any necessary training to employees, managers and any staff nominated with responsibility to ensure that our arrangements and provisions are understood.
7. Monitor welfare arrangements and facilities to ensure that they remain sufficient, are maintained in a good clean condition and are fit for purpose.

For further information and advice see Guidance Notes 3-2 Welfare and the Working Environment, 3-8 Staff Amenities and Rest Rooms and 1-11 New and Expectant Mothers.

Safety Arrangement 3-3

HOUSEKEEPING AND CLEANING

We have a duty to ensure the safety, health and welfare of our employees and others who enter our premises by keeping it in a clean, tidy and sanitary condition.

We do this by:

- Nominating a senior manager to oversee the provision and management of housekeeping facilities and arrangements.
- Assessing the risks to our workforce and others from housekeeping activities.
- Developing and implementing cleaning procedures and associated safe systems of work where required.
- Ensuring that competent, trained personnel manage cleaning regimes and control measures.
- Carrying out regular housekeeping audits.
- Providing and using personal protective equipment where necessary.
- Managing our workforce to ensure that they use the control measures provided and follow policies and procedures.
- Providing instruction and where necessary training which is recorded.
- Regular monitoring and review of arrangements; to ensure that the workplace is kept clean and our cleaning arrangements are adequate.
- Employees and others following procedures and safe systems of work.

The personnel responsible are shown in the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 3-3

HOUSEKEEPING AND CLEANING

Action Plan

To ensure that we keep our workplace tidy and in a clean, sanitary condition we need to-

1. Assess all areas of the workplace and work activities to determine the cleaning requirements for each area.
2. Devise and implement cleaning plans and schedules for each area, specifying and recording them.
3. In devising these plans consider issues including-
 1. Floors, stairs, toilets, rest and catering areas, outside paths, roadways and storage areas, etc.
 2. The contaminant and the most appropriate method for cleaning. Vacuum cleaning is always better than sweeping.
 3. Dry cleaning or wet cleaning. Wet cleaning may leave slippery floors.
 4. The source of the contaminant - can it be contained other than by cleaning?
 5. The frequency of and best time of day for cleaning.
 6. Waste handling and disposal – offensive, unhygienic, infected, chemical, process etc.
 7. Warning signs.
 8. Hazards associated with chemical cleaners.
 9. Cleaning around potentially hazardous equipment.
 10. Procedures for cleaning hazardous equipment.
4. Involve the workforce in making these assessments of our needs.
5. Explain these arrangements to the cleaning team, the workforce and their supervisors and managers. Ensure they are understood. Provide and record training where necessary.
6. Make sure managers understand the requirements.
7. Monitor the implementation and effectiveness of our procedures to ensure that the workplace is being cleaned properly and adequately.
8. Amend systems and procedures as necessary in the light of operational experience.

For advice and information on Housekeeping refer to Guidance Notes 3-3 Cleaning and 3-12 Housekeeping.

Safety Arrangement 3-4

PEST CONTROL

We have a duty to protect the safety, health and welfare of our employees and others who enter our premises from the hazards and risks that arise because of pest infestations or pest control measures.

We do this by:

- Nominating senior managers to control the incidence of pests and to minimise the risk created by pests.
- Identifying and implementing control measures, developing procedures and safe systems of work.
- Ensuring that pest control work is undertaken by competent, trained personnel, using the correct personal protective equipment.
- Ensuring that the safest option or substance is used to control pests.
- Ensuring that inspections carried out by competent accredited persons to determine the levels of pests affecting our premises and pest control work is subject to safe systems of work and suitable control measures.
- Requiring workers and others to follow procedures, control measures and safe systems of work.
- Providing and recording relevant training.
- Monitoring and reviewing our systems; using experience we improve the way we manage risk from pest control.

The personnel responsible are shown in the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 3-4

PEST CONTROL

Action Plan

To protect the health, safety and welfare of people using our premises from the risks that arise because of pest infestations and pest control measures we will-

1. Assess the specific hazards and risks to the health, safety and welfare of those at work.
2. Consider the arrangements we have made to protect the health, safety and welfare of workers exposed to pest infestations and involved in pest control measures.
3. Consider among other relevant issues-
 1. The nature of the pest problem.
 2. Hazards from the pest.
 3. Why there is a problem.
 4. Potential food sources.
 5. Potential sources of bedding and nesting material.
 6. Physical controls.
 7. Use of d-i-y pesticides.
 8. Pesticide contractors.
 9. Placement of pesticides.
4. Involve workers in developing a procedure based on these considerations.
5. Explain these arrangements to our workforce and ensure they are understood.
6. Provide training where required.
7. Provide information and any necessary training for workers nominated with responsibility.
8. Implement the procedure and ensure that it is followed in practice.
9. Monitor and review, from time-to-time, the operation of this procedure and after any report of an incident, injury or ill health due to pest infestations or pest control, making changes identified as necessary or beneficial.

Advice and guidance on pest control can be found in Guidance Note 3-4.

Safety Arrangement 3-5

BUILDING SERVICES

We have a duty to protect our employees and others from the risks of injury if adequate controls are not in place and maintained for basic building services such as gas, electricity, oil, telecommunications, clean and wastewater.

We do this by:

- Nominating a senior manager to minimise the risks posed by the services.
- Assessing the risks from the services to our workforce and others.
- Developing and implementing sufficient control measures to identify all the major services in the workplace e.g., gas, electricity, water etc
- Ensuring that the management of the control measures relating to services are undertaken by competent, trained personnel.
- Managing our activities to ensure that employees and others use the control measures provided and follow our policies, procedures and safe systems of work.
- Providing and recording relevant training.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the risks from building services.

The personnel responsible are shown in the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 3-5

BUILDING SERVICES

Action Plan

To protect building users from risks created by building services we should have-

1. Identified where and when workers, service users or the public may be exposed to the risks from building services.
2. Identified the control measures already in place and any additional measures that may be required.
3. Consider issues including-
 1. The identification of all major services.
 2. A suitable and sufficient safe system of isolation.
 3. The presentation of this information (a simple plan located alongside any emergency alarm evacuation control zone panel etc.).
 4. Ensuring the emergency services can be made aware of this information.
 5. Is all gas equipment routinely maintained and serviced by a Gas Safe registered engineer?
 6. Is all electrical equipment and the fixed electrical system routinely condition checked, serviced and maintained by a competent person, with membership of a recognised electrical trades association?
 7. Do all fittings comply with local Water Supply Regulations and Byelaws?
4. Develop systems to manage these services and ensure their safety.
5. Made sure managers and supervisors understand the procedures and arrangements.
6. Considered whether they need any training.
7. Explained our system and arrangements to the workforce. Ensured they are understood and provide further training where necessary.
8. Implemented the procedure and ensure that it is followed in practice.
9. Monitored and reviewed the operation of this procedure from time to time and made changes to the procedure identified as necessary or beneficial.

Information and advice on the control of building services can be found in Guidance Note 3-5 Building Services.

Safety Arrangement 3-6

CONTROL OF HAZARDOUS AND NON-HAZARDOUS WASTE

We have a duty to ensure that we effectively and safely dispose of waste materials and products and control the methods of disposal used so that our workforce, service users and any others who might be affected are not at risk to their health, safety or welfare

We do this by:

- Nominating senior managers to control the disposal of waste, both hazardous and non-hazardous wastes, from our premises and to minimise risk.
- Assessing the risks to our workers from the handling and disposal of waste.
- Developing and implementing policies, procedures, safe systems of work and control measures relevant to the control of waste including any necessary to comply with environmental legislation.
- Ensuring that waste disposal is by competent, approved personnel, using the correct personal protective equipment.
- Ensuring that the safest means of disposal is used to protect the environment.
- Employees and others adhering to procedures, control measures and safe systems of work.
- Providing and recording relevant training.
- Regular monitoring and review of our arrangements and facilities to ensure that we continue to manage and dispose of waste, hazardous and non-hazardous, without risks to health or safety.

The personnel responsible are shown in the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 3-6

CONTROL OF HAZARDOUS AND NON-HAZARDOUS WASTE

Action Plan

To ensure our workforce and any other people who might be affected are not at risk to their health, safety or welfare from the way we dispose of hazardous and non-hazardous waste materials and products we will-

1. Identify where we create waste and rubbish.
2. Assess the hazards from the waste materials and the risks create.
3. Identify hazardous and controlled wastes.
4. Consider issues relevant to our workplace including-
 1. Is the waste particularly hazardous because it is a classified chemical substance?
 2. Is the waste hazardous because it is or contains biological agents?
 3. Whether the waste is hazardous because it is sharp, heavy or flammable.
 4. How is it stored on our premises or land?
 5. How is it moved around?
 6. If stored outside, is it secure? Can the public gain access?
 7. Is the way we store waste an invitation to an arsonist?
 8. How can we make the process easier and safer for our workers?
 9. Consider how environmental legislation and requirements might impact on procedures and the way waste is disposed of.
5. Involve workers in developing a procedure based on these considerations.
6. Keep a written record of significant risk assessments and the control measures and systems of work adopted.
7. Make sure that managers and supervisors understand the procedures and arrangements. Consider whether they need any training.
8. Explain our system and arrangements to the workforce. Ensure they are understood and provide further training where necessary.
9. Implement the procedure and ensure that it is followed in practice.

Advice and guidance on the control of hazardous and non-hazardous waste can be found in Guidance Note 3-6.

Safety Arrangement 3-9

ACCESS, EGRESS, STAIRS AND FLOORS

We have a duty to protect the health, safety and welfare of our workforce and others who come onto our premises from the risk of injury due to badly maintained access and exit routes, stairs and floors.

We do this by:

- Nominating senior managers to monitor and reduce incidents involving access and egress, including stairs and floors etc.
- Assessing the risks of incidents involving access and egress facilities, including stairs and floors etc.
- Developing and implementing control measures, policies and safe systems of work.
- Ensuring that the policy, procedures, safe systems of work and control measures relating to slips, trips and falls are managed by competent, trained personnel.
- Managing our activities to ensure that employees and others use the control measures provided and follow the procedures and safe systems of work.
- Providing and recording relevant training.
- Monitoring and reviewing our systems; using experience we aim to improve the way we manage these risks.

The personnel responsible are shown in the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 3-9

ACCESS, EGRESS, STAIRS AND FLOORS

Action Plan

To protect the health, safety and welfare of our workforce while at work and others who come onto our premises from the risk of injury due to slips, trips and falls we need to;

1. Consider the nature of our premises and the way we work.
2. Identify areas where badly designed or maintained access and exit routes, stairs and floors could create access and egress problems or otherwise obstruct movement leading to employees and others slipping, tripping or falling.
3. Identify the control measures already in place and any additional measures that may be required.
4. Consider issues including-
 1. Steep stairs, handrails.
 2. Ramps.
 3. Changes in floor levels.
 4. Potholes in floors and yard areas.
 5. Blind corners.
 6. Wet and slippery floors.
 7. Highly polished floors.
 8. Trailing cables.
 9. Rubbish.
5. Keep a written record of significant risk assessments, control measures and systems of work adopted.
6. Make sure that managers and supervisors understand the procedures and arrangements. Consider whether they need any training.
7. Explain our system and arrangements to the workforce. Ensure they are understood and provide further training where necessary.
8. Implement the procedure and ensure that it is followed in practice.
9. Monitor and review the operation of this procedure from time to time and after any incident involving access, egress, stairs or floors, making changes to the procedure identified as necessary or beneficial.

Advice and guidance about access, egress, stairs and floors can be found in Guidance Note 3-9.

Safety Arrangement 3-10

WINDOWS, GLASS AND GLAZING IN THE WORKPLACE

We have a duty to ensure the safety, health and welfare of our workers and others who enter our premises from the risks posed by glass and glazing.

We do this by:

- Nominating senior managers to reduce the risks from glass and glazing systems.
- Assessing the risks from glass and glazing systems to our workforce and others.
- Developing and implementing control measures, policies and safe systems of work.
- Ensuring that the management of the policy, procedures, safe systems of work and control measures relating to glass and glazing systems are undertaken by competent, trained personnel.
- Managing our activities to ensure that employees and others use the control measures provided and follow our policies, procedures and safe systems of work.
- Providing and recording relevant training.
- Monitoring and reviewing our systems; using experience we make improvements to the way we manage the risks from glass and glazing systems.

The personnel responsible are shown in the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 3-10

WINDOWS, GLASS AND GLAZING IN THE WORKPLACE

Action Plan

To ensure the safety, health and welfare of our workforce and others who enter our premises from the risks to their safety from inappropriate glass or glazing systems we need to-

1. Identify glass and glazing which, because of its use and position, could present a risk to the safety of building users.
2. Assess the risks to our workforce and others from the glass or glazing systems at our workplace.
3. Identify the control measures already in place and any additional measures that may be required.
4. Consider-
 1. What type of glazing is installed?
 2. Is there a risk of contact with the glazing?
 3. Does the glass or glazing material meet current standards for that application?
 4. Is all the glazing obvious – will glass walls or doors always be noticed by a passer-by?
5. Explain these arrangements to the workforce, their supervisors and managers.
6. Ensure they are understood and provide further training where necessary.
7. Implement the procedure and ensure that it is followed in practice.
8. Monitor and review the operation of this procedure from time to time and whenever there is an incident involving glass and glazing systems, making changes to the procedure identified as necessary or beneficial.

Advice and guidance on the control of windows, glass and glazing systems can be found in Guidance Note 3-10.

Safety Arrangement 3-11

WORKPLACE SIGNS

Where appropriate we have a legal duty to display safety signs to warn workers and others of hazards that may be present in our workplace.

We do this by:

- Nominating a senior manager to identify where safety signs are needed.
- Creating a procedure for the purchase and installation of signs.
- Ensuring that signs are adequate for their purpose and maintained.
- Ensuring that assessments are made by competent, trained personnel.
- Ensuring that workplace signs are observed.
- Providing and recording relevant training.
- Monitoring and reviewing our systems; using experience we will improve the way we manage and use of safety signs.

The personnel responsible are shown in the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 3-11

WORKPLACE SIGNS

Action Plan

To protect the health, safety and welfare of our workers and others we need to use safety signs as a way of warning people where there are hazards. We need to-

1. Identify where there are hazards that need to be marked with warning signs.
2. Identify signs already in place and any additional signs that may be required.
3. Consider, as part of our assessment, issues such as-
 1. Where prohibition signs should be used.
 2. Where cautionary signs should be used e.g., marking entry points to flammable risk zones such as flammable stores and spray booths.
 3. Where signs requiring positive action should be used.
 4. Where signs are required to indicate a mandatory action, e.g. hearing or eye protection zones.
 5. Whether signs are made, coloured and displayed according to legal requirements.
 6. Replacement of damaged signs – now and in the future.
4. Involve our workforce in developing these arrangements and systems.
5. Keep a written record of assessments and decisions made.
6. Make sure that managers and supervisors understand the procedures and arrangements. Consider whether they need any training.
7. Explain decisions to the workforce. Ensure they are understood and provide further training where necessary.
8. Implement the procedure and ensure that it is followed in practice.
9. Monitor and review the operation of this procedure and the provision of signs from time to time.

Advice on safety signs can be found in Guidance Note 3-11.

Safety Arrangement 3-13

WORKING IN THE OPEN AIR, WORKING IN THE SUN

We have a duty to protect our workers from the health hazard and risks of working in the open air and in the sun.

We do this by:

- Nominating senior managers to manage the risks from working in the open air and in the sun.
- Assessing the risks to our workers from working outside
- Developing and implementing control measures, policies and Safe Systems of Work.
- Ensuring that the policy, procedures, Safe Systems of Work and control measures for working outside are overseen by competent, trained personnel.
- Providing and using personal protective equipment.
- Managing activities to ensure that employees use the control measures provided and follow our policies, procedures and Safe Systems of Work.
- Providing and recording relevant training.
- Monitoring and reviewing our systems; using experience we will improve the way we manage the risks facing our workforce.

The personnel responsible for the above measures are identified within the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 3-13

WORKING IN THE OPEN AIR, WORKING IN THE SUN

Action Plan

To protect workers from the risks of working in the open air and in the sun we need to:-

1. Assess our work to identify where and when workers may be exposed to harm from working in the open air and in the sun.
2. Identify any workers with health issues that make them particularly susceptible to injury from working outdoors.
3. Identify the control measures already in place and any additional measures that may be required.
4. Consider-
 1. Excessive exposure to sunlight – provide sunscreen, sun block, water supply, regular breaks, covering exposed parts of the body.
 2. Watercourse hazards – fall arrest equipment, inflatable life jackets, two-man working.
 3. Lack of available light to work safely (e.g. during the winter months or at night) – provide appropriate artificial lighting and spare bulbs.
 4. Exposure to dust and micro-organisms (resulting in sensitization or asthma) – is health surveillance or respiratory protective equipment required?
 5. Life-threatening reactions from bites and stings - availability of antidotes, first aid provision, medical assistance, individual specific risk assessments.
 6. Adverse weather conditions (hypothermia, heat exhaustion) - length of time of exposure, appropriate clothing, periodic rest breaks.
5. Keep a written record of significant risk assessments and the control measures and systems of work adopted.
6. Make sure that managers and supervisors understand the procedures and arrangements. Consider whether they need any training.
7. Explain our system and arrangements to the workers. Ensure they are understood and provide further training where necessary.
8. Implement the procedure and ensure that it is followed in practice.
9. Report any incidence of a reportable injury or disease to the Enforcing Authorities.
10. Monitor and review the operation of this procedure from time to time and whenever a worker is harmed as a result of working in the open air, making changes to the procedure identified as necessary or beneficial.

Information and advice on health and safety whilst working out of doors can be found in Guidance Note 3-13.

Safety Arrangement 3-14

WATER TEMPERATURE CONTROL

We have a duty to protect our workforce and others who may be affected by our activities from the risk of contact with high water temperatures which could give rise to burns.

We do this by:

- Nominating senior staff members to risk manage, identify and minimise the risks created by hot water.
- Assessing the risk of burns from hot water systems.
- Developing and implementing control measures, procedures and safe systems of work.
- Ensuring that water temperatures are maintained and checked at appropriate intervals.
- Providing thermostatic mixing valves, where appropriate, to control water temperature.
- Ensuring that our actions are carried out by competent and trained personnel.
- Following our procedures, control measures and safe systems of work.
- Providing and recording relevant training.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to continuously improve to the way we manage health and safety risks associated with our business.

The personnel responsible for the above measures are identified within the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 3-14

WATER TEMPERATURE CONTROL

Action Plan

To ensure the safety of our employees and others from the risk of being burnt or scalded by high temperature hot water we need to;

1. Assess our work activity to identify where and when workers or others may be exposed to the hazard.
2. Where hazards are identified carry out an assessment of the risks to our workers and others.
3. Involve the workforce in these assessments and in the identification of appropriate control measures.
4. Identify the control measures already in place and any additional measures that may be required. Refer to manufacturers' guidance, trade guidance and British, European or other standards etc.
5. Consider among other issues-
 1. Who has access to the outlet?
 2. Can a thermostatic reducing valve be used at that location to reduce the temperature of the water supplied?
 3. Use of warning signs.
 4. Maintenance of temperature reducing valves.
 5. Insulation of high temperature pipes.
6. Develop procedures, programmes and practices tailored to our workplace.
7. Make sure that managers and supervisors understand the procedures and arrangements. Consider whether they need any training.
8. Explain these arrangements to the workforce. Ensure they are understood and provide further training where necessary.
9. Implement the procedure and ensure that it is followed in practice.
10. Monitor and review the operation of this procedure from time to time and following any incident, or injury caused by high water temperatures, making changes to the procedure identified as necessary or beneficial.

Information and advice about water temperature control is in Guidance Note 3-14.

Safety Arrangement 3-15

PREMISES

We have a duty to protect our workers and everyone else from risks present in our premises and to ensure that they are maintained.

