



LUDLOW TOWN COUNCIL A G E N D A

To: All Members of the Council, Unitary Councillors, Press
Contact: Gina Wilding
Ludlow Town Council, The Guildhall, Mill Street, Ludlow,
SY8 1AZ
01584 871970
townclerk@ludlow.gov.uk
Despatch date: 19th July 2017

POLICY & FINANCE COMMITTEE

You are summoned to attend a meeting of the Policy & Finance Committee to be held in the Guildhall, Mill Street, Ludlow on
Monday 24th July 2017 at 7.00pm

Gina Wilding
Town Clerk

Key Agenda Items:

- **First Quarter Income & Expenditure**
- **Policies**
- **Consultation**

The public may speak at this meeting

In Public Open Session (15 minutes) – Members of the public are invited to make representations to the Council on any matters relating to the work of the Council or to raise any issues of concern.



1. **Health and Safety** – Councillors and members of the public are to note that the fire exits can be found to the rear of the building, left outside the Council Chamber and via the front door. The fire assembly point is on the pavement opposite the Guildhall. For fire safety purposes all Councillors should sign the attendance book and members of the public should sign the attendance sheet.
2. **Apologies**
3. **Declarations of Interests**
Members are reminded that they must not participate in the discussion or voting on any matter in which they have a Disclosable Pecuniary Interest and should leave the room prior to the commencement of the debate.
 - a) Disclosable Pecuniary Interest
 - b) Declaration of conflicts of Interest
 - c) Declarations of personal interest
4. **Public Open Session (15 minutes)** – Members of the public are invited to make representations to the Council on any matters relating to the work of the Council or to raise any issues of concern.
5. **Ludlow's Unitary Councillors Question and Answer Session** – Ludlow's Unitary Councillors are invited to address any questions to the Committee.
6. **Minutes** – To approve the minutes of the **POLICY & FINANCE COMMITTEE** meeting held on **MONDAY 12th JUNE 2017** (Open and Closed Session)
7. **Items to Action** – To note the items to action sheet from the previous Policy and Finance Committee Meeting held on 12th June 2017

	ITEM	Attachment
8.	FINANCE INFORMATION	
	To receive:-	
a)	Cash Book – Payments and Income – May & June 2017	8a
b)	Reconciliation – May & June 2017	8b
c)	Barclaycard Statement – May & June 2017	8c
d)	Paypal – Payments, Income & Reconciliation – May & June 2017	8d
e)	Mayor's Charity – Payment, Income & Reconciliation – May 2017	8e
9.	1st QUARTER	
a)	To receive the Income and Expenditure Report	9a
b)	To receive the Exceptions Report	9b
10.	GENERAL DATA PROTECTION REGULATION	10
	To note the overview and preparation information and points of action	



11.	COUNTRYSIDE ACCESS STRATEGY REVIEW	11
	To consider the consultation	
12.	POLICIES	12
	To adopt the Health and Safety Policy and Health and Safety Handbook provided by Ellis Whittam to replace the current Health and Safety Management System	
13.	REPRESENTATIVES ON OUTSIDE BODIES	13
	To adopt the list of Outside Organisations to report to Policy and Finance Committee	
<p style="text-align: center;">M e m b e r s h i p</p> <p style="text-align: center;">List of Members of the Policy & Finance Committee</p> <p style="text-align: center;">Councillors Cobley (Chair); Gill (Vice-Chair); Clarke; Garner; Ginger; Jones; Lyle; Mahalski; O'Neill; Parry; Perks; Pote; Sheward; Smithers</p>		
<p style="text-align: center;">Notes</p> <p style="text-align: center;">The next Policy & Finance Committee meeting will be held on 11th September 2017</p>		

Agenda Item 6

Minutes



MINUTES

Minutes of a meeting of the **POLICY AND FINANCE COMMITTEE** held in the Guildhall, Mill Street, Ludlow on **MONDAY 12th JUNE 2017** at **7.00PM**

PF/01 PRESENT

Chairman: Councillor Cobley

Councillors: Clarke, Gill, Ginger, Lyle, Parry, Perks, Pote & Sheward

Officers: Gina Wilding, Town Clerk

Also in Attendance: Councillor E. Garner

PF/02 HEALTH & SAFETY

The Chairman informed Councillors and members of the public of the fire exits, fire assembly point and asked that everyone sign the attendance log.

PF/03 APOLOGIES

No apologies for absence were received.

PF/04 DECLARATIONS OF INTEREST

Disclosable Pecuniary Interests
None Declared

Declaration of Conflicts of Interest

<u>Member</u>	<u>Item</u>	<u>Reason</u>
V Parry	9	Ludlow in Bloom

Declarations of Personal Interest

<u>Member</u>	<u>Item</u>	<u>Reason</u>
G Perks	8c	Undertakes bench repairs on behalf of the Council

PF/05 PUBLIC OPEN SESSION (15 minutes)

There were no members of the public or press present.

PF/06 UNITARY COUNCILLORS SESSION

Councillor Parry, Ludlow South was present at the meeting but had no comments to make.

PF/07 MINUTES

RESOLVED (6:0:3) AC/TG

That the minutes of the Policy and Finance Committee meeting held on 10th April 2017, be approved as a correct record to be signed by the Chairman.

PF/08 ITEMS TO ACTION

The Chairman thanked staff for their work.

RESOLVED (8:0:1) AC/GG

That the Items to Action be noted.

PF/09 FINANCIAL INFORMATION

RESOLVED (unanimous) AC/GG

That the Payments, Income, Reconciliation, Barclaycard, Paypal and Mayor's Charity reports for March and April 2017, be received.

PF/10 4th QUARTER

Councillor Clarke left the meeting at 7.58pm

RESOLVED (unanimous) AC/GG

That the 4th Quarter Income and Expenditure; and Exceptions reports, be received.

PF/11 END OF YEAR

Councillor Clarke rejoined the meeting at 8.02pm

RECOMMENDED (8:0:1) AC/TG

That the carry forward budgets from 2016/17 to 2017/18, be approved.

PF/12 POLICIES

Health and Safety Management System

RESOLVED (unanimous) AC/GP

That consideration of the Health and Safety Management System be deferred to the next meeting to allow for comments from Ellis Whittam.

PF/13 EXCLUSION OF PRESS AND PUBLIC: PUBLIC BODIES (ADMISSION TO MEETINGS) ACT 1960

The Chairman moved that the public be excluded from the meeting for the following item(s) of business pursuant to section 1 of the Public Bodies (Admission to Meetings) Act 1960, on the grounds that publicity would be prejudicial to the public interest by reason of the confidential nature of the business to be transacted.

RESOLVED (8:0:1) AC/GG

That the public be excluded and the meeting continue in closed session.

The meeting closed at 8.11pm

Chairman

Date

N.B. Closed Session Minutes will be issued.



CLOSED SESSION MINUTES

Closed Session minutes of a meeting of the **POLICY AND FINANCE COMMITTEE** held in the Guildhall, Mill Street, Ludlow on **MONDAY 12th JUNE 2017** at **7.00PM**

PF/14 CONFIDENTIAL WASTE DISPOSAL

RECOMMENDED (Unanimous) GP/AC

That the increased budget and change of supplier to Evastore, be approved.

The meeting closed at 8.11pm

Chairman

Date

Agenda Item 7

Items to Action

Policy & Finance Committee

Items to Action

Minute No.	Resolution	Action	Staff	Status	Date
PF/90	<u>RENT REVIEWS</u> That:- i) The quotation of £250 from Nock Deighton is accepted for the valuation of the Buttercross Shop ii) The Town Clerk work with a £50 budget to achieve a valuation for Cemetery House rent.	Contact Nock Deighton and accept quote Seek valuation for Cemetery House for no more than £50	Gina	In process	
PF/117	<u>INSURANCE REVIEW</u> That the insurance valuations recommended by Ecclesiastical Insurance for the Guildhall and the Cemetery Chapel, be approved.	Recommend to Council Confirm valuations with Insurers	Naomi Gina	Done Done	10/05/17 15/05/17
PF/118	<u>INSURANCE REVIEW</u> That the Intruder Alarm Protocol addendum to Lone Worker Policy, be adopted.	Recommend to Council	Naomi		
PF/07	<u>MINUTES</u> That the minutes of the Policy and Finance Committee meeting held on 10 th April	File signed minutes and display on LTC website.	Lucy	Done	16/06/17

	2017, be approved as a correct record to be signed by the Chairman.				
PF/11	<u>END OF YEAR</u> That the carry forward budgets from 2016/17 to 2017/18, be approved.	That the carry forwards be included in the 2017/18 budget	Lucy	Done	15/06/17
PF/12	<u>POLICIES</u> <u>Health and Safety Management System</u> That consideration of the Health and Safety Management System be deferred to the next meeting to allow for comments from Ellis Whittam.	That the policy be included in the agenda for the next meeting. Chase up Ellis Whittam for their comments.	Lucy Lucy	Done	15/06/17
PF/14	<u>CONFIDENTIAL WASTE DISPOSAL</u> That the increased budget and change of supplier to Evastore, be approved.	That the budget for 2017/18 be amended That the Evastore quotation be accepted	Lucy Sarah		

Agenda Item 8a
Payments and Income

Date: 19/07/2017

Ludlow Town Council YE 2017/18

Page No: 1

Time: 10:34

Cash Book 1

User : LJ

Barclays Combined

For Month No : 2

Receipts for Month 2

Nominal Ledger Analysis

Receipt Ref	Name of Payer	£ Amnt Received	£ Debtors	£ VAT	A/c	Centre	£ Amount	Transaction Detail
Balance Brought Fwd :		862,376.41					862,376.41	
Banked on : 01/05/2017		55.60						
	BX Museum	53.00			1006	119	53.00	BX Museum - Tickets 01/05/17
	BX Museum	2.60			1008	119	2.60	BX Museum - Sales 01/05/17
Banked on : 01/05/2017		500.00						
Stan_Recp	J Hughes	500.00			1050	401	500.00	Cemetery House Rent
Banked on : 03/05/2017		913.00						
	Gumbs	32.00			1038	201	32.00	Market Rents - F&C
	Market Rents	799.00			1020	201	799.00	Market Rents - 03/05/17
	Parking Permits	72.00		12.00	1040	201	60.00	Parking Permits - 03/05/17
	Electricity	10.00		1.67	1022	201	8.33	Electricity - 03/05/17
Banked on : 03/05/2017		739.52						
	B Strachan	108.00			1018	101	108.00	Street Trading Permit No. 509
	RGR Memorials	10.56		1.76	1051	401	8.80	Cem Fees (Carter) H/4/226
	Griffin	116.16		19.36	1051	401	96.80	Cem Fees (Fellow) I/3/584
	Griffin	116.16		19.36	1051	401	96.80	Cem Fees (Williams) I/3/581
	Hoskins	116.16		19.36	1051	401	96.80	Cem Fees (Swinbourne)
	Hoskins	3.03			1051	401	3.03	Swinbourne - Overpayment
	Toilet Coin Boxes	125.80		20.97	1174	303	104.83	Toilet Coin Boxes - 30/05/17
	Toilet Coin Boxes	88.90		14.82	1174	303	74.08	Toilet Coin Boxes - 29/04/17
	Toilet Coin Boxes	46.40		7.73	1174	303	38.67	Toilet Coin Boxes - 26/04/17
	Toilet Coin Boxes	8.35		1.39	1174	303	6.96	Toilet Coin Boxes - Misc
Banked on : 04/05/2017		4,814.00						
	Sales Recpts Page 281	4,814.00	4,814.00		101			Sales Recpts Page 281
Banked on : 04/05/2017		49.50						
	Taste at No. 1	49.50			1018	101	49.50	Street Trading Permit No. 510
Banked on : 05/05/2017		1,296.50						
	Market Rents	977.50			1020	201	977.50	Market Rents - 05/05/17
	Parking Permits	76.00		12.67	1040	201	63.33	Parking Permits - 05/05/17
	Electricity	7.00		1.17	1022	201	5.83	Electricity - 05/05/17
	Market Rents	175.00			1038	201	175.00	Market Rents - F&C 04/05/17
	Parking Permits	60.00		10.00	1040	201	50.00	Parking Permits - 04/05/17
	Electricity	1.00		0.17	1022	201	0.83	Electricity - 04/05/17
Banked on : 05/05/2017		500.00						
	Wilding	500.00			1160	105	500.00	Deputy Mayor's Chain Payment
Banked on : 05/05/2017		72.00						
	Cool Sheepskin	72.00			1018	101	72.00	Street Trading Permit No. 512
Banked on : 06/05/2017		1,282.00						
	Market Rents	1,176.00			1020	201	1,176.00	Market Rents - 06/05/17
	Parking Permits	100.00		16.67	1040	201	83.33	Parking Permits - 06/05/17
	Electricity	6.00		1.00	1040	201	5.00	Electricity - 06/05/17
Banked on : 06/05/2017		46.60						

Continued on Page 2

Date: 19/07/2017

Ludlow Town Council YE 2017/18

Page No: 2

Time: 10:34

Cash Book 1

User : LJ

Barclays Combined

For Month No : 2

Receipts for Month 2

Nominal Ledger Analysis

Receipt Ref	Name of Payer	£ Amnt Received	£ Debtors	£ VAT	A/c	Centre	£ Amount	Transaction Detail
	BX Museum	44.00			1006	119	44.00	BX Museum - Tickets 06/05/17
	BX Museum	2.60			1008	119	2.60	BX Museum - Sales 06/05/17
Banked on : 07/05/2017		19.50						
	BX Museum	19.50			1006	119	19.50	BX Museum - Tickets 07/05/17
Banked on : 08/05/2017		599.00						
	Market Rents	536.00			1020	201	536.00	Market Rents - 08/05/17
	Parking Permits	60.00		10.00	1040	201	50.00	Parking Permits - 08/05/17
	Electricity	3.00		0.50	1022	201	2.50	Electricity - 08/05/17
Banked on : 08/05/2017		500.00						
	Draper	500.00			1160	105	500.00	Deputy Mayors Chain Payment
Banked on : 08/05/2017		1,770.75						
	V Allen	579.40			1051	401	579.40	Cem Fees (Morse) E/10/687
	V Allen	823.50			1051	401	823.50	Cem Fees (O Sherratt) I/5/663
	ME Speight	264.00			1051	401	264.00	Cem Transfer Fees J/4/2357
	Toilet Coin Boxes	63.65		10.61	1174	303	53.04	Toilet Coin Boxes - 05/05/17
	Toilet Coin Boxes	40.20		6.70	1174	303	33.50	Toilet Coin Boxes - 06/05/17
Banked on : 08/05/2017		99.95						
	Toilet Coin Boxes	99.95		16.66	1174	303	83.29	Toilet Coin Boxes - 08/05/17
Banked on : 08/05/2017		22.40						
	BX Museum - 05/05/17	11.00			1006	119	11.00	BX Museum - 05/05/17 Tickets
	BX Museum - 05/05/17	11.40		0.43	1008	119	10.97	BX Museum - 05/05/17 Sales
Banked on : 09/05/2017		3,000.00						
	Sales Recpts Page 282	3,000.00	3,000.00		101			Sales Recpts Page 282
Banked on : 10/05/2017		758.50						
	Market Rents	674.50			1020	201	674.50	Market Rents - 10/05/17
	Parking Permits	76.00		12.67	1040	201	63.33	Parking Permits - 10/05/17
	Electricity	8.00		1.33	1022	201	6.67	Electricity - 10/05/17
Banked on : 10/05/2017		68.20						
	Toilet Coin Boxes	68.20		11.37	1174	303	56.83	Toilet Coin Boxes - 10/05/17
Banked on : 10/05/2017		42.46						
	Barclays Bank	42.46			4058	101	42.46	Bonus Refund May 17
Banked on : 10/05/2017		84.91						
	Barclays Bank	84.91			4058	101	84.91	Loyalty Reward
Banked on : 11/05/2017		1,513.44						
	Sales Recpts Page 283	1,513.44	1,513.44		101			Sales Recpts Page 283
Banked on : 11/05/2017		946.65						
	Linney Parking Meter	946.65		157.78	1075	411	788.87	Linney Parking Meter 11/05/17
Banked on : 12/05/2017		36.00						
	BX Museum	36.00			1006	119	36.00	BX Museum - Tickets 12/05/17

Continued on Page 3

Date: 19/07/2017

Ludlow Town Council YE 2017/18

Page No: 3

Time: 10:34

Cash Book 1

User : LJ

Barclays Combined

For Month No : 2

Receipts for Month 2

Nominal Ledger Analysis

<u>Receipt Ref</u>	<u>Name of Payer</u>	<u>£ Amnt Received</u>	<u>£ Debtors</u>	<u>£ VAT</u>	<u>A/c</u>	<u>Centre</u>	<u>£ Amount</u>	<u>Transaction Detail</u>
Banked on : 12/05/2017		1,121.50						
	Market Rents	969.50			1020	201	969.50	Market Rents - 12/05/17
	Parking Permits	84.00		14.00	1040	201	70.00	Parking Permits - 12/05/17
	Electricity	8.00		1.33	1022	201	6.67	Electricity - 12/05/17
	T Dockerty	60.00		10.00	1040	201	50.00	Parking Permits - Produce
Banked on : 12/05/2017		952.40						
	V Allen	579.40			1051	401	579.40	Cem Fees (Matthews) F/2/857
	V Allen	273.60			1051	401	273.60	Cem Fees (Nash) GG/3/128A
	Toilet Coin Boxes	44.40		7.40	1174	303	37.00	Toilet Coin Boxes - 11/05/17
	Linney Parking Meter	55.00		9.17	1075	411	45.83	Linney Parking Meter 12/05/17
Banked on : 13/05/2017		37.00						
	BX Museum	37.00			1006	119	37.00	BX Museum - Tickets 13/05/17
Banked on : 13/05/2017		1,189.00						
	Market Rents	1,098.00			1020	201	1,098.00	Market Rents - 13/05/17
	Parking Permits	84.00		14.00	1040	201	70.00	Parking Permits - 13/05/17
	Electricity	7.00		1.17	1022	201	5.83	Electricity - 13/05/17
Banked on : 15/05/2017		456.00						
	Market Rents	388.00			1020	201	388.00	Market Rents - 15/05/17
	Parking Permits	64.00		10.67	1040	201	53.33	Parking Permits - 15/05/17
	Electricity	4.00		0.67	1022	201	3.33	Electricity - 15/05/17
Banked on : 15/05/2017		94.40						
	Toilet Coin Boxes	94.40		15.73	1174	303	78.67	Toilet Coin Boxes - 13/05/17
Banked on : 15/05/2017		276.85						
	Linney Parking Meter	136.25		22.71	1075	411	113.54	Linney Parking Meter 15/05/17
	Toilet Coin Boxes	140.60		23.43	1174	303	117.17	Toilet Coin Boxes - 15/05/17
Banked on : 15/05/2017		34.60						
	BX Museum - 14/05/17	32.00			1006	119	32.00	BX Museum - 14/05/17 Tickets
	BX Museum - 14/05/17	2.60		0.43	1008	119	2.17	BX Museum - 14/05/17 Sales
Banked on : 17/05/2017		530.50						
	Market Rents	468.50			1020	201	468.50	Market Rents - 17/05/17
	Parking Permits	56.00		9.33	1040	201	46.67	Parking Permits - 17/05/17
	Electricity	6.00		1.00	1022	201	5.00	Electricity - 17/05/17
Banked on : 17/05/2017		105.70						
	Toilet Coin Boxes	59.40		9.90	1174	303	49.50	Toilet Coin Boxes - 17/05/17
	Linney Parking Meter	46.30		7.72	1075	411	38.58	Linney Parking Meter 17/05/17
Banked on : 19/05/2017		1,338.50						
	Market Rents	169.00			1038	201	169.00	Market Rents - F&C
	Market Rents	996.50			1020	201	996.50	Market Rents - 19/05/17
	Parking Permits	72.00		12.00	1040	201	60.00	Parking Permits - 18/05/17
	Parking Permits	92.00		15.33	1040	201	76.67	Parking Permits - 19/05/17
	Electricity	1.00		0.17	1022	201	0.83	Electricity - 18/05/17

Continued on Page 4

Date: 19/07/2017

Ludlow Town Council YE 2017/18

Page No: 4

Time: 10:34

Cash Book 1

User : LJ

Barclays Combined

For Month No : 2

Receipts for Month 2

Nominal Ledger Analysis

Receipt Ref	Name of Payer	£ Amnt Received	£ Debtors	£ VAT	A/c	Centre	£ Amount	Transaction Detail
	Electricity	8.00		1.33	1022	201	6.67	Electricity - 19/05/17
Banked on : 19/05/2017		131.80						
	Toilet Coin Boxes	70.70		11.78	1174	303	58.92	Toilet Coin Boxes - 19/05/17
	Linney Parking Meter	61.10		10.18	1075	411	50.92	Linney Parking Meter 19/05/17
Banked on : 19/05/2017		599.01						
	Pay Pal Market	599.01			201		599.01	Paypal Withdrawal
Banked on : 20/05/2017		1,143.00						
	Market Rents	1,036.00			1020	201	1,036.00	Market Rents - 20/05/17
	Parking Permits	100.00		16.67	1040	201	83.33	Parking Permits - 20/05/17
	Electricity	7.00		1.17	1022	201	5.83	Electricity - 20/05/17
Banked on : 20/05/2017		40.20						
	Toilet Coin Boxes	40.20		6.70	1174	303	33.50	Toilet Coin Boxes - 20/05/17
Banked on : 22/05/2017		620.00						
	J Eldridge	21.00			1039	201	21.00	Market Rents - C&G
	Market Rents	522.00			1020	201	522.00	Market Rents - 22/05/17
	Parking Permits	72.00		12.00	1040	201	60.00	Parking Permits - 22/05/17
	Electricity	5.00		0.83	1022	201	4.17	Electricity - 22/05/17
Banked on : 22/05/2017		174.20						
	Toilet Coin Boxes	98.90		16.48	1174	303	82.42	Toilet Coin Boxes - 22/05/17
	Linney Parking Meter	75.30		12.55	1075	411	62.75	Linney Parking Meter 20/05/17
Banked on : 22/05/2017		23.50						
	BX Museum - 19/05/17	23.50			1006	119	23.50	BX Museum - 19/05/17 Tickets
Banked on : 22/05/2017		28.40						
	BX Museum - 21/05/17	24.00			1006	119	24.00	BX Museum - 21/05/17 Tickets
	BX Museum - 21/05/17	4.40		0.73	1008	119	3.67	BX Museum - 21/05/17 Sales
Banked on : 22/05/2017		64.60						
	BX Museum - 20/05/17	62.00			1006	119	62.00	BX Museum - 20/05/17 Tickets
	BX Museum - 20/05/17	2.60			1008	119	2.60	BX Museum - 20/05/17 Sales
Banked on : 24/05/2017		794.00						
	G Woodjidd	21.00			1039	201	21.00	Market Rents - C&G
	Market Rents	697.00			1020	201	697.00	Market Rents - 24/05/17
	Parking Permits	68.00		11.33	1040	201	56.67	Parking Permits - 24/05/17
	Electricity	8.00		1.33	1022	201	6.67	Electricity - 24/05/17
Banked on : 24/05/2017		120.40						
	Toilet Coin Boxes	53.40		8.90	1174	303	44.50	Toilet Coin Boxes - 24/05/17
	Linney Parking Meter	64.10		10.68	1075	411	53.42	Linney Parking Meter 24/05/17
	Toilet Income Misc	2.90		0.48	1174	303	2.42	Toilet Income Misc
Banked on : 25/05/2017		95.25						
	Ecclesiastical	95.25			4028	101	95.25	Insurance Premium Refund

Continued on Page 5

Date: 19/07/2017

Ludlow Town Council YE 2017/18

Page No: 5

Time: 10:34

Cash Book 1

User : LJ

Barclays Combined

For Month No : 2

Receipts for Month 2

Nominal Ledger Analysis

<u>Receipt Ref</u>	<u>Name of Payer</u>	<u>£ Amnt Received</u>	<u>£ Debtors</u>	<u>£ VAT</u>	<u>A/c</u>	<u>Centre</u>	<u>£ Amount</u>	<u>Transaction Detail</u>
Banked on : 26/05/2017		1,134.50						
	Market Rents	956.50			1020	201	956.50	Market Rents - 26/05/17
	Parking Permits	92.00		15.33	1040	201	76.67	Parking Permits - 26/05/17
	Electricity	6.00		1.00	1022	201	5.00	Electricity - 26/05/17
	T Dockerty	80.00		13.33	1040	201	66.67	Parking Permits - Produce
Banked on : 26/05/2017		2,298.25						
	Toilet Coin Boxes	90.00		15.00	1174	303	75.00	Toilet Coin Boxes - 26/05/17
	Heiron	579.40			1051	401	579.40	Cem Fees (S Lloyd) J/14/2376
	Abbott & Sons	880.80			1051	401	880.80	Cem Fees (L Astill) L/8/1451
	V Allen	579.40			1051	401	579.40	Cem Fees (P Cleeton) I/6/687
	Linney Parking Meter	91.10		15.18	1075	411	75.92	Linney Parking Meter 26/05/17
	Toilet Coin Boxes	77.55		12.92	1174	303	64.63	Toilet Coin Boxes - 26/05/17
Banked on : 27/05/2017		1,160.00						
	Market Rents	1,058.00			1020	201	1,058.00	Market Rents - 27/05/17
	Parking Permits	96.00		16.00	1040	201	80.00	Parking Permits - 27/05/17
	Electricity	6.00		1.00	1022	201	5.00	Electricity - 27/05/17
Banked on : 29/05/2017		581.00						
	Market Rents	523.00			1020	201	523.00	Market Rents - 29/05/17
	Parking Permits	52.00		8.67	1040	201	43.33	Parking Permits - 29/05/17
	Electricity	6.00		1.00	1022	201	5.00	Electricity - 29/05/17
Banked on : 29/05/2017		397.10						
	Market Rents	223.00			1039	201	223.00	Market Rents - C&G
	Parking Permits	72.00		12.00	1040	201	60.00	Parking Permits - 29/05/17
	Electricity	2.00		0.33	1022	201	1.67	Electricity - 29/05/17
	Toilet Coin Boxes	100.10		16.68	1174	303	83.42	Toilet Coin Boxes - 29/05/17
Banked on : 30/05/2017		38.10						
	Toilet Coin Boxes	38.10		6.35	1174	303	31.75	Toilet Coin Boxes - 27/05/17
Banked on : 30/05/2017		17.00						
	BX Museum - 26/05/17	17.00			1006	119	17.00	BX Museum - 26/05/17 Tickets
Banked on : 30/05/2017		60.00						
	BX Museum - 27/05/17	50.00			1006	119	50.00	BX Museum - 27/05/17 Tickets
	BX Museum - 27/05/17	10.00		0.37	1008	119	9.63	BX Museum - 27/05/17 Sales
Banked on : 30/05/2017		19.00						
	BX Museum - 28/05/17	19.00			1006	119	19.00	BX Museum - 28/05/17 Tickets
Banked on : 30/05/2017		48.60						
	BX Museum - 29/05/17	46.00			1006	119	46.00	BX Museum - 29/05/17 Tickets
	BX Museum - 29/05/17	2.60		0.43	1008	119	2.17	BX Museum - 29/05/17 Sales
Banked on : 31/05/2017		720.00						
	Market Rents	652.00			1020	201	652.00	Market Rents - 31/05/17
	Parking Permits	60.00		10.00	1040	201	50.00	Parking Permits - 31/05/17
	Electricity	8.00		1.33	1022	201	6.67	Electricity - 31/05/17

Continued on Page 6

Date: 19/07/2017

Ludlow Town Council YE 2017/18

Page No: 6

Time: 10:34

Cash Book 1

User : LJ

Barclays Combined

For Month No : 2

Receipts for Month 2

Nominal Ledger Analysis

<u>Receipt Ref</u>	<u>Name of Payer</u>	<u>£ Amnt Received</u>	<u>£ Debtors</u>	<u>£ VAT</u>	<u>A/c</u>	<u>Centre</u>	<u>£ Amount</u>	<u>Transaction Detail</u>
Banked on : 31/05/2017		1,049.15						
	Linney Parking Meter	160.85		26.81	1075	411	134.04	Linney Parking Meter 30/05/17
	Toilet Coin Boxes	84.55		14.09	1174	303	70.46	Toilet Coin Boxes - 31/05/17
	V Allen	803.75			1051	401	803.75	Cem Fees (B Lewis) 1/6/680
Banked on : 31/05/2017		260.00						
	Market Rents	260.00			1038	201	260.00	Market Rents - F&C
Banked on : 31/05/2017		105.00						
	Market Rents	105.00			1035	201	105.00	Market Rents - B&C
Banked on : 31/05/2017		147.00						
	Market Rents	147.00			1039	201	147.00	Market Rents - C&G
Banked on : 31/05/2017		-512.00						
	Correction	-512.00			1038	201	-260.00	Correction - Wrong Cashbook
					1035	201	-105.00	Correction - Wrong Cashbook
					1039	201	-147.00	Correction - Wrong Cashbook
Banked on : 31/05/2017		1,080.00						
	Sales Recpts Page 284	1,080.00	1,080.00		101			Sales Recpts Page 284
Total Receipts for Month		38,303.99	10,407.44	885.27			27,011.28	
Cash Book Totals		<u>900,680.40</u>	<u>10,407.44</u>	<u>885.27</u>			<u>889,387.69</u>	