We do this by:

- Nominating a senior manager to reduce the risks posed by work in or by use of our facilities.
- Assessing the risks arising from working on our premises to our workforce and others.
- Developing and implementing control measures, policies and safe systems of work.
- Ensuring that the management of the policy, procedures, safe systems of work and control measures relating to our premises are completed by competent, trained personnel.
- Managing our activities to ensure that workers and others use the control measures provided and follow our policies, procedures and safe systems of work.
- Providing and recording relevant training.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the risks posed.

The personnel responsible for the above measures are identified within the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 3-15

PREMISES

Action Plan

To protect workers and everyone else from the risks associated with our premises we must-

1. Complete a general risk assessment of the premises, identifying any hazards that are present
2. Consider-
 1. Workspace –can people go about their tasks without obstruction?
 2. Sanitary conveniences and washing facilities – must be available and determined by the number of employees.
 3. Windows and doors – ensuring these do not create an obstruction or vision problem.
 4. Rest areas - provision for employees to be able to eat and drink away from working areas.
 5. The need for a fire risk assessment.
 6. Routine testing of the fire alarm system and emergency lighting; ensuring that this is recorded.
 7. Identification of any asbestos present in the premises. Maintain an asbestos register; seek remediation treatment where necessary.
 8. Whether all our insurance liability policies are current and suitable for the premises.
 9. Glazing in high-risk areas is of a safety material or protected against breakage.
10. Pedestrian segregation from vehicles, with clearly identified walkways to ensure pedestrian safety.
11. A suitable housekeeping regime that reduces the likelihood of slip, trip and fall hazards occurring on our premises.

Advice and guidance on the control of premises hazards can be found in Guidance Note 3-15.

Safety Arrangement 4-1

ELECTRICAL SAFETY

We have a duty to protect our employees and other people who use our premises from the risk of electrical injury caused by our electrical installations, our use of fixed equipment and our use of portable electrical appliances.

We do this by:

- Nominating senior staff members to ensure the safety of our electrical installation equipment and portable appliances.
- Making an assessment of the risks from electrical installations, fixed equipment and portable appliances.
- Developing and implementing procedures, control measures, policies and safe systems of work.
- Ensuring that any work carried out on our electrical installation, equipment and appliances is carried out by competent, accredited electrical engineers.
- Providing and using personal protective equipment where appropriate.
- Regular inspection by competent accredited electrical engineers.
- Managing our activities to ensure that employees and others use the control measures provided and follow our policies, procedures and safe systems of work.
- Providing relevant training and keeping training records.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage electrical safety.

The personnel responsible for the above measures are identified within the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 4-1

ELECTRICAL SAFETY

Action Plan

To protect workers and others from the risks from using fixed and portable electrical equipment we need to:

1. Consider our activities and identify where and when workers may be exposed to risks to their health and safety from fixed or portable electrical equipment.
2. Assess the risks from that exposure to fixed and portable electrical equipment, identifying control measures in place and any additional measure that may be required to avoid risk such as testing service users' electrical equipment.
3. Consider relevant issues including:
 1. The competence of employees or contractors who install or maintain electrical equipment.
 2. Inspection of fixed electrical installations as prescribed by the IET Wiring Regulations (18th edition) BS 7671.
 3. The maintenance of electrical installations between inspections.
 4. The maintenance and inspection of portable electrical equipment.
 5. Using battery powered hand tools.
 6. Residual current devices.
 7. Equipment used where flammables are being used; use in wet and adverse conditions.
 8. Equipment used by mobile workers.
 9. Use of trailing cables.
4. Purchase robust equipment suitable for the environment in which it is to be used.
5. Arrange for the routine testing and inspection of portable electrical equipment.
6. Develop a procedure based on these considerations.
7. Keep a written record of significant risk assessments and the control measures and systems of work adopted.
8. Make sure that our managers and senior staff understand the procedures and arrangements. Consider whether they need any training.
9. Explain our procedures and arrangements to our workforce. Ensure they are understood and provide training where necessary.
10. Implement the procedure and ensure that it is followed in practice.
11. Monitor and review the operation of this procedure from time to time and after any electrical incident, making changes identified as beneficial or necessary.

Information and advice on the use of fixed and portable electrical equipment can be found in Guidance Note 4-1 Electrical Safety.

Safety Arrangement 4-2

THE PROVISION, USE AND MAINTENANCE OF WORK EQUIPMENT

We have a duty to protect our employees and other people who use our premises from the health and safety risks associated with the provision and use of work equipment.

We do this by:

- Nominating senior staff members to consider the health and safety issues surrounding any new equipment that we obtain and the equipment that we use in the course of our business.
- Making an assessment of the risks from work equipment when in use and during its maintenance.
- Developing and implementing procedures, control measures, policies and safe systems of work.
- Ensuring that any work carried out on work equipment is carried out by competent workers or competent contractors.
- Providing and using personal protective equipment where appropriate.
- Regular maintenance and servicing.
- Statutory inspections by competent accredited engineers and surveyors where required.
- Managing our activities to ensure that employees and others use the control measures provided and follow our policies, procedures and safe systems of work.
- Providing relevant training and keeping training records.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the provision and use of work equipment.

The personnel responsible for the above measures are identified in the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 4-2

THE PROVISION, USE AND MAINTENANCE OF WORK EQUIPMENT

Action Plan

To protect workers and others from the risks from work equipment we need to:

1. Consider our activities and identify where and when they might be exposed to risks to their health and safety from our use of existing equipment.
2. Consider the implications for the health and safety of our staff when purchasing or looking to purchase new equipment.
3. Assess the risks from any such exposure to work equipment, identifying control measures in place and any additional measure that may be required to avoid risk.
4. Consider relevant issues including:
 1. What risks to health and safety might be created?
 2. Do any parts look dangerous?
 3. Do the guards adequately protect against the risk? Do they conform to the current BS or EN standard and any official guidance?
 4. Is it excessively noisy?
 5. Is there excessive vibration?
 6. Are there any special maintenance requirements?
 7. Are parts that need maintenance easily accessible?
 8. Does any part get very hot or cold?
 9. Are there any live electrical parts exposed?
 10. Are the manufacturer's operating and maintenance instructions clear and comprehensive?
5. Arrange for work equipment to be routinely serviced and maintained and for statutory inspections where required.
6. Keep a written record of significant risk assessments and the control measures and any systems of work or procedures adopted.
7. Implement the procedures and arrangements making sure that the senior management team and line managers understand them. Consider whether they need any training.
8. Explain our procedures and arrangements to our staff. Ensure they are understood and followed in practice. Provide training where necessary.
9. Monitor and review the operation of this procedure from time to time and after any incident, making changes identified as beneficial or necessary.

Further information and advice can be found in Guidance Note 4-2 The Provision, Use and Maintenance of Work Equipment.

Safety Arrangement 4-3

HAND TOOLS

We have a duty to protect our employees and other people from the risks associated with the use of hand tools.

We do this by:

- Nominating senior managers to consider the safety implications of our use of hand tools.
- Assessing the risks from our use of hand tools.
- Developing and implementing procedures, control measures, policies and safe systems of work.
- Ensuring that hand tools are maintained.
- Providing and using personal protective equipment where appropriate.
- Managing our activities to ensure that employees and others use the control measures provided and follow our policies, procedures and safe systems of work.
- Providing relevant training and keeping training records.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the safety of hand tool use.

The personnel responsible are shown in the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 4-3

HAND TOOLS

Action Plan

To protect workers and others from the risks of using hand tools we need to:

1. Consider our activities and identify where and when workers may be exposed to risks to their health
2. Assess the risks from that use of hand tools, identifying control measures already in place and any additional measure required to avoid risk.
3. Consider relevant issues including:
 1. The competence and training of workers who use hand tools.
 2. The maintenance of hand tools particularly powered hand tools.
 3. Use of hand tools in wet and adverse conditions.
4. Purchase robust equipment suitable for the work and environment in which it will be used.
5. Develop a procedure based on these considerations.
6. Keep a written record of any significant risk assessments and the control measures and systems of work adopted.
7. Make sure that managers and supervisors understand the procedures and arrangements. Consider whether they need any training.
8. Explain our procedures and arrangements to our workforce. Ensure they are understood and provide training where necessary.
9. Implement the procedure and ensure that it is followed in practice.
10. Monitor and review the operation of this procedure from time to time and after any accident or incident, making changes identified as beneficial or necessary.

Information and advice on the safe use of hand tools is in Guidance Note 4-3 Hand Tools.

Safety Arrangement 4-4

OFFICE EQUIPMENT

We have a duty to protect our staff and other people who use our premises from the risks associated with the use of office equipment.

We do this by:

- Nominating a senior manager to consider the safety implications in the use of office equipment.
- Assessing the risks from using office equipment.
- Developing and implementing procedures, control measures, policies and safe systems of work.
- Ensuring that office equipment is properly maintained.
- Managing our activities to ensure that employees and others use the control measures provided and follow our policies, procedures and safe systems of work.
- Providing relevant training and keeping training records.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the safety of office equipment.

The personnel responsible are shown in the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 4-4

OFFICE EQUIPMENT

Action Plan

To protect workers and others from the risks of using office equipment we need to:

1. Consider our activities and identify where and when workers may be exposed to risks to their health and safety by using office equipment.
2. Assess the risks from the use of office equipment, identifying control measures already in place and any additional measures required to avoid risk.
3. Consider relevant issues including:
 1. The competence and training of workers who use office equipment.
 2. Who does what when the equipment goes wrong?
 3. Are any young workers likely to use office equipment? Are any special precautions needed?
 4. Are manufacturers' instructions followed?
 5. The maintenance of office equipment.
 6. The location of office equipment.
4. Purchase robust equipment suitable for the work and environment in which it will be used.
5. Develop a procedure based on these considerations.
6. Keep a written record of any significant risk assessments and the control measures and systems of work adopted.
7. Make sure that managers and supervisors understand the procedures and arrangements. Consider whether they need any training.
8. Explain our procedures and arrangements to our workforce. Ensure they are understood and provide training where necessary.
9. Implement the procedure and ensure that it is followed in practice.
10. Monitor and review the operation of this procedure from time to time and after any accident or incident, making changes identified as beneficial or necessary.

Information and advice can be found in Guidance Note 4-4 Office Equipment.

Safety Arrangement 4-5

STORAGE OF CHEMICAL SUBSTANCES AND AGENTS

We have a duty to protect our workers and others from the potential hazards and risks present as a result of the storage of chemical substances at our workplace.

We do this by:

- Nominating senior staff members to identify the chemical substances used and their storage requirements.
- Developing and implementing risk assessments, procedures, safe systems of work and control measures to minimise risk within our work premises.
- Implementing the procedures, safe systems of work and control measures.
- Ensuring that the storage, containment and exhaust ventilation arrangements are adequate for their purpose, as defined in prescribed legislation.
- Ensuring that the management of the policy, procedures, safe systems of work and control measures relating to chemical substances are undertaken by competent, trained personnel.
- Providing and using personal protective equipment.
- Managing our activities to ensure that employees and others use the control measures provided and follow our policies, procedures and safe systems of work.
- Providing and recording relevant training.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the risks from stored chemical substances.

The personnel responsible for the above measures are identified in the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 4-5

STORAGE OF CHEMICAL SUBSTANCES AND AGENTS

Action Plan

To protect our workforce and others from the potential hazards and risks present as a result of the storage of chemical agents at our workplace we need to;

1. Make an inventory of every chemical substance, including its location and the maximum quantities expected, stored on our premises.
2. Assess the potential risks from the storage of each of those substances and identify those which are hazardous and those which are not.
3. Assess the hazardous chemical substances for the risks that they pose to health and safety because of the quantities that we store and or the way that they are stored.
4. Identify the control measures that we should adopt.
5. Consider matters including;
 1. What hazardous chemical substances do we store?
 2. In what quantity?
 3. Where?
 4. Are they stored in accordance with Safety Data Sheet (SDS) recommendations and published guidance?
 5. Are the storage arrangements suitable?
 6. Have we identified and separated incompatible chemical agents? How can we improve our storage arrangements?
 7. Is our workforce aware of hazards and risks?
6. Record details of our assessments, the results and any controls subsequently introduced.
7. Prepare a detailed statement of how we control the risks.
8. Make sure that managers and supervisors understand the procedures and arrangements. Consider whether they need any training.
9. Explain our system and arrangements to the workforce. Ensure they are understood and provide further training where necessary.
10. Implement the procedure and ensure that it is followed in practice.
11. Monitor and review the operation of this procedure from time to time and whenever hazardous substances give rise to incident, injury or ill health, making changes to the procedure identified as necessary or beneficial.

Advice on storing chemical substances is available in Guidance Note 4-5.

Safety Arrangement 4-6

CONTROL OF FLAMMABLE LIQUIDS

We have a duty to ensure the safety, health and welfare of our employees and others who may be affected by our use of flammable liquids.

We do this by:

- Nominating senior managers to identify flammable substances and the hazards they create.
- Developing and implementing risk assessments, procedures, safe systems of work and control measures.
- Ensuring that risk assessments are completed by competent, trained personnel.
- Employees and others adopting procedures, control measures and safe systems of work.
- Providing safe equipment for use with flammable liquids.
- Providing sufficient personal protective equipment.
- Providing and recording relevant training.
- Monitoring and reviewing our systems; using experience we will improve our management of risks from flammable liquids.

The personnel responsible are shown in the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 4-6

CONTROL OF FLAMMABLE LIQUIDS

Action Plan

To protect our workers and others who may be affected by the harmful effects of the flammable liquids used in our business we need to-

1. Make an inventory of every flammable liquid that we use.
2. Assess the flammable liquids for the risks they pose to health and safety because of the quantities in use and or the way they are used.
3. Assess who might be exposed, where and when?
4. Assess or measure the levels of flammable liquids to which our workforce is exposed.
5. Identify the control measures that we should adopt.
6. Consider relevant matters including-
 1. Can we eliminate the risk entirely?
 2. Can we reduce the amount stored on the premises?
 3. Potential sources of ignition?
 4. Issue employees with personal protective equipment such as eye protection, antistatic safety footwear and gloves.
 5. Are there fire-resistant enclosures and adequate ventilation for the storage of flammable substances?
 6. Are spill kits required? Are they readily accessible and are staff trained to use and dispose of spillages?
 7. Are there procedures to ensure that all flammable substances and decanted materials are appropriately labelled?
7. Record details of our assessments, measurements, results and any subsequently introduced controls.
8. Make sure that managers and supervisors understand the procedures and arrangements. Consider whether they need any training.
9. Inform, instruct and train workers about the flammable liquids we use, the risks, exposure levels in the workplace, emergency procedures and any control measures introduced.
10. Implement the procedure and ensure that it is followed in practice.
11. Monitor and review the operation of this procedure from time to time and whenever flammable liquids give rise to incident, injury or ill-health, making changes to the procedure identified as necessary or beneficial.

Advice on controlling the risks from flammable liquids can be found in Guidance Note 4-6.

Safety Arrangement 4-7

DANGEROUS SUBSTANCES AND EXPLOSIVE ATMOSPHERES

We have a duty to ensure the safety, health and welfare of our employees and others who may be affected by our work activities from the harmful effects of flammable or explosive substances used at work.

We do this by:

- Nominating senior managers to identify the hazards created by flammable and explosive substances.
- Developing and implementing risk assessments, procedures or safe systems of work and control measures.
- Ensuring that competent, trained personnel complete risk assessments.
- Employees and others adhering to the contents of the developed procedures, control measures and safe systems of work.
- Providing safe equipment for use with flammable and explosive substances.
- Supplying sufficient personal protective equipment.
- Providing and recording relevant training.
- Monitoring and reviewing our systems; using experience we aim to improve the way risks from flammable and explosive substances are managed.

The personnel responsible are shown in the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 4-7

DANGEROUS SUBSTANCES AND EXPLOSIVE ATMOSPHERES

Action Plan

To protect our employees and others who may be affected by our work activities from the harmful risks from flammable and explosive substances used in our business we will:

1. Make an inventory of every flammable and explosive substance used.
2. Assess those flammable and explosive substances and the risks that they pose to health and safety because of the quantities that we use and or the way that we use them, (look at the specific properties and information on the Safety Data Sheet (SDS))
3. Assess who might be exposed, where and when?
4. Assess or measure the levels of flammable and explosive substances to which our workforce is exposed.
5. Identify the control measures that we should adopt.
6. Consider relevant matters including-
 1. Can we eliminate the risk entirely?
 2. Can we reduce the amount stored on the premises?
 3. Can we eliminate potential sources of ignition?
 4. Is the electrical equipment suitable for use in a flammable atmosphere?
 5. Issue employees with personal protective equipment such as eye protection, anti-static safety footwear, gloves and breathing apparatus.
 6. Are there fire-resistant enclosures and adequate ventilation for the storage of flammable substances?
 7. Are there suitable arrangements for the safe handling, storage and transport of the substances?
 8. Are there procedures to ensure that all flammable and explosive substances and decanted materials are appropriately labelled?
7. Record details of our assessments, measurements, results and any controls subsequently introduced.
8. Make sure that managers and supervisors understand the procedures and arrangements. Consider whether they need training.
9. Inform, instruct and train workers about the flammable and explosive substances in use, the risks, exposure levels in the workplace and emergency procedures.
10. Implement the procedure and ensure that it is followed in practice.
11. Monitor and review the operation of this procedure from time to time and whenever flammable and explosive substances give rise to incident, injury or ill-health, making changes to the procedure identified as necessary or beneficial.

Advice on controlling the risks from flammable and explosive substances can be found in Guidance Note 4-7.

Safety Arrangement 4-8

SLIPS, TRIPS AND FALLS

We have a duty to protect our workforce and other visitors to our premises from the risks of slipping, tripping and falling.

We do this by:

- Nominating a senior manager to monitor, improve and reduce the risk of slips, trips and falls.
- Identifying all the potential causes of slips, trips and falls and assessing the risk.
- Developing and implementing procedures and control measures.
- Ensuring that pedestrian routes are fit for purpose, that they are routinely maintained and checked.
- Ensuring that competent and trained personnel complete risk assessments and safety inspections.
- Providing wherever possible segregated traffic routes and adequate signage.
- Providing and recording relevant training.
- Regular monitoring and review of compliance with our arrangements to ensure that they are followed in practice and continue to control potential risks.

The personnel responsible are shown in the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 4-8

SLIPS, TRIPS AND FALLS

Action Plan

To protect our workforce and others from the risk of accidents caused by slips, trips and falls we will:

1. Identify where there are potential areas for slips, trips or falls accidents on our premises.
2. Assess the hazards in each of those areas and the risks that people may face.
3. List existing controls and any other measures that we should be taking.
4. Consider issues including-
 1. Floor surfaces.
 2. The environment.
 3. The weather.
 4. Footwear
 5. Contamination
 6. Obstacles and obstructions.
 7. Cleaning regimes.
 8. People - human factors
5. Involve workers in developing a procedure or arrangements based on these considerations.
6. Keep a written record of significant risk assessments and the control measures and systems of work adopted.
7. Make sure that managers and supervisors understand the procedures and arrangements. Consider whether they need any training.
8. Explain our system and arrangements to our workforce. Ensure they are understood and provide further training where necessary.
9. Implement the procedure and ensure that it is followed in practice.
10. Monitor and review the operation of this procedure from time to time making changes identified as necessary or beneficial. The arrangements will also be reviewed after any report of a dangerous incident or of a person suffering injury or due to slipping or tripping

Advice and guidance on slips, trips and falls can be found in Guidance Note 4-8.

Safety Arrangement 4-10

THE PROVISION AND USE OF MACHINERY

We have a duty to ensure that machinery used during business is safe for use and properly maintained.

We do this by:

- Nominating a senior manager to oversee the health and safety issues relating to our use of machinery.
- Assessing the risks to our workforce and others during the use and maintenance of machinery.
- Developing and implementing control measures, policies and safe systems of work for machines currently in use and policies for the purchase of new machinery.
- Ensuring that the management of these policies, procedures, safe systems of work and control measures is by competent, trained personnel.
- Ensuring that machinery is suitably safeguarded and regular, planned inspections are carried to meet statutory requirements and confirm their suitability for continued safe use.
- Supplying and using personal protective equipment where it is necessary.
- Managing our activities to ensure that employees and others use the control measures provided and follow our policies, procedures and safe systems of work.
- Providing and recording relevant training.
- Monitoring and reviewing our systems; using experience to improve our management of the risks from machinery.

The personnel responsible are shown in the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 4-10

THE PROVISION AND USE OF MACHINERY

Action Plan

To protect the health and safety of workers during the use and maintenance of machinery we will:

1. Assess our activities to identify where and when workers or the public may be exposed to risk during the use, repair and maintenance of machinery.
 2. Assess the risks identified and the control measures required.
 3. Identify existing control measures and any additional measures required.
 4. Involve the workforce in making these assessments of our needs.
 5. Consider issues including-
 1. Are dangerous parts of machinery suitably guarded or protected?
 2. Is the integrity of the protection maintained when different jobs are done on the machine?
 3. Which parts of the machine need access for maintenance?
 4. What is the nature of the intervention?
 5. What do they do and how?
 6. Isolation and lock off procedures.
 7. Stored energy.
 8. Lifting heavy parts.
 9. Chemical, oil etc., contamination.
 10. Have workers been formally trained for the jobs they do?
 11. Is manufacturers' advice or instructions being followed?
 12. Ease of setting.
 13. Handling work pieces.
 14. Newer safer machines .
6. Develop procedures, programmes and practices tailored to our workplace.
 7. Make sure that managers and supervisors understand the procedures and arrangements. Consider whether they need any training.
 8. Explain these arrangements to the workforce. Ensure they are understood and provide further training where necessary.
 9. Implement the procedure and ensure that it is followed in practice.

Advice and guidance on the control of the provision and use of machinery can be found in Guidance Note 4-10.

Safety Arrangement 4-11

THE SAFE USE OF MACHINERY

We have a duty to ensure the health, safety and welfare of workers and others during the use and maintenance of machinery.

We do this by:

- Nominating a senior manager to identify the hazards created by the use and maintenance of machinery.
- Assessing the risks to our workforce and others during the use and maintenance of machinery.
- Developing and implementing policies, procedures, safe systems of work and control measures.
- Ensuring that any risk assessments are undertaken by competent, trained personnel.
- Ensuring that machinery is suitably safeguarded and regular, planned inspections are carried out on to meet statutory requirements for their continued use.
- Ensuring employees and others adhere to procedures, control measures and safe systems of work.
- Providing and recording relevant training.
- Monitoring and reviewing our systems; using experience we will improve our management of risk from machinery.

The personnel responsible are shown in the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 4-11

THE SAFE USE OF MACHINERY

Action Plan

To protect the health and safety of workers and others during the use and maintenance of machinery we will:

1. Identify where and when workers or others may be exposed to risk during the use, repair and maintenance of machinery.
2. Assess the risks identified and the control measures required.
3. Identify existing control measures and additional measures required.
4. Involve the workforce in making these assessments of our needs.
5. Consider issues including-
 1. Are dangerous parts of machinery suitably guarded or protected?
 2. Is the integrity of the protection maintained when different jobs are done on the machine?
 3. Which parts of the machine need access for maintenance?
 4. What is the nature of the intervention?
 5. What do they do and how?
 6. Isolation and lock off procedures.
 7. Stored energy.
 8. Lifting heavy parts.
 9. Chemical, oil etc., contamination.
10. Have workers been formally trained for the jobs they do?
11. Is manufacturers' advice or instructions being followed?
12. Newer safer machines.
6. Develop procedures, programmes and practices tailored to our workplace.
7. Make sure that managers and supervisors understand the procedures and arrangements. Consider whether they need any training.
8. Explain these arrangements to the workforce. Ensure they are understood and provide further training where necessary.
9. Implement the procedure and ensure that it is followed in practice.

Advice and guidance on the control of the provision and use of machinery can be found in Guidance Note 4-10.

Safety Arrangement 4-13

ABRASIVE WHEELS

We have a duty to ensure the health, safety and welfare of our employees, workers and others from the hazards and risks associated with the use of abrasive wheels.

We do this by:

- Nominating senior staff members to identify the hazards posed by the use and maintenance of abrasive wheels.
- Assessing the risks to employees, workers and others from the use of abrasive wheels.
- Developing and implementing control measures, procedures and safe systems of work.
- Ensuring that risk assessments are undertaken by competent, trained personnel.
- Ensuring that regular inspection and maintenance is carried out to keep the equipment in good working order.
- Ensuring that employees and others adhere to procedures, control measures and safe systems of work.
- Providing and recording training.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the risks from abrasive wheels.

The personnel responsible for the above measures are shown in the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 4-13

ABRASIVE WHEELS

Action Plan

To ensure the safety of our employees, workers and others whilst working with or near abrasive wheels we will:

1. Assess our work activity to identify where and when they may be exposed to hazard and risk when abrasive wheels are used.
2. Where hazards and risks are identified, risk assess the task(s), to identify where control measures are required.
3. Involve the workforce in making these assessments of our needs.
4. Identify the control measures already in place and any additional measures. Refer to makers' guidance, trade guidance, British and European Standards etc.
5. Consider among other issues-
 1. Risks to operators.
 2. Eye protection.
 3. Guards
 4. Storage of abrasive wheels.
 5. Who sets and fits new abrasive wheels.
 6. Risks to tool setters, fitters and maintenance staff.
 7. Risks to others.
 8. Stability of work pieces.
 9. Training for operators and setters.
10. Dust, fume, oil mist and bacterial contamination of oils (also part of an assessment of exposure to hazardous substances).
6. Develop procedures, programmes and practices tailored to our business.
7. Make sure that managers and supervisors understand the procedures and arrangements. Consider whether they need any training.
8. Explain these arrangements to our workforce. Ensure they are understood and provide further training where necessary.
9. Implement the procedure and ensure that it is followed in practice.
10. Monitor and review the operation of this procedure from time to time and whenever anyone is injured or suffers ill health from using an abrasive wheel, making changes to the procedure identified as necessary or beneficial.

Advice and guidance on the use of abrasive wheels can be found in Guidance Note 4-13.

Safety Arrangement 4-17

LIFTING EQUIPMENT AND LIFTING OPERATIONS

We have a duty to provide and maintain safe lifting equipment and to ensure that lifting operations are safely carried out. We also have a duty to ensure that our workforce and others who might be affected are not exposed to risk from lifting operations or our use of lifting equipment.

We do this by:

- Nominating senior staff members to manage and oversee lifting operations and the provision and use of lifting equipment.
- Assessing the risks to employees and others from lifting operations and the use of lifting equipment.
- Developing and implementing control measures, procedures and safe systems of work.
- Arranging for the statutory examinations of this equipment as required.
- Purchasing approved CE marked equipment made to applicable British, European or other standards.
- Ensuring that risk assessments and lifting plans are prepared by competent, trained personnel
- Implementing the findings of risk assessments, procedures, safe systems of work and control measures.
- Ensuring that employees and others are trained and competent to take part in lifting operations and to follow prescribed procedures, control measures and safe systems of work.
- Providing and recording training.
- Monitoring and reviewing our systems; using the experience of operating these arrangements we aim to make improvements to the way we manage the risks from lifting equipment and lifting operations

The personnel responsible for the above measures are identified in the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 4-17

LIFTING EQUIPMENT AND LIFTING OPERATIONS

Action Plan

To ensure the safety of our employees and others involved in lifting operations and working with lifting equipment we will:

1. Assess our work activity to identify where and when workers or others may be involved in lifting operations and to hazard and risk during the use of lifting equipment.
2. Where hazards and risks from lifting operations and the use of lifting equipment are identified, risk assess the task(s) undertaken, to identify where control measures are required.
3. Developing formal lifting plans where required.
4. Involve the workforce in making these assessments of our needs.
5. Identify the control measures already in place and any additional measures that may be required. Refer to manufacturers' guidance, trade guidance and British Standards etc.
6. Consider among other issues-
 1. Loads to be lifted. Size, type, weight.
 2. Where the loads are lifted, the purpose of the lift.
 3. Are loads lifted and transported.
 4. Are people lifted?
 5. Strength and integrity of new equipment.
 6. Risks to operators.
 7. Maintenance and statutory examinations and test.
 8. Planning of lifting operations.
 9. Weather and wind speed for work outdoors.
10. Training for operators, supervisors, banksmen, maintenance workers etc.
7. Develop procedures, programmes and practices tailored to our workplace.
8. Make sure that managers, supervisors and staff understand the procedures and arrangements. Consider whether they need any training.
9. Implement the procedures and ensure that they are followed in practice.
10. Monitor and review the operation of this procedure from time to time and whenever anyone is injured or suffers ill health from the use of lifting equipment, making changes to the procedure identified as necessary or beneficial.

Advice and guidance on health and safety in the use of lifting equipment and lifting operations can be found in Guidance Note 4-17.

Safety Arrangement 4-19

LIFTS AND HOISTS

We have a duty to provide and maintain safe equipment, including lifts and hoists, for use by our employees at work. We also have a duty to ensure that others are not exposed to risk.

We do this by:

Nominating senior managers to oversee the provision and use of lifts and hoists.

- Assessing the risks to employees and others from their use.
- Developing and implementing control measures, procedures and safe systems of work.
- Arranging for the statutory examinations of this equipment at the correct intervals.
- Purchasing approved CE or UKCA marked equipment.
- Implementing the findings of risk assessments through procedures, safe systems of work and control measures.
- Ensuring that risk assessments are undertaken by competent, trained personnel.
- Ensuring that employees and others follow our procedures, control measures and safe systems of work.
- Providing and recording training.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the risks from lifts and hoists.

The personnel responsible for these measures are shown in the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 4-19

LIFTS AND HOISTS

Action Plan

To ensure the safety of our employees and others when using or working with or near lifts or hoists we will:

1. Assess our activities to identify where and when they may be exposed to hazard and risk during the operation and use of the equipment.
2. Where hazards and risks are identified, risk assess their use, to show where control measures are required.
3. Involve our workforce when assessing our needs.
4. Identify control measures already in place and any additional measures that may be required. Refer to manufacturers' guidance, trade guidance, British and European Standards, etc.
5. Consider among other issues-
 1. Maintenance of lifts and hoists.
 2. Statutory inspection and test requirements.
 3. Periodic inspections of lifts and hoists.
 4. Risks to operators and users.
 5. Adaptations and alterations to lifts and hoists.
 6. Emergency action in case of a malfunction.
 7. Training for users, maintenance etc.
6. Develop procedures, programmes and practices tailored to our premises.
7. Make sure that all managers and supervisors understand the procedures and arrangements. Consider whether they need any training.
8. Explain these arrangements to the workforce. Ensure they are understood and provide further training where necessary.
9. Implement the procedure and ensure that it is followed in practice.
10. Monitor and review the operation of this procedure from time to time and whenever anyone is injured or suffers ill health due to use of a lift, making changes to the procedure identified as necessary or beneficial.

For advice and guidance on health and safety in the use of lifts see Guidance Note 4-19, for advice and guidance on health and safety in the use of hoists see Guidance Note 4-18.

Safety Arrangement 4-20

WORK AT HEIGHT

We have a duty to ensure the health, safety and welfare of our employees and others against the risks involved in working at height.

We do this by-

- Nominating a senior manager to be responsible for identifying and managing work at height.
- Assessing the risks to our workers and others from the risks involved in working at height.
- Avoiding the need to work at height wherever possible by complying with the hierarchy of controls specified in legislation.
- Where we cannot avoid work at height we develop and implement procedures, control measures and safe systems of work.
- Ensuring that access and other equipment provided for work at height is fit for the purpose, correctly installed, used and maintained, and checked at the correct frequency.
- Ensuring that risk assessments and inspections are carried out by competent and trained personnel.
- Ensuring that control measures are installed and managed by competent trained personnel.
- Managing work to ensure that procedures, control measures and safe systems of work are followed.
- Providing and recording training.
- Monitoring and reviewing our systems; using experience we aim to improve to the way we manage the risks from work at height.

The personnel responsible for the above measures are identified within the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 4-20

WORK AT HEIGHT

Action Plan

To ensure the safety of our employees and others whilst working in areas where they could be at risk because they are working at height we will:

1. Identify where and when workers or others may be exposed to hazard and risk due to work at height.
2. Avoid the need to work at height wherever possible.
3. Where work at height cannot be avoided, risk assess the task.
4. Involve our workforce in these assessments and the identification of control measures to eliminate or reduce risk. Liaise with clients and others where necessary.
5. Identify the control measures already in place and any additional measures that may be required. Refer to manufacturers' guidance, trade guidance and British Standards etc.
6. Consider among other issues-
 1. All work above ground where there is a risk of falling.
 2. Occasional job tasks as well as routine tasks.
 3. Roof work, cleaning gutters.
 4. Does the work have to be done at height?
 5. Use of the right access equipment for the task.
 6. Weather conditions.
 7. Competency of workers.
 8. Condition of ladders and access equipment.
 9. Unexpected tasks e.g. leaking roof, overflowing gutter.
10. Safety nets.
11. Personal protective systems, fall arrest systems.
7. Develop procedures, programmes and practices tailored to our site.
8. Make sure that managers, supervisors and staff understand the procedures and arrangements. Consider whether they need any training.
9. Explain these arrangements to the workforce. Ensure they are understood and provide training where necessary.
10. Implement the procedure and ensure that it is followed in practice.
11. Monitor and review the operation of this procedure from time to time and following any injury due to work at height, making changes to the procedure identified as necessary or beneficial.

Information, advice and guidance on health and safety during work at height can be found in Guidance Note 4-20.

Safety Arrangement 4-21

ACCESS EQUIPMENT

We need to ensure the safety of our workforce and others when using access equipment for tasks that involve work at height.

We do this by:

- Nominating a senior manager to oversee work at height, our use of access equipment and to identify and manage the action we need to take.
- Assessing the risks to employees and others from access equipment and working at height.
- Developing and implementing control measures, procedures and safe systems of work.
- Ensuring employees and others adopt the control measures provided and follow the developed procedures and safe systems of work.
- Training employees to safely use access equipment and work at height.
- Using only trained employees to install or erect access equipment.
- Purchasing suitable access equipment and ensuring that adequate guardrails and outriggers are used when required.
- Regular inspection by competent engineers.
- Providing and recording relevant training.
- Monitoring and reviewing our systems; using experience we will improve our management of risks from the use of access equipment and work at height.

The personnel responsible are shown in the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 4-21

ACCESS EQUIPMENT

Action Plan

To ensure the safety of our employees and others whilst working at height using access equipment we will:

1. Identify where and when workers or others may be exposed to risk whilst working at height using access equipment.
2. Where risks are identified, assess the risks to health and safety.
3. Involve the workforce in these assessments and in the identification of control measures.
4. Identify the control measures in place and any additional measures required. Refer to manufacturers' guidance, trade guidance and British Standards etc.
5. Consider among other issues-
 1. The nature of the work at height task.
 2. The most appropriate means of access.
 3. Suitability – ground conditions, slopes and access.
 4. The length of the task.
 5. If equipment is to be hired could the task in hand be combined with other work at height for efficiency?
 6. Do staff have the skills and competence to use powered access equipment?
 7. The need for adequate guardrails and outriggers (where required).
 8. Training.
 9. Supervision.
10. Personal Protective Equipment.
11. Maintenance of access equipment.
12. Statutory inspections.
6. Develop procedures, programmes and practices tailored to our premises.
7. Make sure that managers, supervisors and staff understand the procedures and arrangements. Consider whether they need any training.
8. Implement the procedure and ensure that it is followed in practice.
9. Monitor and review the operation of this procedure from time to time and whenever anyone is injured while using access equipment to work at height, making changes to the procedure identified as necessary or beneficial.

Advice and guidance on health and safety in the use of access equipment can be found in Guidance Note 4-21.

Safety Arrangement 4-22

PERMITS TO WORK

To protect our workforce and others from risks to their health and safety we have developed and implemented permit to work systems for all high-risk work activities.

Our systems consist of:

- Nominating senior staff members to be responsible for the development and management of permit to work systems.
- Assessing work activities and identifying where permit to work systems should be used.
- Developing and implementing permit to work procedures and safe systems of work.
- Implementing these procedures and safe systems of work.
- Ensuring that permit to work systems are correctly issued, followed and completed.
- Ensuring that permit to work systems are developed and managed by competent and trained personnel.
- Following our permit to work procedures, control measures and safe systems of work.
- Providing and recording relevant training.
- Monitoring and reviewing our systems; using experience we will improve our management of permit to work systems.

The personnel responsible are shown in the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 4-22

PERMITS TO WORK

Action Plan

To ensure the safety of our employees and others whilst working in areas where they could be exposed to very high levels of risk to their health and safety we will-

1. Identify where and when workers or others may be exposed to particularly high levels of risk.
2. Assess those risks to identify the action that is required and develop permit to work systems.
3. Identify control measures already in place and any additional measures required. Refer to manufacturer's guidance, trade guidance and British and European Standards etc.
4. Consider among other issues-
 1. Entry into closed vessels, confined spaces and trenches.
 2. Breaking into pipelines for flammable or hazardous substances.
 3. Hot work on machinery and plant that has contained or contains flammable or hazardous substances.
 4. Work on electrical distribution systems and high voltage installations.
 5. Complex automated machinery where action or adjustment of one part of the machine may produce an action some distance away or where there may be stored hydraulic, pneumatic or mechanical energy.
5. Develop procedures, programmes and practices tailored to our premises.
6. Make sure that managers and supervisors understand the procedures and arrangements. Consider whether they need any training.
7. Explain these arrangements to the workforce. Ensure they are understood and provide further training where necessary.
8. Implement the procedure and ensure that it is followed in practice.
9. Monitor and review the operation of this procedure from time to time and whenever anyone is injured in any relevant task, making changes to the procedure identified as necessary or beneficial.

Advice and guidance on health and safety in the use of permit to work systems can be found in Guidance Note 4-22.

Safety Arrangement 4-23

HOT WORK

We have a duty to protect our workforce and others from the hazards and risks to their health, safety and welfare from hot work (the application of heat or energy to plant or equipment that may contain or has contained flammable materials).

We do this by:

- Nominating a senior manager to identify and be responsible for the management of hot work.
- Assessing the risks to our workforce and others from hot work.
- Developing and implementing control measures, hot working procedures and safe systems of work.
- Using hot work permit systems where appropriate.
- Ensuring that permit to work and hot work systems are developed and managed by competent and trained personnel.
- Ensuring that 'hot work' permits are correctly completed and issued.
- Following hot or permit to work procedures, control measures and safe systems of work in practice.
- Providing and recording relevant training.
- Monitoring and reviewing our systems; using experience we will improve our management of the risks associated with hot work.

The personnel responsible are shown in the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 4-23

HOT WORK

Action Plan

To ensure the safety of our employees and others whilst working in areas where they could be affected by the hazards and risks of 'hot work' we need to-

1. Identify where and when workers or others are exposed to the hazards and risks of 'hot work'.
2. Assess the exposure of our workers and others to the risks whenever and wherever they need to hot work.
3. Involve the workforce in these assessments and in the identification of appropriate control measures.
4. Identify the control measures already in place and additional measures that may be required. Refer to manufacturers' guidance, official and trade guidance, British and European Standards etc.
5. Consider among other issues-
 1. Elimination of the work.
 2. Does it have to be done 'hot'?
 3. Draining tanks, vessels, pipes etc.
 4. Purging tanks, vessels, pipes etc. of flammable vapours.
 5. Fire watching after hot works.
 6. Fire safety arrangements.
 7. Permits to work.
 8. Training of supervisors and workers.
 9. Maintenance of plant.
 10. Longer term redesign of plant to avoid need for hot work.
 11. Personal protective equipment.
6. Develop procedures, programmes and practices tailored to our workplace.
7. Make sure that managers and supervisors understand the procedures and arrangements. Consider whether they need any training.
8. Explain these arrangements to the workforce. Ensure they are understood and provide further training where necessary.
9. Implement the procedure and ensure that it is followed in practice.
10. Monitor and review the operation of this procedure from time to time and following any incident, injury or case of ill health, making changes to the procedure identified as necessary or beneficial.