Continued on Page 7

Date: 19/07/2017

Ludlow Town Council YE 2017/18

Page No: 7

Time: 10:34

Cash Book 1

User : LJ

Barclays Combined

For Month No : 2

Payments for Month 2

Nominal Ledger

<u>Date</u>	<u>Payee Name</u>	<u>Cheque</u>	<u>£ Total Amnt</u>	<u>£ Creditors</u>	<u>£ V A T</u>	<u>A/c</u>	<u>Centre</u>	<u>£ Amount</u>	<u>Transaction Detail</u>
01/04/2017	TV Licence	Std Ord	12.12			4054	101	12.12	TV Licence
01/05/2017	Shropshire Council	Std Ord	2,177.00			4011	201	2,177.00	NDR Market
01/05/2017	Shropshire Council	Std Ord	118.00			4011	401	118.00	NDR Cemetery
01/05/2017	Shropshire Council	Std Ord	55.00			4011	411	55.00	NDR Linney
01/05/2017	Shropshire Council	Std Ord	294.00			4011	303	294.00	NDR Castle Street Toilets
01/05/2017	Shropshire Council	Std Ord	752.00			4011	121	752.00	NDR Guildhall
01/05/2017	Shropshire Council	Std Ord	368.00			4011	119	368.00	NDR - Buttercross
01/05/2017	Shropshire Council	Std Ord	58.00			4011	411	58.00	NDR - Linney Changing Rooms
02/05/2017	Screwfix	2	29.45	29.45		501			Safety Specs & Ear Defend
02/05/2017	Severn Trent Water	1	25.90	25.90		501			BX Annual Water Rates
03/05/2017	Shropshire Council	2908612	11.56	11.56		501			GH Telephone Charges Mar 17
03/05/2017	Tracy's Taxis	2914680	80.00	80.00		501			Cllrs Dispatch x4
03/05/2017	Discovery Tool & Plant Hire	2887626	438.00	438.00		501			Chipper Hire
03/05/2017	Ludlow Homecare Ltd	2888852	29.85	29.85		501			Batteries
03/05/2017	Morris, Bufton & Co Ltd	29006204	417.75	417.75		501			Honda Strimmer
03/05/2017	Kingfisher Hygiene	2905466	168.00	168.00		501			Sanitary Bin Service Quart2017
03/05/2017	Micropress Printers Ltd	2905700	361.39	361.39		501			Buttercross Bulletin Spring 17
03/05/2017	Murfin Media Ltd	2906643	510.00	510.00		501			Sunshine Radio Mkt Advertising
03/05/2017	Roundabout Stationery	2907090	31.16	31.16		501			Stationery
03/05/2017	Shropshire Association of Loca	2907126	1,801.48	1,801.48		501			ALC Affiliation Fees 2017/18
03/05/2017	ADT Fire & Security plc	2878346	6,684.44	6,684.44		501			CCTV SYstem Maintenance2017/1
03/05/2017	ASE Plumbing & Heating Supplie	2880551	5.39	5.39		501			Pan Connector - Smithfield Toi
03/05/2017	Citizens Advice Bureau	2881098	2,000.00	2,000.00		501			CAB Grant 2017/18
03/05/2017	Broxap Street Furniture	2881276	658.80	658.80		501			Mem Bench - Mrs D Munslow
03/05/2017	Friends of Ludlow Museum	2881955	38.50	38.50		501			BX Museum Merchandise Jan/Apr
03/05/2017	A Heiron	2881999	320.00	320.00		501			Grave Digging - RPriceGG/2/1139
03/05/2017	Eurofit HIQ	2882735	107.10	107.10		501			Lawn Mower Tyres
03/05/2017	Magazette Media Ltd	2883670	300.00	300.00		501			Mkt Ad - 2x quart page
03/05/2017	Menai Foam and Board Limited	2884296	258.48	258.48		501			Toilet Supplies - Sack & Rolls
03/05/2017	Nicholas Hancox Solicitors	2884734	600.00	600.00		501			Legal Advice - Town Walls 2017
03/05/2017	Councillor Draper	2885819	451.80	451.80		501			Mayoral

Continued on Page 8

Date: 19/07/2017

Ludlow Town Council YE 2017/18

Page No: 8

Time: 10:34

Cash Book 1

User : LJ

Barclays Combined

For Month No : 2

Payments for Month 2

Nominal Ledger

<u>Date</u>	<u>Payee Name</u>	<u>Cheque</u>	<u>£ Total Amnt</u>	<u>£ Creditors</u>	<u>£ V A T</u>	<u>A/c</u>	<u>Centre</u>	<u>£ Amount</u>	<u>Transaction Detail</u>
									Expenditure Mar/Apr 17
03/05/2017	Shropshire Football Associatio	2887117	500.00	500.00		501			Football Club Grant 2017/18
03/05/2017	Travis Perkins Trading Co Ltd	2887322	6.60	6.60		501			Timber
03/05/2017	Shropshire Council	2888045	3,166.00	3,166.00		501			Parking Permits 2016/17
03/05/2017	NABMA	2913024	381.60	381.60		501			NABMA Subscription 2017/18
03/05/2017	Mr Simon Link	2887243	2,000.00	2,000.00		501			Grave Digging Henry H/4/230
03/05/2017	North Shropshire Scaffolding	205127	3,510.00	3,510.00		501			Scaffolding RE Town Walls
03/05/2017	Caron Promotions	886578	1,980.00	1,980.00		501			Calendar of Event Distribution
07/05/2017	Shropshire Council	Std Ord	99.00			4011	303	99.00	NDR Smithfield Toilets
10/05/2017	Barclays Bank	2	283.02	283.02		501			Bank Charges Mar- Apr 17
15/05/2017	Temple Comms Ltd	3	49.68	49.68		501			Guildhall Telephone - Apr 17
15/05/2017	Scottish Power (Castle Street	4	385.00	385.00		501			Purchase Ledger
15/05/2017	EDF Energy	5	11.00	11.00		501			Purchase Ledger
15/05/2017	Barclaycard	DDR	330.32		38.61	4210	105	5.99	Mayor's Photo Book
						4055	101	3.00	Land Reg Search - CharltonRise
						4222	303	193.03	Replacement Toilet Pan Smith
						4354	302	9.70	No Smoking Signage
						4323	500	79.99	Cordless Impact Socket Gun
18/05/2017	Ludlow Concert Band	205128	500.00	500.00		501			Core Grant funding 17/18
18/05/2017	Petty Cash top up	205129	235.68		1.89	4319	500	1.07	Washing up sponges
						4032	101	7.70	Newspapers
						4210	105	186.50	Dry clean - Robes
						4322	500	17.99	Safety boots - SB
						4017	101	10.53	Milk money, Key cutting
						4019	500	10.00	Top up Wayne/Nigel
19/05/2017	Ludlow Skip Hire	4667831	313.20	313.20		501			Skip hire - wigley fields
19/05/2017	Adrian Coleman (Toilet Cleaner	4668958	33.76	33.76		501			Work Boots reimbursement
19/05/2017	Disclosure Services	4670144	32.80	32.80		501			DLF DRB Check (N Cooke)
19/05/2017	Morris, Bufton & Co Ltd	4671456	4.50	4.50		501			Coverall for office
19/05/2017	Assembly Rooms Ludlow	4671531	90.00	90.00		501			Annual Town Meeting room hire

Continued on Page 9

Date: 19/07/2017

Ludlow Town Council YE 2017/18

Page No: 9

Time: 10:34

Cash Book 1

User : LJ

Barclays Combined

For Month No : 2

Payments for Month 2

Nominal Ledger

<u>Date</u>	<u>Payee Name</u>	<u>Cheque</u>	<u>£ Total Amnt</u>	<u>£ Creditors</u>	<u>£ V A T</u>	<u>A/c</u> <u>Centre</u>	<u>£ Amount</u>	<u>Transaction Detail</u>
19/05/2017	Councillor Draper	4671840	499.00	499.00		501		Cllr Draper May expenses
19/05/2017	Cleveland Biotech Ltd	4674577	106.85	106.85		501		Urinal treatment - Smithfield
19/05/2017	A Heiron	4674666	240.00	240.00		501		GG/2/128A (E Nash) 13/5/17
19/05/2017	Ludlow Homecare Ltd	4675213	72.28	72.28		501		Batteries
19/05/2017	Steve Sankey	4675483	70.00	70.00		501		BX Window cleaning May 17
19/05/2017	Parkeon Ltd	4677028	123.90	123.90		501		Break in damage fixing
19/05/2017	Digital Copier Systems	4667125	1,916.74	1,916.74		501		Photocopier Use - Nov-Fed
19/05/2017	ICCM	4667230	90.00	90.00		501		Subscription fees 17/18
19/05/2017	Hook Mason Architecture	4667398	317.28	317.28		501		Professional fees re Guildhall
19/05/2017	Stephen J Weaver (Wooferton) L	4669317	195.00	195.00		501		March storage r.e. town walls
19/05/2017	Travis Perkins Trading Co Ltd	4670594	43.29	43.29		501		Postcrete for new bench
19/05/2017	Mr Simon Link	4670614	350.00	350.00		501		F/2/857 Mathews 15/5/17
19/05/2017	Menai Foam and Board Limited	4671913	137.86	137.86		501		Toilet and cleaning supplies
19/05/2017	Shropshire Association of Loca	4675148	108.00	108.00		501		good employer/cllr guides x40
19/05/2017	Tracy's Taxis	4676977	40.00	40.00		501		Cllr dispach x 2
19/05/2017	Shropshire Council	4677302	28,866.91	28,866.91		501		Payroll Fee April 17
22/05/2017	Discovery Tool & Plant Hire	4669913	240.00	240.00		501		Cherry picker - lights removal
22/05/2017	Roundabout Stationery	4673654	103.62	103.62		501		Stationery & office Supplies
22/05/2017	Bromfield Sand & Gravel Co. Lt	4675697	52.78	52.78		501		concrete sand & cement
22/05/2017	Shropshire Tourism Ltd	4683994	500.00	500.00		501		Advert Shropshire Hills discov
22/05/2017	CNG Ltd	6	14.82	14.82		501		Buttercross Gas Supply April 17
22/05/2017	SSE Southern Electric	7	203.50	203.50		501		DLF Depot Electric Feb/Apr 17
22/05/2017	The Midcountries Co-operative	3	411.14	411.14		501		Fuel Apr 17
23/05/2017	EE Ltd	1	185.42	185.42		501		Mobile Phone Charges - DLF
26/05/2017	Network	3	326.20	326.20		501		Van Lease Hire May 17
30/05/2017	Veolia Environmental Services	8	909.43	909.43		501		Mkt Waste Disposal Apr 17
30/05/2017	E.ON UK Energy Services	2	367.15	367.15		501		GH Electric April 17
31/05/2017	Paypal	DDR	20.94			4327 201	20.94	Commision Charge May 17

Continued on Page 10

Date: 19/07/2017

Ludlow Town Council YE 2017/18

Page No: 10

Time: 10:34

Cash Book 1

User : LJ

Barclays Combined

For Month No : 2

Payments for Month 2

Nominal Ledger

<u>Date</u>	<u>Payee Name</u>	<u>Cheque</u>	<u>£ Total Amnt</u>	<u>£ Creditors</u>	<u>£ V A T</u>	<u>A/c</u>	<u>Centre</u>	<u>£ Amount</u>	<u>Transaction Detail</u>
31/05/2017	Paypal	CORRECT	-20.94			4327	201	-20.94	Paypal
09/06/2017	Parkeon Ltd	287293569	308.40	308.40		501			Break in damage fixing 2nd inv
09/06/2017	Edge Designs Ltd	6260319	178.80	178.80		501			Epitaph System 17/18
09/06/2017	Ludlow Fringe	6260323	2,000.00	2,000.00		501			Core Grant 17/18
09/06/2017	Mr Simon Link	6260332	1,850.00	1,850.00		501			J/8/2063 6/4/17
									Overall
09/06/2017	Shropshire Council	6260386	31,352.35	31,352.35		501			May 2017 Payroll
09/06/2017	Shropshire Council	6260453	34.36	34.36		501			Broadband charges GH April 17
09/06/2017	Garlands Flowers Ludlow	6260720	260.00	260.00		501			Mayor Making flowers
09/06/2017	Fit-4-First-Aid	6260803	825.00	825.00		501			First Aid training x 2 groups
09/06/2017	Fire Safe International	6260810	495.12	495.12		501			Safety visit & Equipm 12/5/17
09/06/2017	Bridgnorth & S. Shropshire Cru	6260830	300.00	300.00		501			Annual Grant Funding 17/18
09/06/2017	A Cadet	6260884	110.00	110.00		501			Mayor Making photography
09/06/2017	Coopers	6260922	84.00	84.00		501			Rabbit Netting
09/06/2017	Vision ICT Ltd	6260997	194.40	194.40		501			Annual Email hosting x 12
09/06/2017	Ludlow Homecare Ltd	6261026	48.34	48.34		501			Depot Light bulbs
09/06/2017	Apex Market Stalls	6261033	1,171.20	1,171.20		501			Nuts, rivets & studs
09/06/2017	Travis Perkins Trading Co Ltd	676338999	21.91	21.91		501			Wood slats for cemetery seat
12/06/2017	Society of Local Council Clerk	6261020	622.00	622.00		501			Training GW Leadership
12/06/2017	Menai Foam and Board Limited	6261349	190.45	190.45		501			Toilet supplies
Total Payments for Month			109,612.83	105,113.71	40.50			4,458.62	
Balance Carried Fwd			791,067.57						
Cash Book Totals			<u>900,680.40</u>	<u>105,113.71</u>	<u>40.50</u>			<u>795,526.19</u>	

Date: 19/07/2017

Ludlow Town Council YE 2017/18

Page No: 1

Time: 10:35

Cash Book 1

User : LJ

Barclays Combined

For Month No : 3

Receipts for Month 3

Nominal Ledger Analysis

Receipt Ref	Name of Payer	£ Amnt Received	£ Debtors	£ VAT	A/c	Centre	£ Amount	Transaction Detail
Balance Brought Fwd :		791,067.57					791,067.57	
Banked on : 01/06/2017		500.00						
Stan_Recp	J Hughes	500.00			1050	401	500.00	Cemetery House Rent
Banked on : 02/06/2017		1,271.50						
	J Eldridge	42.00			1035	201	21.00	Market Rents - B&C
					1039	201	21.00	Market Rents - C&G
	Market Rents	251.00			1038	201	251.00	Market Rents - F&C 01/06/17
	Market Rents	808.50			1020	201	808.50	Market Rents - 02/06/17
	Parking Permits	80.00		13.33	1040	201	66.67	Parking Permits - 01/06/17
	Parking Permits	80.00		13.33	1040	201	66.67	Parking Permits - 02/06/17
	Electricity	1.00		0.17	1022	201	0.83	Electricity - 01/06/17
	Electricity	9.00		1.50	1022	201	7.50	Electricity - 02/06/17
Banked on : 02/06/2017		243.00						
	Gresko Bohdi	243.00			1018	101	243.00	Street Trading Permit No. 516
Banked on : 02/06/2017		229.45						
	Linney Parking Meter	127.20		21.20	1075	411	106.00	Linney Parking Meter 02/06/17
	Toilet Coin Boxes	102.25		17.04	1174	303	85.21	Toilet Coin Boxes - 02/06/17
Banked on : 03/06/2017		1,133.00						
	Market Rents	1,038.00			1020	201	1,038.00	Market Rents - 03/06/17
	Parking Permits	88.00		14.67	1040	201	73.33	Parking Permits - 03/06/17
	Electricity	7.00		1.17	1022	201	5.83	Electricity - 03/06/17
Banked on : 05/06/2017		330.00						
	Market Rents	280.00			1020	201	280.00	Market Rents - 05/06/17
	Parking Permits	48.00		8.00	1040	201	40.00	Parking Permits - 05/06/17
	Electricity	2.00		0.33	1022	201	1.67	Electricity - 05/06/17
Banked on : 05/06/2017		49.00						
	BX Museum - 03/06/17	49.00			1006	119	49.00	BX Museum - 03/06/17 Tickets
Banked on : 05/06/2017		42.20						
	BX Museum - 02/06/17	37.00			1006	119	37.00	BX Museum - 02/06/17 Tickets
	BX Museum - 02/06/17	5.20			1008	119	5.20	BX Museum - 02/06/17 Sales
Banked on : 05/06/2017		321.21						
	Toilet Coin Boxes	112.60		18.77	1174	303	93.83	Toilet Coin Boxes - 05/06/17
	Toilet Coin Boxes	40.45		6.74	1174	303	33.71	Toilet Coin Boxes - 03/06/17
	Linney Parking Meter	111.40		18.57	1075	411	92.83	Linney Parking Meter 05/06/17
	Stretton Memorials	21.20			1051	401	21.20	Cem Fees (Morse) F/1/849
	Sweetman	25.00			1051	401	25.00	Cem Fees (Sweetman) F/7/1072
	D&G Stone	10.56		1.76	1051	401	8.80	Cem Fees (Parsonage)
Banked on : 05/06/2017		59.70						
	BX Museum - 01/06/17 Lecture	51.00			1006	119	51.00	BXMuseum01/06/17LectureTick
	BX Museum - 01/06/17 Lecture	8.70		1.45	1008	119	7.25	BX Museum - 01/06/17 Sales

Continued on Page 2

Date: 19/07/2017

Ludlow Town Council YE 2017/18

Page No: 2

Time: 10:35

Cash Book 1

User : LJ

Barclays Combined

For Month No : 3

Receipts for Month 3

Nominal Ledger Analysis

<u>Receipt Ref</u>	<u>Name of Payer</u>	<u>£ Amnt Received</u>	<u>£ Debtors</u>	<u>£ VAT</u>	<u>A/c</u>	<u>Centre</u>	<u>£ Amount</u>	<u>Transaction Detail</u>
Banked on : 05/06/2017		22.60						
	BX Museum - 04/06/17	20.00			1006	119	20.00	BX Museum - 04/06/17 Tickets
	BX Museum - 04/06/17	2.60			1008	119	2.60	BX Museum - 04/06/17 Sales
Banked on : 05/06/2017		643.00						
	Ecclesiastical	643.00			4028	101	643.00	Insurance Premium Refund
Banked on : 06/06/2017		47.75						
	Barclays	47.75			4058	101	47.75	Bonus Refund Apr-May 17
Banked on : 06/06/2017		95.50						
	Barclays	95.50			4058	101	95.50	Loyalty Reward Apr-May17
Banked on : 06/06/2017		1,979.06						
	HMRC	1,979.06			105		1,979.06	VAT Repay
Banked on : 07/06/2017		143.95						
	Toilet Coin Boxes	82.85		13.81	1174	303	69.04	Toilet Coin Boxes - 09/06/17
	Linney Parking Meter	61.10		10.18	1075	411	50.92	Linney Parking Meter 09/06/17
Banked on : 07/06/2017		736.00						
	T Dockerty	80.00		13.33	1040	201	66.67	Parking Permits - Produce
	Market Rents	593.00			1020	201	593.00	Market Rents - 07/06/17
	Parking Permits	56.00		9.33	1040	201	46.67	Parking Permits - 07/06/17
	Electricity	7.00		1.17	1022	201	5.83	Electricity - 07/06/17
Banked on : 07/06/2017		515.27						
	Heiron	176.80			1051	401	176.80	Cem Fees (Barker) E/7/582
	Nash	105.60		17.60	1051	401	88.00	Cem Fees (Graham) GG/3/105.60
	D&G Stone	116.16		19.36	1051	401	96.80	Cem Fees (Griffiths) I/6/700
	Carter	10.56		1.76	1051	401	8.80	Cem Fees (Carter) H/4/226
	Linney Parking Meter	53.10		8.85	1075	411	44.25	Linney Parking Meter 07/06/17
	Toilet Coin Boxes	53.05		8.84	1174	303	44.21	Toilet Coin Boxes - 07/06/17
Banked on : 09/06/2017		1,074.00						
	Market Rents	968.00			1020	201	968.00	Market Rents - 09/06/17
	Parking Permits	100.00		16.67	1040	201	83.33	Parking Permits - 09/06/17
	Electricity	6.00		1.00	1022	201	5.00	Electricity - 09/06/17
Banked on : 10/06/2017		1,088.00						
	Market Rents	998.00			1020	201	998.00	Market Rents - 10/06/17
	Parking Permits	84.00		14.00	1040	201	70.00	Parking Permits - 10/06/17
	Electricity	6.00		1.00	1022	201	5.00	Electricity - 10/06/17
Banked on : 12/06/2017		47.20						
	Toilet Coin Boxes	47.20		7.87	1174	303	39.33	Toilet Coin Boxes - 10/06/17
Banked on : 12/06/2017		176.40						
	Toilet Coin Boxes	77.10		12.85	1174	303	64.25	Toilet Coin Boxes - 12/06/17
	Linney Parking Meter	99.30		16.55	1075	411	82.75	Linney Parking Meter 12/06/17

Continued on Page 3

Date: 19/07/2017

Ludlow Town Council YE 2017/18

Page No: 3

Time: 10:35

Cash Book 1

User : LJ

Barclays Combined

For Month No : 3

Receipts for Month 3

Nominal Ledger Analysis

<u>Receipt Ref</u>	<u>Name of Payer</u>	<u>£ Amnt Received</u>	<u>£ Debtors</u>	<u>£ VAT</u>	<u>A/c</u>	<u>Centre</u>	<u>£ Amount</u>	<u>Transaction Detail</u>
Banked on : 12/06/2017		755.00						
	Market Rents	480.00			1020	201	480.00	Market Rents - 12/06/17
	Market Rents	150.00			1035	201	150.00	Market Rents - B&C 11/06/17
	Parking Permits	60.00		10.00	1040	201	50.00	Parking Permits - 11/06/17
	Parking Permits	60.00		10.00	1040	201	50.00	Parking Permits - 12/06/17
	Electricity	2.00		0.33	1022	201	1.67	Electricity - 11/06/17
	Electricity	3.00		0.50	1022	201	2.50	Electricity - 12/06/17
Banked on : 12/06/2017		39.00						
	BX Museum - 11/06/17	29.00			1006	119	29.00	BX Museum - 11/06/17 Tickets
	BX Museum - 11/06/17	10.00			1007	119	10.00	BX Museum - 11/06/17 Sales
Banked on : 12/06/2017		43.00						
	BX Museum - 10/06/17	43.00			1006	119	43.00	BX Museum - 10/06/17 Tickets
Banked on : 12/06/2017		35.00						
	BX Museum - 09/06/17	35.00			1006	119	35.00	BX Museum - 09/06/17 Tickets
Banked on : 14/06/2017		357.82						
	Farmer	116.16		19.36	1051	401	96.80	Cem Fees (Weaver) G/3/45
	D&G Stone	116.16		19.36	1051	401	96.80	Cem Fees (Everall) J/8/2063
	Linney Parking Meter	56.10		9.35	1075	411	46.75	Linney Parking Meter 14/06/17
	Toilet Coin Boxes	2.00		0.33	1174	303	1.67	Toilet Coin Boxes - 12/06/17
	Toilet Coin Boxes	67.40		11.23	1174	303	56.17	Toilet Coin Boxes - 14/06/17
Banked on : 14/06/2017		736.00						
	Market Rents	653.00			1020	201	653.00	Market Rents - 14/06/17
	Parking Permits	76.00		12.67	1040	201	63.33	Parking Permits - 14/06/17
	Electricity	7.00		1.17	1022	201	5.83	Electricity - 14/06/17
Banked on : 15/06/2017		349.00						
	Teanie Beanies	21.00			1039	201	21.00	Market Rents - C&G
	Market Rents	250.00			1038	201	250.00	Market Rents - F&C 15/06/17
	Parking Permits	76.00		12.67	1040	201	63.33	Parking Permits - 15/06/17
	Electricity	2.00		0.33	1022	201	1.67	Electricity - 15/06/17
Banked on : 15/06/2017		1,202.00						
	L O'Driscoll	180.00			1023	201	36.00	Market Rents - Summer
					1039	201	36.00	Market Rents - C&G
					1035	201	108.00	Market Rents - B&C
	Mrs Cooke	206.00			1038	201	206.00	Market Rents - F&C
	B Kelly	223.00			1038	201	108.00	Market Rents - F&C
					1023	201	23.00	Market Rents - Summer
					1035	201	69.00	Market Rents - B&C
					1037	201	23.00	Market Rents - C&C
	B Kelly	11.00		1.83	1022	201	9.17	Electricity
	Mrs Cowell	108.00			1038	201	108.00	Market Rents - F&C
	L Barnes	108.00			1038	201	108.00	Market Rents - F&C
	L Barnes	3.00		0.50	1022	201	2.50	Electricity

Continued on Page 4

Date: 19/07/2017

Ludlow Town Council YE 2017/18

Page No: 4

Time: 10:35

Cash Book 1

User : LJ

Barclays Combined

For Month No : 3

Receipts for Month 3

Nominal Ledger Analysis

Receipt Ref	Name of Payer	£ Amnt Received	£ Debtors	£ VAT	A/c	Centre	£ Amount	Transaction Detail
	MI Hoare	255.00			1023	201	51.00	Market Rents - Summer
					1035	201	153.00	Market Rents - B&C
					1037	201	51.00	Market Rents - C&C
	L Kent (Cowell)	108.00			1038	201	108.00	Market Rents - F&C
Banked on : 16/06/2017		1,111.50						
	Market Rents	1,015.50			1020	201	1,015.50	Market Rents - 16/06/17
	Parking Permits	88.00		14.67	1040	201	73.33	Parking Permits - 16/06/17
	Electricity	8.00		1.33	1022	201	6.67	Electricity - 16/06/17
Banked on : 16/06/2017		2,143.80						
	Linney Parking Meter	84.05		14.01	1075	411	70.04	Linney Parking Meter 16/06/17
	Toilet Coin Boxes	97.20		16.20	1174	303	81.00	Toilet Coin Boxes - 16/06/17
	V Allen	579.40			1051	401	579.40	Cem Fees (M Jeremy) I/2/542
	V Allen	579.40			1051	401	579.40	Cem Fees (R Glaze) J/12/2268
	Heiron	803.75			1051	401	803.75	Cem Fees (M Morgan) I/6/682
Banked on : 17/06/2017		1,096.00						
	Market Rents	1,018.00			1020	201	1,018.00	Market Rents - 17/06/17
	Parking Permits	72.00		12.00	1040	201	60.00	Parking Permits - 17/06/17
	Electricity	6.00		1.00	1022	201	5.00	Electricity - 17/06/17
Banked on : 19/06/2017		39.90						
	Toilet Coin Boxes	39.90		6.65	1174	303	33.25	Toilet Coin Boxes - 17/06/17
Banked on : 19/06/2017		457.00						
	Market Rents	431.00			1020	201	431.00	Market Rents - 19/06/17
	Parking Permits	24.00		4.00	1040	201	20.00	Parking Permits - 19/06/17
	Electricity	2.00		0.33	1022	201	1.67	Electricity - 19/06/17
Banked on : 19/06/2017		476.42						
	Linney Parking Meter	152.40		25.40	1075	411	127.00	Linney Parking Meter 19/06/17
	Thomas	116.16		19.36	1051	401	96.80	Cem Fees (Wainwright) GG/1/97
	Stretton Memorials	116.16		19.36	1051	401	96.80	Cem Fees(F&M Bradley)J/10/2161
	Toilet Coin Boxes	91.70		15.28	1174	303	76.42	Toilet Coin Boxes - 19/06/17
Banked on : 19/06/2017		56.10						
	BX Museum - 17/06/17	37.00			1006	119	37.00	BX Museum - 17/06/17 Tickets
	BX Museum - 17/06/17	19.10		2.75	1008	119	16.35	BX Museum - 17/06/17 Sales
Banked on : 19/06/2017		19.20						
	BX Museum - 16/06/17	17.00			1006	119	17.00	BX Museum - 16/06/17 Tickets
	BX Museum - 16/06/17	2.20		0.37	1008	119	1.83	BX Museum - 16/06/17 Sales
Banked on : 19/06/2017		32.50						
	BX Museum - 18/06/17	27.00			1006	119	27.00	BX Museum - 18/06/17 Tickets
	BX Museum - 18/06/17	5.50		0.92	1008	119	4.58	BX Museum - 18/06/17 Sales
Banked on : 20/06/2017		36.00						
	Gresko Bohdi	36.00			1018	101	36.00	Street Trading Permit No.519