Advice and guidance on health and safety when carrying out hot work can be found in Guidance Note 4-23.

Safety Arrangement 4-24

WORK IN CONFINED SPACES

We have a duty to ensure the health, safety and welfare of our employees and others whenever they have to work in 'confined spaces'.

We do this by-

- Nominating a senior manager to identify and managing health and safety during work in confined spaces.
- Assessing the risks to our workforce and others from working in confined spaces.
- Developing and implementing control measures including confined space working procedures, safe systems of work and emergency rescue plans.
- Ensuring that where they are necessary 'permit to work' and confined spaces work systems are developed and explained to the workforce.
- Ensuring that the issue and completion of confined space 'work permit systems' is properly managed.
- Following permit to work procedures, control measures and safe systems of work in practice.
- Providing and recording relevant training.
- Monitoring and reviewing our systems; using experience we will improve our management of the risks associated with work in confined spaces.

The personnel responsible are shown in the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 4-24

WORK IN CONFINED SPACES

Action Plan

To ensure the safety of our employees and others whilst working where they could be affected by the hazards and risks of work in confined spaces we need to-

1. Identify where and when workers or others may need to work in confined spaces.
2. Assess risks to our workers and others from work in confined spaces.
3. Involve the workforce in these assessments and identification of appropriate control measures.
4. Identify the control measures in place and any additional measures that may be required. Refer to manufacturers' guidance, official and trade guidance, British and European Standards etc.
5. Consider among other issues-
 1. Elimination of the work.
 2. Can the work be done from outside the confined space?
 3. Safe systems of work.
 4. Draining tanks, vessels, pipes etc.
 5. Purging tanks, vessels, pipes etc. of flammable vapours.
 6. Permits to work,
 7. Emergency rescue arrangements and plans.
 8. First aid.
 9. Training of supervisors and workers.
 10. Maintenance of plant.
 11. Personal protective equipment.
 12. Longer term redesign of plant or process to avoid need for entry to a confined space.
6. Develop procedures, programmes and practices tailored to our workplace.
7. Make sure that managers and supervisors understand the procedures and arrangements. Consider whether they need any training.
8. Explain these arrangements to the workforce. Ensure they are understood and provide further training where necessary.
9. Implement the procedure and ensure that it is followed in practice.
10. Monitor and review the operation of this procedure from time to time and following any incident, injury or case of ill health, making changes to the procedure identified as necessary or beneficial.

Advice and guidance on work in confined spaces can be found in Guidance Note 4-24.

Safety Arrangement 4-28

WORKPLACE TRANSPORT MANAGEMENT AND PEDESTRIAN CONTROL

We have a duty to protect our workforce and others from the risks created by workplace transport.

We do this by-

- Nominating a senior manager to identify hazards and risks and manage workplace transport safety.
- Assessing the risks created by workplace transport.
- Developing and implementing control measures, procedures and safe systems of work.
- Ensuring that the vehicles are adequate for their purpose, that they are maintained and checked at the correct frequency.
- Providing warning signs and segregating pedestrians and transport where practicable.
- Ensuring that risk assessments are completed by competent, trained personnel.
- Providing and recording relevant training.
- Monitoring and reviewing our systems; using our experience we will improve our management of the risks associated with workplace transport.

The personnel responsible are shown in the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 4-28

WORKPLACE TRANSPORT MANAGEMENT AND PEDESTRIAN CONTROL

Action Plan

To ensure the safety of our employees and others whilst working in areas where they could be affected by the hazards and risks from workplace transport, we need to-

1. Identify where and when workers or others may be exposed to the hazards of workplace transport.
2. Assessment of the risks to our workers and others.
3. Involve the workforce in these assessments and in establishing appropriate control measures.
4. Identify the control measures already in place and any additional measures required. Refer to manufacturers' guidance, trade and official guidance, British and European Standards etc.
5. Consider among other issues:
 1. Internal transport – fork-lift trucks, cars, vans, trucks etc.
 2. External transport – delivery vans, trucks, visitors' cars etc.
 3. The positioning and security of and loads being moved within the workplace whether on a road going vehicle or internal works transport
 4. Doors opening onto roadways.
 5. Vehicles and pedestrian segregation at doorways.
 6. Vehicle and pedestrian segregation inside the workplace.
 7. Excluding non-essential personnel from high-risk areas.
 8. Speed limits.
 9. Lighting.
 10. Loading bays.
 11. Reversing vehicles.
 12. Use of high visibility clothing.
 13. Supervision.
 14. Training of supervisors and workers.
6. Develop procedures, programmes and practices tailored to our workplace.
7. Make sure that managers and supervisors understand the procedures and arrangements. Consider whether they need any training.
8. Explain these arrangements to the workforce. Ensure they are understood and provide further training where necessary.
9. Implement the procedure and ensure that it is followed in practice.
10. Monitor and review the operation of this procedure from time to time and following any incident, or injury caused by workplace transport, making changes to the procedure identified as necessary or beneficial.

Advice and guidance on health and safety relating to workplace transport and pedestrian control can be found in Guidance Note 4-28.

Safety Arrangement 4-31

OCCUPATIONAL ROAD SAFETY

We have a duty to continue to manage, so- far as we can, the health, safety and welfare of our workforce and others when they are away from our premises and travelling in the course of their work.

We do this by:

- Nominating a senior manager to manage the potential hazards facing our workforce and others from occupational road use.
- Assessing the risks to our workforce from driving for work
- Developing and implementing policies and procedures.
- Ensuring that the vehicles are suitable and sufficient for their intended use and that they are maintained.
- Ensuring that all vehicles are properly insured, taxed and Ministry of Transport tested, prior to road use.
- Ensuring that competent and trained personnel complete risk assessments.
- Employees and supervisors following our policies and procedures.
- Providing and recording relevant training.
- Monitoring and reviewing our systems; using experience to improve the way we manage risks associated with occupational road use.

The personnel responsible are shown in the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 4-31

OCCUPATIONAL ROAD SAFETY

Action Plan

To ensure the safety of our employees whilst travelling by road on business (and to protect others who might be affected) from the hazards and risks surrounding occupational road safety we need to-

1. Identify where and when workers may be exposed to hazards and risks on account of occupational road use.
2. Assess specific occupational road use risks to our workforce.
3. Involve the workforce in these assessments and in the identification of control measures.
4. Identify the control measures already in place and any other measures that may be needed. Refer to government and road safety organisations' published guidance.
5. Consider among other issues-
 1. Working and driving time regulations.
 2. Statutory limitation of commercial vehicle drivers' hours.
 3. The positioning and security of loads – in cars, vans and large goods vehicles
 4. The length of the working day when hours driving to and from a job, visit, training course etc. is added to the time spent on the task.
 5. Schedules that do not require excessive speed and allow time for rest breaks.
 6. Weather conditions.
 7. Allowance for rest breaks.
 8. Policy on overnight stays.
 9. Advanced driver training.
 10. Suitability of vehicles.
 11. Vehicle maintenance.
6. Develop procedures, programmes and practices tailored to our workplace.
7. Make sure that managers and supervisors understand the procedures and Consider whether they need any training.
8. Explain these arrangements to the workforce. Ensure they are understood and provide further training where necessary.
9. Implement the procedure and ensure that it is followed in practice.
10. Periodically monitor and review the operation of this procedure or after any incident or injury related to occupational road use, making changes to the procedure identified as necessary or beneficial.

Advice and guidance on occupational road safety can be found in Guidance Note 4-31.

Safety Arrangement 4-31B

OCCUPATIONAL ROAD SAFETY - BRIDGE STRIKES

As a responsible operator of large vehicles we have a duty to continue to manage, so far as we can, the health, safety and welfare of our workforce and to protect the national infrastructure and members of the public from harm and damage.

We do this by:

- Nominating senior staff members to identify and manage the potential hazards and risks.
- Developing and implementing policies and procedures.
- Ensuring that the vehicles are suitable and sufficient for their intended use and that they are maintained at their specified service intervals or when faults are identified.
- Ensuring that all vehicles are properly insured, taxed and DVSA tested, prior to road use. Where required vehicle height displays are prominent in the cab.
- Ensuring that our drivers have the correct current licences and their CPD is up to date,.
- Ensuring that drivers are aware of the importance of avoiding bridge strikes and the know and understand what is required.
- Providing and recording relevant training.
- Monitoring and reviewing our systems to improve the way we manage the risks associated with occupational road use.

The personnel responsible are identified within the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 4-31B

OCCUPATIONAL ROAD SAFETY - BRIDGE STRIKES

Action Plan

To reduce the risk of a bridge strike by any of our drivers of large goods vehicles we have;

1. Taken action to ensure that drivers, managers and anyone planning sjourneys in large vehicles are properly trained and able to assess the risks.
2. Given instruction that so far as is reasonably practicable that vehicle movements are planned in advance and to reduce risks.
3. Provided route plaaning guidance to identify low bridges, manned and unmanned level crossings, etc.
4. Given drivers suitable and sufficient information about the expected travel route and about the maximum height of their vehicle.
5. Provided clearly displayed in cab vehicle height information.
6. Given workers height conversion charts.
7. Confirmed that every large vehicle and trailer has an established running height on its technical record and that this information is readily available..
8. Given every driver of a large vehicle training and instruction about the precautions outlined in the Network Rail Good Practice Guide for the prevention of bridge strikes and a copy of the guide.
9. Made sure that managers and supervisors understand the requirements, procedures and arrangements.
10. Monitor and review driver performance from time to time and following any incident or injury related to occupational road use, adapting our procedures as necessary or beneficial.

Safety Arrangement 4-33

WATER HAZARDS

We have a duty to protect our workers and others from the risks created by water hazards.

We do this by:

- Nominating a senior manager to manage the hazards and reduce the risks associated with working near water.
- Assessing the risks to our workforce and others from being or working near to water.
- Developing and implementing policies, control measures, and safe systems of work.
- Ensuring that the management of the policy, procedures, safe systems of work and control measures relating to water hazards is by competent personnel.
- Providing and using personal protective equipment.
- Managing our activities to ensure that employees and others use the control measures provided and follow our policies, procedures and safe systems of work.
- Providing and recording relevant training.
- Monitoring and reviewing our systems; using experience we will improve our management of the risks from working near water hazards.

The personnel responsible are shown in the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 4-33

WATER HAZARDS

Action Plan

To protect workers and others from the risks of water hazards we will-

1. Identify where and when workers and others may be exposed to harm from water hazards.
2. Assessed the risks, identified existing control measures already in place and any other necessary measures.
3. Consider among other issues-
 1. Are there warning signs to alert employees, visitors and others of the presence of water hazards?
 2. Is there fencing or barriers around deep water areas to prevent people from gaining access to these areas?
 3. Does Legionella present a risk and require statutory water testing, inspection and treatment at periodic intervals?
 4. Is rescue equipment such as life belts or rings required and provided at suitable locations?
 5. Are any other preventive measures required, such as inflatable life jackets, two-man working?
 6. Are there suitable emergency procedures established and are staff trained on how to follow and apply them?
 7. Is there a risk of infection from biological hazards associated with ponds etc. or waste materials and contamination?
4. Keep a written record of significant risk assessments, the control measures and systems of work adopted.
5. Record the issue and receipt of any PPE.
6. Made sure that managers and supervisors understand the procedures and arrangements. Considered whether they needed any training.
7. Explain our system and arrangements to the workforce, ensured they are understood and provided further training where necessary.
8. Report any notifiable injury or disease to the Enforcing Authorities.
9. Arrange to monitor and review the operation of this procedure from time to time and whenever anyone is harmed at a water hazard, making changes to the procedure identified as necessary or beneficial.

Advice on managing the risks from water hazards can be found in Guidance Note 4-33.

Safety Arrangement 4-34

RACKING STORAGE SYSTEMS AND MEZZANINE FLOORS

We have a duty to protect our workforce and others from the risks created by using racking storage systems and mezzanine floors.

We do this by:

- Nominating a senior manager to manage hazards and risks from racking storage systems and mezzanine floors.
- Assessing the risks created by using racking storage systems and mezzanine floors.
- Developing and implementing control measures, procedures and safe systems of work.
- Ensuring that the management of the policy, procedures, safe systems of work and control measures are prepared by competent, trained personnel.
- Providing information on safe working loads and personal protective equipment (PPE) where needed.
- Ensuring that risk assessments are completed by competent, trained personnel.
- Providing and recording relevant training.
- Monitoring and reviewing our systems; using experience we improve our management of the risks associated with racking systems and mezzanine floors.

The personnel responsible are shown in the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 4-34

RACKING STORAGE SYSTEMS AND MEZZANINE FLOORS

Action Plan

To ensure the safety of our workers and others whilst working where they could be affected by the hazards and risks from racking storage systems and mezzanine floors we need to-

1. Identify where and when workers or others may be exposed to the hazards of racking systems and mezzanine floor use.
2. Assess the risks to our workers and others.
3. Involve the workforce in these assessments and in the identification of appropriate control measures.
4. Identify the control measures already in place and any additional measures that may be required. Refer to manufacturers' guidance, trade guidance, British and European Standards.
5. Consider-
 1. Possibility of incorrect installation of racking.
 2. Appropriate selection of reputable companies for installation.
 3. Identifying appropriate safe working loads and displaying them.
 4. Methods for ensuring equipment is readily inspected and maintained.
 5. Ensuring racking and floors are designed and constructed by a competent person. Mezzanine floors must comply with building regulations.
 6. Ensuring racking systems and mezzanine floors are only accessed by those competent and trained to use it.
 7. Suitable access and edge protection on mezzanine floors.
6. Keep a written record of significant risk assessments and the control measures and systems of work adopted.
7. Make sure that relevant members of staff understand the procedures and arrangements. Consider whether they need any training.
8. Implement the procedure and ensure it is followed in practice.
9. Monitor and review the operation of this procedure from time to time and whenever an incident occurs, make changes to the procedure identified as necessary or beneficial.

Information and advice on the control of risks from racking storage systems and mezzanine floors can be found in Guidance Note 4-34.

Safety Arrangement 4-37

SAFETY HARNESSES AND LANYARDS

We have a duty to ensure the safety of our workers when using safety harnesses and lanyard equipment for working at height.

We do this by:

- Nominating managers to identify when the use of safety harnesses and lanyards is an appropriate measure to control the hazard of working at height.
- Nominating managers to manage the risks involved in the use, storage, cleaning and the inspection and examination of safety harnesses and lanyards.
- Assessing the risk to employees and others from the use of safety harnesses and lanyards.
- Developing and implementing control measures, procedures and safe systems of work.
- Ensuring that risk assessments are undertaken by competent, trained personnel.
- Ensuring that emergency plans are in place for every workplace where safety harnesses and lanyards are used by our workers.
- Ensuring that these plans are known and workers have had sufficient training to be able to put them into practice.
- Ensuring that regular inspections are undertaken of safety harnesses and lanyards in accordance with legislation and good practice to ensure that such equipment is 'fit for purpose' prior to each use.
- Ensuring that workers and others use the appropriate control measures and follow procedures and safe systems of work.
- Providing and recording training.
- Monitoring and reviewing our systems, using our experience of operating these arrangements we aim to make improvements to the way in which we manage the risks from the use of safety harnesses and lanyards.

The personnel responsible for the above measures are identified in the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 4-37

SAFETY HARNESES AND LANYARDS

Action Plan

To ensure the safety of our workers and others whilst working with safety harnesses and lanyard equipment at height we need to-

1. Remember that the use of safety harnesses and lanyards is only appropriate where other precautions to prevent falls from height cannot be used.
2. Assess our work activity to identify when and where workers may need to use safety harnesses and lanyard equipment.
3. Where hazards and risks from work at height are identified and the use of safety harnesses and lanyard equipment is appropriate, we need to identify the specific arrangements and control measures for the specific work.
4. Involve the workforce, as necessary, in these assessments.
5. Identify the control measures already in place and any additional measures that may be required. Refer to the manufacturers' guidance, trade guidance, equipment suppliers' guidance and British and European Standards etc.
6. Consider among other issues-
 1. Risks to workers.
 2. The integrity of the equipment.
 3. The provision of suitable storage for the equipment.
 4. The training needs of operators, Supervisors and others.
 5. The periods of inspection of the equipment.
 6. A suitable inspection regime for the equipment.
 7. Action to be taken when defective equipment is found.
 8. The periods of useful life of the equipment.
 9. Replacement of the equipment
 10. Risks to persons other than the workers.
 11. The effect of wearing and use of the equipment in terms of restrictions to the workers.
 12. An emergency plan including rescue arrangements designed to recover a casualty within 10 minutes.
7. Develop procedures, programmes and practices tailored to safe work at height.
8. Make sure that all managers and supervisors understand the procedures and arrangements. Consider whether they need any training.
9. Explain these arrangements to the workforce. Ensure that operators understand them and provide further training where necessary particularly in relation to the use and inspection of safety harnesses and lanyard equipment.
10. Implement procedures and ensure that they are followed in practice.
11. Monitor and review the use of safety harnesses and lanyard equipment from time to time and whenever anyone is injured or suffers ill health because of working at height where this type of equipment has been used.

Advice and guidance on safety harnesses and lanyard equipment can be found in Guidance Note 4-37. Guidance on work at height is in Guidance Notes 4-20 - Work at Height and 7-3 - Roof Work.

Safety Arrangement 5-1

HAND ARM VIBRATION

We have a duty to protect our employees and others who might be affected from the ill health effects of hand arm vibration (HAV) caused by the use of vibrating tools and equipment.

We do this by:

- Nominating a senior manager to minimise the risks created by the use of vibrating tools and equipment.
- Assessing the risks to our workforce from vibrating tools used in the course of their work.
- Developing and implementing strategies, procedures, safe systems of work and control measures.
- Ensuring that the management of the strategy, procedures, safe systems of work and control measures relating to hand arm vibration is undertaken by competent, trained personnel.
- Managing our activities to ensure that employees and others use the control measures provided and follow our policies, procedures and safe systems of work.
- Providing and recording relevant training.
- Arranging and implementing health surveillance.
- Ensuring that all items of equipment are suitable for their task and subject to regular maintenance.
- Monitoring and reviewing our systems; using experience to improve our management of risks from vibrating tools and equipment.

The personnel responsible are shown in the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 5-1

HAND ARM VIBRATION

Action Plan

To protect workers and others from the risks to health from hand arm vibration we need to:

1. Identify where and when workers may be exposed to hand arm vibration.
2. Risk assess that work, identifying where exposure is above either the statutory limit or action values.
3. Where exposure is above the exposure limits take immediate steps to reduce exposure.
4. Identify control measures already in place and any additional measures that may be required to reduce exposure to below the limit value and so avoid risk.
5. Consider issues including-
 1. Use of powered hand tools - hammer drills, impact wrenches, brush cutters, chain saws, shearing machines and similar.
 2. Whether the job can be automated – eliminates exposure.
 3. Whether the job can be done differently – reduces exposure.
 4. Whether the job can be rotated between workers – reduces exposure.
 5. Is the tool too powerful?
 6. Are vibration levels high because tools are not well maintained?
 7. Would a newer tool incorporate vibration reduction measures and reduce exposure?
 8. Are any groups or individual workers at particular risk?
 9. Health surveillance.
6. Develop a procedure based on these considerations.
7. Explain these arrangements to our workforce. Ensure they are understood.
8. Provide training and information for workers nominated with responsibility.
9. Implement the procedure and ensure that it is followed in practice.
10. Report cases of HAV which result in a worker being unfit for work and which are confirmed by a medical practitioner to the Enforcing Authority.
11. Monitor and review the operation of this procedure from time to time and whenever a worker develops symptoms related to HAV exposure, making changes to the procedure identified as necessary or beneficial.

Information and advice on the control of Hand Arm Vibration can be found in Guidance Note 5-1.

Safety Arrangement 5-4

INFECTION CONTROL

We have a duty to protect the safety, health and welfare of our workforce and others who enter our premises from the risk of acquired infections, societal and work related.

We do this by-

- Nominating senior managers to manage the spread of infection and to reduce the risks posed.
- Assessing the risks to our workforce and visitors to our premises of acquiring a work-related infection.
- Developing and implementing control measures, procedures, policies and Safe Systems of Work.
- Ensuring that the management of the control measures, procedures and Safe Systems of Work relating to the control of work-related infection is carried out by competent, trained personnel.
- Providing and using personal protective equipment.
- Managing our activities to ensure that employees and others use the control measures provided and follow our procedures and Safe Systems of Work.
- Providing and recording relevant training.
- Undertaking Health Surveillance where this is necessary.
- Monitoring and reviewing our systems; using our experience of these arrangements we aim to make improvements to the way we manage the risks of work-related infection.

The personnel responsible are shown in the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 5-4

INFECTION CONTROL

Action Plan

To protect workers and others from the risk of work acquired infection we need to-

1. Consider where and when people may be exposed to infectious agents.
2. Assess those tasks and identifying who is at risk of a work-related infection.
3. Consider whether exposure can be eliminated or reduced by restricting access to certain areas to a limited number of people.
4. Identify any control measures already in place and any additional measures that may be required to avoid or reduce risk.
5. Consider issues including-
 1. Direct physical contact with infectious agents.
 2. Direct contact with people in ill-health.
 3. Contact with waste materials - direct, indirect and accidental contact.
 4. Activities involving skin piercing - intentional and unintentional.
 5. Contact with contaminated sharp objects.
 6. Work in areas contaminated with waste.
 7. Work in cleaning contaminated materials and equipment.
 8. Are any groups or individual workers at particular risk?
 9. Is health surveillance required? If yes, at what level?
 10. Could personal protective equipment give additional protection?
6. Keep a written record of our risk assessments and the control measures and systems of work we adopt.
7. Explain these arrangements to our workforce. Ensure they are understood.
8. Provide training where required and information for staff nominated with responsibility.
9. Implement the procedure and ensure that it is followed in practice.
10. Report cases of work-related infection which result in a worker being unfit for work and which are confirmed by a medical practitioner to the Enforcing Authority.
11. Monitor and review the operation of this procedure from time to time and after any identified case of infection or repeated pattern of absence from work, make changes identified as necessary or beneficial.

Advice on the control of Infection can be found in Guidance Note 5-4 Infection Control.

Safety Arrangement 5-5

WORKING TIME, NIGHT WORK AND SHIFT WORKING

We have a duty to take account of the hazards and risk of long working hours, night and shift work and to ensure the health and safety of members of our workforce who work at night and on shifts.

We do this by:

- Nominating senior managers to coordinate and manage hours of work and safe shift working activity on site.
- Identifying the hazards and risks that shift working may pose to our workforce.
- Developing and implementing strategies, procedures etc.
- Ensuring that the development of the strategies and procedures relating to shift working are undertaken by competent, trained personnel.
- Ensuring that managers, employees and others follow our procedures and rules.
- Providing and recording relevant training.
- Monitoring hours of work and shift work patterns.
- Monitoring and reviewing our systems; using our experience of working to these arrangements we aim to make improvements to the way we manage the risks from shift working.

The personnel responsible for the above measures are shown in the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 5-5

WORKING TIME, NIGHT WORK AND SHIFT WORKING

Action Plan

To set up a system for taking account of the hazards and risk of long working hours, night and shift work and to ensure the health and safety of members of our workforce, including those who work at night and on shifts we need to-

1. Ensure that the managers nominated with responsibility for these arrangements have the knowledge and experience to operate the system effectively.
2. Provide suitable training for those who don't.
3. Create the system and make sure it is known to all members of our workforce.
4. Consider as part of the system issues including-
 1. The well-being of people employed to work on shift systems which start or finish beyond the normal working day.
 2. Whether any of our workers are particularly vulnerable, e.g., children, young people, older people, new and expectant mothers.
 3. The need to offer health surveillance to night workers.
 4. Whether health surveillance for others may be necessary or desirable.
 5. Whether early finishes or late starts put workers at added risk from break-in or robbery.
 6. First aid cover, emergency cover.
 7. Security, lighting.
 8. Senior management availability.
 9. Welfare facilities, temperature, food, drink etc.
 10. Communications - shift to shift issues and problems.
 11. Shift handover arrangements.
5. Involve workers in developing procedures based on these considerations.
6. Keep a written record of significant risk assessments, the control measures and systems of work adopted.
7. Make sure that managers and supervisors understand the procedures. Consider whether they need any training.
8. Explain these arrangements to our workforce. Ensure they are understood and provide training where necessary.
9. Implement the procedure and ensure that it is followed in practice.
10. Monitor and review the operation of this procedure from time to time and after any report of a worker developing or suffering ill health because of long working hours or shift work, make changes identified as necessary or beneficial.

For advice and guidance on working time, night work and shift working see Guidance Note 5-5.

Safety Arrangement 5-8

LEPTOSPIROSIS

We have a duty to protect the safety, health and welfare of our employees or others who may be affected by our work activities from the risk of leptospirosis. Infection may occur as a result of working with animals and where they might be exposed to material contaminated with urine from rats and small mammals.

We do this by-

- Nominating senior staff members to identify and manage our control measures.
- Making an assessment of the risks of leptospirosis to our workforce.
- Developing and implementing policies, safe systems of work and control measures.
- Ensuring that the development of the policy, procedures, safe systems of work and control measures relating to leptospirosis are made by informed and competent staff.
- Adopting thorough cleaning regimes with arrangements to clear spillages and vermin control.
- Providing personal protective equipment and suitable welfare facilities.
- Employees and others adhering to policies, procedures, safe systems of work and control measures.
- Providing and recording relevant training.
- By monitoring and reviewing our systems, using our experience of operating these arrangements we aim to make improvements to the way we manage the risks from leptospirosis.

The personnel responsible for these measures are shown in the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 5-8

LEPTOSPIROSIS

Action Plan

To protect the health, safety and welfare of our workers and others from the risk of work-related leptospirosis we need to:

1. Assess the risk of leptospirosis to our staff.
2. Consider the arrangements we have in place to protect the health, safety and welfare of employees and others from the risk of leptospirosis.
3. Identify any workers who may be at particular risk.
4. Consider whether additional control measures are required.
5. Consider among other relevant issues-
 1. The job to be done.
 2. Farm and stables visits.
 3. Contact and potential for contact with infected materials.
 4. Elimination of the risk – pest control measures if appropriate.
 5. Work instructions.
 6. Personal protective equipment.
 7. Welfare arrangements – access to good washing facilities.
 8. Welfare arrangements – rest and meal breaks; and
 9. First aid arrangements.
10. The provision of written information to workers.
6. Keep a written record of significant risk assessments and the control measures and systems of work adopted.
7. Involve workers in developing a procedure based on these considerations.
8. Make sure that managers and supervisors understand the procedures and arrangements. Consider whether they need any training.
9. Explain these arrangements to our workforce. Ensure they are understood and provide further training where necessary.
10. Implement the procedure and ensure that it is followed in practice.
11. Monitor and review the operation of this procedure from time to time and after any report of a worker suffering or suspected of suffering from leptospirosis, making changes identified as necessary or beneficial.
12. Report medically confirmed cases of leptospirosis to the Enforcing Authority.

Information and advice about managing the risks can be found in Guidance Note 5-8 Leptospirosis.

Safety Arrangement 5-9

MANUAL HANDLING

We have a duty to ensure the safety, health and welfare of our employees and others who come onto our premises from the risks present in manual handling activities.

We do this by-

- Nominating a senior manager to identify and manage heavy loads or lifting hazards.
- Assessing the risks from manual handling to our workforce.
- Developing and implementing procedures and systems of work to reduce the risks from manual handling operations.
- Ensuring that manual handling risk assessments are carried out by competent, trained personnel.
- Nominating senior staff members to manage and identify load or lifting hazards.
- Assessing the risks from manual handling to our workforce.
- Developing and implementing procedures and systems of work to reduce the risks from manual handling operations at work.
- Ensuring that any manual handling risk assessments are completed by competent, trained personnel.
- Eliminating the need for manual handling through the introduction of mechanical handling equipment or other alternatives where this is reasonably practicable.
- Regularly inspecting the premises to identify any new processes, personnel or changes to building structures which would trigger the need for reassessment.
- Providing and recording job-based training for workers with manual handling tasks.
- Employees and others adhering to the contents of procedures, control measures and safe systems of work.
- Providing and recording job-based training for employees with manual handling tasks.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the risks from manual handling.

The personnel responsible for the above measures are shown in the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 5-9

MANUAL HANDLING

Action Plan

.To protect our employees and others from the risk of injury while manual handling loads we need to-

1. Assess the risks to our workforce from handling loads. This includes lifting and carrying as well as pushing and pulling loaded containers.
2. Have a nominated manager to lead the process.
3. Consider-
 1. What we need to move - its size and shape.
 2. The weight.
 3. The frequency.
 4. Who is involved? Do some handle loads more frequently than others?
 5. Can we reduce the need for movement? Are there mechanical aids we could use? Can we use them?
 6. Can we adapt our processes to reduce the risk?
 7. Has our workforce been trained in manual handling techniques for the products and goods that they handle in the course of their work?
 8. Where team lifting is employed have the workers been trained in the same system?
 9. Are the floors suitable and maintained for the work that goes on?
 10. Are there extremes of temperature?
 11. Are any groups or individual workers at particular risk?
 12. Is health surveillance required? If yes at what level?
4. Keep a written record of significant risk assessments and the control measures and systems of work adopted.
5. Involve workers in developing a procedure based on these considerations.
6. Make sure that managers and supervisors understand the procedures and arrangements. Consider whether they need any training.
7. Explain and implement these arrangements to our workforce. Ensure they are understood and provide further training where necessary.
8. Monitor and review the operation of this procedure from time to time and after any ill health or back injury, making changes identified as necessary.
9. Where employees are injured in an accident involving manual handling or are diagnosed with ill-health due to manual handling at work report any that are reportable to the enforcing authorities.

Information and advice, including a template for Manual Handling Risk Assessments, can be found in Guidance Note 5-9 Manual Handling.

Safety Arrangement 5-11

DISPLAY SCREEN EQUIPMENT

We have a duty to protect the safety, health and welfare of our workforce from the risk involved in the use of display screen equipment (DSE).

We do this by:

- Nominating senior staff members to identify and reduce risks from the use of display screen equipment.
- Assessing the risks from display screen equipment to each member of our workforce who uses them.
- Developing and implementing control measures, policies and safe systems of work.
- Ensuring that the management of the policy, procedures, safe systems of work and control measures relating to the use of display screen equipment are undertaken by competent, trained personnel.
- Providing and using personal protective equipment where appropriate.
- Managing our activities to ensure that employees and others use the control measures provided and follow our policies, procedures and safe systems of work.
- Providing and recording relevant training.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the risks from display screen equipment.

The personnel responsible for the above measures are shown in the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 5-11

DISPLAY SCREEN EQUIPMENT

Action Plan

To protect workers against the risks from display screen equipment we need to:

1. Appoint a member or members of staff and train them to become a competent assessor for display screen equipment.
2. Assess our work activity to identify where and when workers use display screen equipment.
3. Ensure all display screen users complete a self-assessment questionnaire.
4. Identify any workers with health issues that make them particularly susceptible to problems in using display screen equipment.
5. Identify the control measures already in place and any additional measures that may be required.
6. Consider the issues, including-
 1. Furniture
 2. Screen size
 3. Lighting; reflections and glare
 4. Rest breaks; rotating work activity
 5. Eye-sight tests
 6. Home and off-site users of display screen equipment
 7. Self-assessments and follow-up
7. Keep a written record of all risk assessments, whether self-assessments or assessments by trained assessors and the control measures and systems of work adopted.
8. Make sure that managers and supervisors understand the procedures and arrangements. Consider whether they need any training.
9. Explain our system and arrangements to the workforce. Ensure they are understood and provide further training where necessary.
10. Implement the procedure and ensure that it is followed in practice.
11. Report any incidents of reportable ill health caused by display screen equipment to the Enforcing Authorities.
12. Monitor and review this procedure from time to time and whenever an employee develops a display screen equipment related illness. Make changes identified as necessary.

Advice and guidance on health, safety and welfare in the use of display screen equipment can be found in Guidance Note 5-11 Display Screen Equipment.

Safety Arrangement 5-12

LEGIONELLA CONTROL

We have a duty to protect the health of our workforce, service users and others from the risk of infection by Legionella Pneumophilia from our hot water and cooling systems. We have to assess the risk of infection and attempt to eliminate the risk or implement suitable control measures.

We do this by:

- Nominating a senior manager to oversee water systems and prevent a legionella outbreak.
- Assessing the risks from legionella to our workforce and others.
- Developing and implementing control measures, policies and safe systems of work.
- Ensuring that the management of the policy, procedures, safe systems of work and control measures relating to legionella are undertaken by competent, trained personnel.
- Ensuring that the correct testing and treatment plans are implemented and recorded.
- Providing and using personal protective equipment.
- Managing our activities to ensure that the control measures are adopted and met in practice.
- Providing and recording relevant training.
- Monitoring and reviewing our systems; using experience to improve our management of legionella risks.

The personnel responsible are shown in the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 5-12

LEGIONELLA CONTROL

Action Plan

To protect the health of our workforce, service users and others from the risks of Legionella Pneumophila from our hot water and cooling systems we need to-

1. Appoint a responsible person to coordinate our approach and take day-to-day responsibility for the control and identification of risks from legionella.
2. Ensure that they have sufficient information, training and competence for the task.
3. Identify where and when workers and others may be exposed to the risk of legionella infection.
4. Assess our hot water and cooling systems for risks to health.
5. Consider-
 1. Could exposure be eliminated?
 2. How to control and manage continuing risks.
 3. Identify control measures already in place and the additional measures needed to avoid or reduce risk.
 4. How extensive are our hot water systems?
 5. Do we store hot water above or below 60oC?
 6. Does the hot water system have any 'dead legs' or rarely used outlets?
 7. Have we tested for the presence of legionella? Who makes the tests, how often?
 8. Are the testers competent and the results valid?
 9. Do we treat the water systems to control legionella?
 10. Is cold water always stored at less than 20oC?
6. Keep a written record of significant risk assessments and the control measures and systems of work adopted.
7. Develop a procedure based on these considerations.
8. Make sure managers and supervisors understand the procedures and arrangements. Consider whether they need any training.
9. Explain our system and arrangements to the workforce. Ensure they are understood and provide further training where necessary.
10. Implement the procedure and ensure that it is followed in practice.
11. Report any incidence of legionella to the Enforcing Authorities.
12. Monitor and review the operation of this procedure from time to time and whenever an employee develops legionella, making changes to the procedure as necessary or beneficial.

Advice and guidance on the control of legionella can be found in Guidance Note 5-12.

Safety Arrangement 5-13

RADON

We have a duty to ensure the safety, health and welfare of our employees and others who enter our premises by protecting them from excessive exposure to naturally occurring radon in the workplace.

We do this by:

- Nominating senior staff members to identify the need for radon testing.
- Commissioning radon testing, where appropriate.
- Developing and implementing procedures, Safe Systems of Work and control measures.
- Recording the undertaking of the checking and testing procedures, to evidence the activities' completion.
- Ensuring that testing is undertaken by competent, trained personnel.
- Employees and others adhering to procedures, control measures and Safe Systems of Work.
- Providing and recording relevant training.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the risks from radon.

The personnel responsible for the measures are identified within the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 5-13

RADON

Action Plan

To protect our workforce and others who visit our premises from the ill health effects of naturally occurring radon we need to-

1. Ascertain whether our premises are in an area there are naturally high levels of radon gas.
2. Identify a senior manager to ensure that we take the correct action to meet our responsibilities.
3. Arrange for radon measurements to be taken by an approved radon specialist.
4. Consider the results of radon measurements, taking action to reduce exposure where unacceptably high levels of radon are measured.
5. Control measures may include-
 1. Sealing soil gas routes into buildings.
 2. Sub-floor depressurisation sumps to draw soil gas away from the building before it can enter.
 3. Sub-floor pressurisation sumps to force soil gas away from the building before it can enter.
 4. Sub-structure ventilation.
 5. Ventilation and adjustment of the air pressure inside the building to reduce or reverse the driving force which assists the entry of soil gas.
 6. If normal control measures are unlikely to be effective take further advice from specialists and introduce radiation protection measures to reduce personal exposure.
6. Record details of measurements, results and any controls subsequently introduced.
7. Inform, instruct and train workers about the hazard of radon, the risks, exposure levels in the workplace and any control measures introduced. Record the details.
8. Ensure that those responsible for operating and maintaining control systems are competent and trained.
9. Maintain control measures in good working order.
10. From time-to-time check that the control measures are still working and that radon levels are being controlled below the exposure reference level.

There is advice on the detection and control of naturally occurring radon in Guidance Note 5-13.

Safety Arrangement 5-14

USE OF CHEMICAL AGENTS AND SUBSTANCES

We have a duty to ensure the safety, health and welfare of our employees and others who may be affected by exposure to hazardous substances used at work.

We do this by:

- Nominating senior staff members to identify hazardous substances encountered at work and the hazards posed by them.
- Developing and implementing risk assessments, procedures or safe systems of work and control measures.
- Ensuring that any risk assessments are undertaken by competent, trained personnel.
- Employees and others adhering to the contents of the developed procedures, control measures and safe systems of work.
- Providing safe equipment for use with hazardous substances.
- Providing sufficient personal protective equipment.
- Providing and recording relevant training.
- Monitoring and reviewing our systems; using experience to improve the way we manage the risks from hazardous substances.

The personnel responsible for these measures are shown in the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 5-14

USE OF CHEMICAL AGENTS AND SUBSTANCES

Action Plan

To protect our employees and others who may be affected by exposure to the hazardous substances used in our business we need to-

1. Make an inventory of every hazardous substance used and any that could be generated as a by-product of our business processes.
2. Assess those substances for the risks that they pose to health and safety because of the quantities to which people are exposed or the way that we use them.
3. Assess or measure the levels of hazardous substances to which our workforce is exposed.
4. Identify the control measures that we should adopt.
5. Consider relevant matters including-
 1. What hazardous substances do we use?
 2. Are any hazardous substances created by the work we do?
 3. Who might be exposed?
 4. Where and when?
 5. What are the levels they are exposed to?
 6. How does this compare with the Workplace Exposure Limits and the requirement to minimise exposures?
 7. Can we eliminate the risk entirely?
 8. How do we reduce exposure?
 9. What control measures are appropriate?
6. Record details of our assessments, measurements and any controls subsequently introduced.
7. Make sure that managers and supervisors understand the procedures and arrangements. Consider whether they need any training.
8. Inform, instruct and train workers about the hazardous substances in use, the risks, exposure levels and use of control measures.
9. Implement the procedure and ensure that it is followed in practice.
10. Report every case of a reportable disease to the Enforcing Authorities.
11. From time-to-time check that the control measures are still working and that exposure levels are being controlled below the Workplace Exposure Limit.
12. Monitor and review the operation of this procedure from time to time and whenever hazardous substances give rise to incident, injury or ill-health, making changes as necessary.

Advice and guidance on the control of exposure to chemical substances can be found in Guidance Note 5-14.