Continued on Page 5

Date: 19/07/2017

Ludlow Town Council YE 2017/18

Page No: 5

Time: 10:35

Cash Book 1

User : LJ

Barclays Combined

For Month No : 3

Receipts for Month 3

Nominal Ledger Analysis

<u>Receipt Ref</u>	<u>Name of Payer</u>	<u>£ Amnt Received</u>	<u>£ Debtors</u>	<u>£ VAT</u>	<u>A/c</u>	<u>Centre</u>	<u>£ Amount</u>	<u>Transaction Detail</u>
Banked on : 21/06/2017		55.50						
	Toilet Coin Boxes	55.50		9.25	1174	303	46.25	Toilet Coin Boxes - 21/06/17
Banked on : 21/06/2017		1,091.00						
	Mrs Gumbs	85.00			1038	201	64.00	Market Rents - F&C
					1035	201	21.00	Market Rents - B&C
	S Machin	21.00			1035	201	21.00	Market Rents - B&C
	Mr & Mrs Smith	111.00			1037	201	21.00	Market Rents - C&C
					1035	201	42.00	Market Rents - B&C
					1038	201	48.00	Market Rents - F&C
	J French	336.00			1035	201	108.00	Market Rents - B&C
					1037	201	36.00	Market Rents - C&C
					1038	201	156.00	Market Rents - F&C
					1023	201	36.00	Market Rents - Summer
	Market Rents	507.00			1020	201	507.00	Market Rents - 21/06/17
	Parking Permits	26.00		4.33	1040	201	21.67	Parking Permits - 21/06/17
	Electricity	5.00		0.83	1022	201	4.17	Electricity - 21/06/17
Banked on : 23/06/2017		242.85						
	Toilet Coin Boxes	88.10		14.68	1174	303	73.42	Toilet Coin Boxes - 23/06/17
	Linney Parking Meter	99.65		16.61	1075	411	83.04	Linney Parking Meter 21/06/17
	Linney Parking Meter	55.10		9.18	1075	411	45.92	Linney Parking Meter 23/06/17
Banked on : 23/06/2017		944.50						
	Market Rents	884.50			1020	201	884.50	Market Rents - 23/06/17
	Parking Permits	52.00		8.67	1040	201	43.33	Parking Permits - 23/06/17
	Electricity	8.00		1.33	1022	201	6.67	Electricity - 23/06/17
Banked on : 23/06/2017		1.79						
	Scottish Power	1.79		0.30	4013	303	1.49	Scottish Power - Refund
Banked on : 24/06/2017		50.85						
	Toilet Coin Boxes	50.85		8.48	1174	303	42.37	Toilet Coin Boxes - 24/06/17
Banked on : 24/06/2017		1,033.00						
	Market Rents	980.00			1020	201	980.00	Market Rents - 24/06/17
	Parking Permits	48.00		8.00	1040	201	40.00	Parking Permits - 24/06/17
	Electricity	5.00		0.83	1022	201	4.17	Electricity - 24/06/17
Banked on : 26/06/2017		206.30						
	B Strachan	54.00			1018	101	54.00	Street Trading Permit No. 518
	Linney Parking Meter	100.20		16.70	1075	411	83.50	Linney Parking Meter 26/06/17
	Toilet Coin Boxes	52.10		8.68	1174	303	43.42	Toilet Coin Boxes - 25/06/17
Banked on : 26/06/2017		1,009.00						
	J Rawlings	21.00			1023	201	21.00	Market Rents - Summer
	G Woodfield	45.00			1023	201	15.00	Market Rents - Summer
					1035	201	30.00	Market Rents - B&C

Continued on Page 6

Date: 19/07/2017

Ludlow Town Council YE 2017/18

Page No: 6

Time: 10:35

Cash Book 1

User : LJ

Barclays Combined

For Month No : 3

Receipts for Month 3

Nominal Ledger Analysis

<u>Receipt Ref</u>	<u>Name of Payer</u>	<u>£ Amnt Received</u>	<u>£ Debtors</u>	<u>£ VAT</u>	<u>A/c</u>	<u>Centre</u>	<u>£ Amount</u>	<u>Transaction Detail</u>
	Market Rents	263.00			1039	201	263.00	Market Rents - C&G 25/06/17
	Parking Permits	30.00		5.00	1040	201	25.00	Parking Permits - 25/06/17
	Electricity	2.00		0.33	1022	201	1.67	Electricity - 25/06/17
	T Dockerty	40.00		6.67	1040	201	33.33	Parking Permits - Produce
	Market Rents	493.00			1020	201	493.00	Market Rents - 26/06/17
	Parking Permits	50.00		8.33	1040	201	41.67	Parking Permits - 26/06/17
	G Hemmings	21.00			1037	201	21.00	Market Rents - C&C
	G Hemmings	42.00			1035	201	42.00	Market Rents - B&C
	Electricity	2.00		0.33	1022	201	1.67	Electricity - 26/06/17
Banked on : 26/06/2017		33.00						
	BX Museum - 24/06/17	33.00			1006	119	33.00	BX Museum - 24/06/17 Tickets
Banked on : 26/06/2017		48.20						
	BX Museum - 23/06/17	39.00			1006	119	39.00	BX Museum - 23/06/17 Tickets
	BX Museum - 23/06/17	9.20		1.10	1008	119	8.10	BX Museum - 23/06/17 Sales
Banked on : 26/06/2017		35.00						
	BX Musuem - 25/06/17	35.00			1006	119	35.00	BX Musuem - 25/06/17 Tickets
Banked on : 28/06/2017		1,303.70						
	Heirons	579.40			1051	401	579.40	Cem Fees (S Lloyd) J/14/2376
	V Allen	579.40			1051	401	579.40	Cem Fees (M Wilding) J/10/2156
	Linney Parking Meter	27.00		4.50	1075	411	22.50	Linney Parking Meter 28/06/17
	Toilet Coin Boxes	117.90		19.65	1174	303	98.25	Toilet Coin Boxes - 28/06/17
Banked on : 28/06/2017		424.00						
	Market Rents	393.00			1020	201	393.00	Market Rents - 28/06/17
	Parking Permits	26.00		4.33	1040	201	21.67	Parking Permits - 28/06/17
	Electricity	5.00		0.83	1022	201	4.17	Electricity - 28/06/17
Banked on : 28/06/2017		960.00						
	Sales Recpts Page 285	960.00	960.00		101			Sales Recpts Page 285
Banked on : 30/06/2017		30.40						
	Linney Parking Meter	30.40		5.07	1075	411	25.33	Linney Parking Meter 30/06/17
Banked on : 30/06/2017		996.50						
	Market Rents	939.50			1020	201	939.50	Market Rents - 30/06/17
	Parking Permits	50.00		8.33	1040	201	41.67	Parking Permits - 30/06/17
	Electricity	7.00		1.17	1022	201	5.83	Electricity - 30/06/17
Banked on : 30/06/2017		234.00						
	AJ Willepote	234.00			1018	101	234.00	Street Trading Permit
Banked on : 30/06/2017		3,750.00						
	Bensons	3,750.00			1000	115	3,750.00	Buttercross Shop Rental

Continued on Page 7

Date: 19/07/2017

Ludlow Town Council YE 2017/18

Page No: 7

Time: 10:36

Cash Book 1

User : LJ

Barclays Combined

For Month No : 3

Total Receipts for Month	32,182.62	960.00	748.97	30,473.65
---------------------------------	-----------	--------	--------	-----------

Cash Book Totals	<u>823,250.19</u>	<u>960.00</u>	<u>748.97</u>	<u>821,541.22</u>
-------------------------	-------------------	---------------	---------------	-------------------

Date: 19/07/2017

Ludlow Town Council YE 2017/18

Page No: 8

Time: 10:36

Cash Book 1

User : LJ

Barclays Combined

For Month No : 3

Payments for Month 3

Nominal Ledger

<u>Date</u>	<u>Payee Name</u>	<u>Cheque</u>	<u>£ Total Amnt</u>	<u>£ Creditors</u>	<u>£ V A T</u>	<u>A/c</u>	<u>Centre</u>	<u>£ Amount</u>	<u>Transaction Detail</u>
01/05/2017	TV Licence	Std Ord	12.12			4054	101	12.12	TV Licence
01/06/2017	Shropshire Council	Std Ord	2,177.00			4011	201	2,177.00	NDR Market
01/06/2017	Shropshire Council	Std Ord	118.00			4011	401	118.00	NDR Cemetery
01/06/2017	Shropshire Council	Std Ord	55.00			4011	411	55.00	NDR Linney
01/06/2017	Shropshire Council	Std Ord	294.00			4011	303	294.00	NDR Castle Street Toilets
01/06/2017	Shropshire Council	Std Ord	752.00			4011	121	752.00	NDR Guildhall
01/06/2017	Shropshire Council	Std Ord	368.00			4011	119	368.00	NDR - Buttercross
01/06/2017	Shropshire Council	Std Ord	58.00			4011	411	58.00	NDR - Linney Changing Rooms
01/06/2017	CF Corporate Finance Ltd	2	290.95	290.95		501			Photocopier Contract 2017/18
01/06/2017	Screwfix	3	168.44	168.44		501			Sq Line Clips & Gully Grid
02/06/2017	Severn Trent Water	12	25.90	25.90		501			BX Annual Water Rates
06/06/2017	Barclays Bank	14	318.31	318.31		501			Bank Charges - Apr-May 17
07/06/2017	Shropshire Council	Std Ord	99.00			4011	303	99.00	NDR Smithfield Toilets
13/06/2017	Barclaycard	DDR	1,095.72		156.46	4222	201	74.99	Mkt Canopy Bungee Cords
						4022	101	22.98	GH Doorbell x2
						4201	105	10.79	MM Refreshments
						4201	105	68.49	MM Refreshments
						4026	101	311.00	Guildhall Chamber Cupboard
						4026	101	8.89	BX Museum Laptop Windows 10
						4026	101	5.29	BX Museum Laptop Microsoft Off
						4026	101	315.83	BX Museum Laptop
						4021	101	121.00	Postage
14/06/2017	E.ON UK Energy Services	1	1.88	1.88		501			Guildhall Electric May 2017
15/06/2017	Temple Comms Ltd	4	51.47	51.47		501			Guildhall Telephone Charge May
15/06/2017	EDF Energy	5	11.00	11.00		501			Purchase Ledger
19/06/2017	The Midcountries Co-operative	6	563.68	563.68		501			Fuel May 17
20/06/2017	CNG Ltd	7	13.15	13.15		501			BX Gas Supply May 17
23/06/2017	EE Ltd	8	182.12	182.12		501			Mobile Phone Charges - DLF
23/06/2017	Network	1	326.20	326.20		501			Van lease Hire
27/06/2017	E.ON UK Energy Services	15	91.84	91.84		501			GH Electric June 17
28/06/2017	Veolia Environmental Services	2	1,108.73	1,108.73		501			Mkt Waste Disposal May 17
28/06/2017	Scottish Power (Castle Street	9	109.16	109.16		501			Castle Street Toilets - Mar 17
30/06/2017	Paypal	DDR	92.94			4327	201	92.94	Paypal Commission

Continued on Page 9

Date: 19/07/2017

Ludlow Town Council YE 2017/18

Page No: 9

Time: 10:36

Cash Book 1

User : LJ

Barclays Combined

For Month No : 3

Payments for Month 3

Nominal Ledger

<u>Date</u>	<u>Payee Name</u>	<u>Cheque</u>	<u>£ Total Amnt</u>	<u>£ Creditors</u>	<u>£ V A T</u>	<u>A/c</u>	<u>Centre</u>	<u>£ Amount</u>	<u>Transaction Detail</u>
									Charge
30/06/2017	Correction	DDR	-92.94			4327	201	-92.94	Correction
03/07/2017	Destination Ludlow Partnership	978599920	250.00	250.00		501			Destination Ludlow Partnership
03/07/2017	Friends of Ludlow Museum	78601884	200.00	200.00		501			Friends of Museum PSG17/18
03/07/2017	Menai Foam and Board Limited	78602464	108.38	108.38		501			toilet & cleaning supplies
03/07/2017	Internal Audit & Compliance Lt	78602490	433.20	433.20		501			Internal Audit 1/6/17
03/07/2017	Travis Perkins Trading Co Ltd	78603269	164.03	164.03		501			Fence posts - housemans
03/07/2017	Mr Simon Link	78603632	650.00	650.00		501			20/6/17 J/12/2268 (Glaze)
03/07/2017	Tracy's Taxis	78603668	20.00	20.00		501			Agenda distribution
03/07/2017	A Heiron	78604165	80.00	80.00		501			G/7/582 10/6/17 Barker
03/07/2017	JPS	78605576	258.08	258.08		501			Jubilee clips
03/07/2017	Morris, Bufton & Co Ltd	78605616	882.19	882.19		501			Service & Repairs Kubota Mower
03/07/2017	Roundabout Stationery	78606276	84.53	84.53		501			Stationery & Office Supplies
03/07/2017	Digital Copier Systems	78606803	1,770.98	1,770.98		501			Copier usage Feb - May 17
03/07/2017	Hire Equipment (Ludlow) Ltd	78606921	13.00	13.00		501			Gloves multiple
03/07/2017	Shropshire Association of Loca	78607274	115.00	115.00		501			Planning - SW - 7/6/17
03/07/2017	ASE Plumbing & Heating Supplie	78608030	13.98	13.98		501			Flush cone/flushpipe smithfiel
03/07/2017	Teme Valley Computers	78608436	300.00	300.00		501			BX/Remote access/server set up
03/07/2017	Kidderminster Town Council	78608619	40.00	40.00		501			Mayors curry night x 2
03/07/2017	Arts Society Teme Valley	78609128	40.00	40.00		501			Arts Society Gala evening
03/07/2017	Restore Datashred	78609247	59.70	59.70		501			Confidential waste disposal
03/07/2017	Agrii	78609459	25.42	25.42		501			disposable coveralls
03/07/2017	Border Engineering & Fabricati	78609942	1,734.00	1,734.00		501			Repair & re-install barrier
03/07/2017	Castle Gallery	78610538	42.00	42.00		501			Civic Awards 2017 framing
03/07/2017	CommuniCorp	78610694	12.00	12.00		501			Clerks&Councils direct sbscrip
03/07/2017	Midland News Association	78611383	660.00	660.00		501			DLF Post advert
03/07/2017	North Shropshire Scaffolding	78612033	374.40	374.40		501			1/4/17 - 27/5/17 scaffold hire
03/07/2017	Landscape Supply Co.	78612122	124.25	124.25		501			Grip gloves x 10/safety specs
03/07/2017	North Shropshire College	78622733	350.00	350.00		501			Pesticides use

Continued on Page 10

Date: 19/07/2017

Ludlow Town Council YE 2017/18

Page No: 10

Time: 10:36

Cash Book 1

User : LJ

Barclays Combined

For Month No : 3

Payments for Month 3

Nominal Ledger

<u>Date</u>	<u>Payee Name</u>	<u>Cheque</u>	<u>£ Total Amnt</u>	<u>£ Creditors</u>	<u>£ V A T</u>	<u>A/c</u> <u>Centre</u>	<u>£ Amount</u>	<u>Transaction Detail</u>
03/07/2017	Trustees of Plymouth Settled E	78623270	10.00	10.00		501		training -DLF
03/07/2017	Shropshire Council	78623561	250.00	250.00		501		Annual boathouse rent2017
03/07/2017	West Mercia Energy	78623609	453.83	453.83		501		Premises licnce- town cntre
03/07/2017	Bensons of Ludlow	78624300	50.00	50.00		501		Market Electric - Feb 17
03/07/2017	Shropshire Community Health NH	78624884	522.00	522.00		501		Silver Storage MM17
03/07/2017	KPR Midlink Ltd	78628885	4,380.00	4,380.00		501		OHU Services/ x5 Hep B
03/07/2017	Eurofit HIQ	78668037	198.95	198.95		501		MACCS 2 Market System upgrade
03/07/2017	The Visual Works	78668163	120.00	120.00		501		Discs/Pads Peugeot Van
03/07/2017	Stephen J Weaver (Wooferton) L	978604505	72.00	72.00		501		Annual fee ludlowmarket.co.uk
03/07/2017	Smokehouse Deli & Cicchetti	78610988	674.00	674.00		501		Storage r.e. town walls July
								Mayor Making refreshments

Total Payments for Month

23,827.59

18,798.75

156.46

4,872.38

Balance Carried Fwd

799,422.60

Cash Book Totals

823,250.19

18,798.75

156.46

804,294.98

Agenda Item 8b

Reconciliation

Bank Reconciliation Statement as at: 31/05/2017 for Cash Book 1 Barclays Combined

<u>Bank Statement Account Name (s)</u>	<u>Statement Date</u>	<u>Page No</u>	<u>Balances</u>
60664030 - Current Account	31/05/2017	1	1,000.00
60949167 - Savings Account	31/05/2017	1	833,623.90
			<hr/> 834,623.90
<u>Unpresented Cheques (Minus)</u>		<u>Amount</u>	
03/05/2017 205127 North Shropshire Scaffolding		3,510.00	
			<hr/> 3,510.00
			831,113.90
<u>Receipts not Banked/Cleared (Plus)</u>			
			<hr/> 0.00
			831,113.90
		Balance per Cash Book is :-	831,113.90
		Difference is :-	0.00

Bank Reconciliation Statement as at: 03/07/2017 for Cash Book 1 Barclays Combined

<u>Bank Statement Account Name (s)</u>	<u>Statement Date</u>	<u>Page No</u>	<u>Balances</u>
60664030 - Current Account	30/06/2017	4	1,000.00
60949167 - Savings Account	30/06/2017	1	798,422.60
			<u>799,422.60</u>
<u>Unpresented Cheques (Minus)</u>		<u>Amount</u>	
			<u>0.00</u>
			799,422.60
<u>Receipts not Banked/Cleared (Plus)</u>			<u>0.00</u>
			799,422.60
		Balance per Cash Book is :-	799,422.60
		Difference is :-	0.00

Agenda Item 8c
Barclaycard Statement

STATEMENT FOR G WILDING

BARCLAYCARD COMMERCIAL
PO BOX 4000
SAFFRON ROAD
WIGSTON, LE18 9EN

Company reference:
Card number:
Statement date:
Page number:
Monthly spend limit:

547676 09131 84282
5476 7602 8962 6270
19 June 2017
3 of 4
£7,000.00

Tel: 0800 008 008
Outside UK: +44 1604 269452
Fax: 0300 020 0184
Online: www.barclaycard.co.uk/commercial

Date	Description	Amount
19 May 2017	Amazon UK Marketplace 800-279-6620 LUX <i>BX Laptop Case</i>	18.98
220555204727	BOOK STORES	
22 May 2017	PAYPAL *FUSIONPATHL 35314369001 GBR <i>Digital Agenda Software</i>	14.23
230585130087	TELECOMMUNICATION EQUIPMENT INCLUDING TELEPHONE SALES	
22 May 2017	CBA*COREL CLEVERBRIDGE.DEU <i>Digital Agenda Software</i>	210.10
230575290497	DIGITAL GOODS - APPLICATIONS (EXLDG GAME	
23 May 2017	AMAZON UK RETAIL AMAZO AMAZON.CO.UK LUX <i>Portable Harddrive</i>	57.18
240585389247	MISCELLANEOUS AND RETAIL STORES	
23 May 2017	TESCO STORE 2856 LUDLOW GBR <i>Mayor Making Refreshments</i>	50.25
240535377757	GROCERY STORES, SUPERMARKETS	
24 May 2017	PAYPAL *UKPERFORMAN 35314369001 GBR <i>Returned Drill</i>	79.99 CR
250585130087	AUTOMOTIVE PARTS, ACCESSORIES STORES	
25 May 2017	TESCO STORE 2856 LUDLOW GBR <i>Returned Mayor Making Refreshments</i>	30.02 CR
260545377757	GROCERY STORES, SUPERMARKETS	
25 May 2017	AMAZON.CO.UK AMAZON.CO.UK LUX <i>Flag</i>	1.45
260585389247	MISCELLANEOUS AND RETAIL STORES	
25 May 2017	Amazon UK Marketplace 800-279-6620 LUX <i>CCTV Signage</i>	7.16
260555204727	BOOK STORES	
27 May 2017	Amazon UK Marketplace 800-279-6620 LUX <i>BX Accident Book</i>	8.15
290555204727	BOOK STORES	
5 Jun 2017	ROYAL MAIL EDINBURGH GBR <i>Postage</i>	56.00
060645425157	POSTAGE STAMPS	
14 Jun 2017	Amazon UK Marketplace 800-279-6620 LUX <i>First Aid Kit Restock</i>	5.95
150655204727	BOOK STORES	
15 Jun 2017	Amazon UK Marketplace 800-279-6620 LUX <i>First Aid Kit Restock</i>	7.21
160655204727	BOOK STORES	
15 Jun 2017	Amazon UK Marketplace 800-279-6620 LUX <i>First Aid Kit Restock</i>	3.91
160655204727	BOOK STORES	
15 Jun 2017	Amazon UK Marketplace 800-279-6620 LUX <i>First Aid Kit Restock</i>	6.00
160655204727	BOOK STORES	

Continued on next page

STATEMENT FOR G WILDING

BARCLAYCARD COMMERCIAL
PO BOX 4000
SAFFRON ROAD
WIGSTON, LE18 9EN

Tel: 0800 008 008
Outside UK: +44 1604 269452
Fax: 0300 020 0184
Online: www.barclaycard.co.uk/commercial

Company reference: 547676 09131 84282
Card number: 5476 7602 8962 6270
Statement date: 19 May 2017
Page number: 3 of 3
Monthly spend limit: £7,000.00

Date	Description	Amount
21 Apr 2017	WWW.TRADERSUPPLIES.CO. 01773607505 240455504437 MISCELLANEOUS AND RETAIL STORES	89.99
24 Apr 2017	ROYAL MAIL EDINBURGH GBR 250445425157 POSTAGE STAMPS	121.00
30 Apr 2017	Amazon UK Marketplace 800-279-6620 LUX 010555204727 BOOK STORES	23.61
4 May 2017	PC WORLD ONLINE HEMEL HEMPSTEGBR 050545377757 ELECTRONIC SALES	379.00
9 May 2017	PAYPAL *MRUGAPATEL7 35314369001 GBR 100585130087 MISCELLANEOUS AND RETAIL STORES	5.29
9 May 2017	PAYPAL *TURBOWARE 35314369001 GBR 100585130087 COMPUTER SOFTWARE STORES	8.89
12 May 2017	WWW.FURNITUREATWORK.CO GLASGOW GBR 150545425157 FURNITURE, HOME FURNISHINGS AND EQUIPMENT STORES	373.20
18 May 2017	ALDI LUDLOW 190555541967 GROCERY STORES, SUPERMARKETS	12.55
18 May 2017	TESCO STORE 2856 LUDLOW GBR 190535377757 GROCERY STORES, SUPERMARKETS	82.19
9 new purchases / cash advances. Total of spending.		£1,095.72

Agenda Item 8d

Paypal Cash Book and Reconciliation

Bank Reconciliation Statement as at: 31/05/2017 for Cash Book 2 Pay Pal Market

<u>Bank Statement Account Name (s)</u>	<u>Statement Date</u>	<u>Page No</u>	<u>Balances</u>
PayPal	31/05/2017	20	527.93
			<u>527.93</u>
<u>Unpresented Cheques (Minus)</u>		<u>Amount</u>	
			<u>0.00</u>
			527.93
<u>Receipts not Banked/Cleared (Plus)</u>			
			<u>0.00</u>
			527.93
		Balance per Cash Book is :-	527.93
		Difference is :-	0.00

Date: 19/07/2017

Ludlow Town Council YE 2017/18

Page No: 1

Time: 10:33

Cash Book 2

User : LJ

Pay Pal Market

For Month No : 2

Receipts for Month 2

Nominal Ledger Analysis

<u>Receipt Ref</u>	<u>Name of Payer</u>	<u>£ Amnt Received</u>	<u>£ Debtors</u>	<u>£ VAT</u>	<u>A/c</u>	<u>Centre</u>	<u>£ Amount</u>	<u>Transaction Detail</u>
Balance Brought Fwd :		687.88					687.88	
Banked on : 31/05/2017		260.00						
	Market Rents	260.00			1038	201	260.00	Market Rents - F&C
Banked on : 31/05/2017		105.00						
	Market Rents	105.00			1035	201	105.00	Market Rents - B&C
Banked on : 31/05/2017		147.00						
	Market Rents	147.00			1039	201	147.00	Market Rents - C&G
Total Receipts for Month		512.00	0.00	0.00			512.00	
Cash Book Totals		<u>1,199.88</u>	<u>0.00</u>	<u>0.00</u>			<u>1,199.88</u>	

Continued on Page 2

Date: 19/07/2017

Ludlow Town Council YE 2017/18

Page No: 2

Time: 10:33

Cash Book 2

User : LJ

Pay Pal Market

For Month No : 2

Payments for Month 2

Nominal Ledger

<u>Date</u>	<u>Payee Name</u>	<u>Cheque</u>	<u>£ Total Amnt</u>	<u>£ Creditors</u>	<u>£ V A T</u>	<u>A/c</u>	<u>Centre</u>	<u>£ Amount</u>	<u>Transaction Detail</u>
03/05/2017	P Dazeley	DDR	16.00			1038	201	16.00	Market Refund F&C
19/05/2017	Barclays Combined	1	599.01			202		599.01	Paypal Withdrawal
24/05/2017	Steve Ray	DDR	36.00			1039	201	36.00	Market Refund C&G
31/05/2017	Paypal	DDR	20.94			4327	201	20.94	Commision Charge May 17

Total Payments for Month

671.95

0.00

0.00

671.95

Balance Carried Fwd

527.93

Cash Book Totals

1,199.88

0.00

0.00

1,199.88

Bank Reconciliation Statement as at: 30/06/2017 for Cash Book 2 Pay Pal Market

<u>Bank Statement Account Name (s)</u>	<u>Statement Date</u>	<u>Page No</u>	<u>Balances</u>
PayPal	30/06/2017	21	2,591.99
			<u>2,591.99</u>
<u>Unpresented Cheques (Minus)</u>		<u>Amount</u>	
			<u>0.00</u>
			2,591.99
<u>Receipts not Banked/Cleared (Plus)</u>			
			<u>0.00</u>
			2,591.99
		Balance per Cash Book is :-	2,591.99
		Difference is :-	0.00

Date: 19/07/2017

Ludlow Town Council YE 2017/18

Page No: 1

Time: 10:35

Cash Book 2

User : LJ

Pay Pal Market

For Month No : 3

Receipts for Month 3

Nominal Ledger Analysis

<u>Receipt Ref</u>	<u>Name of Payer</u>	<u>£ Amnt Received</u>	<u>£ Debtors</u>	<u>£ VAT</u>	<u>A/c</u>	<u>Centre</u>	<u>£ Amount</u>	<u>Transaction Detail</u>
Balance Brought Fwd :		527.93					527.93	
Banked on : 30/06/2017		2,157.00						
	Paypal	2,157.00			1035	201	723.00	Market Rents - B&C
					1023	201	339.00	Market Rents - Summer
					1038	201	840.00	Market Rents - F&C
					1037	201	234.00	Market Rents - C&C
					1039	201	21.00	Market Rents - C&G
Total Receipts for Month		2,157.00	0.00	0.00			2,157.00	
Cash Book Totals		<u>2,684.93</u>	<u>0.00</u>	<u>0.00</u>			<u>2,684.93</u>	

Continued on Page 2

Date: 19/07/2017

Ludlow Town Council YE 2017/18

Page No: 2

Time: 10:35

Cash Book 2

User : LJ

Pay Pal Market

For Month No : 3

Payments for Month 3

Nominal Ledger

<u>Date</u>	<u>Payee Name</u>	<u>Cheque</u>	<u>£ Total Amnt</u>	<u>£ Creditors</u>	<u>£ V A T</u>	<u>A/c</u>	<u>Centre</u>	<u>£ Amount</u>	<u>Transaction Detail</u>
30/06/2017	Paypal	DDR	92.94			4327	201	92.94	Paypal Commission Charge

Total Payments for Month	92.94	0.00	0.00	92.94
---------------------------------	-------	------	------	-------

Balance Carried Fwd	2,591.99
----------------------------	----------

Cash Book Totals	<u>2,684.93</u>	<u>0.00</u>	<u>0.00</u>	<u>2,684.93</u>
-------------------------	-----------------	-------------	-------------	-----------------

Agenda Item 8e

Mayor's Charity Cash Book and Reconciliation

Date: 19/07/2017

Mayor's Charity Account

Page No: 1

Time: 11:08

User : LJ

Bank Reconciliation Statement as at: 24/05/2017 for Cash Book 1 Current Bank A/c

<u>Bank Statement Account Name (s)</u>	<u>Statement Date</u>	<u>Page No</u>	<u>Balances</u>
Mayors Charity Account	31/03/2017	43	4,043.71
			<u>4,043.71</u>
<u>Unpresented Cheques (Minus)</u>		<u>Amount</u>	
			0.00
			<u>4,043.71</u>
<u>Receipts not Banked/Cleared (Plus)</u>			
			0.00
			<u>4,043.71</u>
		Balance per Cash Book is :-	4,043.71
		Difference is :-	0.00