Safety Arrangement 5-16F

ASBESTOS AT WORK - SURVEY, NO ACMs, NO OFF-SITE RISK

We have a duty to ensure that the presence of Asbestos Containing Materials (ACMs) in our buildings is known and that they are managed so that users of the buildings and contractors working on the buildings are not exposed to the health risks associated with asbestos. We also need to be able to identify, manage and control exposure to ACMs when we work at customers' worksites.

An asbestos survey carried out on our behalf has shown that ACMs are **not present** in the structure of our premises.

Due to the nature of our business our workforce is unlikely to come into contact with any asbestos or ACMs when working at customer sites.

We have therefore made no specific arrangements to manage exposure to asbestos or ACMs in the course of work.

We record this as a fact but have nominated a senior manager to consider, by annual review, that this remains the case. The person responsible is shown in the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 5-16F

ASBESTOS AT WORK - SURVEY, NO ACMs, NO OFF-SITE RISK

Action Plan

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Safety Arrangement 5-17

CONTROL OF NOISE AT WORK

We have a duty to protect the hearing of our workforce and others who might be affected by exposure to excessive levels of noise from our work activities.

We do this by:

- Nominating senior staff members to identify where we need to act and to manage the action we need to take.
- Assessing the risks to employees and others from work related noise.
- Taking measurements of exposure to noise to identify where statutory action levels apply.
- Developing and implementing control measures, strategies, procedures and safe systems of work.
- Undertaking hearing surveillance if identified as appropriate.
- Ensuring that employees and others adhere to procedures and safe systems of work.
- Providing adequate personal protective equipment.
- Providing and recording relevant training for employees.
- Ensuring that all items of equipment are suitable for their task and subject to regular maintenance and noise inspections by competent engineers.
- Monitoring and reviewing our systems; using experience of these arrangements to improve the way we manage the risks from noise.

The personnel responsible for the above measures are identified in the Responsibility Table of our Health and Safety Policy

Safety Arrangement 5-17

CONTROL OF NOISE AT WORK

Action Plan

To ensure the safety of our workforce and others whilst working in areas where they could be exposed to excessive noise levels we need to-

1. Assess our work activity to identify where and when workers or others may be exposed to noise levels identified as harmful to hearing.
2. Arrange for measurements of actual noise levels to inform how the issue is managed.
3. Where a risk of hearing damage is identified assess workers' exposure to those noise levels and identify where action is required.
4. Involve the workforce in these assessments and in the identification of noise controls – noise reduction measures and or the use of hearing protection.
5. Identify the control measures already in place and any additional measures that may be required. Refer to manufacturers' guidance, trade guidance and British or European Standards.
6. Consider among other issues-
 1. First Action Level, Second Action Level, Peak Exposure Value.
 2. Regular maintenance of machinery can reduce noise emissions.
 3. Reduction of noise at source.
 4. Attach deadening to panels etc. that amplify or reflect sound.
 5. Install sound absorbing materials.
 6. Replace ageing noisy equipment with new silenced equipment.
 7. Isolate noise sources.
 8. Warning signs.
 9. Audiometry, health surveillance.
 10. Training and information.
 11. Hearing protection.
7. Develop procedures, programmes and practices tailored to our workplace.
8. Make sure that managers and supervisors understand the procedures and arrangements. Consider whether they need any training.
9. Explain these arrangements to the workforce. Ensure they are understood and provide further training where necessary.
10. Implement the procedure and ensure that it is followed in practice.
11. Monitor and review the operation of this procedure from time to time and whenever anyone reports hearing damage, making changes to the procedure identified as necessary or beneficial.

Advice and guidance on the control of noise can be found in Guidance Note 5-17.

Safety Arrangement 5-18

STRESS IN THE WORKPLACE

We recognise that we have a duty to take action to reduce and where reasonably practicable to eliminate ill health which is caused by work related stress.

We do this by-

- Nominating senior staff members to consider and manage the issue of work-related stress.
- Developing and implementing a policy for identifying and managing work related stress.
- Involving our workforce in the development of this policy and our procedures.
- Providing information about the policy to all workers.
- Training managers and supervisors to recognise symptoms of work-related stress.
- Ensuring that the policy is adopted and followed.
- Ensuring employees know what to do if they suspect they, or a colleague, are suffering from stress.
- Providing counselling or occupational health services and support.
- Monitoring and reviewing the policy and procedures; using experience to make improvements to the way we manage ill health caused by work related stress.

The personnel responsible for monitoring and implementing this policy are shown in the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 5-18

STRESS IN THE WORKPLACE

Action Plan

To protect our workforce from ill health caused by work related stress we need to-

1. Assess our activities to identify where and when workers or others may experience unacceptable levels of work-related stress.
2. Prepare a stress policy and plan of action when a worker is identified as suffering ill health on account of work-related stress.
3. Involve the workforce in developing the policy and plan of action.
4. Identify any control measures already in place and the additional measures or actions that may be required. Refer to published trade guidance and advice.
5. Consider among other issues-
 1. The outward signs of stress
 2. Fatigue, anxiety, poor motivation in general.
 3. Making mistakes, having accidents.
 4. Deteriorating relationships with colleagues, irritability, indecisiveness, absenteeism, excessive smoking or drinking, overeating etc.
 5. Physiological, Increased complaints about health - headaches, dizziness etc.
 6. Stress risks assessments.
 7. Support to an employee who is experiencing stress whether work related or not e.g. following a bereavement or separation.
 8. The effect of new or changed roles without adequate training.
 9. The effect of poor communication during times of change
 10. Excessive workloads, long working hours, unsocial hours.
 11. Working alone
 12. Employees having to cover for the poor performance or attendance of colleagues.
 13. Do employees have developmental opportunities.
 14. Bullying and harassment by managers, supervisors and colleagues.
6. Develop procedures, programmes and practices tailored to our workplace.
7. Make sure that managers and supervisors understand the policy and procedure. Consider whether they need any training.
8. Explain these arrangements to the workforce. Ensure they are understood and provide further training where necessary.
9. Implement the policy and procedure and ensure that it is followed in practice.
10. Monitor and review the operation of the policy and procedure from time to time and following any case of ill health caused by work related stress, making changes to the procedure identified as necessary or beneficial.

Further advice and information on work related stress can be found in Guidance Note 5-18.

Safety Arrangement 5-19

AGGRESSION AND VIOLENCE

We recognise that we have a duty to take action to reduce so far as is reasonably practicable the risk of aggression and violence to our staff which can arise at work.

We do this by:

- Nominating senior staff members to consider and manage the issue of aggression and violence at work.
- Developing and implementing a policy for identifying and managing work where there are risks of aggression and violence.
- Involving our workforce in the development of this policy and our procedures.
- Providing information about the policy to all workers.
- Training all managers and supervisors to recognise work activities and locations where there are higher than normal risks of work-related violence and aggression.
- Ensuring that the policy is adopted and followed.
- Ensuring workers know what to do if they suspect they, or a colleague, are under threat of violence or aggression at work.
- Providing counselling or occupational health services and support.
- Monitoring and reviewing the policy and procedures; using experience to make improvements to the way we manage workplace violence and aggression.

The personnel responsible for monitoring and implementing this policy are shown in the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 5-19

AGGRESSION AND VIOLENCE

Action Plan

To protect our workforce from injury or ill health caused by violence and aggression at work we need to;

1. Assess our work activities to identify where staff may be subjected to violence or aggression from clients or other people when at work.
2. Prepare a policy and plan of action to deal with aggression and violence at work.
3. Involve the workforce in developing the policy and plan of action.
4. Identify any control measures already in place and the additional measures or actions that may be required. Refer to published trade guidance and advice. Take advice from the Police.
5. Consider among other issues-
 1. Recognising where and why workers may be at risk.
 2. Systems to allow the reporting of aggression and threats of violence at work.
 3. Handling incidents – calling the police.
 4. Premises security and alarms.
 5. Premises layout – make it difficult for aggressors to reach workers.
 6. Lone working and security for workers off site.
 7. Training workers to identify the early signs of aggressive behaviours and in conflict management techniques.
 8. Counselling
 9. Special arrangements for dealing with clients and people known to be aggressive or a risk to workers.
6. Develop procedures, programmes and practices tailored to our premises.
7. Record details of our assessment, the controls in force and additional measures planned.
8. Make sure that managers and supervisors understand the policy and procedure. Consider whether they need any training.
9. Explain these arrangements to our workforce. Ensure they are understood and provide further training where necessary.
10. Implement the policy and procedures and ensure that it is followed in practice.
11. Monitor and review the operation of the policy and procedure from time to time and following any case of injury or ill health caused by aggression or violence at work, making changes identified as necessary or beneficial.

Further advice and information on work related aggression and violence can be found in Guidance Note 5-19 Aggression and Violence.

Safety Arrangement 5-26

DERMATITIS

We have a duty to ensure the safety, health and welfare of our employees and others who may be at risk of dermatitis in the course of their work.

Our arrangements and the personnel responsible for managing this occupational health hazard and associated risks and for providing occupational health surveillance are set out in Safety Arrangement 1-7.

Specific guidance on managing cases of dermatitis and the risks of dermatitis from substances present in the workplace is contained in Guidance Note 5-26.

Safety Arrangement 5-26

DERMATITIS

Action Plan

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Safety Arrangement 7-1

PROJECT SAFETY FOR TRAVELLING AND MULTI-SITE WORKERS

To enhance the safety of our workforce and others, we work to reduce the risks to those who work away from our main base at any number of different premises or land.

We ascertain, so far as we are able, the hazards and risks that will be faced at these places so that they can be taken into account in our planning and in instruction to our workers. We also train our workforce to identify hazards and risks of which we may not initially be aware and to act accordingly, including seeking advice from managers.

We do this by:

- Nominating a senior manager to coordinate and plan any work to be completed 'off-site'.
- Obtaining and reviewing the adequacy of the health and safety documents for each location.
- Considering the hazards, assessing the risks at each site and taking them into account when preparing work instructions, procedures and method statements.
- Ensuring that our workforce is trained to recognise the hazards and risks likely to arise in the course of their work and know how to avoid them.
- Ensuring that our clients are aware of the procedures and risk assessments for any of our work processes that may affect them.
- Ensuring that our workers follow both our procedures and any that are required by our clients.
- Ensuring that any equipment used is inspected and tested at frequencies defined within current legislation and evidence of this can be supplied.
- Regular review of our systems and any injuries or incidents that have arisen.

The personnel responsible are identified in the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 7-1

PROJECT SAFETY FOR TRAVELLING AND MULTI-SITE WORKERS

Action Plan

To ensure the safety of our employees and others when working away from their home base we need to be sure that we and they are able to control any health and safety risks arising from their work. We need to-

1. Assess the hazards and risks to our workforce that may be faced whilst they are working remotely and at client premises.
2. Assess the hazards and risks to others that our presence may create.
3. Involve our workforce and clients (as appropriate) in these assessments and in the identification of effective control measures.
4. Identify the control measures already in place and any additional measures that may be required.
5. Consider among other issues-
 1. Have we obtained sufficient information about the risks at the premises where we will be working?
 2. Do we need to complete a pre-works site survey?
 3. What will our employee(s) be doing? Where will they be doing it and when?
 4. Does this put them at risk? Will our processes put the client or their staff at risk?
 5. Should we work only when the client's workforce is not present?
 6. The presence of asbestos.
 7. Will sufficient equipment be available to complete the work safely?
 8. Are the workers trained and competent?
 9. Will the workers receive suitable site inductions?
 10. Who will coordinate and manage our workers whilst at the remote site?
6. Develop and explain to our workers, procedures, practices and method statements for working on other premises; making sure that site specific hazards and risks are taken into account.
7. Make sure the workforce knows what to do should they face unexpected hazards and risks in the course of their work.
8. Make sure that managers and those supervising the work understand the procedures and arrangements. Consider whether they need any training.
9. Implement the procedure. Monitor and review its operation from time to time and following any incident, , making changes to the procedure and arrangements identified as necessary or beneficial.

Advice and guidance on these issues can be found in Guidance Note 7-1.

Safety Arrangement 7-2

CONTRACTOR CONTROL AND MANAGEMENT

We need to ensure the safety of our workforce and others when we employ contractors to come onto our premises to repair buildings or equipment or to complete other work.

We do this by:

- Nominating a senior manager to coordinate and plan the selection of suitable, competent contractors or subcontractors.
- Requesting and reviewing the suitability and adequacy of the health and safety documentation submitted by the contractor or subcontractor.
- Checking the competence of contractors and subcontractors.
- Requesting a 'method statement' for the work.
- Ensuring that contractors and subcontractors adhere to their method statement and safety documentation.
- Ensuring that the contractors or subcontractors are aware of the procedures and risk assessments for any of our work processes that may affect them.
- Ensuring that contractors and subcontractors comply with our site-specific company rules).
- Ensuring that any equipment used is inspected and tested at frequencies defined within current legislation and evidence of this can be supplied.
- Reviewing our own and contractors' systems.

The personnel responsible for overseeing contractors and subcontractors are shown in the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 7-2

CONTRACTOR CONTROL AND MANAGEMENT

Action Plan

To ensure the safety of our employees and others when we have contractors working on our premises, we need to be sure of their ability to work safely and without creating health risks.

We need to-

1. Assess the hazards and risks to our workforce created by contractors working on our premises.
2. Assess the hazards and risks to the contractors from their presence on our premises.
3. Involve our workforce and the contractors and in the identification of appropriate control measures.
4. Identify the control measures already in place and any additional measures that may be required. Refer to manufacturers' guidance, trade guidance, published standards, etc.
5. Consider among other issues-
 1. What will the contractor be doing? Where will they be doing it and when?
 2. Does this put any of our staff at risk? Will our processes put contractors at risk?
 3. Should the contractor work only when our workforce is not present?
 4. What knowledge do we have of the contractor's ability to manage health and safety?
 5. Do we need them to complete a pre-contract questionnaire or method statements?
 6. Will they provide their own equipment - do they expect to use any of ours?
 7. Will any plant they bring on site create risk to our workforce?
 8. Does the place where the contractors will be working need to be fenced off to protect them from our work activities or vice versa?
 9. Are their workers trained and competent? How will they be managed on our site?
 10. Will the contractor's workers understand our rules, instructions and signs?
6. Develop procedures, programmes and practices for when contractors are working on our premises.
7. Make sure that managers and supervisors understand the procedures and arrangements. Consider whether they need any training.
8. Explain these arrangements to the workforce. Ensure they are understood and provide further training where necessary.
9. Implement the procedure and ensure that it is followed in practice.
10. Monitor and review the operation of this procedure from time to time and following any incident, injury or case of ill health, making changes to the procedure identified as necessary or beneficial.

Advice and guidance on health and safety during contract work can be found in Guidance Note 7-2.

Safety Arrangement 7-3

ROOF WORK

When we carry out roof work, including repairs, we have a duty to ensure the health, safety and welfare of our workforce and others who might be affected by our activities.

We do this by:

- Nominating a senior manager to be responsible for managing and coordinating safety during roof work.
- Assessing the risks to our workforce and others from roof work.
- Developing and implementing control measures, procedures and safe systems of work.
- Managing roof work, using control measures and following our procedures and safe systems of work.
- Allowing only competent trained workers to carry out roof work and roof repairs.
- Providing and recording relevant training.
- Monitoring and reviewing our systems; using experience to improve our management of the risks associated with roof work.

The personnel responsible are shown in the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 7-3

ROOF WORK

Action Plan

To ensure the safety of our employees and others when involved in roof work we need to-

1. Consider where and when workers or others might be exposed to the hazards and risks of roof work. Formally assess the risks they face.
2. Involve the workforce in these assessments and in the identification of appropriate control measures.
3. Identify the arrangements and control measures already in place and any additional measures that may be required. Refer to manufacturers', trade and official guidance, British and European Standards.
4. Consider among other issues-
 1. Elimination of the work; does it have to be done at height?
 2. Are there alternative ways to do the job?
 3. Occasional job tasks as well as routine tasks.
 4. Use of appropriate access equipment.
 5. Weather conditions.
 6. Competency of workers.
 7. Condition of ladders and access equipment.
 8. Unexpected tasks e.g., leaking roof, overflowing gutter.
 9. Safety nets.
 10. Personal protective systems.
5. Develop procedures, programmes and practices tailored to our workplace.
6. Make sure that managers and supervisors understand the procedures and arrangements. Consider whether they need any training.
7. Explain these arrangements to the workforce. Ensure they are understood and provide further training where necessary.
8. Implement the procedure and ensure that it is followed in practice.
9. Monitor and review the operation of this procedure from time to time and following any incident, injury or case of ill health, making changes to the procedure identified as necessary or beneficial.

For advice and guidance on health and safety during roof work refer to Guidance Note 7-3.

Safety Arrangement 7-9

MOBILE PLANT AND VEHICLES

We have a duty to consider the safe use of mobile plant and vehicles. To effectively manage mobile plant and vehicles we recognise that effective planning and control of work, adequate checking, inspection and maintenance of plant combined with thorough training, assessment and briefing of personnel will reduce the level of risk.

We also recognise that we have specific responsibilities under the Construction (Design and Management) Regulations to effectively manage when working on construction projects.

We have arranged to comply with our legal responsibilities by:

- Nominating a senior manager to take responsibility for managing mobile plant and providing them with sufficient training and resources.
- Employing trained and competent people to operate plant and briefing them on the tasks to be carried out. Training is provided or recognised through nationally recognised schemes such as the Construction Plant Competence Scheme (CPCS).
- Ensuring that the rated capacity and design limitations of mobile plant is never exceeded and that where a specific design of mobile plant is required for a specific task it is supplied and used.
- Completing risk assessments for all mobile plant operations and implementing practical measures to ensure the safe movement of pedestrians, mobile plant and vehicles.
- Implementing an inspection and maintenance regime and, where required, thorough examination by a competent person with records kept on the premises.
- Co-operating with and explaining our arrangements and procedures to all other parties on the premises.
- Ensuring that these procedures are adopted by everyone who may be affected by mobile plant or vehicles.
- Monitoring and reviewing our systems; to improve our management of mobile plant and vehicles.

The responsible person is shown in the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 7-9

MOBILE PLANT AND VEHICLES

Action Plan

To protect the health, safety and welfare of our workers and others from the risks of mobile plant and vehicles we need to:

1. Complete a risk assessment for the movement of mobile plant and vehicles. This will be done by a competent person and needs to consider the following:
 1. Establishment of pedestrian routes that are segregated from mobile plant and vehicles, either by a safe distance or by physical barriers.
 2. Traffic routes that minimise congestion and risk of collision.
 3. Speed limits.
 4. One-way systems.
 5. Parking areas.
 6. Excavations and trenches.
 7. Ground conditions and stability.
 8. Ensuring that all personnel involved in the planning, supervision and carrying out of mobile plant operations are adequately trained, medically fit and competent for their role.
 9. Ensuring that mobile plant operators are familiar with the specific machines they operate, including attachments such as quick hitches. This will include records of all familiarisation training.
 10. Ensure that the right machine is chosen and is capable for the task and consider-
 1. Stability under all foreseeable operating conditions.
 2. Access to and from the cab and other parts of the vehicle requiring routine access.
 3. Braking systems.
 4. Visibility for the driver.
 5. Warning devices.
 6. Physical guards to protect dangerous parts.
 7. Driver protection from hazards and from the weather.
1. Ensure adequate supervision is in place to reinforce the safe system of work and ensure daily checks have been completed.
 2. Ensure that every supervisor and worker involved in mobile plant operations has been trained in the hazards and risks associated with the work. Provide induction and instruction on the specific arrangements applicable to every premises and site at which they work.
 3. Implementing an inspection and maintenance regime as identified by an assessment of the risk of failure and guided by manufacturer's instructions.

Advice and guidance on Mobile Plant and Vehicles can be found in Guidance Note 7-9.