Date: 19/07/2017

Mayor's Charity Account

Page No: 1

Time: 11:09

Cash Book 1

User : LJ

Current Bank A/c

For Month No : 12

Receipts for Month 12

Nominal Ledger Analysis

<u>Receipt Ref</u>	<u>Name of Payer</u>	<u>£ Amnt Received</u>	<u>£ Debtors</u>	<u>£ VAT</u>	<u>A/c</u>	<u>Centre</u>	<u>£ Amount</u>	<u>Transaction Detail</u>
Balance Brought Fwd :		6,050.62					6,050.62	
Banked on : 08/04/2016		180.00						
	Transfer	180.00			1000	101	180.00	Incorrectly paid into Current
Banked on : 20/04/2016		160.00						
	P Kemp	110.00			1000	101	110.00	Auction Prize payment
	Browns Joinery	50.00			1000	101	50.00	Auction Prize payment
Banked on : 30/06/2016		200.00						
	Blakemore Foundation	200.00			1000	101	200.00	Mayors Charity Donation
Banked on : 07/07/2016		16.00						
	Obrien Merrick	16.00			1000	101	16.00	Motown Event Tickets x2
Banked on : 09/07/2016		16.00						
	DP Milner	16.00			1000	101	16.00	Motown Event Tickets x2
Banked on : 05/08/2016		16.00						
	Mr J Stone	16.00			1000	101	16.00	Motown Event Tickets x2
Banked on : 24/08/2016		24.00						
	Berriman	24.00			1000	101	24.00	Motown Event Tickets x3
Banked on : 14/09/2016		48.00						
	Aitken	32.00			1000	101	32.00	Motown Event Tickets x4
	Lane	16.00			1000	101	16.00	Motown Event Tickets x2
Banked on : 15/09/2016		24.00						
	Foster	24.00			1000	101	24.00	Motown Events Tickets x3
Banked on : 16/09/2016		48.00						
	Ellis	40.00			1000	101	40.00	Motown Event Tickets x5
	Pote	8.00			1000	101	8.00	Motown Events Ticket
Banked on : 23/09/2016		94.00						
	Fielding	48.00			1000	101	48.00	Motown Events Tickets x6
	Pendleton - Leominster Council	20.00			1000	101	20.00	Donation
	Cllr Sheward	10.00			1000	101	10.00	Donation
	Prince	16.00			1000	101	16.00	Motown Event Tickets x2
Banked on : 23/09/2016		80.00						
	Gill	16.00			1000	101	16.00	Motown Event Tickets x2
	Sibbons	24.00			1000	101	24.00	Motown Event Tickets x3
	Collier	8.00			1000	101	8.00	Motown Event Ticket
	Clinch	16.00			1000	101	16.00	Motown Event Tickets x2
	Cllr Cobley	16.00			1000	101	16.00	Donation
Banked on : 26/09/2016		40.00						
	Derbyshire	24.00			1000	101	24.00	Motown Event Tickets x3
	Bishop Wyre Forest DC	16.00			1000	101	16.00	Motown Event Tickets x2
Banked on : 28/09/2016		104.00						
	Francis	16.00			1000	101	16.00	Motown Event Tickets x2

Continued on Page 2

Date: 19/07/2017

Mayor's Charity Account

Page No: 2

Time: 11:09

Cash Book 1

User : LJ

Current Bank A/c

For Month No : 12

Receipts for Month 12

Nominal Ledger Analysis

<u>Receipt Ref</u>	<u>Name of Payer</u>	<u>£ Amnt Received</u>	<u>£ Debtors</u>	<u>£ VAT</u>	<u>A/c</u>	<u>Centre</u>	<u>£ Amount</u>	<u>Transaction Detail</u>
	Motown Raffle	88.00			1000	101	88.00	Motown Raffle
Banked on : 14/10/2016		48.00						
	Aitken	32.00			1000	101	32.00	Motown Events Tickets x4
	Lane	16.00			1000	101	16.00	Motown Event Tickets x2
Banked on : 02/11/2016		17.00						
	Murray	17.00			1000	101	17.00	Mayors Mototwn Event Tickets
Banked on : 04/11/2016		10.00						
	Mr Ravenscroft - Ross on Wye	10.00			1000	101	10.00	Mayors Charity Donation
Banked on : 25/11/2016		32.00						
	Mrs Wynn	16.00			1000	101	16.00	Mayors Charity Motown Event
	S Bownes	16.00			1000	101	16.00	Mayors Motown Events Tickets
Banked on : 14/12/2016		189.30						
	Mrs Merrick	16.00			1000	101	16.00	Mayors Motown Event Tickets
	Choral Society	173.30			1000	101	173.30	Mayors Charity Collection
Banked on : 15/12/2016		24.00						
	Mayors Charity	24.00			1000	101	24.00	Donation
Banked on : 16/12/2016		16.00						
	K Scarrett	16.00			1000	101	16.00	Mayors Motown Event Tickets
Banked on : 16/12/2016		150.00						
	A Vass	150.00			1000	101	150.00	Mayors Charity Donation
Banked on : 21/12/2016		155.45						
	J Parker	32.00			1000	101	32.00	Motown Tickets x4
	Choral Society	123.45			1000	101	123.45	Donation
Banked on : 03/01/2017		16.00						
	D Little	16.00			1003	101	16.00	Motown Tickets
Banked on : 04/01/2017		32.00						
	Stone	16.00			1003	101	16.00	Motown Tickets x2
	J Murray	16.00			1003	101	16.00	Motown Tickets x2
Banked on : 08/01/2017		70.00						
	Pentabus Arts	70.00			1001	101	70.00	Black Tie
Banked on : 13/01/2017		120.00						
	Pardoe	16.00			1003	101	16.00	Motown Tickets x2
	J Dealin	64.00			1003	101	64.00	Motown Tickets x8
	A Hardacre	40.00			1003	101	40.00	Motown Tickets x5
Banked on : 16/01/2017		32.00						
	MB Brown	32.00			1003	101	32.00	Motown Tickets x4
Banked on : 18/01/2017		94.00						
	J Deakin	8.00			1003	101	8.00	Motown Ticket

Continued on Page 3

Date: 19/07/2017

Mayor's Charity Account

Page No: 3

Time: 11:09

Cash Book 1

User : LJ

Current Bank A/c

For Month No : 12

Receipts for Month 12

Nominal Ledger Analysis

Receipt Ref	Name of Payer	£ Amnt Received	£ Debtors	£ VAT	A/c	Centre	£ Amount	Transaction Detail
	Whitford	16.00			1003	101	16.00	Motown Tickets x2
	Ravenscroft	70.00			1001	101	70.00	Black Tie x2
Banked on : 20/01/2017		252.00						
	Gill	48.00			1002	101	48.00	Motown Tickets x6
	D Davies	40.00			1002	101	40.00	Motown Tickets x5
	V Voysey	70.00			1001	101	70.00	Black Tie x2
	J Berriman	70.00			1001	101	70.00	Black Tie x2
	Brown	24.00			1003	101	24.00	Motown Tickets x3
Banked on : 23/01/2017		48.00						
	P Mantle	16.00			1003	101	16.00	Motown Tickets x2
	Gill	8.00			1003	101	8.00	Motown Ticket
	A Derbyshire	24.00			1003	101	24.00	Motown Tickets x3
Banked on : 25/01/2017		152.00						
	C Ambrazas	16.00			1003	101	16.00	Motown Tickets x2
	Bewdley Mayor	8.00			1003	101	8.00	Motown Ticket
	R Smith	128.00			1003	101	128.00	Motown Tickets x16
Banked on : 27/01/2017		96.00						
	Macklin	16.00			1003	101	16.00	Motown Tickets x2
	P Norman	16.00			1003	101	16.00	Motown Tickets x2
	R Roberts	16.00			1003	101	16.00	Motown Tickets x2
	C Ambrazas	48.00			1003	101	48.00	Motown Tickets x6
Banked on : 30/01/2017		291.00						
	Tenbury Town Council	70.00			1001	101	70.00	Black Tie x2
	S Adams - SHA	20.00			1000	101	20.00	Donation
	Motown Income	201.00			1003	101	201.00	Motown Tickets & Raffle
Banked on : 30/01/2017		94.00						
	South Shrop Housing	94.00			1000	101	94.00	Donation
Banked on : 31/01/2017		-48.00						
	Correction	-48.00			1000	101	-48.00	Correction
Banked on : 17/02/2017		90.00						
	Donation	20.00			1000	101	20.00	Donation
	S Brown	70.00			1001	101	70.00	Black Tie x2
Banked on : 22/02/2017		290.00						
	Robinson	20.00			1000	101	20.00	Donation
	Parry	35.00			1001	101	35.00	Black Tie
	Cobley	25.00			1000	101	25.00	Donation
	Wynn	70.00			1001	101	70.00	Black Tie x2
	Pendleton	70.00			1001	101	70.00	Black Tie x2
	Gill	70.00			1001	101	70.00	Black Tie x2
Banked on : 01/03/2017		10.00						
	C Sheward	10.00			1000	101	10.00	Donation

Continued on Page 4

Date: 19/07/2017

Mayor's Charity Account

Page No: 4

Time: 11:09

Cash Book 1

User : LJ

Current Bank A/c

For Month No : 12

Receipts for Month 12

Nominal Ledger Analysis

<u>Receipt Ref</u>	<u>Name of Payer</u>	<u>£ Amnt Received</u>	<u>£ Debtors</u>	<u>£ VAT</u>	<u>A/c</u>	<u>Centre</u>	<u>£ Amount</u>	<u>Transaction Detail</u>
Banked on : 03/03/2017		105.00						
	Bishop	35.00			1001	101	35.00	Black Tie
	MacKenzie	70.00			1001	101	70.00	Black Tie x2
Banked on : 06/03/2017		587.00						
	Black Tie Income	587.00			1001	101	587.00	Black Tie Income
Banked on : 08/03/2017		105.00						
	Rayner	105.00			1001	101	105.00	Black Tie x3
Banked on : 10/03/2017		175.00						
	Bridgnorth Mayor	175.00			1001	101	175.00	Black Tie Auction
Banked on : 30/03/2017		150.00						
	A Vass	150.00			1000	101	150.00	Mayor's Charity Donation
Banked on : 30/03/2017		40.00						
	Cllr Draper	40.00			1001	101	40.00	Black Tie - Auction
Banked on : 31/03/2017		24.00						
	Mayors Charity	24.00			1000	101	24.00	Mayors Charity Donations
Banked on : 31/03/2017		444.00						
	Charity Market	444.00			1004	101	444.00	Charity Market
Banked on : 12/04/2017		585.66						
	Ludlow Town Centre Residents	200.00			1000	101	200.00	Donation
	Quiz Night	385.66			1005	101	385.66	Quiz Night Income
Total Receipts for Month		5,546.41	0.00	0.00			5,546.41	

Cash Book Totals	<u>11,597.03</u>	<u>0.00</u>	<u>0.00</u>	<u>11,597.03</u>
-------------------------	------------------	-------------	-------------	------------------

Continued on Page 5

Date: 19/07/2017

Mayor's Charity Account

Page No: 5

Time: 11:09

Cash Book 1

User : LJ

Current Bank A/c

For Month No : 12

Payments for Month 12

Nominal Ledger

<u>Date</u>	<u>Payee Name</u>	<u>Cheque</u>	<u>£ Total Amnt</u>	<u>£ Creditors</u>	<u>£ V A T</u>	<u>A/c</u>	<u>Centre</u>	<u>£ Amount</u>	<u>Transaction Detail</u>
06/06/2016	Ludlow Hospital League Friends	100008	6,390.62			4000	101	6,390.62	Mayors Charity Donation
09/02/2017	Ludlow Assembly Rooms	100009	192.00			4001	101	192.00	Motown Evening - Sept 17
07/03/2017	Oakapple Catering	100010	475.20			4002	101	475.20	Black Tie Catering
09/03/2017	LTC	DDR	55.42			4002	101	55.42	Black Tie Wine
04/04/2017	Ludlow Assembly Rooms	100011	250.08			4002	101	250.08	Black Tie Room Hire/Set Up
04/04/2017	S Pennington	100012	150.00			4002	101	150.00	Black Tie Magician
04/04/2017	Rockspring Choir	100013	40.00			4002	101	40.00	Black Tie Entertainment

Total Payments for Month

7,553.32

0.00

0.00

7,553.32

Balance Carried Fwd

4,043.71

Cash Book Totals

11,597.03

0.00

0.00

11,597.03

Agenda Item 9a

1st Quarter Income and Expenditure Report

Month No : 3

Cost Centre Report

		Actual Year To Date	Current Annual Bud	Variance Annual Total	Committed Expenditure	Funds Available	% of Budget
101	<u>General Administration</u>						
4009	Training/Manuals	1,708	4,000	2,292		2,292	42.7 %
4015	Hygiene and Cleaning	0	100	100		100	0.0 %
4016	Annual Town Meeting	75	80	5		5	93.8 %
4017	Miscellaneous	11	400	389		389	2.6 %
4019	Mobile Phones	135	750	615		615	18.1 %
4021	Postage	181	700	519		519	25.9 %
4022	Stationery	180	700	520		520	25.7 %
4023	Subscriptions & Publications	704	1,000	296		296	70.4 %
4024	ALC Subscription	1,801	1,835	34		34	98.2 %
4025	Paper Recycling & Confidential	50	150	100		100	33.2 %
4026	Office Equipment	641	2,000	1,359		1,359	32.1 %
4028	Liability Insurance	-738	12,000	12,738		12,738	-6.2 %
4029	Motor Insurance	0	2,500	2,500		2,500	0.0 %
4031	Web-site	162	500	338		338	32.4 %
4032	Newsletter	118	2,000	1,882		1,882	5.9 %
4033	Photocopier Contract	970	1,000	30		30	97.0 %
4034	Photocopier Usage	1,446	3,800	2,354		2,354	38.0 %
4039	RBS Accounts Package	0	800	800		800	0.0 %
4053	HR and H&S Advice	0	4,000	4,000		4,000	0.0 %
4054	Licence Fees	286	450	164		164	63.6 %
4055	Professional Fees/Legal	767	25,000	24,233		24,233	3.1 %
4057	Audit Fees	361	2,200	1,839		1,839	16.4 %
4058	Bank Charges	503	1,500	997		997	33.6 %
4070	Health & Safety	0	500	500		500	0.0 %
4071	Fire Equipment	400	400	0		0	100.0 %
4072	Bus Service	0	1,000	1,000		1,000	0.0 %
4120	Council Minute Book Binding	0	700	700		700	0.0 %
4610	Loan Charges	0	34,200	34,200		34,200	0.0 %
	General Administration :- Expenditure	9,761	104,265	94,504	0	94,504	9.4 %
1018	Street Trading Income	5,828	3,000	2,828			194.3 %
1176	Precept Received	450,020	0	450,020			0.0 %
1187	Neighbourhood Fund	496	0	496			0.0 %
1196	Interest Received	0	1,500	-1,500			0.0 %
	General Administration :- Income	456,344	4,500	451,844			10141.0
	Net Expenditure over Income	-446,583	99,765	546,348			
102	<u>Staff Costs</u>						
4000	Salaries and Wages	58,354	371,700	313,346		313,346	15.7 %

Month No : 3

Cost Centre Report

		Actual Year To Date	Current Annual Bud	Variance Annual Total	Committed Expenditure	Funds Available	% of Budget
4001	Actuarial Pension Fund Deficit	1,550	9,300	7,750		7,750	16.7 %
4002	CC Salaries and Wages	0	800	800		800	0.0 %
4005	Other Costs	0	500	500		500	0.0 %
4056	Payroll Processing Fees	263	1,700	1,437		1,437	15.5 %
4060	Recruitment Costs	550	1,000	450		450	55.0 %
	Staff Costs :- Expenditure	60,717	385,000	324,283	0	324,283	15.8 %
	Net Expenditure over Income	60,717	385,000	324,283			
105	Civic Ceremonial						
4040	Election Expenses	0	400	400		400	0.0 %
4199	Mayors Allowance 2016/17	481	935	454		454	51.4 %
4200	Mayors Allowance	1,080	3,280	2,200		2,200	32.9 %
4201	Mayor Making	425	1,000	575		575	42.5 %
4202	Mayor's Sunday	0	350	350		350	0.0 %
4206	Remembrance Sunday	0	600	600		600	0.0 %
4207	Seniors Party	0	800	800		800	0.0 %
4208	Childrens Xmas Grotto	0	300	300		300	0.0 %
4209	Civic Awards	150	150	0		0	100.0 %
4210	Civic Regalia	192	1,000	808		808	19.2 %
4211	Twinning	0	600	600		600	0.0 %
4212	Members Expenses	0	600	600		600	0.0 %
4213	Mayors Board Updating	0	500	500		500	0.0 %
	Civic Ceremonial :- Expenditure	2,329	10,515	8,186	0	8,186	22.1 %
1160	Civic Regalia Income	1,000	0	1,000			0.0 %
	Civic Ceremonial :- Income	1,000	0	1,000			
	Net Expenditure over Income	1,329	10,515	9,186			
110	Community Grants						
4122	Homestart South Shropshire	0	1,100	1,100		1,100	0.0 %
4123	Crucial Crew	300	300	0		0	100.0 %
4144	Youth Festival	0	1,250	1,250		1,250	0.0 %
4151	Citizens Advice Bureau	2,000	2,000	0		0	100.0 %
4153	Teme Weirs Trust	0	300	300		300	0.0 %
4154	Ludlow College	0	30	30		30	0.0 %
4156	Assembly Rooms	0	15,000	15,000		15,000	0.0 %
4160	Project Support Grants	450	4,000	3,550		3,550	11.3 %
4161	Ludlow Town Band	500	500	0		0	100.0 %
4179	Ludlow Fringe	2,000	2,000	0		0	100.0 %

Month No : 3

Cost Centre Report

		Actual Year To Date	Current Annual Bud	Variance Annual Total	Committed Expenditure	Funds Available	% of Budget
4188	Ludlow Football Stadium	500	1,000	500		500	50.0 %
	Community Grants :- Expenditure	5,750	27,480	21,730	0	21,730	20.9 %
	Net Expenditure over Income	5,750	27,480	21,730			
111	Community Projects						
4158	Christmas Lights	272	6,000	5,729		5,729	4.5 %
4181	Town Plan	0	3,000	3,000		3,000	0.0 %
4604	CCTV	5,570	5,500	-70		-70	101.3 %
4705	Skatepark	0	3,000	3,000		3,000	0.0 %
	Community Projects :- Expenditure	5,842	17,500	11,658	0	11,658	33.4 %
1088	Crime Commission CCTV Funding	0	5,500	-5,500			0.0 %
1172	Christmas Light Income	0	300	-300			0.0 %
	Community Projects :- Income	0	5,800	-5,800			0.0 %
	Net Expenditure over Income	5,842	11,700	5,858			
115	Property						
4222	Maintenance	0	1,000	1,000		1,000	0.0 %
	Property :- Expenditure	0	1,000	1,000	0	1,000	0.0 %
1000	Buttercross Shop Rent	3,750	15,000	-11,250			25.0 %
	Property :- Income	3,750	15,000	-11,250			25.0 %
	Net Expenditure over Income	-3,750	-14,000	-10,250			
117	Buttercross Market						
4013	Electricity	0	410	410		410	0.0 %
	Buttercross Market :- Expenditure	0	410	410	0	410	0.0 %
	Net Expenditure over Income	0	410	410			
119	Buttercross						
4011	Rates	1,104	3,673	2,569		2,569	30.1 %
4012	Water Rates	285	275	-10		-10	103.6 %
4013	Electricity	0	1,150	1,150		1,150	0.0 %
4014	Gas	66	1,000	934		934	6.6 %
4020	Telephone	100	400	300		300	25.0 %
4222	Maintenance	81	600	519		519	13.5 %
4223	Waste Management	0	250	250		250	0.0 %
4232	Buttercross Museum Merchandise	39	2,000	1,962		1,962	1.9 %

Month No : 3

Cost Centre Report

		Actual Year To Date	Current Annual Bud	Variance Annual Total	Committed Expenditure	Funds Available	% of Budget
4522	Buttercross Museum Events	0	50	50		50	0.0 %
	Buttercross :- Expenditure	1,674	9,398	7,724	0	7,724	17.8 %
1006	Buttercross Museum Tickets	1,693	4,000	-2,307			42.3 %
1007	Buttercross Museum Donations	10	10,000	-9,990			0.1 %
1008	Buttercross Museum Merchandise	116	3,000	-2,884			3.9 %
	Buttercross :- Income	1,819	17,000	-15,181			10.7 %
	Net Expenditure over Income	-144	-7,602	-7,458			
121	Guildhall						
4011	Rates	2,252	7,501	5,249		5,249	30.0 %
4012	Water Rates	0	450	450		450	0.0 %
4013	Electricity	897	4,500	3,603		3,603	19.9 %
4020	Telephone	161	1,000	839		839	16.1 %
4218	Guildhall Redecoration	0	6,000	6,000		6,000	0.0 %
4222	Maintenance	55	1,000	945		945	5.5 %
4325	Dilapidation Works	0	80,356	80,356		80,356	0.0 %
4604	CCTV	0	200	200		200	0.0 %
4612	IT Package & cloud backup	300	1,000	700		700	30.0 %
4613	Guildhall Stair Climber	0	550	550		550	0.0 %
	Guildhall :- Expenditure	3,665	102,557	98,892	0	98,892	3.6 %
	Net Expenditure over Income	3,665	102,557	98,892			
122	Garden of Rest						
1021	Maintenance Grant	0	3,000	-3,000			0.0 %
	Garden of Rest :- Income	0	3,000	-3,000			0.0 %
	Net Expenditure over Income	0	-3,000	-3,000			
201	Markets						
4011	Rates	6,529	22,000	15,471		15,471	29.7 %
4012	Water Rates	-31	650	681		681	-4.8 %
4013	Electricity	188	3,380	3,192		3,192	5.6 %
4017	Miscellaneous	0	300	300		300	0.0 %
4018	Online Booking System	0	850	850		850	0.0 %
4019	Mobile Phones	69	260	191		191	26.4 %
4030	Advertsing	1,410	4,000	2,590		2,590	35.3 %
4036	MACCs Licence & Maintenance	0	800	800		800	0.0 %
4038	MACCS System Upgrade	3,650	4,000	350		350	91.3 %

Month No : 3

Cost Centre Report

		Actual Year To Date	Current Annual Bud	Variance Annual Total	Committed Expenditure	Funds Available	% of Budget
4220	Buttercross Storage	0	1,100	1,100		1,100	0.0 %
4222	Maintenance	1,051	1,000	-51	150	-201	120.1 %
4223	Waste Management	3,296	9,000	5,704		5,704	36.6 %
4227	Parking Permits	2,638	15,638	13,000		13,000	16.9 %
4327	Pay Pal Commission Charge	132	700	568		568	18.9 %
	Markets :- Expenditure	18,932	63,678	44,747	150	44,597	30.0 %
1003	Buttercross Market Rent	245	500	-255			49.0 %
1020	Market Rents	40,273	133,000	-92,728			30.3 %
1022	Electricity	1,101	1,500	-399			73.4 %
1023	Specialist Markets	1,649	10,000	-8,351			16.5 %
1025	Antique Market	2,760	9,430	-6,670			29.3 %
1026	Made in Shropshire Market	0	2,000	-2,000			0.0 %
1027	Food Festival	1,750	3,600	-1,850			48.6 %
1030	Produce Market (Ludlow 21)	2,000	8,400	-6,400			23.8 %
1035	Book and Craft Market	2,171	5,200	-3,029			41.8 %
1037	Craft and Country Market	1,240	2,000	-760			62.0 %
1038	Food and Craft Market	5,187	8,500	-3,313			61.0 %
1039	Craft & Garden Market	2,615	2,800	-185			93.4 %
1040	Parking Permits	3,867	13,000	-9,133			29.7 %
	Markets :- Income	64,857	199,930	-135,073			32.4 %
	Net Expenditure over Income	-45,925	-136,252	-90,327			
<u>202</u>	<u>Mayfair</u>						
4224	May Fair	5,455	8,132	2,677		2,677	67.1 %
	Mayfair :- Expenditure	5,455	8,132	2,677	0	2,677	67.1 %
1024	May Fair	7,814	7,714	100			101.3 %
	Mayfair :- Income	7,814	7,714	100			101.3 %
	Net Expenditure over Income	-2,359	418	2,777			
<u>205</u>	<u>Tourism</u>						
4255	Events Leaflet	1,650	5,000	3,350		3,350	33.0 %
	Tourism :- Expenditure	1,650	5,000	3,350	0	3,350	33.0 %
1057	Events Leaflet Income	0	4,500	-4,500			0.0 %
	Tourism :- Income	0	4,500	-4,500			0.0 %
	Net Expenditure over Income	1,650	500	-1,150			

Month No : 3

Cost Centre Report

		Actual Year To Date	Current Annual Bud	Variance Annual Total	Committed Expenditure	Funds Available	% of Budget
301	Street Lighting						
4222	Maintenance	0	2,000	2,000		2,000	0.0 %
	Street Lighting :- Expenditure	0	2,000	2,000	0	2,000	0.0 %
	Net Expenditure over Income	0	2,000	2,000			
302	Street Furniture						
4222	Maintenance	71	600	529		529	11.8 %
4354	Signage	10	1,000	990		990	1.0 %
4501	Street Furniture	585	1,500	915		915	39.0 %
	Street Furniture :- Expenditure	665	3,100	2,435	0	2,435	21.5 %
1059	Street Furniture Income	0	1,500	-1,500			0.0 %
	Street Furniture :- Income	0	1,500	-1,500			0.0 %
	Net Expenditure over Income	665	1,600	935			
303	Toilets						
4011	Rates	1,172	4,000	2,828		2,828	29.3 %
4012	Water Rates	0	5,200	5,200		5,200	0.0 %
4013	Electricity	312	3,100	2,788		2,788	10.1 %
4222	Maintenance	226	500	274		274	45.3 %
4317	Water Management	287	750	463		463	38.3 %
4319	Consumable Goods	621	2,500	1,879		1,879	24.8 %
4356	Toilet Cleansing	140	650	510		510	21.5 %
	Toilets :- Expenditure	2,759	16,700	13,941	0	13,941	16.5 %
1174	Toilet Block Income	3,057	12,000	-8,943			25.5 %
	Toilets :- Income	3,057	12,000	-8,943			25.5 %
	Net Expenditure over Income	-298	4,700	4,998			
401	Cemetery						
4011	Rates	353	1,176	823		823	30.0 %
4012	Water Rates	0	250	250		250	0.0 %
4013	Electricity	-22	150	172		172	-14.9 %
4222	Maintenance	1,445	500	-945		-945	289.0 %
4230	Cemetery Registers Restoration	0	1,900	1,900		1,900	0.0 %
4300	Skip Hire	285	1,500	1,215		1,215	19.0 %
4306	Grave Digging	5,490	12,000	6,510		6,510	45.8 %
4509	Epitaph Licence & Maintenance	149	150	1		1	99.3 %

Month No : 3

Cost Centre Report

		Actual Year To Date	Current Annual Bud	Variance Annual Total	Committed Expenditure	Funds Available	% of Budget
4510	Chapel Maintenance	0	500	500		500	0.0 %
4511	Cemetery House Maintenance	0	1,000	1,000		1,000	0.0 %
4515	Babies Memorial	0	100	100		100	0.0 %
4516	Cemetery Extension (Capital)	0	18,000	18,000		18,000	0.0 %
4606	Cemetery Paths (Capital Item)	0	8,000	8,000		8,000	0.0 %
4611	Electric Meter Cemetery Office	0	1,000	1,000		1,000	0.0 %
	Cemetery :- Expenditure	7,700	46,226	38,526	0	38,526	16.7 %
1050	Cemetery House Rent	1,500	6,000	-4,500			25.0 %
1051	Cemetery Fees	15,673	35,000	-19,327			44.8 %
	Cemetery :- Income	17,173	41,000	-23,827			41.9 %
	Net Expenditure over Income	-9,473	5,226	14,699			
402	Ludlow in Bloom						
4550	Ludlow in Bloom Expenditure	0	2,500	2,500		2,500	0.0 %
	Ludlow in Bloom :- Expenditure	0	2,500	2,500	0	2,500	0.0 %
	Net Expenditure over Income	0	2,500	2,500			
403	Allotments						
4222	Maintenance	331	1,903	1,572		1,572	17.4 %
	Allotments :- Expenditure	331	1,903	1,572	0	1,572	17.4 %
1076	Allotments Rent	764	763	1			100.1 %
	Allotments :- Income	764	763	1			100.1 %
	Net Expenditure over Income	-433	1,140	1,573			
410	Amenities						
4222	Maintenance	522	2,000	1,478		1,478	26.1 %
4303	Plants	0	1,000	1,000		1,000	0.0 %
4357	Pest Control	0	300	300		300	0.0 %
4400	Wheeler Rd Play Area Resurface	0	2,000	2,000		2,000	0.0 %
4401	Housman Cres Play Area Fencing	67	500	433		433	13.4 %
4402	Tree Survey	0	1,000	1,000		1,000	0.0 %
	Amenities :- Expenditure	589	6,800	6,211	0	6,211	8.7 %
	Net Expenditure over Income	589	6,800	6,211			

Month No : 3

Cost Centre Report

		Actual Year To Date	Current Annual Bud	Variance Annual Total	Committed Expenditure	Funds Available	% of Budget
411	<u>Linney Park</u>						
4011	Rates	336	800	464		464	42.0 %
4012	Water Rates	90	200	110		110	44.9 %
4013	Electricity	0	550	550		550	0.0 %
4608	Linney Car Park	360	21,102	20,742	250	20,492	2.9 %
	Linney Park :- Expenditure	786	22,652	21,866	250	21,616	4.6 %
1075	Linney Park Car Park Meter	2,704	8,000	-5,296			33.8 %
	Linney Park :- Income	2,704	8,000	-5,296			33.8 %
	Net Expenditure over Income	-1,917	14,652	16,569			
500	<u>Direct Labour Force</u>						
4013	Electricity	194	700	506		506	27.7 %
4019	Mobile Phones	282	1,200	918		918	23.5 %
4311	Vans Service & Repair	166	600	434		434	27.6 %
4312	Hand Mowers and Strimmers	600	600	0		0	100.0 %
4313	Vehicle Lease Hire	815	10,500	9,685		9,685	7.8 %
4318	Vehicle Tax	0	500	500		500	0.0 %
4319	Consumable Goods	117	1,500	1,383		1,383	7.8 %
4320	Petrol Diesel	812	5,000	4,188		4,188	16.2 %
4322	Clothing & PPE	110	1,200	1,090		1,090	9.2 %
4323	Equipment	406	1,000	594		594	40.6 %
	Direct Labour Force :- Expenditure	3,503	22,800	19,297	0	19,297	15.4 %
	Net Expenditure over Income	3,503	22,800	19,297			
501	<u>Contingencies</u>						
4800	Contingency Fund	3,492	24,950	21,458		21,458	14.0 %
4801	Vehicle Replacement Fund	0	11,423	11,423		11,423	0.0 %
4803	DLF Equip Replacement Fund	0	14,000	14,000		14,000	0.0 %
	Contingencies :- Expenditure	3,492	50,373	46,881	0	46,881	6.9 %
	Net Expenditure over Income	3,492	50,373	46,881			
901	<u>Earmarked Reserves</u>						
9118	EA Reserve Jetty	0	4,000	4,000		4,000	0.0 %
	Earmarked Reserves :- Expenditure	0	4,000	4,000	0	4,000	0.0 %
	Net Expenditure over Income	0	4,000	4,000			

Agenda Item 9b
1st Quarter Exceptions Report

Income and Expenditure Exceptions Report

First Quarter (to end of month three) 2017/18

Please note:

In Q1 expenditure expectation is 25%.

Variations of 15% or more are reported as exceptions.

Please read in conjunction with the Income and Expenditure Report.

CODE	DESCRIPTION	EXCEPTION	%	Actual Expenditure
General Admin		Expenditure		
101/4009	Training and Manuals	Includes new Councillor and essential staff training	42.7%	£1,708.00
101/4016	Annual Town Meeting	Meeting room hire for ATM (April)	93.8%	£75.00
101/4023	Subscriptions and Publications	Annual Subscriptions approved at AGM	70.4%	£704.00
101/4024	ALC Subscription	Annual Subscription	98.2%	£1,801.00
101/4028	Liability Insurance	Premium refund due to change to insured sums approved by Council	-6.2%	-£738.00
101/4033	Photocopier Contract	Annual Photocopier rental	£97%	£970.00
101/4054	Licence Fees	Annual Licence fees including premises licence	63.6%	£286.00
101/4071	Fire Equipment	Fire safety inspection at Depot, Guildhall and Buttercross and renewal of extinguishers	100%	£400.00
General Admin		Income		
101/1018	Street Trading Income	Bookings received in advance	220.6%	£6,618.00
Staff Costs		Expenditure		
102/4060	Recruitment Costs	Advertising for recruitment of two posts	55%	£550.00
Civic Ceremonial		Expenditure		
105/4199	Mayors Allowance 2016/17	Miscoded to 2017/18 Allowance, corrected in month 4	51.4%	£481.00
105/4201	Mayor Making	Annual event – Awaiting LAR invoice	42.5%	£425.00
105/4209	Civic Awards	Annual event	100%	£150.00
Civic Ceremonial		Income		
105/1160	Civic Regalia Income	Partial payment of recharge for Deputy Mayor's Badge	No Budget	£1,000.00
Community Grants		Expenditure		
110/4188	Ludlow Football	Grant for 2016/17	50%	£500.00

	Stadium	carried forward. Paid 2017/18		
Community Projects		Expenditure		
111/4604	CCTV	Annual maintenance charge	101.3%	£5,570.00
Buttercross		Expenditure		
119/4012	Water Rates	Annual charge of £259.04. One additional payment of £25.90 made in error - will be corrected in the next month	103.6%	£285.00
Buttercross		Income		
119/1006	Buttercross Museum Tickets	Higher usage during Spring/Summer months	42.3%	£1,693.00
119/1007	Buttercross Museum Donations	Improvement needed	0.1%	£10.00
119/1008	Buttercross Museum Merchandise	Improvement needed	3.9%	£116.00
Garden of Rest		Income		
122/1021	Maintenance Grant	Previous received for Garden of Rest	0%	£0.00
Markets		Expenditure		
201/4038	MACCS System Upgrade	System upgrade and training – IT issue being resolved	91.3%	£3,650.00
201/4222	Maintenance	Repairs to Market stalls including purchase of a spare canopy to enable continued trading in the event of damage	120.1%	£1,051.00
Markets		Income		
201/1003	Buttercross Market Rent	Ad hoc income	49%	£245.00
201/1026	Made in Shropshire Market	Invoices to be raised	0%	£0.00
201/1027	Food Festival	Two events per year, smaller event completed	48.6%	£1,750.00
201/1035	Book & Craft Market	Bookings being taken in advance for Q2	41.8%	£2,171.00
201/1037	Craft & Country Market	Bookings being taken in advance for Q2	62%	£1,240.00
201/1038	Food & Craft Market	Bookings being taken in advance for Q2	66%	£5,612.00
201/1039	Craft & Garden Market	Bookings being taken in advance for Q2	93.4%	£2,615.00
Mayfair		Expenditure		
202/4224	Mayfair	Costs to be calculated and journaled	67.1%	£5,455.00
Mayfair		Income		
202/1024	Mayfair	Licence fee received for 2017 Mayfair, including	101.3%	£7,814.00

		increase in line with Licence		
Toilets		Expenditure		
303/4222	Maintenance	Replacement and fitting of non-standard toilet pan at Smithfield Car Park Toilets	45.3%	£226.00
Cemetery		Expenditure		
401/4013	Electricity	Credit carried forward	-14.9%	£-£22.00
401/4222	Maintenance	Repair and reinstall Cemetery height restriction barrier – Awaiting insurance claim payment	289%	£1,445.00
401/4306	Grave Digging	Increase usage of Cemetery in Q1, reflected in Cemetery Income	45.8%	£5,490.00
401/4509	Epitaph Licence & Maintenance	Annual fee for digital cemetery database	99.3%	£149.00
Cemetery		Income		
401/1051	Cemetery Fees	Increase usage of Cemetery in Q1, reflected in Grave Digging costs	44.8%	£15,673
Allotmetns		Income		
403/1076	Allotments Rent	Annual rent for Wigley Fields Allotments	100.1%	£764.00
Linney Park		Expenditure		
411/4011	Rates	Annual NDR for toilets paid over 10 months and changing rooms paid over 3 months	42%	£336.00
411/4012	Water Rates	6 monthly billing	44.9%	£90.00
Direct Labour Force		Expenditure		
500/4312	Hand Mowers and Strimmers	Service and repair of Kubota mower, work undertaken in 2016/17, late invoice	100%	£600.00
500/4323	Equipment	Service and repair of mower, work undertaken in 2016/17, late invoice	40.6%	£406.00

Agenda Item 10
General Data Protection Regulation

Introduction to New Data Protection General Regulation

A new Data Protection General Regulation (GDPR) comes into force in May 2018. The Information Commissioners Office (ICO) has published advice and guidance on what steps councils will need to be taking to be compliant.

Please read ICO information:

- General Data Protection Regulation Overview
- Preparing for General Data Protection Regulation

Please note:

- The Town Clerk will take part in a Society of Local Council Clerks (SLCC) training webinar in the near future, and will attend SLCC Branch or SALC training when available
- Further information on process, responsibilities and action plan will be brought back to P&F Committee in due course

Overview of the

General Data Protection

Regulation (GDPR)

Introduction	3
What's new	5
Principles	7
Key areas to consider	9
Individuals' rights	13
The right to be informed	14
The right of access	17
The right to rectification	19
The right to erasure	20
The right to restrict processing	22
The right to data portability	23
The right to object	25
Rights related to automated decision making and profiling	27
Accountability and governance	30
Breach notification	38
Transfer of data	40
National derogations	43

Introduction

Introduction

This overview highlights the key themes of the General Data Protection Regulation (GDPR) to help organisations understand the new legal framework in the EU. It explains the similarities with the existing UK Data Protection Act 1998 (DPA), and describes some of the new and different requirements. It is for those who have day-to-day responsibility for data protection.

This is a living document and we are working to expand it in key areas. It includes links to relevant sections of the GDPR itself, to other ICO guidance and to guidance produced by the EU's Article 29 Working Party. The Working Party includes representatives of the data protection authorities from each EU member state, and the ICO is the UK's representative.

The GDPR will apply in the UK from 25 May 2018. The government has confirmed that the UK's decision to leave the EU will not affect the commencement of the GDPR.

The ICO is committed to assisting businesses and public bodies to prepare to meet the requirements of the GDPR ahead of May 2018 and beyond. We acknowledge that there may still be questions about how the GDPR would apply in the UK on leaving the EU, but this should not distract from the important task of compliance with the GDPR.

With so many businesses and services operating across borders, international consistency around data protection laws and rights is crucial both to businesses and organisations, and to individuals. The ICO's role has always involved working closely with regulators in other countries, and that will continue to be the case. Having clear laws with safeguards in place is more important than ever given the growing digital economy, and we will work with government to stay at the centre of these conversations about the long term future of UK data protection law and to provide our advice and counsel where appropriate.

Who does the GDPR apply to?

- The GDPR applies to 'controllers' **and** 'processors'. The definitions are broadly the same as under the DPA – ie the controller says how and why personal data is processed and the processor acts on the controller's behalf. If you are currently subject to the DPA, it is likely that you will also be subject to the GDPR.

If you are a processor, the GDPR places specific legal obligations on you; for example, you are required to maintain records of personal data and processing activities. You will have significantly more legal liability if you are responsible for a breach. These obligations for processors are a new requirement under the GDPR.

However, if you are a controller, you are not relieved of your obligations where a processor is involved – the GDPR places further obligations on you to ensure your contracts with processors comply with the GDPR.

- The GDPR applies to processing carried out by organisations operating within the EU. It also applies to organisations outside the EU that offer goods or services to individuals in the EU.
- The GDPR does not apply to certain activities including processing covered by the [Law Enforcement](#)

[Directive](#), processing for national security purposes and processing carried out by individuals purely for personal/household activities.

Further reading in the GDPR

 [See Articles 3, 28-31 and Recitals 22-25, 81-82](#) 

External link

What information does the GDPR apply to?

Personal data

Like the DPA, the GDPR applies to 'personal data'. However, the GDPR's definition is more detailed and makes it clear that information such as an online identifier – eg an IP address – can be personal data. The more expansive definition provides for a wide range of personal identifiers to constitute personal data, reflecting changes in technology and the way organisations collect information about people.

For most organisations, keeping HR records, customer lists, or contact details etc, the change to the definition should make little practical difference. You can assume that if you hold information that falls within the scope of the DPA, it will also fall within the scope of the GDPR.

The GDPR applies to both automated personal data and to manual filing systems where personal data are accessible according to specific criteria. This is wider than the DPA's definition and could include chronologically ordered sets of manual records containing personal data.

Personal data that has been pseudonymised – eg key-coded – can fall within the scope of the GDPR depending on how difficult it is to attribute the pseudonym to a particular individual.

Sensitive personal data

The GDPR refers to sensitive personal data as "special categories of personal data" (see Article 9). These categories are broadly the same as those in the DPA, but there are some minor changes.

For example, the special categories specifically include genetic data, and biometric data where processed to uniquely identify an individual.

Personal data relating to criminal convictions and offences are not included, but similar extra safeguards apply to its processing (see Article 10).

Further reading in the GDPR

 [See Articles 2, 4, 9, 10 and Recitals 1, 2, 26, 51](#) 


External link

What's new

What's new

We will update this page monthly to highlight and link to what's new in our Overview of the GDPR.

June 2017

The Article 29 Working Party's consultation on their [guidelines on high risk processing and data protection impact assessments](#)  closed on 23 May. We await the adoption of the final version.

May 2017

We have updated our [GDPR 12 steps to take now document](#)

We have added a [Getting ready for GDPR checklist to our self-assessment toolkit](#)

April 2017

We have published our [profiling discussion paper for feedback](#) .

March 2017

We have published our [draft consent guidance for public consultation](#).

January 2017

Article 29 have published the following guidance, which is now included in our overview:

- [Data portability](#)
- [Lead supervisory authorities](#)
- [Data protection officers](#)

Next steps

Article 29 are planning the following guidance:

- Consent
- Transparency
- Profiling
- High risk processing
- Certification
- Administrative fines
- Breach notification
- Data transfers

The ICO are planning guidance on:

- Contracts and liability

Principles

Under the GDPR, the data protection principles set out the main responsibilities for organisations.

The principles are similar to those in the DPA, with added detail at certain points and a new **accountability** requirement. The GDPR does not have principles relating to individuals' rights or overseas transfers of personal data - these are specifically addressed in separate articles (see GDPR Chapter III and Chapter V respectively).

The most significant addition is the accountability principle. The GDPR requires you to show **how** you comply with the principles – for example by documenting the decisions you take about a processing activity. [This is explained in greater detail later in this guide.](#)

Article 5 of the GDPR requires that personal data shall be:



- (a) processed lawfully, fairly and in a transparent manner in relation to individuals;
- (b) collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes; further processing for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes shall not be considered to be incompatible with the initial purposes;
- (c) adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed;
- (d) accurate and, where necessary, kept up to date; every reasonable step must be taken to ensure that personal data that are inaccurate, having regard to the purposes for which they are processed, are erased or rectified without delay;
- (e) kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed; personal data may be stored for longer periods insofar as the personal data will be processed solely for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes subject to implementation of the appropriate technical and organisational measures required by the GDPR in order to safeguard the rights and freedoms of individuals;
- (f) processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures.

Article 5(2) requires that

“the controller shall be responsible for, and be able to demonstrate, compliance with the principles.”

Further reading in the GDPR

[See Article 5 and Recital 39](#)

Key areas to consider

Lawful processing

For processing to be lawful under the GDPR, you need to identify a lawful basis before you can process personal data. These are often referred to as the “conditions for processing” under the DPA.

It is important that you determine your lawful basis for processing personal data and document this.

This becomes more of an issue under the GDPR because your lawful basis for processing has an effect on individuals’ rights. For example, if you rely on someone’s consent to process their data, they will generally have stronger rights, for example to have their data deleted.

The GDPR allows member states to introduce more specific provisions in relation to Articles 6(1)(c) and (e):



“(c) processing is necessary for compliance with a legal obligation”;

“(e) processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller.”

These provisions are particularly relevant to public authorities and highly regulated sectors.

The tables below set out the lawful bases available for processing personal data and special categories of data.

Lawfulness of processing conditions

6(1)(a) – Consent of the data subject

6(1)(b) – Processing is necessary for the performance of a contract with the data subject or to take steps to enter into a contract

6(1)(c) – Processing is necessary for compliance with a legal obligation

6(1)(d) – Processing is necessary to protect the vital interests of a data subject or another person

6(1)(e) – Processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller

6(1)(f) – Necessary for the purposes of legitimate interests pursued by the controller or a third party, except where such interests are overridden by the interests, rights or freedoms of the data subject.

Note that this condition is not available to processing carried out by public authorities in the performance of their tasks.

Conditions for special categories of data

9(2)(a) – Explicit consent of the data subject, unless reliance on consent is prohibited by EU or Member State law

9(2)(b) – Processing is necessary for carrying out obligations under employment, social security or social protection law, or a collective agreement

9(2)(c) – Processing is necessary to protect the vital interests of a data subject or another individual where the data subject is physically or legally incapable of giving consent

9(2)(d) – Processing carried out by a not-for-profit body with a political, philosophical, religious or trade union aim provided the processing relates only to members or former members (or those who have regular contact with it in connection with those purposes) and provided there is no disclosure to a third party without consent

9(2)(e) – Processing relates to personal data manifestly made public by the data subject

9(2)(f) – Processing is necessary for the establishment, exercise or defence of legal claims or where courts are acting in their judicial capacity

9(2)(g) – Processing is necessary for reasons of substantial public interest on the basis of Union or Member State law which is proportionate to the aim pursued and which contains appropriate safeguards

9(2)(h) – Processing is necessary for the purposes of preventative or occupational medicine, for assessing the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or management of health or social care systems and services on the basis of Union or Member State law or a contract with a health professional

9(2)(i) – Processing is necessary for reasons of public interest in the area of public health, such as protecting against serious cross-border threats to health or ensuring high standards of healthcare and of medicinal products or medical devices

9(2)(j) – Processing is necessary for archiving purposes in the public interest, or scientific and historical research purposes or statistical purposes in accordance with Article 89(1)

Further reading in the GDPR

 [See Articles 6-10 and Recitals 38, 40-50, 59](#) 
External link

Consent



Consent under the GDPR must be a freely given, specific, informed and unambiguous indication of the individual's wishes. There must be some form of clear affirmative action – or in other words, a positive opt-in – consent cannot be inferred from silence, pre-ticked boxes or inactivity. Consent must also be separate from other terms and conditions, and you will need to provide simple ways for people to withdraw consent. Public authorities and employers will need to take particular care to ensure that consent is freely given.

Consent has to be verifiable, and individuals generally have more rights where you rely on consent to process their data.

Remember that you can rely on other lawful bases apart from consent – for example, where processing is necessary for the purposes of your organisation's or a third party's legitimate interests.

You are not required to automatically 'repaper' or refresh all existing DPA consents in preparation for the GDPR. But if you rely on individuals' consent to process their data, make sure it will meet the GDPR standard on being specific, granular, clear, prominent, opt-in, properly documented and easily withdrawn. If not, alter your consent mechanisms and seek fresh GDPR-compliant consent, or find an alternative to consent.

Further reading in the GDPR

 [See Articles 4\(11\), 6\(1\)\(a\), 7, 8, 9\(2\)\(a\) and Recitals 32, 38, 40, 42, 43, 51, 59, 171](#) 
External link

Next steps for the Article 29 Working Party

According to its workplan, the Article 29 Working Party will publish guidelines on consent in 2017.

Next steps for the ICO

We have published our [draft consent guidance for public consultation](#). The deadline for responses has now passed. We will analyse the feedback received and feed this into the final version which is due for publication in the summer.

Children's personal data

The GDPR contains new provisions intended to enhance the protection of children's personal data.

Privacy notices for children

Where services are offered directly to a child, you must ensure that your privacy notice is written in a clear, plain way that a child will understand.

Online services offered to children

If you offer an 'information society service' (ie online service) to children, you may need to obtain consent from a parent or guardian to process the child's data.

The GDPR states that, if consent is your basis for processing the child's personal data, a child under the age of 16 can't give that consent themselves and instead consent is required from a person holding

'parental responsibility' – but note that it does permit member states to provide for a lower age in law, as long as it is not below 13.

'Information society services' includes most internet services provided at the user's request, normally for remuneration. The GDPR emphasises that protection is particularly significant where children's personal information is used for the purposes of marketing and creating online profiles.

Parental/guardian consent is not required where the processing is related to preventative or counselling services offered directly to a child.

Further reading in the GDPR

 [See Article 8 and Recital 38, 58, 71](#) 

External link

Next steps for the ICO

The ICO is working on the issue of children's personal data and we aim to publish output from this in 2017.

Individuals' rights

The GDPR creates some new rights for individuals and strengthens some of the rights that currently exist under the DPA.

The GDPR provides the following rights for individuals:

1. The right to be informed
2. The right of access
3. The right to rectification
4. The right to erasure
5. The right to restrict processing
6. The right to data portability
7. The right to object
8. Rights in relation to automated decision making and profiling.

This part of the overview explains these rights.

The right to be informed

In brief...

The right to be informed encompasses your obligation to provide 'fair processing information', typically through a privacy notice. It emphasises the need for transparency over how you use personal data.

In more detail...

What information must be supplied?

The GDPR sets out the information that you should supply and when individuals should be informed.








The information you supply is determined by whether or not you obtained the personal data directly from individuals. See the table below for further information on this.

Much of the information you should supply is consistent with your current obligations under the DPA, but there is some further information you are explicitly required to provide.

The information you supply about the processing of personal data must be:

- concise, transparent, intelligible and easily accessible;
- written in clear and plain language, particularly if addressed to a child; and
- free of charge.

The table below summarises the information you should supply to individuals and at what stage.

What information must be supplied?	Data obtained directly from data subject	Data not obtained directly from data subject
Identity and contact details of the controller and where applicable, the controller's representative) and the data protection officer		
Purpose of the processing and the lawful basis for the processing		
The legitimate interests of the controller or third party, where applicable		
Categories of personal data		

Any recipient or categories of recipients of the personal data		
Details of transfers to third country and safeguards		
Retention period or criteria used to determine the retention period		
The existence of each of data subject's rights		
The right to withdraw consent at any time, where relevant		
The right to lodge a complaint with a supervisory authority		
The source the personal data originates from and whether it came from publicly accessible sources		
Whether the provision of personal data part of a statutory or contractual requirement or obligation and possible consequences of failing to provide the personal data		
The existence of automated decision making, including profiling and information about how decisions are made, the significance and the consequences.		



When should information be provided?	At the time the data are obtained.	<p>Within a reasonable period of having obtained the data (within one month)</p> <p>If the data are used to communicate with the individual, at the latest, when the first communication takes place; or</p> <p>If disclosure to another recipient is envisaged, at the latest, before the data are</p>
---	------------------------------------	---

disclosed.

Further reading – ICO guidance

 [Privacy notices, transparency and control](#)
For organisations

Further reading in the GDPR

 [See Articles 12\(1\), 12\(5\), 12\(7\), 13 and 14 and Recitals 58-62](#) 
External link

Next steps for the Article 29 Working Party

According to its workplan, the Article 29 Working Party will publish guidance on transparency in 2017

The right of access

In brief...

What information is an individual entitled to under the GDPR?

Under the GDPR, individuals will have the right to obtain:

- confirmation that their data is being processed;
- access to their personal data; and
- other supplementary information – this largely corresponds to the information that should be provided in a privacy notice (see Article 15).

These are similar to existing subject access rights under the DPA.

In more detail...

What is the purpose of the right of access under GDPR?

The GDPR clarifies that the reason for allowing individuals to access their personal data is so that they are aware of and can verify the lawfulness of the processing (Recital 63).

Can I charge a fee for dealing with a subject access request?

You must provide a copy of the information free of charge. The removal of the £10 subject access fee is a significant change from the existing rules under the DPA.

However, you can charge a 'reasonable fee' when a request is manifestly unfounded or excessive, particularly if it is repetitive.

You may also charge a reasonable fee to comply with requests for further copies of the same information. This does not mean that you can charge for all subsequent access requests.

The fee must be based on the administrative cost of providing the information.

How long do I have to comply?

You will have less time to comply with a subject access request under the GDPR. Information must be provided without delay and at the latest within one month of receipt.

You will be able to extend the period of compliance by a further two months where requests are complex or numerous. If this is the case, you must inform the individual within one month of the receipt of the request and explain why the extension is necessary.

What if the request is manifestly unfounded or excessive?

Where requests are manifestly unfounded or excessive, in particular because they are repetitive, you can:

- charge a reasonable fee taking into account the administrative costs of providing the information; or
- refuse to respond.

Where you refuse to respond to a request, you must explain why to the individual, informing them of their right to complain to the supervisory authority and to a judicial remedy without undue delay and at the latest within one month.

How should the information be provided?

You must verify the identity of the person making the request, using “reasonable means”.

If the request is made electronically, you should provide the information in a commonly used electronic format.

The GDPR introduces a new best practice recommendation that, where possible, organisations should be able to provide remote access to a secure self-service system which would provide the individual with direct access to his or her information (Recital 63). This will not be appropriate for all organisations, but there are some sectors where this may work well.

The right to obtain a copy of information or to access personal data through a remotely accessed secure system should not adversely affect the rights and freedoms of others.

What about requests for large amounts of personal data?

Where you process a large quantity of information about an individual, the GDPR permits you to ask the individual to specify the information the request relates to (Recital 63).

The GDPR does not introduce an exemption for requests that relate to large amounts of data, but you may be able to consider whether the request is manifestly unfounded or excessive.

Further reading in the GDPR

 [See Article 12, 15 and Recital 63](#) 

External link

The right to rectification

In brief

When should personal data be rectified?

Individuals are entitled to have personal data rectified if it is inaccurate or incomplete.

If you have disclosed the personal data in question to third parties, you must inform them of the rectification where possible. You must also inform the individuals about the third parties to whom the data has been disclosed where appropriate.

In more detail...

How long do I have to comply with a request for rectification?

You must respond within one month.

This can be extended by two months where the request for rectification is complex.

Where you are not taking action in response to a request for rectification, you must explain why to the individual, informing them of their right to complain to the supervisory authority and to a judicial remedy.

Further reading in the GDPR

 [See Articles 12, 16 and 19](#) 

External link

The right to erasure

In brief...

The right to erasure is also known as 'the right to be forgotten'. The broad principle underpinning this right is to enable an individual to request the deletion or removal of personal data whether there is no compelling reason for its continued processing.

In more detail...

When does the right to erasure apply?

The right to erasure does not provide an absolute 'right to be forgotten'. Individuals have a right to have personal data erased and to prevent processing in specific circumstances:

- Where the personal data is no longer necessary in relation to the purpose for which it was originally collected/processed.
- When the individual withdraws consent.
- When the individual objects to the processing and there is no overriding legitimate interest for continuing the processing.
- The personal data was unlawfully processed (ie otherwise in breach of the GDPR).
- The personal data has to be erased in order to comply with a legal obligation.
- The personal data is processed in relation to the offer of information society services to a child.

Under the DPA, the right to erasure is limited to processing that causes unwarranted and substantial damage or distress. Under the GDPR, this threshold is not present. However, if the processing does cause damage or distress, this is likely to make the case for erasure stronger.

There are some specific circumstances where the right to erasure does not apply and you can refuse to deal with a request.

When can I refuse to comply with a request for erasure?

You can refuse to comply with a request for erasure where the personal data is processed for the following reasons:

- to exercise the right of freedom of expression and information;
- to comply with a legal obligation or for the performance of a public interest task or exercise of official authority;
- for public health purposes in the public interest;
- archiving purposes in the public interest, scientific research historical research or statistical purposes;
or
- the exercise or defence of legal claims.

How does the right to erasure apply to children's personal data?

There are extra requirements when the request for erasure relates to children's personal data, reflecting the GDPR emphasis on the enhanced protection of such information, especially in online environments.

If you process the personal data of children, you should pay special attention to existing situations where a child has given consent to processing and they later request erasure of the data (regardless of age at the time of the request), especially on social networking sites and internet forums. This is because a child may not have been fully aware of the risks involved in the processing at the time of consent (Recital 65).

Do I have to tell other organisations about the erasure of personal data?

If you have disclosed the personal data in question to third parties, you must inform them about the erasure of the personal data, unless it is impossible or involves disproportionate effort to do so.

The GDPR reinforces the right to erasure by clarifying that organisations in the online environment who make personal data public should inform other organisations who process the personal data to erase links to, copies or replication of the personal data in question.

While this might be challenging, if you process personal information online, for example on social networks, forums or websites, you must endeavour to comply with these requirements.

As in the example below, there may be instances where organisations that process the personal data may not be required to comply with this provision because an exemption applies.

Example

A search engine notifies a media publisher that it is delisting search results linking to a news report as a result of a request for erasure from an individual. If the publication of the article is protected by the freedom of expression exemption, then the publisher is not required to erase the article.

Further reading in the GDPR

 [See Articles 17, 19 and Recitals 65 and 66](#) 

External link

The right to restrict processing

In brief...

Under the DPA, individuals have a right to 'block' or suppress processing of personal data. The restriction of processing under the GDPR is similar.

When processing is restricted, you are permitted to store the personal data, but not further process it. You can retain just enough information about the individual to ensure that the restriction is respected in future.

In more detail...

When does the right to restrict processing apply?

You will be required to restrict the processing of personal data in the following circumstances:



- Where an individual contests the accuracy of the personal data, you should restrict the processing until you have verified the accuracy of the personal data.
- Where an individual has objected to the processing (where it was necessary for the performance of a public interest task or purpose of legitimate interests), and you are considering whether your organisation's legitimate grounds override those of the individual.
- When processing is unlawful and the individual opposes erasure and requests restriction instead.
- If you no longer need the personal data but the individual requires the data to establish, exercise or defend a legal claim.

You may need to review procedures to ensure you are able to determine where you may be required to restrict the processing of personal data.