Safety Arrangement 7-19

SEWAGE

We recognise that in addition to health risks, such as gastro-enteritis, Weil's disease, hepatitis, occupational asthma and eye infection working with sewage and slurry may also have an environmental impact. As well as duties under Health and Safety at Work legislation we have others under Environmental Protection and Water Supply and Resources regulations to effectively manage work with animal faeces and slurry

We have made arrangements to meet these responsibilities by:

- Nominating a senior manager to be responsible for managing work involving sewage and slurry and providing them with sufficient training and resources.
- Training our workforce about the risks of working with sewage and slurry.
- Completing risk assessments for any such work and, in particular, where it involves entry into a tank, sewer or manhole.
- Provision of suitable personal protective equipment and inoculations.
- Provision of adequate welfare facilities.
- Co-operating with and explaining our arrangements and procedures to other contractors working on the site.
- Ensuring that these procedures are adopted by all parties who may be affected by the work.
- Monitoring and reviewing our systems to improve the way we manage this work.

The responsible person is shown in the Responsibility Table of our Health and Safety Policy.

Safety Arrangement 7-19

SEWAGE

Action Plan

To protect the health, safety and welfare of our workforce and minimise environmental impact from sewage we need to-:

1. Train our workforce in the health risks associated with working with sewage and slurry.
2. Provide workers with INDG 197 Working with Sewage, The Health Hazards – A Guide for Employees.
3. Ensure that risk assessments and method statements are developed for each activity. Provide all necessary tools and protective equipment and explain the safe system of working to those involved.
4. Provide appropriate and maintain personal protective equipment, including waterproof and abrasion resistant gloves, footwear, eye and respiratory protection.
5. Inoculate our workforce against tetanus, poliomyelitis and hepatitis whilst they are at work.
6. Provide welfare facilities which includes clean hot and cold water, soap, nailbrushes and disposable paper towels wherever the work takes place. Where heavy contamination is foreseeable showers should be provided.
7. Oversee good standards of hygiene across the workforce.
8. Provide segregated storage for clean and contaminated clothing and separate eating facilities.
9. Provide adequate first aid arrangements.
10. Make effective arrangements for occupational health surveillance and the monitoring of the health of our workforce.

Advice and guidance on working with sewage and avoiding the risks to health and safety can be found in Guidance Note 7-19, Sewage.



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Bideford Town Council

Fire Safety Policy

Fire is a hazard which could affect all parts of our premises. The consequences of fire include the threat to the life or health and safety of people, damage to or loss of property and severe interruption to normal business activities and opportunities.

Our fire safety measures include preventing outbreaks of fire and mitigating the direct and consequential damage by early detection, reducing the risk of fire spread by structural containment, providing escape routes, emergency evacuation procedures and means for firefighting and detection.

This policy expands on our general health and safety and environmental policies. Its primary objective is the creation of a fire safety management system, which together with the structure and maintenance of our buildings seek to protect human life as well as the assets and business opportunities of this organisation. The policy applies to all our buildings including any occupied under a tenancy agreement. Its requirements extend to everyone on the premises, legitimately or otherwise. In jointly occupied premises our objective is to co-operate and coordinate action with other occupiers.

The aim of this policy is to achieve a 'fire safe' environment for all workers and building occupants, which will reduce to a minimum the risks to life, to property, to business loss and of personal injury. To achieve this we will provide the time and resources necessary to formulate a fire safety strategy for our premises. We will ensure that we inform, instruct and train all the relevant people.

Achievement of these objectives will demonstrate compliance with fire safety legislation and current good practice.

Janine Gardner has been appointed to take charge of fire safety in this business.

Signed

Date

Bideford Town Council
9 April 2026

HEALTH AND SAFETY FOR COUNCIL EMPLOYEES

Introduction

The Council subscribes to health and safety services provided by Peninsula.

Training and Development / Council Email Addresses

As part of the Peninsula suite of services, health and safety training courses are available to Council staff, including:

Health and safety awareness
Health and safety responsibilities
Risk assessments
Manual handling
Hazardous substances / COSHH
Fire safety awareness and warden duties
Fire extinguishers use
Driving for business
Lone working
Working at height
Ladder safety for employees
Noise awareness
Handling violence and aggression
Work equipment awareness
Electrical safety awareness
Hand-arm vibration
Accident reporting and investigation
Personal protective equipment

Fire safety awareness for managers
Preparing method statements
Ladder safety for employers
Creating COSHH risk assessments

Lifting operations and lifting equipment awareness
Abrasive wheels awareness
Whole body vibration
Silica awareness
Respiratory protective equipment
Compressed air safety

Council email addresses have now been issued for all Council employees which will enable them all to access the Peninsula health and safety training and development opportunities, most notably handling violence and aggression which had been highlighted as a training need in last year's health and safety compliance inspections.

Lone Worker Procedure

Introduction

A lone working procedure ensures the safety of employees working without close supervision by identifying risks, implementing control measures, and establishing communication protocols. It requires risk assessments, regular check-ins, emergency procedures, and training to prevent incidents involving violence, health issues, or accidents. A lone worker is any person who works by themselves without close or direct supervision, where assistance is not readily available in the event of an incident.

Bideford Town Council eliminates lone working as much as reasonably practicable. However, on occasions employees may be required to work on their own.

The procedure below sets out how the Council will protect employees who work alone, ensuring risks are identified, managed, and monitored in line with health and safety obligations. The procedure applies to all Council employees, contractors, and volunteers who work alone in any capacity, including site inspections, working alone in the office or depot and/or out-of-hours duties.

Roles and Responsibilities

Full Council:

- Ensure appropriate systems and resources are in place to protect lone workers
- Promote a positive safety culture

Line Managers:

- Identify lone working roles and activities
- Carry out and regularly review risk assessments
- Implement control measures
- Ensure staff are trained and competent
- Monitor compliance with this procedure

Employees:

- Follow agreed safety procedures
- Take reasonable care of their own safety
- Report hazards, incidents, and concerns
- Maintain regular communication as required

Procedure

1. Before any lone working activity is undertaken, a suitable and sufficient risk assessment must be completed, considering:

- Nature of the task
- Location and environment

- Level of public interaction
- History of violence or incidents
- Time of day
- Communication availability
- Emergency arrangements

Risk assessments must be reviewed:

- Annually
- After any incident
- When work conditions change

Depending on the risk level, appropriate controls will be implemented, including:

Communication

- Agreed check-in/check-out procedures
- Use of mobile phones and lone worker devices
- Emergency contact protocols

Work Planning

- Avoid lone working where possible
- Schedule visits during daylight hours where practical
- Maintain detailed work schedules

Personal Safety

- Awareness of surroundings and exit routes
- Avoid entering unsafe situations

Technology

- Lone worker alarms or apps where appropriate
- GPS tracking (if proportionate and agreed)

Training

- Conflict management
- Personal safety awareness
- Emergency procedures

All lone workers must:

- Inform a designated contact of their location, task, and expected return time
- Follow check-in procedures at agreed intervals
- Report completion of tasks
- Withdraw from situations which feel unsafe

In the event of an emergency:

- Contact emergency services immediately (999)
- Activate lone worker alarm
- Notify the designated Council contact as soon as possible

If a worker fails to check in:

- The designated contact must attempt to reach them
- Escalate to a manager if no response
- Initiate emergency escalation procedure if necessary

Incident Reporting

All incidents, near misses, and safety concerns must be reported in line with Council reporting procedures. Incidents will be reviewed to identify improvements and prevent recurrence.

Monitoring and Review

This procedure will be:

- Reviewed annually
- Updated following incidents or legislative changes
- Monitored through audits and feedback

Lone Worker Alarms

A number of lone worker safety applications exist in the market place for lone workers which are downloadable onto mobile telephones. Council employees are currently not issued with a work mobile telephone, and use their own personal devices. It is therefore suggested that dedicated lone worker alarms should be procured and issued to any lone-working staff. Options include:

Quicksafe Man Down Alarms combine adjustable fall and tilt detection with a waterproof design. It features configurable sensors and long SIM credit options and sends reliable automatic alerts to save critical response time. Cost: £249.98 plus VAT per device without an ongoing contract or subscription. The device calls emergency contacts until answered and sends text alerts with GPS location.

Peoplesafe provide dedicated [lone worker devices](#) which are connected to a dedicated 24/7 control centre with access to an industry-leading online management portal where individual employees' details can be stored and accessed easily in cases of emergency. The advantage of the Peoplesafe system is that staff can access a manned control centre 24/7 at the press of a button. In the unlikely event of an incident, they can press the button, the control centre will listen in without making themselves known and call emergency services if the situation demands. The devices also have a fall detection function. Upfront cost: £49.99 plus VAT, followed by a monthly subscription of £16.49, i.e. £197.88 per annum per device

LoneAlert SOS Fob from [Safety Gear Store](#); works similarly to the Quicksafe Man Down Alarms at a cost of £100.00 plus VAT per device plus a minimum of a 12-

months monitoring contract at £163.00 plus VAT per user (24 months £283.20, 36 months £409.32).

The **Safepoint Lone Worker** device includes 24/7 monitoring and a multi network SIM as standard Monthly cost (per device) depends on the contract length:

1 year: £65 setup + £18.99/month

2 year: £60 setup + £15.99/month

3 year: £55 setup + £14.99/month

Optional add ons include fall detection and tilt detection at £0.99/month each.

Summary:

Product	Cost	Notes
Quicksafe Man Down Alarms	£249.98 plus VAT per device No ongoing contract or subscription	Device only calls emergency contacts until answered and sends text alerts with GPS location, no immediate help
Peoplesafe Man Down	£49.99 plus VAT purchase plus monthly subscription of £16.49, i.e. £197.88 per annum per device	Connected 24/7 to staffed response centre
LoneAlert SOS Fob	£100.00 plus VAT per device plus a minimum of a 12-months monitoring contract at £163.00 plus VAT per user (24 months £283.20, 36 months £409.32 i.e. £136.44 per year)	Connected 24/7 to staffed response centre
Safepoint App	3 year: £55 setup plus £14.99/month i.e. £179.88 per year per device	Connected 24/7 to staffed response centre

Recommendation(s)

a) To note the report.

b) To recommend to the full Council to adopt the lone worker procedure and the procurement of two LoneAlert SOS Fobs at a purchase cost of £100.00 plus VAT per device plus a three-year monitoring contract at £136.44 plus VAT per user per annum.

Janine Gardner
Town Clerk and Responsible Financial Officer
March 2026

CUSTOMER SERVICE POLICY AND COMPLAINTS AND FREEDOM OF INFORMATION PROCEDURES

Introduction

Bideford Town Council promotes the culture that feedback from our customers gives us opportunities to learn and improve. We value feedback and recognise the importance of complaints, compliments and suggestions to improve our services and focus on the needs of our customers and communities.

Customers are persons who contact us for any reason, or are affected by anything we do.

Our Aims

We:

- respond to all correspondence within three working days
- use plain language in all communications
- contact customers where we cannot resolve a query straight away, providing a named contact, phone number, e-mail address and target date for a response
- keep customers informed if we cannot reply within the target timescale
- inform customers how to escalate a complaint if dissatisfied with our response
- review all complaints, compliments and suggestions carefully to establish what lessons we can learn and if we can improve our services as a result.

Compliments and Suggestions

We value our staff and it is important that they know when they are doing a good job or have exceeded expectations in delivering a service. We can use compliments to build on our success and continue to provide exceptional levels of service.

Complaints

A complaint constitutes any expression of dissatisfaction, whether justified or not, about our services, employees or policies. A complaint could include one or more of the following problems:

- We delay in providing a service
- We fail or refuse to provide a service
- We provide a poor-quality service or make a mistake
- We provide an inappropriate service
- We charge an inappropriate cost for a service
- An employee's behaviour causes upset
- A policy unreasonably disadvantages a customer

- We unfairly discriminate against a customer
- A customer is unable to access a service

Complaints Procedure

Stage 1

In order to raise a complaint or submit compliments or suggestions, customers are welcome to contact us in the first instance via:

Bideford Town Council
Riverbank House
Bideford
Devon
EX39 2QG

T: 01237 428938

E: townclerk@bideford-tc.gov.uk

The Town Clerk or an officer representative will, on receipt of a complaint, try to resolve the problem straight away, investigating whether we followed policy, procedure and legislation and that customers have not been unfairly disadvantaged. If we cannot resolve the complaint straight away, at Stage 1 we will:

- a) send an acknowledgement within three working days, explaining who is dealing with the complaint and give a timescale for response
- b) fully respond within 20 working days or if we are unable to do so will explain why
- c) if we have made a mistake, we will act to put things right

Stage 2

If a customer is dissatisfied with our response at Stage 1 and advises us accordingly, Stage 2 of the complaints procedure is triggered. The Town Clerk or an officer representative will acknowledge the Stage 2 request within three working days. We will then pass the complaint to the Chair of the Council to investigate and respond. The Chair will do so within 20 working days or keep the customer informed of any delays, including the reasons for those, as well as the timescale for a full response. The Chair will share the details of the complaint as well as his response with the full Council.

In case of a complaint against the Chair of the Council, the Vice-Chair of the Council will perform this role.

Stage 3

If a customer remains dissatisfied with our response at Stage 2, they might be able to escalate their complaint to the Local Government & Social Care Ombudsman in certain cases. The Ombudsman may be able to consider a complaint about the Town Council if it is acting on behalf of another council. So, for example, if the

County Council has arranged that the Town Council should maintain the grass verges, then the Ombudsman may be able to look at a complaint about this.

<https://www.lgo.org.uk/how-to-complain>

Complaint Resolution

If we make a mistake, we will apologise and try to take action to put things right. We may ask the customer to suggest what they would like us to do. We will always try to put the customer back to the position which he or she would have been in but for our mistake. We will also try to ensure that the same mistake does not happen again. We may decide that one or more of the following can be done to put things right:

- Provide an explanation or information to the customer
- Provide or change a service to the customer
- Review customer literature (leaflets, website, posters etc.)
- Review a policy or procedure
- Arrange training or guidance for employees
- Give a refund in appropriate circumstances

Vexatious Complainants

A vexatious complainant is a person who complains about issues, either formally or informally, on a frequent basis or frequently raises issues which the complainant considers to be within the remit of the Town Council, and whose behaviour is unreasonable. Such behaviour may be characterised by:

- actions which are obsessive, persistent, harassing, prolific, repetitious
- prolific correspondence or excessive e-mail or telephone contact about a concern or complaint
- uses Freedom of Information requests excessively and unreasonably
- an insistence upon pursuing unsubstantial complaints and/or unrealistic or unreasonable outcomes
- an insistence upon pursuing complaints in an unreasonable manner
- an insistence on only dealing with a particular councillor or employee on all occasions irrespective of the issue and the level of delegation in the administrators to deal with such matters
- an insistence upon repeatedly pursuing a complaint when the outcome is not satisfactory to the complainant but cannot be changed, for example, if the desired outcome is beyond the remit of the Town Council.

Harassment is the unreasonable pursuit of such actions above in such a way that they:

- a) appear to be targeted over a significant period of time towards one or more councillor(s) or employee(s)
- b) cause ongoing distress to individual councillor(s) or employee(s)
- c) have a significant adverse effect on the whole/parts of the organisation
- d) are pursued in a manner which can be perceived as intimidating and oppressive by the recipient. This could include situations where persistent demands and criticisms, whilst not particularly taxing or serious when viewed

in isolation, have a cumulative effect over time of undermining confidence, well-being and health.

Actions in Cases of Vexatious Complaints or Harassment

In the first instance the Town Council will inform the complainant verbally and in writing that their behaviour is considered to be becoming unreasonable / unacceptable and, if it is not modified, action may be taken in accordance with this policy.

If the behaviour is not modified the Town Council will take some or all the following actions as necessary, having regard to the nature of the complainant's behaviour and the effect of this on the staff/community:

- Inform the complainant that all contact with a councillor or employee will be conducted with a second person present and that notes of meetings will be taken in the interests of all parties.
- Inform the complainant that, except in emergencies, all routine communication with the complainant to the Town Council should be by email only.
- Establishing a specific procedure for dealing with the complainant, i.e. only with a delegated person to be identified, who will investigate, determine whether the concern / complaint is reasonable or vexatious and then advise the Town Council accordingly.
- In the case of physical or verbal aggression, consider warning the complainant about becoming banned from the Town Council offices, or proceed straight to a temporary ban.

Freedom of Information Procedure

You have the right to ask to see recorded information held by public authorities.

You must make a Freedom of Information (FOI) request in writing. You can do it by Letter, email and social media.

If you cannot make your request in writing because of a disability, please contact us. We can help you to make the request another way, for example over the phone.

You should include:

- your name (not needed if you're asking for environmental information)
- a contact postal or email address
- a detailed description of the information you want, for example, you might want all information held on a subject, or just a summary

You can ask for information in a particular format, such as:

- paper or electronic copies of information

- audio format
- large print

We will send you the information within 20 working days of receiving your request and we will tell you when to expect the information if we need more time.

If you've sent an FOI request to several local government organisations, we may share your name and request between us. This is to help deal with your enquiry more effectively.

No other details will be shared and your information will not be used for any other purpose.

Most requests are free but you might be asked to pay a small amount for photocopies or postage. We will tell you if you have to pay anything.

Bideford Town Council

Date of Approval: 30 April 2026

Date of Review: May 2027



Bideford Town Council

Invitation to Tender

Bideford Christmas Lights

Deadline for submission of tenders: 14 June 2026 at 23:59

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Bideford Town Council
 Janine Gardner
 Town Clerk and Responsible Financial Officer
 T: 01237 428938
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 Riverbank House
 Bideford
 Devon
 EX39 2QG

1. Introduction

The purpose of this tender is to procure, install, maintain, and remove Christmas lighting displays in various locations in the town centre in Bideford for the festive seasons 2026-2029.

2. Tender Process

Item	Date
Publication date of the contract notice and publication of tender documents	1 May 2026
Deadline for submission of tenders	14 June 2026 at 23:59
Evaluation of tenders (including any clarification questions to tenders)	From 15 June 2026
Notification to shortlisted applicants and invitation to presentation	29 June 2026
Presentations by shortlisted tenderers	Week commencing 6 July 2026
Evaluation Panel's Recommendation to Council	July full Council (date tbc)
Date of the full Council meeting	July full Council (date tbc)
Notification to applicants & contract award	
Contract commencing	1 September 2026

Prospective contractors must ensure that they are completely familiar with the nature and extent of the obligations to be accepted by them before submitting a tender. Before submitting a tender, any prospective contractor is advised, at their own discretion, to visit the sites to satisfy themselves as to the full extent of the contract specification. No claims arising from failure to do so will be accepted at a later date.

Any queries regarding the interpretation of any part of the contract documents should be addressed to the Clerk within the timescales indicated above.

The tender shall be submitted only on the attached tender form.

If, having examined the tender documents, prospective contractors wish to submit a tender they should fully complete and return the tender form by the specified deadline to:

Bideford Town Council
FAO Janine Gardner, Town Clerk
Via email townclerk@bideford-tc.gov.uk

The Council invites the submission of electronic bids.

Tenders which are received after the deadline for submissions has passed will not be considered.

Prospective contractors should note that the Council is not bound to accept any particular tender. The Council's decision is final and no correspondence will be entered into on the reasons which a tender has been rejected or was unsuccessful.

The successful tender together with the Council's written acceptance shall form a binding agreement in the terms of the contract documents.