If you have disclosed the personal data in question to third parties, you must inform them about the restriction on the processing of the personal data, unless it is impossible or involves disproportionate effort to do so.

You must inform individuals when you decide to lift a restriction on processing.

Further reading in the GDPR

 [See Articles 18, 19 and Recital 67](#) 

External link

The right to data portability

In brief...

The right to data portability allows individuals to obtain and reuse their personal data for their own purposes across different services.

It allows them to move, copy or transfer personal data easily from one IT environment to another in a safe and secure way, without hindrance to usability.

Some organisations in the UK already offer data portability through the midata and similar initiatives which allow individuals to view, access and use their personal consumption and transaction data in a way that is portable and safe. It enables consumers to take advantage of applications and services which can use this data to find them a better deal, or help them understand their spending habits.

Example

midata is used to improve transparency across the banking industry by providing personal current account customers access to their transactional data for their account(s), which they can upload to a third party price comparison website to compare and identify best value. A price comparison website displays alternative current account providers based on their own calculations.

In more detail...

When does the right to data portability apply?

The right to data portability only applies:

- to personal data an individual has provided to a controller;
- where the processing is based on the individual's consent or for the performance of a contract; and
- when processing is carried out by automated means.

How do I comply?

You must provide the personal data in a structured, commonly used and machine readable form. Open formats include CSV files. Machine readable means that the information is structured so that software can extract specific elements of the data. This enables other organisations to use the data.

The information must be provided free of charge.

If the individual requests it, you may be required to transmit the data directly to another organisation if this is technically feasible. However, you are not required to adopt or maintain processing systems that are technically compatible with other organisations.

If the personal data concerns more than one individual, you must consider whether providing the information would prejudice the rights of any other individual.



How long do I have to comply?

You must respond without undue delay, and within one month.



This can be extended by two months where the request is complex or you receive a number of requests. You must inform the individual within one month of the receipt of the request and explain why the extension is necessary.

Where you are not taking action in response to a request, you must explain why to the individual, informing them of their right to complain to the supervisory authority and to a judicial remedy without undue delay and at the latest within one month.

Further reading in the GDPR

 [See Articles 12, 20 and Recital 68](#) 
External link

Further reading from the Article 29 Working Party

The Article 29 Working Party has published [guidelines](#)  and [FAQs](#)  on data portability for organisations.

The right to object

In brief...

When does the right to object apply?

Individuals have the right to object to:

- processing based on legitimate interests or the performance of a task in the public interest/exercise of official authority (including profiling);
- direct marketing (including profiling); and
- processing for purposes of scientific/historical research and statistics.

In more detail...

How do I comply with the right to object?

If you process personal data for the performance of a legal task or your organisation's legitimate interests

Individuals must have an objection on "grounds relating to his or her particular situation".

You must stop processing the personal data unless:

- you can demonstrate compelling legitimate grounds for the processing, which override the interests, rights and freedoms of the individual; or
- the processing is for the establishment, exercise or defence of legal claims.

You must inform individuals of their right to object "at the point of first communication" and in your privacy notice.

This must be "explicitly brought to the attention of the data subject and shall be presented clearly and separately from any other information".

If you process personal data for direct marketing purposes

You must stop processing personal data for direct marketing purposes as soon as you receive an objection. There are no exemptions or grounds to refuse.

You must deal with an objection to processing for direct marketing at any time and free of charge.

You must inform individuals of their right to object "at the point of first communication" and in your privacy notice.

This must be "explicitly brought to the attention of the data subject and shall be presented clearly and separately from any other information".

These requirements are similar to existing rules under the DPA.

If you process personal data for research purposes

Individuals must have “grounds relating to his or her particular situation” in order to exercise their right to object to processing for research purposes.

If you are conducting research where the processing of personal data is necessary for the performance of a public interest task, you are not required to comply with an objection to the processing.

If your processing activities fall into any of the above categories and are carried out online:

You must offer a way for individuals to object online.

Further reading in the GDPR

 [See Articles 12, 21 and Recitals 69 and 70](#) 

External link

Rights related to automated decision making and profiling

In brief...

The GDPR provides safeguards for individuals against the risk that a potentially damaging decision is taken without human intervention. These rights work in a similar way to existing rights under the DPA.

Identify whether any of your processing operations constitute automated decision making and consider whether you need to update your procedures to deal with the requirements of the GDPR.

In more detail...

When does the right apply?

Individuals have the right *not to be subject to a decision* when:

- it is based on automated processing; and
- it produces a legal effect or a similarly significant effect on the individual.

You must ensure that individuals are able to:

- obtain human intervention;
- express their point of view; and
- obtain an explanation of the decision and challenge it.

Does the right apply to all automated decisions?

No. The right does not apply if the decision:

- is necessary for entering into or performance of a contract between you and the individual;
- is authorised by law (eg for the purposes of fraud or tax evasion prevention); or
- based on explicit consent. (Article 9(2)).

Furthermore, the right does not apply when a decision does not have a legal or similarly significant effect on someone.

What else does the GDPR say about profiling?

The GDPR defines profiling as any form of automated processing intended to evaluate certain personal aspects of an individual, in particular to analyse or predict their:

- performance at work;
- economic situation;
- health;

- personal preferences;
- reliability;
- behaviour;
- location; or
- movements.

When processing personal data for profiling purposes, you must ensure that appropriate safeguards are in place.

You must:

- Ensure processing is fair and transparent by providing meaningful information about the logic involved, as well as the significance and the envisaged consequences.
- Use appropriate mathematical or statistical procedures for the profiling.
- Implement appropriate technical and organisational measures to enable inaccuracies to be corrected and minimise the risk of errors.
- Secure personal data in a way that is proportionate to the risk to the interests and rights of the individual and prevents discriminatory effects.

Automated decisions taken for the purposes listed in Article 9(2) **must not**:

- concern a child; or
- be based on the processing of special categories of data unless:
 - you have the explicit consent of the individual; or
 - the processing is necessary for reasons of substantial public interest on the basis of EU / Member State law. This must be proportionate to the aim pursued, respect the essence of the right to data protection and provide suitable and specific measures to safeguard fundamental rights and the interests of the individual.

Further reading in the GDPR


 [See Articles 4\(4\), 9, 22 and Recitals 71, 72](#) 

External link

Next steps for the Article 29 Working Party

According to its workplan, the Article 29 Working Party will publish guidelines on profiling in 2017.

Next steps for the ICO

We have published our [profiling discussion paper for feedback](#) . The deadline for responses has now passed. We will analyse the feedback received and will publish a summary of responses

in due course. This feedback will inform our input into the drafting of the EU guidance on profiling and automated decision-making.

Accountability and governance

In brief...

The GDPR includes provisions that promote accountability and governance. These complement the GDPR's transparency requirements. While the principles of accountability and transparency have previously been implicit requirements of data protection law, the GDPR's emphasis elevates their significance.

You are expected to put into place comprehensive but proportionate governance measures. Good practice tools that the ICO has championed for a long time such as privacy impact assessments and privacy by design are now legally required in certain circumstances.

Ultimately, these measures should minimise the risk of breaches and uphold the protection of personal data. Practically, this is likely to mean more policies and procedures for organisations, although many organisations will already have good governance measures in place.

In more detail...

- [What is the accountability principle?](#)
- [Records of processing activities \(documentation\)](#)
- [Data protection by design and by default](#)
- [Data protection impact assessments](#)
- [When does a Data Protection Officer need to be appointed under the GDPR?](#)
- [Codes of conduct and certification mechanisms](#)

What is the accountability principle?

The new accountability principle in Article 5(2) requires you to demonstrate that you comply with the principles and states explicitly that this is your responsibility.

How can I demonstrate that I comply?

You must:

- Implement appropriate technical and organisational measures that ensure and demonstrate that you comply. This may include internal data protection policies such as staff training, internal audits of processing activities, and reviews of internal HR policies.
- Maintain relevant documentation on processing activities.
- Where appropriate, appoint a data protection officer.
- Implement measures that meet the principles of data protection by design and data protection by default. Measures could include:
 - Data minimisation;

- Pseudonymisation;
 - Transparency;
 - Allowing individuals to monitor processing; and
 - Creating and improving security features on an ongoing basis.
- Use data protection impact assessments where appropriate.

You can also:

- Adhere to approved codes of conduct and/or certification schemes. See the [section on codes of conduct and certification](#) for more detail.

Records of processing activities (documentation)

As well as your obligation to provide comprehensive, clear and transparent privacy policies (see section on [Individual rights](#)), if your organisation has more than 250 employees, you must maintain additional internal records of your processing activities.

If your organisation has less than 250 employees you are required to maintain records of activities related to higher risk processing, such as:

- processing personal data that could result in a risk to the rights and freedoms of individual; or
- processing of special categories of data or criminal convictions and offences.

What do I need to record?

You must maintain internal records of processing activities. You must record the following information. There are some similarities with 'registrable particulars' under the DPA which must be notified to the ICO.

- Name and details of your organisation (and where applicable, of other controllers, your representative and data protection officer).
- Purposes of the processing.
- Description of the categories of individuals and categories of personal data.
- Categories of recipients of personal data.
- Details of transfers to third countries including documentation of the transfer mechanism safeguards in place.
- Retention schedules.
- Description of technical and organisational security measures.

You may be required to make these records available to the relevant supervisory authority for purposes of an investigation.

Further reading in the GDPR

 [See Article 30, Recital 82.](#) 

External link

Further reading from the Article 29 Working Party

The Article 29 Working Party has published [guidelines](#) and [FAQs](#) on lead supervisory authorities. These are intended to assist in identifying which is the lead supervisory authority when a controller or processor is carrying out cross-border processing of personal data.

Data protection by design and by default

Under the GDPR, you have a general obligation to implement technical and organisational measures to show that you have considered and integrated data protection into your processing activities.

Under the DPA, privacy by design has always been an implicit requirement of the principles - eg relevance and non-excessiveness - that the ICO has consistently championed. The ICO has published [guidance in this area](#).

Further reading in the GDPR

 [See Article 25 and Recital 78](#)
External link

Data protection impact assessments

What is a data protection impact assessment?

Data protection impact assessments (DPIAs) (also known as privacy impact assessments or PIAs) are a tool which can help organisations identify the most effective way to comply with their data protection obligations and meet individuals' expectations of privacy. An effective DPIA will allow organisations to identify and fix problems at an early stage, reducing the associated costs and damage to reputation which might otherwise occur.

While not a legal requirement under the DPA, the ICO has promoted the use of DPIAs as an integral part of taking a privacy by design approach. See the ICO's [Conducting privacy impact assessments code of practice](#) for good practice advice.

When do I need to conduct a DPIA?

You must carry out a DPIA when:

- using new technologies; and
- the processing is likely to result in a high risk to the rights and freedoms of individuals.

Processing that is likely to result in a high risk includes (but is not limited to):

- systematic and extensive processing activities, including profiling and where decisions that have legal

effects – or similarly significant effects – on individuals.

- large scale processing of special categories of data or personal data relation to criminal convictions or offences.

This includes processing a considerable amount of personal data at regional, national or supranational level; that affects a large number of individuals; and involves a high risk to rights and freedoms eg based on the sensitivity of the processing activity.

- large scale, systematic monitoring of public areas (CCTV).

What information should the DPIA contain?


- A description of the processing operations and the purposes, including, where applicable, the legitimate interests pursued by the controller.
- An assessment of the necessity and proportionality of the processing in relation to the purpose.
- An assessment of the risks to individuals.
- The measures in place to address risk, including security and to demonstrate that you comply.
- A DPIA can address more than one project.

Further reading in the GDPR

 [See Articles 35, 36 and 83 and Recitals 84, 89-96](#) 

External link

Next steps

The Article 29 Working Party has [published guidelines on high risk processing and DPIAs](#) . They invited comments on these and this consultation has now closed.

When does a Data Protection Officer need to be appointed under the GDPR?

Under the GDPR, you **must** appoint a data protection officer (DPO) if you:

- are a public authority (except for courts acting in their judicial capacity);
- carry out large scale systematic monitoring of individuals (for example, online behaviour tracking);
or
- carry out large scale processing of special categories of data or data relating to criminal convictions and offences.

You may appoint a single data protection officer to act for a group of companies or for a group of public authorities, taking into account their structure and size.

Any organisation is able to appoint a DPO. Regardless of whether the GDPR obliges you to appoint a DPO, you must ensure that your organisation has sufficient staff and skills to discharge your obligations

under the GDPR.

What are the tasks of the DPO?

The DPO's minimum tasks are defined in Article 39:

- To inform and advise the organisation and its employees about their obligations to comply with the GDPR and other data protection laws.
- To monitor compliance with the GDPR and other data protection laws, including managing internal data protection activities, advise on data protection impact assessments; train staff and conduct internal audits.
- To be the first point of contact for supervisory authorities and for individuals whose data is processed (employees, customers etc).

What does the GDPR say about employer duties?

You must ensure that:

- The DPO reports to the highest management level of your organisation – ie board level.
- The DPO operates independently and is not dismissed or penalised for performing their task.
- Adequate resources are provided to enable DPOs to meet their GDPR obligations.

Can we allocate the role of DPO to an existing employee?

Yes. As long as the professional duties of the employee are compatible with the duties of the DPO and do not lead to a conflict of interests.

You can also contract out the role of DPO externally.

Does the data protection officer need specific qualifications?

The GDPR does not specify the precise credentials a data protection officer is expected to have.

It does require that they should have professional experience and knowledge of data protection law. This should be proportionate to the type of processing your organisation carries out, taking into consideration the level of protection the personal data requires.

Further reading in the GDPR

 [See Articles 37-39, 83 and Recital 97](#) 

External link

Further reading from the Article 29 Working Party

The Article 29 Working Party has published [guidelines](#) and [FAQs](#) on DPOs.

Further reading from the ICO

We are currently considering whether the ICO can provide any further detail over and above the Article 29 Working Party guidelines. We will add any additional advice we are able to provide here in due course.

Codes of conduct and certification mechanisms

The GDPR endorses the use of approved codes of conduct and certification mechanisms to demonstrate that you comply.

The specific needs of micro, small and medium sized enterprises must be taken into account.

Signing up to a code of conduct or certification scheme is not obligatory. But if an approved code of conduct or certification scheme that covers your processing activity becomes available, you may wish to consider working towards it as a way of demonstrating that you comply.

Adhering to codes of conduct and certification schemes brings a number of benefits over and above demonstrating that you comply. It can:

- improve transparency and accountability - enabling individuals to distinguish the organisations that meet the requirements of the law and they can trust with their personal data.
- provide mitigation against enforcement action; and
- improve standards by establishing best practice.

When contracting work to third parties, including processors, you may wish to consider whether they have signed up to codes of conduct or certification mechanisms.

Who is responsible for drawing up codes of conduct?

Governments and regulators can **encourage** the drawing up of codes of conduct.

Codes of conduct may be created by trade associations or representative bodies.

Codes should be prepared in consultation with relevant stakeholders, including individuals (Recital 99).

Codes must be approved by the relevant supervisory authority; and where the processing is cross-border, the European Data Protection Board (the EDPB).

Existing codes can be amended or extended to comply with the requirements under the GDPR.

What will codes of conduct address?

Codes of conduct should help you comply with the law, and may cover topics such as:

- fair and transparent processing;
- legitimate interests pursued by controllers in specific contexts;
- the collection of personal data;
- the pseudonymisation of personal data;
- the information provided to individuals and the exercise of individuals' rights;
- the information provided to and the protection of children (including mechanisms for obtaining parental consent);
- technical and organisational measures, including data protection by design and by default and security measures;
- breach notification;
- data transfers outside the EU; or
- dispute resolution procedures.

Practical implications

If you sign up to a code of conduct, you will be subject to mandatory monitoring by a body accredited by the supervisory authority.

If you infringe the requirements of the code of practice, you may be suspended or excluded and the supervisory authority will be informed. You also risk being subject to a fine of up to 10 million Euros or 2 per cent of your global turnover.

Adherence to a code of conduct may serve as a mitigating factor when a supervisory authority is considering enforcement action via an administrative fine.

Who is responsible for certification mechanisms?

Member states, supervisory authorities, the EDPB or the Commission are required to encourage the establishment of certification mechanisms to enhance transparency and compliance with the Regulation.

Certification will be issued by supervisory authorities or accredited certification bodies.

What is the purpose of a certification mechanism?

A certification mechanism is a way of you demonstrating that you comply, in particular, showing that you are implementing technical and organisational measures.

A certification mechanism may also be established to demonstrate the existence of appropriate safeguards related to the adequacy of data transfers.

They are intended to allow individuals to quickly assess the level of data protection of a particular product or service.

Practical implications

Certification does not reduce your data protection responsibilities.

You must provide all the necessary information and access to your processing activities to the certification body to enable it to conduct the certification procedure.

Any certification will be valid for a maximum of three years. It can be withdrawn if you no longer meet the requirements of the certification, and the supervisory authority will be notified.

If you fail to adhere to the standards of the certification scheme, you risk being subject to an administrative fine of up to 10 million Euros or 2 per cent of your global turnover.

Further reading in the GDPR

 [See Articles 40-43, 83 and Recitals 98, 99, 100, 148, 150, 151](#) 

External link

Next steps for the Article 29 Working Party

According to its workplan, the Article 29 Working Party will produce guidelines on certification in 2017. It also intends to publish guidelines, which are already under development, on imposing administrative fines.

Breach notification

In brief...

The GDPR will introduce a duty on all organisations to report certain types of data breach to the relevant supervisory authority, and in some cases to the individuals affected.

In more detail...

What is a personal data breach?

A personal data breach means a breach of security leading to the destruction, loss, alteration, unauthorised disclosure of, or access to, personal data. This means that a breach is more than just losing personal data.

Example

A hospital could be responsible for a personal data breach if a patient's health record is inappropriately accessed due to a lack of appropriate internal controls.

What breaches do I need to notify the relevant supervisory authority about?

You only have to notify the relevant supervisory authority of a breach where it is likely to result in a risk to the rights and freedoms of individuals. If unaddressed such a breach is likely to have a significant detrimental effect on individuals – for example, result in discrimination, damage to reputation, financial loss, loss of confidentiality or any other significant economic or social disadvantage.

This has to be assessed on a case by case basis. For example, you will need to notify the relevant supervisory authority about a loss of customer details where the breach leaves individuals open to identity theft. On the other hand, the loss or inappropriate alteration of a staff telephone list, for example, would not normally meet this threshold.

When do individuals have to be notified?

Where a breach is likely to result in a high risk to the rights and freedoms of individuals, you must notify those concerned directly.

A 'high risk' means the threshold for notifying individuals is higher than for notifying the relevant supervisory authority.

What information must a breach notification contain?

- The nature of the personal data breach including, where possible:
 - the categories and approximate number of individuals concerned; and

- the categories and approximate number of personal data records concerned;
- The name and contact details of the data protection officer (if your organisation has one) or other contact point where more information can be obtained;
- A description of the likely consequences of the personal data breach; and
- A description of the measures taken, or proposed to be taken, to deal with the personal data breach and, where appropriate, of the measures taken to mitigate any possible adverse effects.

How do I notify a breach?

A notifiable breach has to be reported to the relevant supervisory authority within 72 hours of the organisation becoming aware of it. The GDPR recognises that it will often be impossible to investigate a breach fully within that time-period and allows you to provide information in phases.

If the breach is sufficiently serious to warrant notification to the public, the organisation responsible must do so without undue delay.

Failing to notify a breach when required to do so can result in a significant fine up to 10 million Euros or 2 per cent of your global turnover.

What should I do to prepare for breach reporting?

You should make sure that your staff understands what constitutes a data breach, and that this is more than a loss of personal data.

You should ensure that you have an internal breach reporting procedure in place. This will facilitate decision-making about whether you need to notify the relevant supervisory authority or the public.

In light of the tight timescales for reporting a breach - it is important to have robust breach detection, investigation and internal reporting procedures in place.

Further reading in the GDPR

 [See Articles 33, 34, 83 and Recitals 85, 87, 88](#) 

External link

Next steps for the Article 29 Working Party

According to its workplan, the Article 29 Working Party will produce guidelines on the notification of personal data breaches in 2017.

Transfer of data

In brief...

The GDPR imposes restrictions on the transfer of personal data outside the European Union, to third countries or international organisations, in order to ensure that the level of protection of individuals afforded by the GDPR is not undermined.

In more detail...

When can personal data be transferred outside the European Union?

Personal data may only be transferred outside of the EU in compliance with the conditions for transfer set out in Chapter V of the GDPR.

Transfers on the basis of a Commission decision

Transfers may be made where the Commission has decided that a third country, a territory or one or more specific sectors in the third country, or an international organisation ensures an adequate level of protection.

Further reading in the GDPR

 [See Article 45 and Recitals 103-107 & 169](#) 
External link

Transfers subject to appropriate safeguards

You may transfer personal data where the organisation receiving the personal data has provided adequate safeguards. Individuals' rights must be enforceable and effective legal remedies for individuals must be available following the transfer.

Adequate safeguards may be provided for by:

- a legally binding agreement between public authorities or bodies;
- binding corporate rules (agreements governing transfers made between organisations within in a corporate group);
- standard data protection clauses in the form of template transfer clauses adopted by the Commission;
- standard data protection clauses in the form of template transfer clauses adopted by a supervisory authority and approved by the Commission;
- compliance with an approved code of conduct approved by a supervisory authority;
- certification under an approved certification mechanism as provided for in the GDPR;
- contractual clauses agreed authorised by the competent supervisory authority; or
- provisions inserted in to administrative arrangements between public authorities or bodies authorised

by the competent supervisory authority.

Further reading in the GDPR

 [See Article 46 and Recitals 108-10 & 114](#) 

External link

Next steps for the Article 29 Working Party

According to its workplan, the Article 29 Working Party will publish guidelines on data transfers based on binding corporate rules and contractual clauses in 2017.

The GDPR limits your ability to transfer personal data outside the EU where this is based only on your own assessment of the adequacy of the protection afforded to the personal data.

Authorisations of transfers made by Member States or supervisory authorities and decisions of the Commission regarding adequate safeguards made under the Directive will remain valid/remain in force until amended, replaced or repealed.

Further reading in the GDPR

 [See Article 83 and 84 and Recitals 148-152](#) 

External link

The GDPR provides derogations from the general prohibition on transfers of personal data outside the EU for certain specific situations. A transfer, or set of transfers, may be made where the transfer is:

- made with the individual's informed consent;
- necessary for the performance of a contract between the individual and the organisation or for pre-contractual steps taken at the individual's request;
- necessary for the performance of a contract made in the interests of the individual between the controller and another person;
- necessary for important reasons of public interest;
- necessary for the establishment, exercise or defence of legal claims;
- necessary to protect the vital interests of the data subject or other persons, where the data subject is physically or legally incapable of giving consent; or
- made from a register which under UK or EU law is intended to provide information to the public (and which is open to consultation by either the public in general or those able to show a legitimate interest in inspecting the register).

The first three derogations are not available for the activities of public authorities in the exercise of their public powers.

Further reading in the GDPR

 [See Article 49 and Recitals 111 & 112](#) 

External link

What about one-off (or infrequent) transfers of personal data concerning only relatively few individuals?

Even where there is no Commission decision authorising transfers to the country in question, if it is not possible to demonstrate that individual's rights are protected by adequate safeguards and none of the derogations apply, the GDPR provides that personal data may still be transferred outside the EU.

However, such transfers are permitted only where the transfer:

- is not being made by a public authority in the exercise of its public powers;
- is not repetitive (similar transfers are not made on a regular basis);
- involves data related to only a limited number of individuals;
- is necessary for the purposes of the compelling legitimate interests of the organisation (provided such interests are not overridden by the interests of the individual); and
- is made subject to suitable safeguards put in place by the organisation (in the light of an assessment of all the circumstances surrounding the transfer) to protect the personal data.

In these cases, organisations are obliged to inform the relevant supervisory authority of the transfer and provide additional information to individuals.

Further reading in the GDPR

 [See Article 49 and Recital 113](#) 

External link

National derogations

What derogations does the GDPR permit?

Article 23 enables Member States to introduce derogations to the GDPR in certain situations. These are similar to the existing exemptions from rights and duties in the DPA.

Member States can introduce exemptions from the GDPR's transparency obligations and individual rights, but only where the restriction respects the essence of the individual's fundamental rights and freedoms and is a necessary and proportionate measure in a democratic society to safeguard:

- national security;
- defence;
- public security;
- the prevention, investigation, detection or prosecution of criminal offences;
- other important public interests, in particular economic or financial interests, including budgetary and taxation matters, public health and security;
- the protection of judicial independence and proceedings;
- breaches of ethics in regulated professions;
- monitoring, inspection or regulatory functions connected to the exercise of official authority regarding security, defence, other important public interests or crime/ethics prevention;
- the protection of the individual, or the rights and freedoms of others; or
- the enforcement of civil law matters.

Other Member State derogations or exemptions

Chapter IX provides that Member States can provide exemptions, derogations, conditions or rules in relation to specific processing activities. These include processing that relates to:

- freedom of expression and freedom of information;
- public access to official documents;
- national identification numbers;
- processing of employee data;
- processing for archiving purposes and for scientific or historical research and statistical purposes;
- secrecy obligations; and
- churches and religious associations.

Further reading in the GDPR

 See [Articles 6\(2\), 6\(3\), 9\(2\)\(a\), 23 and 85-91 and Recitals 71, 50, 53, 153-165](#) 

External link

Preparing for the General Data Protection Regulation (GDPR)

12 steps to take now

Preparing for the General Data Protection Regulation (GDPR)

12 steps to take now

1

Awareness

You should make sure that decision makers and key people in your organisation are aware that the law is changing to the GDPR. They need to appreciate the impact this is likely to have.

2

Information you hold

You should document what personal data you hold, where it came from and who you share it with. You may need to organise an information audit.

3

Communicating privacy information

You should review your current privacy notices and put a plan in place for making any necessary changes in time for GDPR implementation.

4

Individuals' rights

You should check your procedures to ensure they cover all the rights individuals have, including how you would delete personal data or provide data electronically and in a commonly used format.



5

Subject access requests

You should update your procedures and plan how you will handle requests within the new timescales and provide any additional information.

6

Lawful basis for processing personal data

You should identify the lawful basis for your processing activity in the GDPR, document it and update your privacy notice to explain it.

7

Consent

You should review how you seek, record and manage consent and whether you need to make any changes. Refresh existing consents now if they don't meet the GDPR standard.

8

Children

You should start thinking now about whether you need to put systems in place to verify individuals' ages and to obtain parental or guardian consent for any data processing activity.

9

Data breaches

You should make sure you have the right procedures in place to detect, report and investigate a personal data breach.

10

Data Protection by Design and Data Protection Impact Assessments

You should familiarise yourself now with the ICO's code of practice on Privacy Impact Assessments as well as the latest guidance from the Article 29 Working Party, and work out how and when to implement them in your organisation.

11

Data Protection Officers

You should designate someone to take responsibility for data protection compliance and assess where this role will sit within your organisation's structure and governance arrangements. You should consider whether you are required to formally designate a Data Protection Officer.

12

International

If your organisation operates in more than one EU member state (ie you carry out cross-border processing), you should determine your lead data protection supervisory authority. Article 29 Working Party guidelines will help you do this.

Introduction

This checklist highlights 12 steps you can take now to prepare for the General Data Protection Regulation (GDPR) which will apply from 25 May 2018.

Many of the GDPR's main concepts and principles are much the same as those in the current Data Protection Act (DPA), so if you are complying properly with the current law then most of your approach to compliance will remain valid under the GDPR and can be the starting point to build from. However, there are new elements and significant enhancements, so you will have to do some things for the first time and some things differently.

It is important to use this checklist and other Information Commissioner's Office (ICO) resources to work out the main differences between the current law and the GDPR. The ICO is producing new guidance and other tools to assist you, as well as contributing to guidance that the Article 29 Working Party is producing at the European level. These are all available via the ICO's [Overview of the General Data Protection Regulation](#). The ICO is also working closely with trade associations and bodies representing the various sectors – you should also work closely with these bodies to share knowledge about implementation in your sector.

It is essential to plan your approach to GDPR compliance now and to gain 'buy in' from key people in your organisation. You may need, for example, to put new procedures in place to deal with the GDPR's new transparency and individuals' rights provisions. In a large or complex business this could have significant budgetary, IT, personnel, governance and communications implications.

The GDPR places greater emphasis on the documentation that data controllers must keep to demonstrate their accountability. Compliance with all the areas listed in this document will require organisations to review their approach to governance and how they manage data protection as a corporate issue. One aspect of this might be to review the contracts and other arrangements you have in place when sharing data with other organisations.

Some parts of the GDPR will have more of an impact on some organisations than on others (for example, the provisions relating to profiling or children's data), so it would be useful to map out which parts of the GDPR will have the greatest impact on your business model and give those areas due prominence in your planning process.

1

Awareness

You should make sure that decision makers and key people in your organisation are aware that the law is changing to the GDPR. They need to appreciate the impact this is likely to have and identify areas that could cause compliance problems under the GDPR. It would be useful to start by looking at your organisation's risk register, if you have one.

Implementing the GDPR could have significant resource implications, especially for larger and more complex organisations. You may find compliance difficult if you leave your preparations until the last minute.