3. Notes to Tenderers

a) The prices to be included in the tender form are to be the full inclusive value of the work described, including all profits, costs and expenses, inflation and all general risks, liabilities and obligations, but excluding VAT (if applicable). No application from the contractor to adjust the contract price during the contract period for the works priced as part of this document will be considered.

b) No alteration to the text of the tender form is to be made by the contractor tendering. Should any alteration, amendment, note or addition be made, the same will not be recognised and the reading of the printed schedule will be adhered to.

c) Regular inspections will be carried out by the Council throughout the period of the contract to ensure the work is completed in accordance with the specification of works.

d) Invoices presented for payment must include a schedule of the works completed including the dates of the work. Payment schedule: 50% on installation, the balance on removal.

e) The Council reserves the right to cancel the contract if the contractor fails to install the display on time, or fails on three occasions to rectify faults within a specified time period.

f) Contractors are asked to contact the Clerk if any clarification is required.

g) The Council reserves the right to make such enquiries as it sees fit regarding the suitability and experience of any tenderer.

4. Scope of Works

Installation and Removal

Installation start date: To be confirmed, but to be fully installed prior to the lighting switch-on event on 29 November 2026 (and the last Sunday in November thereafter)

Removal deadline: As close to 6 January annually, and no later than 12 January annually

Lights Specification

Allhalland Street

Install 7no wall mounted motifs to existing brackets and socket outlets

Install 6no cross-street hanging lanterns to existing brackets and socket outlets

High Street

Install 6no cross-street motifs to existing brackets and socket outlets (road closures are required to carry out these works for which the successful contractor will be responsible)

Install 55no artificial Christmas trees within existing brackets and connect to existing socket outlets.

Mill Street

Install 5no cross-street motifs to existing brackets and socket outlets

Install 11no wall mounted motifs to existing brackets and socket outlets

Install 13no artificial Christmas trees within existing brackets and connect to existing socket outlets

Install 11no cross-street hanging lanterns to existing brackets and socket outlets

Provide and install 6no NEW wall mounted motifs in place of old decorations

Cooper Street

Install 7no wall mounted motifs to existing brackets and socket outlets

Install 4no cross street hanging lanterns to existing brackets and socket outlets

Jubilee Square

Install 7no wall mounted motifs to existing brackets and socket outlets

Install static low voltage lights to 1no large tree complete with associated transformers. This tree is to contain 60no sets, the trunks and individual branches are to be wrapped with approximately 100mm spacings to obtain the desired effect.

Install 8no wall mounted motifs to existing brackets and socket outlets

Bridgeland Street

Install 8no wall mounted motifs to existing brackets and socket outlets

Install 1no cross-street motif to existing brackets and socket outlets

Install 4no cross street icicle strings to existing brackets and socket outlets

Wishing Well

Install 6no sets of twinkle lights complete with associated control gear and overhead catenary wire from the Bideford Reds building

Rope Walk

Install 6no cross street icicle strings to existing brackets and socket outlets

Bideford Reds

Install 1no wall mounted motif to existing brackets and socket outlets

The Quay

Install 25no column mounted motifs to existing brackets and socket outlets mounted on lighting columns

Install static low voltage lights to 22no small trees complete with associated transformers as required. Each tree to contain 12no sets, the trunks and individual branches are to be wrapped with approximately 100mm spacings to obtain the desired effect.

To carry out installation of 4no “Welcome to Bideford” column-mounted motifs to existing brackets and socket outlets. The first two lighting columns at each end of the quay will take these motifs, “Welcome To” on one side of the road and “Bideford” on the other.

Quay 22

Install static low voltage lights to 2no large trees complete with associated transformers. Each tree to contain 20no sets, the trunks and individual branches are to be wrapped with approximately 100mm spacings to obtain the desired effect.

Manor Car Park

Install static low voltage lights to 4no large trees complete with associated transformers. Each tree to contain 20no sets, the trunks and individual branches are to be wrapped with approximately 100mm spacings to obtain the desired effect.

Bridge Street

Install 1no cross-street motif to existing brackets and socket outlets as required.

Town Hall

Provide and install 1no real 6ft Christmas tree complete with 4no sets of twinkle low voltage lights complete with associated transformer to external pulpit

Grenville Street

Install 5no wall mounted motifs to existing brackets and socket outlets

Install 1no cross-street motif to existing brackets and socket outlets

Pannier Market

Install 11no artificial Christmas trees within existing brackets and connect to existing socket outlets

East-the-Water

Install 1no wall-mounted motif to the old railway bridge complete with associated brackets, supply kindly provided by the Royal Hotel.

Install 2no column-mounted motifs. These motifs are mounted on two removable columns; the columns are stored by the Council. These columns fit into 2no sockets located either side of the old bridge. One is supplied via a socket outlet mounted on the side of the mains panel located in the garden area and the other is supplied via Number Eight restaurant.

Pull Testing

Carry out pull testing before the installation of any cross-street illuminations. There are 68 pulls altogether.

N.B. Road closures may be required to carry out some of these works depending on access requirements

Testing of Decorations

To remove all decorations from Bideford Town Council depot and carry out a full function test. To arrange any repairs to damaged decorations.

Repairs to Framework of Decorations

Remove all decorations from Bideford Town Council depot and carry out a full inspection as required. To arrange any repairs to damaged decorations.

Technical Requirements

Power Supply & Safety

- Power source: Each installation has their own existing power source
- Energy efficiency: The Council wishes to install energy-efficient new installations. Contractors should note the preference for LED lighting and provide information on maximum power consumption limits for new installations.
- The IP (Ingress Protection) ratings must be suitable for outdoor use
- An annual test on the lighting is required, and must be documented

Compliance & Standards

- UK regulatory compliance (e.g., CE marking, BS EN 60598 for luminaire safety)
- The contractor must adhere to all relevant codes of practice and regulations. In particular, but not limited to, the erection, testing and maintenance of installation must be carried out in accordance with the latest regulations (BS 7671) determined by the IET and undertaken by a competent person. The contractor must also adhere to applicable Electricity at Work Regulations.
- Electrical safety certification (NICEIC/ECA-approved installations)
- Load testing and stability assessments (if applicable)

Durability & Warranty

Maintenance and repair service: The Council requires two scheduled run throughs of the display prior to the official switch-on event.

Major faults (including but not limited to: complete failure of a motif or light string, whole Christmas tree light failure, extreme damage due to vandalism, storms or road traffic accident) must be responded to within 24 hours. All other faults must be responded to within three working days. The pricing schedule must make clear what is included in the maintenance element of the proposal, and provided fixed call out charges for the duration of the contract (including any extension) for anything which is not included in the maintenance schedule.

Control System

The lights should be on a timer system to switch on daily at 16:00 and switch off at 24:00?

Storage and Delivery

The Christmas lights are stored by the Council at its maintenance depot in Bideford. Delivery will be arranged between the Council and the successful contractor by mutual agreement.

On-Site Maintenance

Fault reporting procedure: Any identified faults will mainly be reported by the Clerk to the successful contractor or, in her absence, the Deputy Clerk

Response time for repairs: see Durability & Warranty above

Inclusions

Any submission and quotes for works shall include:

- compliance with the Construction (Design and Management) Regulations 2015 (CDM 2015)
- health and safety provisions, including Risk Assessment Method Statement (RAMS) documentation covering the entire works
- public safety measures during installation and removal
- presence of a suitably qualified first aider during the installation, maintenance and removal of the displays
- project management
- evidence of third party/public liability insurance with a sum insured of at least £10m
- employer liability insurance if applicable
- all labour costs and oncosts

- site security
- all preparatory works to the site
- all materials
- installation of the facilities as defined above
- any reinstatement works
- removal and appropriate recycling / disposal of any waste material
- the following provisions:
 - Refurbishment works
 - Weather/storm damage and vandalism
 - New decorations
 - Contingency

 - All mobile access equipment
 - All Barriers and Banksmen
 - Out of hours working if/when required
 - Road closures where required
 - All breakdowns of illuminations within the 5-week period
 - At least one operative to be Chapter 8 trained
 - All certification as required
 - All emergency call outs due to storm damage etc

5. Contract Requirements

Access

All installation points are publicly accessible.

Health and Safety

All health and safety information must be submitted to the Council prior to works commencing.

The supplier will need to be compliant with any site-wide working restrictions and on-site traffic management. Pre-start information, including a method statement for the works to be carried out and evidence of competency among the workforce, will need to be supplied to the Council prior to any works commencing.

The supplier shall protect the public from the works and from any materials being transported to and from the working area.

At the end of each working day and at weekends the site must be left secure and lit as necessary.

The sites allow for good visibility and are well-used by members of the public.

Public Relations

To the general public the supplier's employees working on the site are seen as the Council's. Each one of them is therefore a public relations officer and great care should be taken by the supplier in their personal instructions to the employees to make sure that they are all made aware of their responsibilities.

There should also be clear lines of communications to the Council on any complaints received from the public.

Reinstatement

The supplier shall be expected to leave the sites in a clean and tidy condition upon completion of the works. Any ground or hard landscaping disturbed due to the works will be restored back to its original condition.

Photographic evidence of the original site condition and the surrounding area will be taken to help avoid any future disputes.

Working Area

The supplier will take care to avoid damage and keep any public inconvenience to a minimum. Site security must be ensured at all times throughout the contract.

6. Evaluation Criteria

The following section defines the Council's method of evaluating the received tenders. Tenders will be evaluated in accordance with the Council's Financial Regulations using the criteria and weighting below.

A tender evaluation panel will evaluate tenders based solely on the information provided in the tender form and its members will evaluate tenders in accordance with the process described below with the aim of establishing a preferred supplier for the Council's requirements and, if appropriate, submitting a recommendation to the Council to award a contract to the preferred supplier.

Confidential information relating to the evaluation will not be divulged to anyone outside the panel as to do so may undermine the integrity of the contract award process.

Decision-Making Process

All tenders will be checked for completeness and to ensure they are fully compliant. All complete and compliant tenders will then be evaluated in accordance with the evaluation criteria in terms of their ability to meet the technical requirements specified.

Following the completion of all stages of the evaluation process, the panel will present its recommendation to the full Council. Only following approval from the Council will the bidders be notified of the decision, and confidentiality restrictions lifted from the contract details.

Evaluation Criteria

Tenders will be evaluated on the basis of the most economically advantageous proposal, using the following criteria. Each criterion has been assigned a weighting to reflect the relative importance of such criterion to the Council.

Criterion	Definition and Required Evidence	Weighting
Price	<p>The full and final cost over the full term of the contract, taking into account affordability and the commercial stability of a reasonable return for the supplier.</p> <p>Please submit evidence of:</p> <ul style="list-style-type: none"> <input type="checkbox"/> your ability to carry out the contract to the proposed design and specification <input type="checkbox"/> your financial and/or operational capacity to deliver the contract, <input type="checkbox"/> your last year's audited accounts. <p>N.B. If you are unable to provide audited accounts you may provide:</p> <ul style="list-style-type: none"> (i) A statement of the turnover, Profit and Loss Account/Income Statement, Balance Sheet/Statement of Financial Position and Statement of Cash Flow for the most recent year of trading for this organisation, or (ii) A statement of the cash flow forecast for the current year and a bank letter outlining the current cash and credit position, or (iii) An alternative means of demonstrating financial status if any of the above are not available 	50%
Quality	<p>The supplier's ability to perform the contract to the highest standards. Please submit</p> <ul style="list-style-type: none"> <input type="checkbox"/> evidence of your knowledge in and experience of carrying out similar contracts or other relevant evidence during the last five years, <input type="checkbox"/> two references from recent customers of similar works. 	25%
Timeframe	Evidence of your ability to carry out the contract within the timescales required, e.g. by submitting a programme of works	10%
Compliance	Evidence of the contractor's compliance with all Health and Safety, employment laws and regulations and safeguarding procedures, e.g. by submitting a relevant policy(ies).	10%
Environmental	Evidence of the contractor's approach to environmental issues and how you will manage the disposal of waste, e.g. by submitting a relevant policy(ies).	5%

FREE PARKING DAYS TOWN CENTRE

Each year the Town Council has a few designated free parking days which they can allocate appropriately. The Town Council previously allocated one of those for Small Business Saturday, and Torridge District Council delivered promotion around both the parking and the independent retailers in the town.

The following two days are suggested to be put forward by the Town Council for free parking days:

Saturday, 5 December 2026

Small Business Saturday – considering the large number of smaller independent businesses in Bideford alongside the potential advertising options which follows this relatively formal national event.

Saturday, 12 December 2026

Bideford Christmas Fayre – support your independents. More information to follow but the date has been agreed with a range of traders following a meeting on Thursday.

Recommendation(s)

To agree to the allocation of free parking days in the town centre on 5 and 12 December 2026.

Janine Gardner
Town Clerk and Responsible Financial Officer
March 2026

CLERK APPRAISAL ARRANGEMENTS

The Clerk reports to the full Council. During day-to-day management activities and for the purpose of the annual appraisal, the interface between the Clerk and the full Council needs to be managed.

To date, the Clerk has been appraised by the Mayor but the practice of electing a new Mayor every year limits that postholder's ability to appraise the Clerk's performance in post prior to the Mayor's election, and the arrangement lacks continuity.

It is therefore suggested that the annual appraisal of the Clerk should be carried out by the Mayor, the previous year's Mayor as well as the Chair of the Staffing, Finance & General Purposes Committee.

Recommendation

That the annual appraisal of the Clerk be carried out by the Mayor, the previous year's Mayor as well as the Chair of the Staffing, Finance & General Purposes Committee.

Janine Gardner
Town Clerk and Responsible Financial Officer
March 2026



Presentments to Manor Court 2026

1. The Jury appreciate large waste bins are necessary but having them on show is a to the detriment of the Town. It is requested that the responsible authority attend the matter of the bins and the areas around them for example Conduit Lane, Manor Court car park.
2. Bideford's Ford Rock is a beautiful tranquil spot to relax by the river and enjoy a picnic. From this viewing point you can watch a wide variety of fish, otters, and waterbirds. The Jury requests the installation of a display board that would assist in the identification of the wildlife and appreciation of the area. In addition, Bideford's Ford Rock would benefit from a bicycle park lock area. Cyclists often stop there and then go for a walk, somewhere to secure their bikes would be beneficial.
3. There is an area at the bottom of Four Acres that Bideford locals use to access country lanes which is unfortunately boggy and overgrown with brambles so access can be tricky. It would be lovely to see a decent pathway through for walkers and steps leading to the country lanes (similar to the access Bideford Town Council provided for Ford Woods). The Jury requests that the Court investigate ownership with a view to providing pedestrian access that would be beneficial to the community.
4. The Jury requests that a new bench at the end of Park Lane be installed to replace the current one, which is unusable.
5. That, where the Town Council becomes aware of a Bideford resident celebrating their 100th birthday, consideration be given for the mayor of the day to visit them with a card and a small gift, such as flowers or another suitable present. Information about this initiative could be promoted

on the Town Council's website and social media pages, with a link provided to allow community members to notify The Council of an upcoming centenary birthday.



BIDEFORD TOWN COUNCIL - TOWN RANGER TASK LISTS 26/27

Staffing, Finance & General Purpose Committee Report

Number	Week Number	Work	LOCATION	Sum of COMPLETED HC
1	8	Hedge trimming	Backabough Lane	5
2		Weekly checks Rangers Pannier Market, Patch screeding 22,Market place floor.	Pannier Market complex	7.5
3		weekly checks Rangers depot, Bideford area, repair to trailor, planting corns	Rangers depot/ Bideford area	7.5
4		Open/close Pannier Market, clear rubbish	Pannier Market	1.5
5		Renault van broke down called out mechanic	Bideford area	1.5
6		Started shreeding foilage	Rangers depot	1
7		Hedge trimming to a finish	Backabough Lane	7.5
8		Shreeding foilage, cleaned gully out from Green waste bays	Rangers depot	7.5
9		open/close Pannier Market, clean toilets Shreeding foilage	Rangers depot, Pannier market.	7.5
10		Shreeding foilage,	Rangers depot	1
11		Open/close Pannier Market, Assist with internet problem	Pannier Market	2.5
12		Weed removal & tidying	Clifton street E T W.	10.5
13		open/close Pannier Market, clean toilets	Pannier Market	2
14		Finish weed removal ,cleaning pavement	Clifton street E T W.	5
15		Cleaning van ,welfare room,toilet.	Rangers depot	2
16	9	Open Pannier market	Pannier Market	0.5
17		Admin/PC work.	Rangers depot	1
18		Weed removal & tidying	Port Memorial	7.5
19		Weekly checks Bideford area, Pannier Market, Rangers depot	Rangers depot, Pannier market, Bideford area	2
20		Grass verge edging Infront of Victoria park.	Kingsley road	5.5
21		Meeting town hall with new Town Clerk	Town Hall	1.5
22		Clean Hilux ready to go back to Toyota, Admin.	Rangers depot	2.5
23		Grass verge edging Kingsley road, Port Memorial.	Bideford area	7.5
24		Open/close Pannier Market, Clean external S/Steel gutters	Pannier Market	7.5
25		Return Hilux to Toyota....Put up replacment	Barnstaple	1.5
26		Meeting town Hall with new Town Clerk/ Deputy Town Clerk	Town Hall	1
27		Sort out Account at Tamar trading	Bideford area	1
28		Admin/PC work.	Rangers depot	5
29		Pollarding tree above stone planter	Devoshire park/New road	7.5
30		Open/close Pannier Market, sorting out electric for 22,25, Market place	Pannier Market complex	5
31		Help with removal of tree	Devonshire park/New road	2.5
32		Chipping branches from yesterday tree removal	Rangers depot	2.5
33		Reinstate grass verge which T D C damaged	Clovelly road	2.5
34		Cleaning , tidying. Rangers depot/vehicles	Rangers depot	3
35		open Pannier Market,Meet Carol from bike club. Hand over keys to new tenants	Pannier Market complex	2
36		Driver training on towing new trailer	Bideford area	3
37		Close Pannier Market ,Clean toilets	Pannier Market	1
38		Cleaning equipment.	Rangers depot	1
39	10	weekly/monthly checks	Bideford area	3
40		Piano movement	ST Marys Church	1
41		open/close Pannier Market,	Pannier Market complex	1
42		Collecting Materials	Bideford area	1
43		Admin/PC work.	Rangers depot	3
44		Tour of Bideford Town Councils area including Ford woods with the new Town Clerk	Bideford area	3
45		Finish off Monthly checks icluding Rangers depot	Bideford area, Rangers depot.	4.5
46		weekly checks Rangers depot.	Rangers depot	1.5
47		Weekly/monthly checks, sorting damp problem in 24, Market Place upstairs	Pannier Market complex	7.5
48		Removing fallen tree from pathway.Replacing rotten/broken wood on Bridge	Ford Woods	5
49		Sorting Damp problem 24, Market place.	Pannier Market complex	4.5
50		Started the move of B T C to T D C.	Bideford area	2.5
51		Dismantling office equipment transporting to new Office T D C.	Bideford area	6.5
52		Weekly meeting	Town Hall	1
53		Quarterly inspections	Rangers depot	1
54		Cleaning /weed removal. Outside Stand court	Kingsley road	3
55		Open/Close Pannier Market. Clean toilets	Pannier Market	1.5
56		Weed/clean pathway, removal of over hanging foilage tidy area.	Mignonette walk	6.5
57		Weed/clean pathway, removal of over hanging foilage, tidy area.	Mignonette walk	7
58		Moving office staff + equipment to river bank office (T D C.)	Town Hall / T D C.	6.5
59		FIRST GRASS CUT... in front of Victoria Park, Port Memorial, Charles Kingsley, Kingsley Road, Corner of Chanters Row. North Down Road Slade, South Bank drive.	Bideford area	7
60		Open/close Pannier Market, Clean toilets, Painting /damp proofing upstairs of 24, Market place.	Pannier Market complex	7
61		Collecting ipad from Barnstaple	North Devon area	1
62		Sorting various items in new office.	B T C new office	2

STANDARD WORK

WEEKLY:

Clean dog mess as first job on a Monday
Litter picking and bin emptying (twice, three times summer)
Litter picking and bin emptying (twice)
Check Gym Equipment
Check stream and culvert
4 x Defibs
Games tables

MONTHLY:

Check Quay benches
Check commemorative benches
Water checks