2

Information you hold

You should document what personal data you hold, where it came from and who you share it with. You may need to organise an information audit across the organisation or within particular business areas.

The GDPR requires you to maintain records of your processing activities. It updates rights for a networked world. For example, if you have inaccurate personal data and have shared this with another organisation, you will have to tell the other organisation about the inaccuracy so it can correct its own records. You won't be able to do this unless you know what personal data you hold, where it came from and who you share it with. You should document this. Doing this will also help you to comply with the GDPR's accountability principle, which requires organisations to be able to show how they comply with the data protection principles, for example by having effective policies and procedures in place.

3

Communicating privacy information

You should review your current privacy notices and put a plan in place for making any necessary changes in time for GDPR implementation.

When you collect personal data you currently have to give people certain information, such as your identity and how you intend to use their information. This is usually done through a privacy notice. Under the GDPR there are some additional things you will have to tell people. For example, you will need to explain your lawful basis for processing the data, your data retention periods and that individuals have a right to

complain to the ICO if they think there is a problem with the way you are handling their data. The GDPR requires the information to be provided in concise, easy to understand and clear language.

The ICO's [Privacy notices code of practice](#) reflects the new requirements of the GDPR.

4

Individuals' rights

You should check your procedures to ensure they cover all the rights individuals have, including how you would delete personal data or provide data electronically and in a commonly used format.

The GDPR includes the following rights for individuals:

- the right to be informed;
- the right of access;
- the right to rectification;
- the right to erasure;
- the right to restrict processing;
- the right to data portability;
- the right to object; and
- the right not to be subject to automated decision-making including profiling.

On the whole, the rights individuals will enjoy under the GDPR are the same as those under the DPA but with some significant enhancements. If you are geared up to give individuals their rights now, then the transition to the GDPR should be relatively easy. This is a good time to check your procedures and to work out how you would react if someone asks to have their personal data deleted, for example. Would your systems help you to locate and delete the data? Who will make the decisions about deletion?

The right to data portability is new. It only applies:

- to personal data an individual has provided to a controller;
- where the processing is based on the individual's consent or for the performance of a contract; and
- when processing is carried out by automated means.

You should consider whether you need to revise your procedures and make any changes. You will need to provide the personal data in a structured commonly used and machine readable form and provide the

information free of charge.

5

Subject access requests

You should update your procedures and plan how you will handle requests to take account of the new rules:

- In most cases you will not be able to charge for complying with a request.
- You will have a month to comply, rather than the current 40 days.
- You can refuse or charge for requests that are manifestly unfounded or excessive.
- If you refuse a request, you must tell the individual why and that they have the right to complain to the supervisory authority and to a judicial remedy. You must do this without undue delay and at the latest, within one month.

If your organisation handles a large number of access requests, consider the logistical implications of having to deal with requests more quickly. You could consider whether it is feasible or desirable to develop systems that allow individuals to access their information easily online.

6

Lawful basis for processing personal data

You should identify the lawful basis for your processing activity in the GDPR, document it and update your privacy notice to explain it.

Many organisations will not have thought about their lawful basis for processing personal data. Under the current law this does not have many practical implications. However, this will be different under the GDPR because some individuals' rights will be modified depending on your lawful basis for processing their personal data. The most obvious example is that people will have a stronger right to have their data deleted where you use consent as your lawful basis for processing.

You will also have to explain your lawful basis for processing personal data in your privacy notice and when you answer a subject access request. The lawful bases in the GDPR are broadly the same as the conditions for processing in the DPA. It should be possible to review the types of processing activities you carry out and to identify your lawful basis for doing so. You should document your lawful bases in order to

help you comply with the GDPR's 'accountability' requirements.

7

Consent

You should review how you seek, record and manage consent and whether you need to make any changes. Refresh existing consents now if they don't meet the GDPR standard.

You should read the [detailed guidance](#) the ICO has published on consent under the GDPR, and use our consent checklist to review your practices. Consent must be freely given, specific, informed and unambiguous. There must be a positive opt-in – consent cannot be inferred from silence, pre-ticked boxes or inactivity. It must also be separate from other terms and conditions, and you will need to have simple ways for people to withdraw consent. Public authorities and employers will need to take particular care. Consent has to be verifiable and individuals generally have more rights where you rely on consent to process their data.

You are not required to automatically 'repaper' or refresh all existing DPA consents in preparation for the GDPR. But if you rely on individuals' consent to process their data, make sure it will meet the GDPR standard on being specific, granular, clear, prominent, opt-in, properly documented and easily withdrawn. If not, alter your consent mechanisms and seek fresh GDPR-compliant consent, or find an alternative to consent.

8

Children

You should start thinking now about whether you need to put systems in place to verify individuals' ages and to obtain parental or guardian consent for any data processing activity.

For the first time, the GDPR will bring in special protection for children's personal data, particularly in the context of commercial internet services such as social networking. If your organisation offers online services ('information society services') to children and relies on consent to collect information about them, then you may need a parent or guardian's consent in order to process their personal data lawfully. The GDPR sets the age when a child can give their own consent to this processing at 16 (although this may be lowered to a minimum of 13 in the UK). If a child is younger then you will need to get consent from a person holding 'parental responsibility'.

This could have significant implications if your organisation offers online services to children and collects their personal data. Remember that consent has to be verifiable and that when collecting children's data your privacy notice must be written in language that children will understand.

9

Data breaches

You should make sure you have the right procedures in place to detect, report and investigate a personal data breach.

Some organisations are already required to notify the ICO (and possibly some other bodies) when they suffer a personal data breach. The GDPR introduces a duty on all organisations to report certain types of data breach to the ICO, and in some cases, to individuals. You only have to notify the ICO of a breach where it is likely to result in a risk to the rights and freedoms of individuals – if, for example, it could result in discrimination, damage to reputation, financial loss, loss of confidentiality or any other significant economic or social disadvantage.

Where a breach is likely to result in a high risk to the rights and freedoms of individuals, you will also have to notify those concerned directly in most cases.

You should put procedures in place to effectively detect, report and investigate a personal data breach. You may wish to assess the types of personal data you hold and document where you would be required to notify the ICO or affected individuals if a breach occurred. Larger organisations will need to develop policies and procedures for managing data breaches. Failure to report a breach when required to do so could result in a fine, as well as a fine for the breach itself.

10

Data Protection by Design and Data Protection Impact Assessments

It has always been good practice to adopt a privacy by design approach and to carry out a Privacy Impact Assessment (PIA) as part of this. However, the GDPR makes privacy by design an express legal requirement, under the term 'data protection by design and by default'. It also makes PIAs – referred to as 'Data Protection Impact Assessments' or DPIAs – mandatory in certain circumstances.

A DPIA is required in situations where data processing is likely to result in high risk to individuals, for example:

- where a new technology is being deployed;
- where a profiling operation is likely to significantly affect individuals; or
- where there is processing on a large scale of the special categories of data.

If a DPIA indicates that the data processing is high risk, and you cannot sufficiently address those risks, you will be required to consult the ICO to seek its opinion as to whether the processing operation complies with the GDPR.

You should therefore start to assess the situations where it will be necessary to conduct a DPIA. Who will do it? Who else needs to be involved? Will the process be run centrally or locally?

You should also familiarise yourself now with the [guidance the ICO has produced on PIAs](#) as well as [guidance from the Article 29 Working Party](#), and work out how to implement them in your organisation. This guidance shows how PIAs can link to other organisational processes such as risk management and project management.

11

Data Protection Officers

You should designate someone to take responsibility for data protection compliance and assess where this role will sit within your organisation's structure and governance arrangements.

You should consider whether you are required to formally designate a Data Protection Officer (DPO). You must designate a DPO if you are:

- a public authority (except for courts acting in their judicial capacity);
- an organisation that carries out the regular and systematic monitoring of individuals on a large scale; or
- an organisation that carries out the large scale processing of special categories of data, such as health records, or information about criminal convictions. The Article 29 Working Party has [produced guidance for organisations on the designation, position and tasks of DPOs](#).

It is most important that someone in your organisation, or an external data protection advisor, takes proper responsibility for your data protection compliance and has the knowledge, support and authority to carry out their role effectively.

12 International

If your organisation operates in more than one EU member state, you should determine your lead data protection supervisory authority and document this.

The lead authority is the supervisory authority in the state where your main establishment is. Your main establishment is the location where your central administration in the EU is or else the location where decisions about the purposes and means of processing are taken and implemented.

This is only relevant where you carry out cross-border processing – ie you have establishments in more than one EU member state or you have a single establishment in the EU that carries out processing which substantially affects individuals in other EU states.

If this applies to your organisation, you should map out where your organisation makes its most significant decisions about its processing activities. This will help to determine your 'main establishment' and therefore your lead supervisory authority.

The Article 29 Working party has produced [guidance on identifying a controller or processor's lead supervisory authority](#).

Agenda Item 11
Countryside Access Strategy Review

Background

The Countryside Access Strategy for Shropshire was published in 2008 and is due to be rewritten for publication in 2018. It acts as the Rights of Way Improvement Plan in accordance with the Countryside and Rights of Way Act 2000. This paper reviews how well the strategy has been delivered, considers any issues or barriers and makes suggestions for improvements for the future.

The statutory duty for maintaining Rights of Way rests with Shropshire Council, along with farmers and landowners. Delivery of the Countryside Access Strategy is the responsibility of the Outdoor Partnerships Team within Shropshire Council, along with a wide range of partners; farmers and landowners, other Public Bodies, users, charitable organisations and businesses.

Purpose of this consultation

We are seeking views on whether people agree with our review of progress and what we have missed. In addition we'd like to know whether you agree with the priorities that have been identified.

The review of the Countryside Access Strategy will inform a new Outdoor Partnerships Strategy (2017-2022) and a Rights of Way Improvement Plan (2018-2028).

The high-level aims of the strategy are listed below and the full review document is attached to this page where you can read the full details of achievements, issues and priorities for each.

Once you've read the document, click on the 'get involved' tab near the top of the page to access a short online feedback form where you can comment on each aim.

High-level aims

- **Countryside access** - *balancing what people need with what is available*
- **Working with communities** - *encourage and support local communities wishing to make use of and develop access to Shropshire's Countryside*
- **Making local journeys** - *'increase peoples' use of the Rights of Way network for local journeys to support a sustainable transport network'*
- **Health and wellbeing** - *'improve people's health by encouraging more people to be active in the countryside'*
- **Access for everyone** - *'increase the opportunities for hard to reach groups to access the Shropshire Countryside'*
- **Visiting Shropshire's countryside** - *'to provide a high quality access network that supports a thriving tourism economy'*

Link to Feedback Survey:- <https://new.shropshire.gov.uk/get-involved/countryside-access-strategy-review/>



Countryside Access Strategy for Shropshire

2008-2018 Review



Countryside Access Strategy Review

Contents

	Title	Page No
1.0	Executive Summary	3
2.0	Introduction	11
3.0	Review of progress against Countryside Access Strategy Aims	15
3.1	Countryside access	15
3.2	Working with communities	23
3.3	Making local journeys	29
3.4	Health and wellbeing	32
3.5	Access for everyone	39
3.6	Visiting Shropshire's countryside	43
4.0	Conclusions	51



1.0 Executive Summary

The Countryside Access Strategy for Shropshire was published in 2008 and is due to be rewritten for publication in 2018. It acts as the Rights of way Improvement Plan in accordance with the Countryside and Rights of way Act 2000. This paper reviews how well the strategy has been delivered, considers any issues or barriers and makes suggestions for improvements for the future.

The statutory duty for maintaining Rights of way rests with Shropshire Council, along with farmers and landowners. Delivery of the Countryside Access Strategy is the responsibility of Shropshire Council. It is delivered by the Outdoor Partnerships Service within Shropshire Council along with a wide range of partners; farmers and landowners, other Public Bodies, users, charitable organisations and businesses.

Over the past three years, the budget and staffing for the Outdoor Partnerships Service has halved and this is having an impact on the ability of the team to fulfil its statutory duty and to find the capacity to develop access beyond the statutory minimum. The impact of this is likely to be felt more acutely in the period following the end of this strategy.

The reduction in Council funding is being counteracted in part by finding new ways of working to increase the amount of income to the service from a variety of means.

The review of the Countryside Access Strategy will inform a new Outdoor Partnerships Strategy (2017-2022) and a Rights of way Improvement Plan (2018-2028).

1.1 Countryside Access

We have worked towards ensuring that the access network meets the needs of Shropshire residents and visitors whilst recognising the special qualities of the landscape.

Achievements

- 44% of the Rights of way network was surveyed as part of the Parish Access Project up to 2012. 5% has been surveyed annually in most subsequent years.
- 70% of the Rights of way network is currently accessible, from a low of 36%. This is below the 85% achieved following significant capital investment from the Parish Access Project and has been falling for the past three years.
- Over 5,000 individual improvements have been made to the Rights of way Network since 2008.
- An agreement for the management of unsurfaced Unclassified County Roads was introduced with Highways. This has been amended to a plan of works agreed annually.
- There is a prioritised annual programme of Rights of way clearance in place.
- National standards for Rights of way signage and furniture have been adopted, with higher standard for National Trails, the Shropshire Way and other promoted routes.
- New visitor counters installed at some of the sites to ensure more accurate visitor numbers.
- Since July 2016 responses have been made, by the new Land Charges and planning Support Officer, to 5,535 Con 29 Land Charge searches and 193 planning applications.
- Successful ploughing and cropping campaign introduced in 2016.

- Annual survey of users carried out since 2008.
- Around 130 Diversion Orders and Extinguishments have been made to the Definitive Map, along with 130 Evidential Orders.
- 22km of Rights of way have been added to the Definitive Map, and 2 km of permissive bridleway and 7.8 km of permissive footpath have been agreed since 2008.
- Considerable work has been done on new promoted routes and existing route improvement. For example the revamp and extension of the Shropshire Way, the new Humphrey Kynaston Way bridleway, 96 short circular walking routes and 78 on-road cycling routes through the Local Sustainable Transport Fund and a series of Walking for Life routes.
- There have been significant improvements to access and interpretation on the Country Parks and Heritage Sites.
- Guidance notes and detailed information about rights of way are available on the Shropshire Council website.
- There were 103,000 users of the Shropshire's Great Outdoors website in 2016/17, which includes information on parking, public transport and terrain, as well as promoted routes and seasonal 'Top Experiences'. The website has an interactive map that shows the entire Right of Way network, Unclassified Country Roads and the terrain over which they pass..

Issues

- The rights of way network in northern Shropshire has not been fully reviewed.
- There is a risk that the need to increase income for the Outdoor Partnerships Scheme will reduce capacity for dealing with statutory issues.
- £300,000 worth of improvements are needed on major infrastructure such as bridges.
- Rights of way inspection is more disjointed as a result of losing the Inspection Officer post.
- Issues with dogs are increasing.
- There are concerns about quarry faces on some sites that could impact climbers.
- Increased housing and economic site development is leading to increased pressure on Rights of way and sites, where visitor numbers are increasing, and can impact on the safe use of routes where vehicular access increases.
- A minority of landowners persistently refuse to keep Rights of way open and enforcement action will be needed to address this.
- There are concerns that Cycling UK's campaign to increase off-road cycling will adversely impact other users. Mountain bikers building their own routes is an issue on some sites.
- The Deregulation Bill will increase the workload for the Mapping and Enforcement Team, although the size of that impact is unclear.

Priorities

- Prepare for likely increase of claims for unrecorded Rights of way as a result of the Deregulation Bill.
- Further prioritisation of outstanding Formal Applications and anomalies, along with case files from the Discovering Lost Ways project in the north.
- Revision of the Definitive Map and Statement.
- Secure capital funding for major infrastructure repairs.

- Input into Neighbourhood, Town and Parish Plans where appropriate and closer working with the Planning Department to prioritise access.
- Better mapping and signage of Rights of way across Country Parks and Heritage Sites.
- Increase access alongside waterways by revamping the Severn Way, developing a new route alongside the River Teme and working more closely with the Canal and River Trust.
- Contact climbing groups regarding the quarry faces.
- Continue ploughing and cropping campaign.
- Show route closures on Shropshire's Great Outdoors website and changes to routes.
- Development and promotion of multi-user routes, improving connectivity of off-road routes, linking roadside verges and considering 20mph schemes for linking routes.
- New guidance for users in easy to follow booklet, along with user awareness campaign.
- List of fully gated routes available on website.
- Investigate opportunities to increase access and recreation on existing sites and develop new ones where appropriate.
- New policies needed on Drones and Neighbourhood Disputes involving Rights of way.
- Consider circulating Parish Access Plan template to Parish Paths Partnership groups to further encourage local involvement.

1.2 Working with Communities

We have encouraged and supported local communities wishing to make use of and develop access to Shropshire's countryside.

Achievements

- 1,177 volunteers contributing £310,000 worth of time in 2016/17, compared to 798 volunteers in 2008/09 (hours not recorded)
- Rights of way improvement work with Bishop's Castle Community College and Shrewsbury School students involving young people
- Over 9,000 hours contributed by the Community Payback scheme, equivalent to £72,500 labour
- John Muir Award achieved by 11 Community Payback participants

Issues

- Potential volunteer fatigue and difficulties in recruitment due to other pressures
- Insufficient capacity to offer the required levels of support to Volunteer Rangers on Parks and Sites and to engage more with young people
- Conflict between different types of users and some anti-social behaviour by a few users
- Lack of engagement with the cycling community and disabled users
- Lack of ongoing funding to support the Community's Payback Team
- Insufficient integration with other community priorities, health and the economy

Priorities

- Engage more with the cycling community, including mountain biking to identify opportunities
- Identify further support for Volunteer Rangers, 'Friends of' groups and work with young people
- Training and support for different user groups on Rights of way, planning issues and responsibilities as a user and landowner and identifying local access priorities
- Renegotiation of contract with Community Payback team
- Better partnership working to help support volunteering and site management and to deliver landscape scale projects
- Development of a new Shropshire's Great Outdoors Strategy Board to replace the Local Access Forum, ensuring better integration with other agendas, such as community, health and the local economy

1.3 Making Local Journeys

We have increased peoples' use of the Rights of way network for local journeys to support a sustainable transport network.

Achievements

- Integration of the Countryside Access Strategy with the provisional Local Transport Plan
- Agreement with Highways of works to improve unsurfaced Unclassified County Roads by the Countryside Maintenance Team
- Delivery of the Local Sustainable Transport Fund with 96 new promoted walks and 78 cycle routes from town centres, the new 185 mile Shropshire Cycleway and 1.5 mile off-road cycle route between Pontesbury and Minsterley
- Better links between communities through the development of the Shropshire Way and the Humphrey Kynaston Way bridleway
- 900 people taking part in led cycle rides and over 2,500 people on led walks
- 6,833 people received journey planning advice and 53 schools were advised on travel plans
- Promotion of all these routes is on the Shropshire's Great Outdoors website

Issues

- The Local Transport Plan was not formally adopted by Shropshire Council and is now out of date. There is an opportunity to submit a Local Cycling and Walking Infrastructure Plan for future funding if this can be funded from elsewhere. It is unclear whether this is going to be a political priority going forward.
- No funding for this work currently and there is no capacity within existing teams to take this forward.

Priorities

- If a Local Cycling and Walking Infrastructure Plan is developed, the Outdoor Partnerships Service will seek to be actively involved, ensuring that walking and cycling for local journeys is a priority.

1.4 Health and wellbeing

We have improved people's health by encouraging more people to be active in the countryside.

Achievements

- There is a strong relationship between Outdoor Partnerships and Public Health, which has resulted in real benefits for older people and those with physical and mental health issues.
- The Walking for Life project developed Walking for Health and active volunteering by creating a model to help people increase their physical activity, along with a series of guided and self-guided walks.
- New equipment at some of the sites has encouraged more people to become physically active outdoors.
- The Walking for Health scheme has been active for 13 years and now consist of 56 groups and over 1,800 participants annually, 86% of whom are over 55.
- The Shropshire Wild Teams were developed in 2015 to help those with physical and mental health issues through conservation volunteering. There are now four groups and 51 people took part in 2016/17. Five people have gone on to find work.
- Healthy Shropshire for Schools has worked with two schools to increase regular activity through the Daily Mile. Over 700 children and 24 staff have taken part.
- Active volunteering through the Parish Paths Partnerships and Volunteer Rangers also help people remain physically active.
- Active volunteering opportunities and Walking for Health are among the activities to which people can be referred through the Social Prescribing pilot in Oswestry.

Issues

- Those who need the help most may not be aware of or taking part in these initiatives.
- Young people are not involved enough in developing and delivering physical activity programmes.

Priorities

- Continued support for active volunteering and Walking for Health
- Involvement and monitoring of the Social Prescribing pilot.
- Joint approach needed with the Health and Wellbeing Board to help prevent chronic health conditions, including working more closely with Adult Social Care, Public Health and other organisations to reach those who need support most.
- Consider developing new programmes for young people, including the roll out of Healthy Shropshire for Schools, if external funding can be secured and developing 'Daily Miles' on sites.
- Programme of events and activities.
- Develop and maintain easy access and all-ability trails.
- Promote joint working with Public Health as a good practice example to other Authorities.

1.5 Access for everyone

We have increased the opportunities for hard to reach groups to access the Shropshire countryside.

Achievements

- Around 750 stiles have been replaced by gates to make access easier for those with limited mobility
- Shropshire Outdoors project worked with 153 people with access issues
- Facilitation of activity between health and environmental organisations has led to better engagement and understanding
- Development of 16 all ability routes
- Publication of the 'Easy Access in Shropshire' and 'Family Friendly Walks' guides
- Walk designed for those with sight loss issues and an accessible bird hide built at Severn Valley Country Park

Issues

- All ability routes are expensive to create and maintain
- These routes are not currently monitored to assess how popular they are
- There is limited engagement with disability networks and groups

Priorities

- Better engagement with disability network and groups to identify opportunities and get feedback on current facilities.
- Better monitoring and identification of existing routes.
- Increased use of dog-friendly sites where the landowner agrees.
- Better promotion of fully-gated routes on the Shropshire's Great Outdoors website.

1.6 Visiting the countryside

We have provided a high quality access network that supports a thriving sustainable tourism economy.

Achievements

- Outdoor recreation is worth £17 billion/ year to England's economy and contributes 500,000 jobs
- A wide range of promoted routes have been developed across Shropshire, which are prioritised in terms of maintenance to help ensure a good quality experience
- Environmental considerations have been included in the development of routes and access to parks and sites, with relevant physical improvements, interpretation and sustainable transport options
- Shropshire is a hotspot for Walkers Are Welcome, with 10 accredited towns
- There has been some work with businesses to help improve returns from outdoor activity

- The £2.2m Southern Shropshire LEADER Programme has been launched along with other EU funding, so there are more opportunities for businesses to get financial assistance
- Shropshire has been featured many times in the media as a walking, cycling and horse riding destination and the Shropshire's Great Outdoors website had 103,000 users in 2016/17
- Facebook has become increasingly important as a marketing tool
- There are a good range of festivals and events throughout the year, with seven walking festivals, the Meres and Mosses Festival and many walking, cycling, running and riding events

Issues

- Lack of strategic direction for cultural heritage and visitor economy development
- Insufficient recognition of the Outdoor Economy and its impact on economic growth in Shropshire
- Poor engagement with and involvement of outdoor activity providers and other relevant businesses
- Maintenance of high quality routes, parks and sites is a challenge with reduced funding
- Lack of investment in key countryside assets is limiting economic returns

Priorities

- Development of externally funded projects that increase investment in key assets for economic growth
- Involvement in rural development programmes for the future, building on the LEADER experience
- Working with outdoor activity providers and other relevant businesses to access funding, identify development opportunities and grow their businesses, possibly through a new business network
- Increase the understanding and capacity of Council managed countryside assets to help mitigate climate change
- Increase awareness of the role of access to the countryside as a driver for businesses and individuals to relocate to Shropshire
- Offer opportunities for training for young people
- Ensure high quality parks and sites management
- Support Walkers Are Welcome towns, festivals and events through User Forums
- Seek to develop new multi-user routes along disused railways and support the Canal and River Trust to develop canal towpaths

1.7 Conclusions

There has been significant improvements in access across Shropshire in the past 10 years, as described in detail in this report, but there are some significant strategic priorities that need addressing going forward. These include the impact of reduced Council funding and staff capacity, likely impact of the Deregulation Bill, increased pressure on the Rights of way network and publically owned outdoor spaces as a result of increased visitor numbers and residents, as new housing development are completed and new business brought into the county.

Key priorities include increasing awareness of the importance of outdoor recreation to Shropshire's health, economy and environment. The new Shropshire's Great Outdoors Strategy Board will help influence the development of the Cultural, Visitor Economy and Health Strategies.

Creation of new multi-user routes, significant areas of public greenspace and promoting better understanding between users will also be important; encouraging more local journeys to be taken without the car, providing a better network for local people to enjoy and encourage more people to become physically active outdoors. Young people should be encouraged to do more outdoor activity.

The Strategy Board could also take a lead role in influencing Defra and other Government Departments regarding rural development and landowner grants post Brexit.

Support for active volunteering needs to continue as this helps keep older people active and helps manage paths and sites.

Consultation on this document will inform the new Rights of way Improvement Plan and the Outdoor Partnerships Service Five Year Strategy.

2.0 Introduction

The Countryside Access Strategy for Shropshire¹ was published in 2008 in response to the requirement for Local Authorities to deliver a Rights of way Improvement Plan in accordance with the Countryside and Rights of way Act 2000².

The importance of the Rights of way network was highlighted in the Rights of way Circular (1/09) Guidance for Local Authorities October 2009³:

“England’s extensive network of public rights of way is a unique and valuable resource, which provides the opportunity to experience the immense variety of English landscape and the settlements within it. Rights of way are both a significant part of our heritage and a major recreational and transport resource. They enable people to get away from roads used mainly by motor vehicles and enjoy the beauty and tranquillity of large parts of the countryside to which they would not otherwise have access. Rights of way provide for various forms of sustainable transport and can play a significant part in reducing traffic congestion and harmful emissions. They are becoming more important as increases in the volume and speed of traffic are turning many once-quiet country roads into unpleasant and sometimes dangerous places for cyclists, equestrians, walkers and carriage drivers.

In many areas, rights of way help to boost tourism and contribute to rural economies. They can also provide a convenient means of travelling, particularly for short journeys, in both rural and urban areas. They are important in the daily lives of many people who use them for fresh air and exercise on bicycle, on foot, on horseback or in a horse-drawn vehicle, to walk the dog, to improve their fitness, or to visit local shops and other facilities. Local authorities should regard public rights of way as an integral part of the complex of recreational and transport facilities within their area.”

The Countryside Access Strategy analyses the Public Rights of way network and other access to assess how they meet the needs of local people and visitors and provides a plan of action for Shropshire Council and other organisations to improve access, taking into account health and wellbeing, the local economy and protection of the environment. It also takes account of obligations placed upon Local Authorities by the Equalities Act 2010.

There was considerable consultation with users, visitors and landowners and the strategy aimed to address the opportunities and issues that arose.

It applies to all access opportunities, not just those provided through the Council’s statutory obligations.

The Countryside Access Strategy (encompassing the Rights of way Improvement Plan) is a statutory document and forms part of Shropshire’s Local Transport Plan⁴, which is also due to be refreshed soon.

¹ <https://www.shropshire.gov.uk/media/268126/countryside-access-strategy-for-shropshire-2008-2018.pdf>

² <http://www.legislation.gov.uk/ukpga/2000/37/contents>

³ <https://www.gov.uk/government/publications/rights-of-way-circular-1-09>

⁴ <https://www.shropshire.gov.uk/public-and-passenger-transport/local-transport-plan/>

This report reviews how effectively the strategy has been delivered, highlights barriers to further improvements and prioritises actions to help inform the development of a new Rights of way Improvement Plan to be published in 2018.

Scope

The strategy applies to:

- 5,600 km Rights of way network across Shropshire
- Over 10,000 ha of open access land and commons
- The 23 Country Parks and Countryside Heritage Sites managed by Shropshire Council
- Land managed by partner organisations such as the National Trust, Wildlife Trust and Forestry Commission
- Permissive routes agreed with landowners
- Relevant activities by other partners

It takes into account the benefits of good countryside and urban access across a number of agendas including health and wellbeing, the economy and the environment.

Statutory Obligations

Shropshire Council, as the Highway Authority for Shropshire must⁵:

- Keep a record of public rights of way and make sure they are open for public use. The legal record of a highway authority's rights of way network is known as the 'definitive map and statement'.
- Keep the surface of public rights of way which are maintained at public expense in a fit state for public use
- Make sure obstructions are removed
- Maintain some bridges over natural watercourses, including farm ditches
- Provide at least a 25% contribution to landowners' costs for replacing and maintaining structures for the control of animals
- Make sure there are no notices that prevent or discourage the use of a public right of way
- Add signs where a public right of way leaves metalled roads
- Make sure the public's rights to use a public right of way are protected
- Make sure landowners carry out their duties, and take action if they don't
- Create a Rights of way improvement plan and review it every 10 years
- Have regard for the conservation of biodiversity
- Consider the needs of people with mobility problems and other disabilities.
- Keep public rights of way open and record the location of historical public rights of way

⁵ <https://www.gov.uk/guidance/public-rights-of-way-local-authority-responsibilities>

Challenging times

The strategy was developed to contribute to other plans and strategies across Shropshire. Many of these and the political climate in which they were written, have now changed. This has impacted on the delivery of the action plans and will need to inform the development of a new strategy.

Political pressures over the period of the strategy and into the future include:

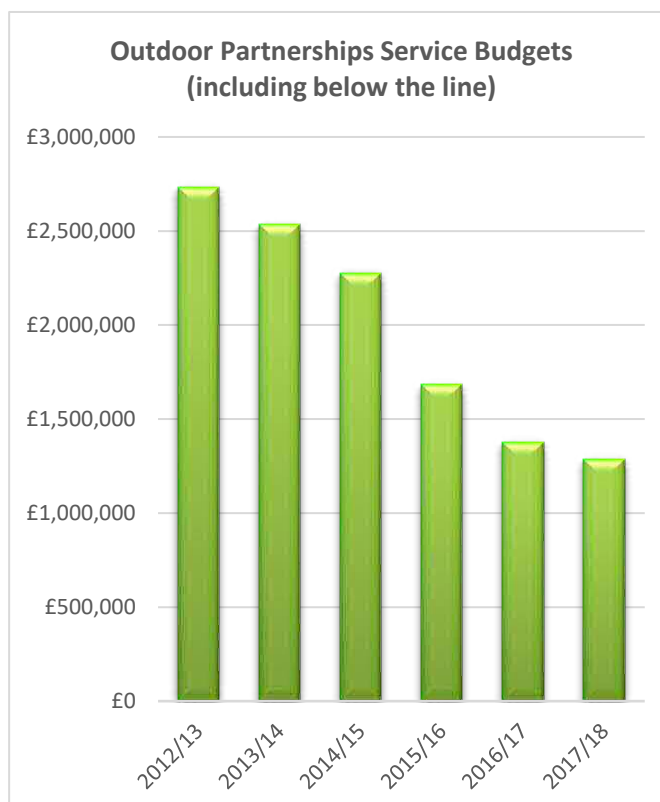
- The UK decision to leave the European Union and any impact on the Common Agricultural Policy and Rural Development
- Impact of Rights of way being a devolved power in Wales
- Government austerity measures and the aspiration for Local Authorities to be funded through local Council Tax and Business Rates by 2020
- A move towards localism, commissioning service to Town and Parish Councils and the aspiration for devolved authorities
- Focus on economic growth and development, potentially at the detriment of the environment
- Creation of extensive new housing and development of employment land
- Impact of austerity on the NHS, Public Health and Adult and Children Services

As a result there is considerable politically uncertainty and unprecedented financial cuts which need to be addressed by a more sustainable and resilient approach to Service delivery.

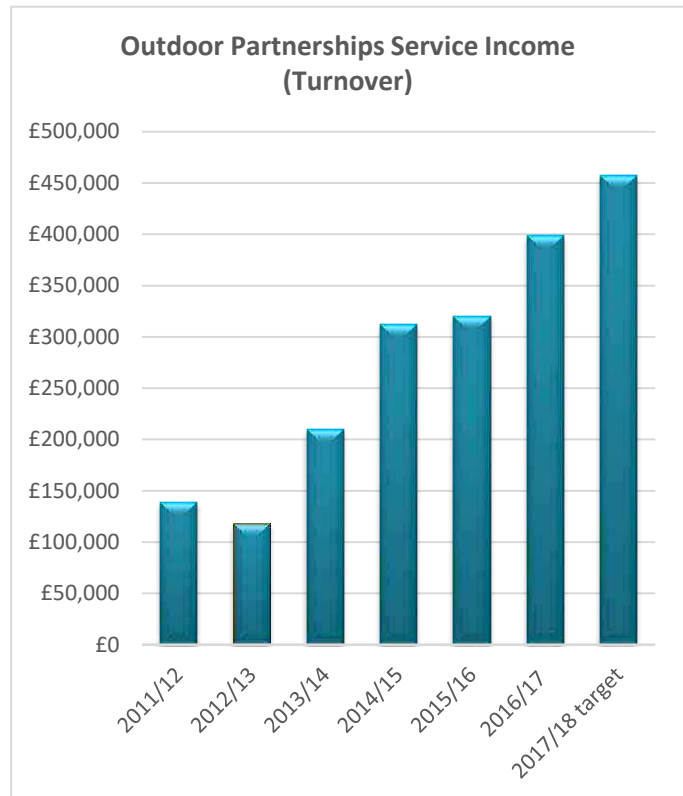
The Outdoor Partnerships Service, including maintenance and development of Rights of way, has had its share of the budget cuts (see graph) and the Country Parks and Countryside Heritage Sites were amongst the services threatened with closure in the Financial Strategy published by Shropshire Council in January 2016.

We are not alone, Natural England are facing 50% cuts in management budgets for the National Nature Reserves, the Forestry Commission has undergone significant restructures and Shropshire Wildlife Trust is concerned about the impact of changes to the Countryside Stewardship schemes following Brexit.

The impact on the quality of access and outdoor recreation available to residents and visitors in Shropshire as a result of these cuts could be considerable and should be taken into account in the development of the new strategy. Set against this must be the contribution that the outdoor recreation economy makes to the local economy in Shropshire.



A new approach has been adopted by the Outdoor Partnerships Team; to attempt to increase income to offset future reductions in budget. The income generated by the team has been growing over the last few years, as shown in the graph, but it is unlikely to meet all requirements. The following strategy will need to focus on consolidating and managing what we have rather than ambitious plans to increase or develop access.



3.0 Review of progress against the Countryside Access Strategy aims

This report will review each of the high level aims of the strategy, outlining activity that has helped deliver these aims, considering issues associated with meeting these aims and highlighting priorities for future delivery.

3.1 Countryside Access- Balancing what people need with what is available

‘Ensure that the access network meets the needs of Shropshire residents and visitors whilst recognising the special qualities of the landscape’

The strategy aimed to:

- Increase and improve opportunities for everyone to access Shropshire’s hills, woodlands and watersides and balance with conserving what makes them special
- Increase our knowledge of the infrastructure and maintenance issues on the ROW network
- Overcome and reduce the number of barriers on RoW network
- Improve provision of information and promotion for users
- Increase number of short circular walks from centres of population and walking opportunities in areas of poor provision
- Overcome some of the specific barriers to increased walking; availability of parking, guided walks programmes and dog-friendly places
- Improve opportunities for cyclists to access the countryside
- Develop more bridleways and improve opportunities for horse riders to access the countryside
- Provide sustainable management of byways and Unclassified County Roads (UCRs) and improve accessibility of these

3.1.1 Achievements

Significant progress has been made on each of these aims despite the reduction in funding over the past ten years.

Infrastructure, monitoring and maintenance

A one off survey of the ROW network was undertaken as part of the Parish Access Project, which started in 2003, with 44% of the network surveyed before funding ceased in 2012. 5% is now surveyed annually as part of the ease of use indicator programme (BVPI). The results of the surveys are held on CAMS and the BVPI database for action as priority and funding allows. Whilst there is a considerable backlog of issues, this has, along with a system for prioritising routes depending on usage, helped identify and prioritise work. Maintenance and obstruction issues are now logged on a Countryside Access Management System (CAMS).

In 2007/8 at the time of publication of the Countryside Access Strategy the BVPI score for accessibility of the rights of way network had risen to 78.7% (from a low of 36%). This was largely as

a result of the capital funded Parish Access Project which invested over £1.6m over a 6 ½ year period. At the end of the Parish Access Project this figure reached a height of 85%. The impact of reduced maintenance staff and budgets on the accessibility of the network is demonstrated by the latest figure being 70%.

Access infrastructure improvements have continued, with efficiencies from activity such as the team making the kit wooden bridges rather than buying them in. Since 2009 over 5,000 individual improvements have been made to the rights of way network. This would not have been possible without the considerable contribution made by Parish Paths Partnership volunteers. In 2015/16, for example, the volunteers contributed over 10,000 hours of time, equivalent to £77,500 or five full time members of staff (see Section 3.2 for more details).

There is an annual clearance programme in place, prioritised depending on popularity of route and proximity to urban areas.

Network Rail have been completing risk assessment for crossings and we have been consulted on level of use and popularity of these crossings, which will influence whether they may ask for diversions on some crossings.

We adhere to the national Rights of way standards regarding signage, using wooden posts in sympathy with the countryside and longer lasting metal posts in town. A higher standard is adopted on National Trails such as the Offa's Dyke Path and some promoted routes.

New visitor counters have been installed on some of the sites to get a more accurate picture of the number of people using them. It is estimated that visitor numbers are approaching 1 million per annum.

A new ploughing and cropping campaign was launched in 2016, aimed at encouraging landowners to keep RoW through crops and ploughed fields accessible all year. This was accompanied by a new landowner guide, highlighting the legal responsibilities of landowners with regard to RoW across their land. Over 2000 leaflets have been distributed to landowners, interested parties and many Parish Councils.

Over 120 letters were sent to landowners and farmers where there had been recorded cropping or ploughing issue in the last few years. Of these only 6 required sending legal orders and all completed the work as a result.

An annual user survey has been conducted since 2008 to gather views of users and help prioritise activity. The results of these can be found on the Council website:

<https://www.shropshire.gov.uk/outdoor-recreation/strategic-documents-for-outdoor-recreation/>



Improvements to the Definitive Map

During this period amendments have been made to the Definitive Map to ensure that it is kept up to date, records routes correctly and protects them for future generations. This has included Preferential Orders under the Highways Act and Town & Country Planning Act – These are usually in the interest of the landowners and often move routes out of gardens or from cross field to field edge, or undertaken as part of the planning process when Public Rights of way are affected.

Legal Orders confirmed April 2008 –April 2016

The chart below shows the number of Diversion Orders, Extinguishments and Evidential Orders carried out since 2008/9.



Since 2008 a total of 22 km of Public Rights of way have been added to the Definitive Map where evidence has shown that they were public.

- 13.3 km of footpath
- 6.1 km of bridleways
- 2.5 km of restricted byways
- 190m of Byways open to all traffic

In addition 3.8 km of routes have been removed from the map as they were proven to have been recorded in error.

A total of 206 Preferential Orders have been processed since 2008 which have brought in over £208K to the service.

Wherever possible Officers have tried to negotiate with landowners affected by claims and since 2008 have been successful in obtaining 13.3 km of routes through dedications rather than having to publish legal orders.

Some examples of these are:

- Montford Bridge where working in partnership with The Highways Agency, Nesscliffe Hills & District Parish Paths Partnership Bridleways group and Preston Montford Field Studies Centre a 1.7 km bridleway was created. This allowed existing bridleways to be linked and a safe crossing of the busy A5 to be created. This was undertaken as part of the Paths For Communities fund run by Natural England.
- The Rea Valley where 4 kms of footpath were dedicated by Shropshire Council to ensure the well-used, but not definitive paths could not be lost due to development.

26 formal Permissive Path agreements (2 km of permissive bridleway and 7.8 km of permissive footpath) have been made since 2008 to try and address some gaps in the network and can be found on the interactive map.

Increased and improved access

A new post, Land Charges and Planning Support Officer, started in July 2016. Alongside giving advice on the compulsory Land Charges (Con 29) questions to check rights of way, this officer is working with developers to advise on access and green space provision in new planning applications and should be able to influence the quality of provision going forward. Since July 2016 responses have been made to 5,535 Con 29 searches and 193 planning applications.

An agreement was reached with the Highways Department to adopt and maintain some of the unsurfaced Unclassified County Roads (UCRs), which resulted in £35,000 per year being spent until 2015/16. A different approach has been agreed this year and the team have agreed priorities for UCR improvements for 2017/18.

A number of new promoted routes have been developed, including:

- Redevelopment of the Shropshire Way, with new routes in the north of the county
- New long distance bridleways: The Humphrey Kynaston Way linear and circular routes, Blue Remembered Hills Bridleway and the Jack Mytton Way extension
- A series of Walking with Offa pub walks and walks using local bus and train services
- Circular routes from the Offa's Dyke Path National Trail, along with the ongoing improvement to the route through the National Trail network
- Oswald's Trail around Oswestry
- A series of World War 1 walks
- A series of walks from Whixall

- A series of 96 short circular walks and 78 on-road circular cycling routes from market towns as part of the Local Sustainable Transport Plan (see Section 3.3)
- Improvements to access and reduced erosion on routes across the Long Mynd
- All ability and easy access routes have been a priority and more about this can be found in Section 3.5
- We have worked with the Parish Paths Partnership groups to develop local routes that are a priority for local people.
- A series of Walking for Life and Walking for Health routes have been developed (see Section 3.4)
- A new promoted route along the Heart of Wales railway line will be launched in 2017 in partnership with the Heart of Wales Line Supporters Group

The Rights of way network is important to local communities and improvements are appreciated, as reflected in the quote below.

“Just a further note to thank you and your Team for carrying out the works to the above footpath. A number of Councillors and parishioners have contacted me to let me know how delighted they were with the works and reiterated what a difference it will make.”

Woore Parish Clerk

A Business Case was agreed in 2015 to commit some of the Countryside Maintenance Team’s time to increase income earned through external contracts, a member of staff was recruited to help deliver this and the extra income has helped ensure improvements to Rights of way continue.

There have been significant improvements to access on Shropshire Council owned Country Parks and Heritage Sites, as well as on sites owned by partner organisations, for example:

- Lyth Hill- new gates, improvements to paths, interpretation linked to Mary Webb and installation of the toposcope.
- The Mere at Ellesmere- The Mere Heritage project was completed 2010. This involved major improvements to The Boathouse, the Promenade and signage around the site, seating, car parking. 160,000 visitors in 2010 to around 200,000 in 2016. Further improvements have been made for fishing and boating, with a new pier, pedaloes and rowing boats.
- Snailbeach Mine- Improvements to provide a changing facility for the Mines Trust to enable them to run guided tours for children and adults. Improvements to interpretation and access to the heritage buildings.
- Severn Valley Country Park- Access improvements include the provision of an all ability/ sight loss path. There have also been improvements to the café and visitor centre.
- Stanmore Country Park- improvements to gated access to formalise paths, resurfaced for all abilities and to provide new interpretation regarding the RAF history of the site. Wildflower meadow improvements.
- Eardington Local Nature Reserve- created with the help of the local community. Site access is now fully gated. New car park created.
- Albrighton and Donnington Pool- access improvements by volunteers and fishing pegs created to encourage greater use of the site.

- Llanymynech – new circular route created by developing a new link path.
- Colemere- all ability circular path created through the woodland. Planning to improve the final resurfaced link to the boardwalk to ensure all ability access year round.
- Nesscliffe- new signage
- The Bog Centre- made DDA compliant by providing ramp access and levelling floors throughout, putting electricity and new toilets into the centre and interpretation of the Stiperstones. Visitor numbers have increased from 11,000 (2010) to 22,000 (2016).
- Eastern Oswestry greenspace improvements- created a footpath/ cycleway from Shelf Bank through to Broadlands Way so residents of Eastern Oswestry can access the town centre off road.
- Poles Coppice improvements to surfaces, picnic area, car park, installation of heritage interpretation.
- Whitchurch Country Park- the Whitchurch Waterways Trust have improved paths as part of their project to create a new marina in Whitchurch.
- Rectory Wood- new trail created based on landscaping by Capability Brown, interpretation and new promotional leaflet.
- Access has been improved on some other sites, including on the Long Mynd, working with the National Trust to alleviate pressure with extra signage, gates on the highways and physical works on the tracks. At Ashes Hollow, a trail had eroded and a new path was constructed. Disabled access has been added at The Stiperstones.
- Waterside access- Working in partnership with the Canal and River Trust re. canal access. We have proposals to develop the Severn Way and Teme Valley Way.

The two Country Parks have been awarded the Green Flag, partially in recognition of access improvements. At Severn Valley Country Park the award has been secured for 13 years; the longest continuous award in Shropshire, and The Mere has secured it for the last three years.

Provision of information and promotion

Detailed information about Rights of way and the legal obligations of landowners can be found on the Shropshire Council website:

<http://shropshire.gov.uk/outdoor-recreation/countryside-access-and-public-rights-of-way/>

This includes guidance notes and the landowner guide.

Promotion of the Rights of way network is now through the Shropshire's Great Outdoors website, which had 103,000 users in 2016/17:

<http://www.shropshiresgreatoutdoors.co.uk/>

The website includes information about promoted walking, cycling and horse riding routes, car parking, public transport and terrain, along with events and ideas to experience nature and heritage. The interactive map shows the entire rights of way network. More information about promotion can be seen in Section 3.6.

Governance

The Statutory Advisory Committee for Rights of way is the Local Access Forum. In 2017 this has been developed and expanded to become the Shropshire's Great Outdoors Strategy Board. This is a non-executive Board that will consist of individual's representative of key organisations and networks who have the authority to make decisions and influence policy, along with the skills, experience and expertise to advise on the strategic direction of Outdoor Recreation in Shropshire.

The Board has a statutory function and will advise Shropshire Council and others on how to better inspire action on countryside access and enjoyment of the outdoors. Members may be involved with an organisation specialising in walking, cycling, riding, disabled access, 4 x4s or other outdoor activities, be a land owner with access across their land, or involved with landowners, or be at the forefront of economic development in the countryside, preventative health and wellbeing or the environment.

The Board will be responsible for the delivery and monitoring of the Rights of way Improvement Plan 2018-28 and advise on the Five Year Strategy for the Outdoor Partnerships Service.

There are a number of sub-groups of the Strategy Board, including three Walking Forums and the Shropshire Riding and Carriage Driving Forum. Working Groups will also be developed on specific subjects. The groups and the Board rely on the good will and expertise of all those involved.

3.1.2 Issues

- Continued lack of Rights of way including bridleways in northern Shropshire, especially in the north eastern part of the county which may be due to this area not having had the Review of the Definitive Map.
- Whilst the Countryside Maintenance team has been tasked with securing external funding to help cover the costs of the team going forward, there are concerns that this may reduce the capacity of the team to deliver the statutory responsibility of the Council. This will need to be carefully managed.
- The development of the Shropshire Way, whilst offering some fantastic promoted routes for people to enjoy the Shropshire countryside now lacks a single identified Long Distance Route, which is requested by some walkers. This has caused concern and the Shropshire Way Association has been reformed to address the issue.
- Lack of funding for large scale capital works, such as bridges. There is currently £300,000 worth of improvements needs to bridges, the funding for which has yet to be identified. If funding can't be secured these routes will need to be closed.
- The impact of the Deregulation Bill is unclear but will undoubtedly increase workload.
- There is no longer sufficient funding for an Inspection Officer. Informal inspections are carried out by Rights of way Area Officers or members of the Mapping and Enforcement Team. Volunteers are also involved in identifying and clarifying Rights of way issues.
- Increased numbers of visitors are using the parks and sites for recreation. Many of our site have nature or heritage designations, which makes them less appropriate for recreational

use. There needs to be a balance between management for wildlife and heritage and visitor access.

- Issues with dogs are a continuing problem. Guidance for dog walkers is available on the Council website but needs updating.
- Safety concerns about some of the quarry faces in the Countryside Heritage Sites means climbing may be more hazardous.
- All market towns are undergoing major developments in terms of housing and employment land, which will bring in more people, may impact on Rights of way and increase pressure on the existing network. This is also being reflected in more visitors to Country Parks and Heritage Sites.
- Despite more work being undertaken to tackle landowners that are not complying with their legal duties to keep Rights of way clear, there are a few persistent offenders who need further action.
- It is not always clear where the Rights of way are on parks and sites, or clear which routes are of a higher status.
- Not always easy to know which routes are closed.
- There are concerns that the Cycling UK campaign to increase off-road cycling routes may impact other users and a balanced approach is needed.

3.1.3 Priorities

- Prepare for the likely increase in claims for unrecorded routes as a result of The Deregulation Bill and historic cut-off.
- Further prioritisation of outstanding Formal Applications
- Prioritisation of the case files from the Discovering Lost Ways Project which looked at potential routes in the North.
- Prioritise action on the following:-
 - Higher access anomalies
 - Legal dead ends that form important links
 - Missing links that would join a priority route and open up the network
 - Mapping anomalies
 - Revision of the Definitive Map and Statement
- Securing capital funding for major works such as bridges will need to be a priority to keep the network open.
- Work with the Community Enablement Team to help prioritise access and greenspace in Neighbourhood, Town and Parish Plans, optimising the use of Section 106/ CIL planning-gain funding.
- Outdoor Partnerships need to continue to advise the Planning Department, encouraging a broader settlement view on access and green space provision. We should work with the Planners to identify opportunities to gain new access or green space in or around new developments where possible.
- Work more with Canal and River Trust to develop access to and along canals.
- Revamp of the Severn Way and development of a new route along the River Teme in partnership with the Severn River Trust.

- Contact climbing groups to discuss quarry walls and cliffs and ensure these are being used safely. Erect signs where there are potential issues to warn climbers of dangers.
- Continue the Ploughing and Cropping campaign, taking landowners who continue to not comply, despite legal letters, to court to ensure Rights of way are kept open.
- Highlight any route closures on the interactive map on the Shropshire's Great Outdoors website.
- Off-road cycling action plan.
- Better mapping and signage of access routes and type of access on Country Parks and Heritage Sites to help people understand which routes are suitable for which users
- Aim to have new 'user' booklet similar to the landowner one, advising users of their responsibilities in the countryside.
- Need to list fully gated routes on website as easier access opportunities.
- Consider sites where we can increase recreational access, such as Poles Coppice.
- Opportunities within future development around the market towns for the creation of new greenspace. Neighbourhood Plans are being developed, which carry more weight in Planning. Need to master plan market towns with partners such as the County Ecologists to increase appropriate and sizable sites for recreation, which can then be negotiated with the developer as a delivery partner.
- New policies to address the use of Drones and the approach to Neighbourhood disputes involving the Rights of way network.
- Consider circulating a Parish Access Plan template for P3 groups to complete in partnership with the Parish Councils.
- Development of the Shropshire's Great Outdoors Strategy Board and the sub-groups will also be a priority going forward.

3.2 Working with Communities-

'Encourage and support local communities wishing to make use of and develop access to Shropshire's Countryside '

The Strategy aimed to:

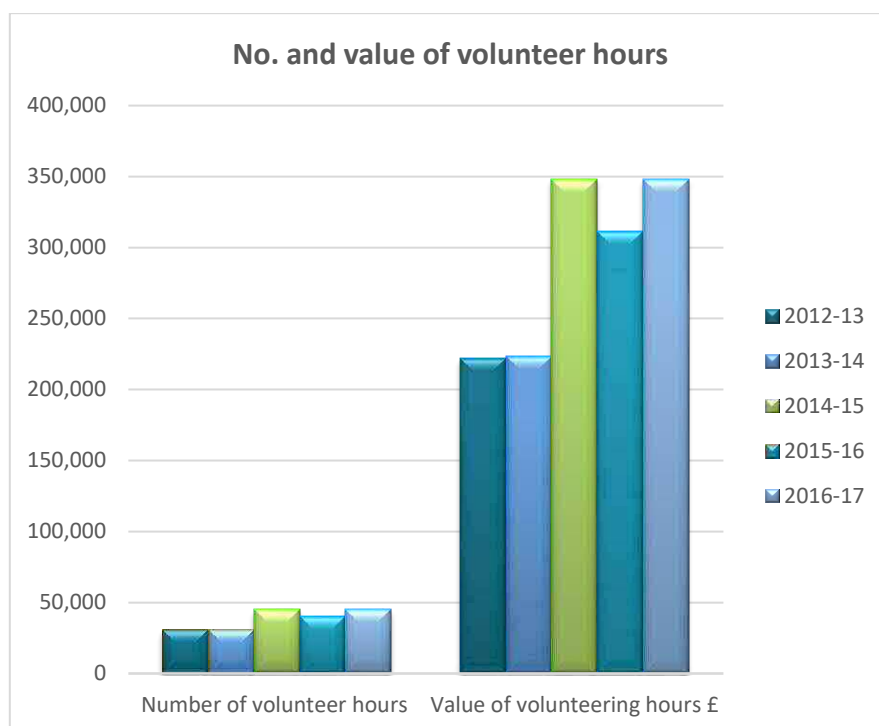
- Provide advice and support at a local level to communities wishing to improve their access to the countryside.
- Have a Parish Path Partnership group in every parish in the county.
- Keep up to date with local community needs and desires for access improvements and keep Action Plans updated and relevant.

3.2.1 Achievements

Community involvement in access improvements is led by the Area Rights of way Officers and the Country Park and Sites Officers. They are talking to landowners, Parish Councils, local user groups and other members of the public to advise and support access improvements. An Active Volunteering Coordinator is currently funded by Public Health. Some progress had been made

through Parish Planning but there is more work to do, especially as the new Neighbourhood Plans are being developed.

The number of volunteer hours and the value of that time as grown from 2013-14. Volunteers are contributing the time of 21 full time members of staff.



The Outdoor Partnerships Service would like to note their heartfelt thanks to everyone who volunteers with us.

Parish Paths Partnerships

The Parish Paths Partnership (P3) scheme has been running for over 20 years in Shropshire. The scheme encourages local groups of volunteers to help manage and maintain their local network of Rights of way network through a variety of activities. The Outdoor Partnerships Team supports this through the supply of tools, training, materials, expert advice and small grants.

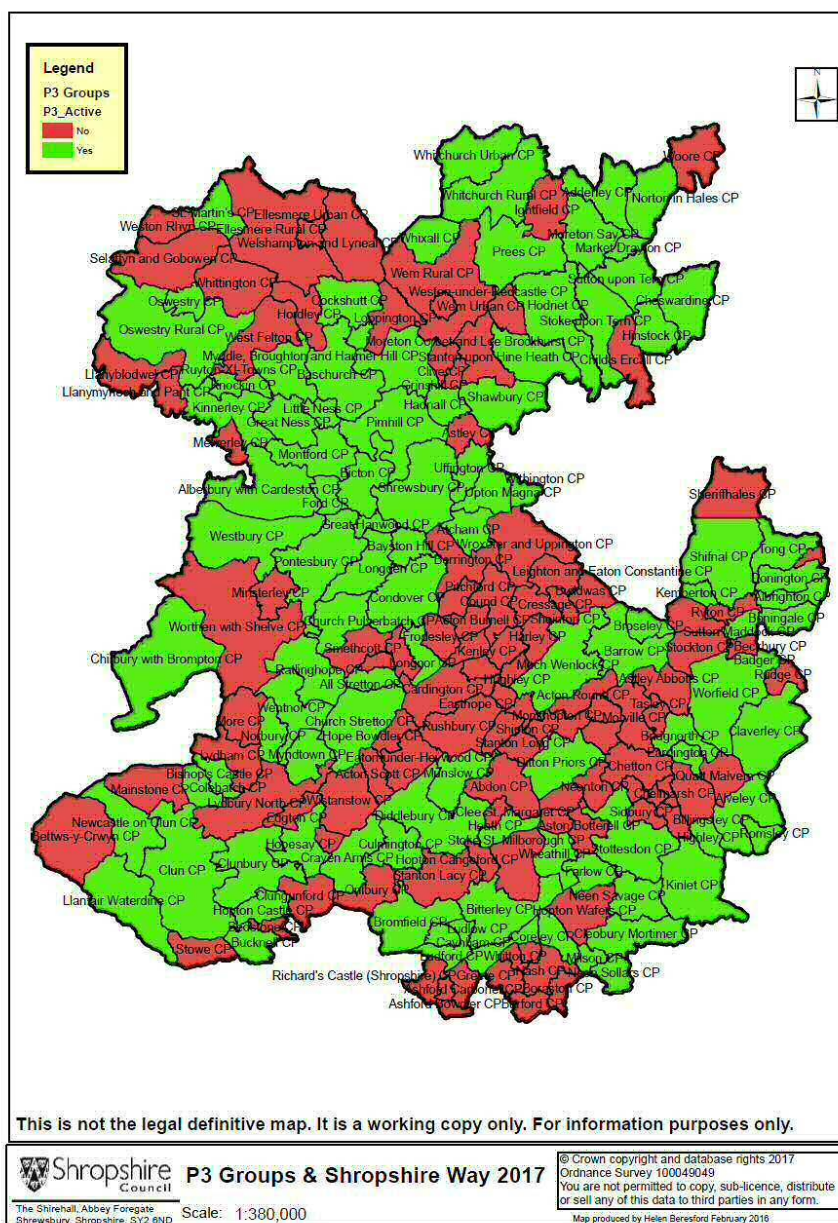
The benefits of this are numerous, including:

- Assistance in maintaining paths that otherwise would fall into disrepair
- Local prioritisation for maintenance where best use of resources should be targeted
- Benefits to participants in physical and mental health through active volunteering, being part of a group and doing something to help the local community
- Economic benefit through an improved tourism resource locally to attract visitors including the development of information for visitors
- Increased opportunities for others to enjoy the network locally, with the health benefits that arise from this.
- Ability to draw in funding that otherwise would not be available to Shropshire Council due to the proven local community benefit and local networks

In 2008 there were 52 active Parish Paths Partnership groups, involving more than 250 people. In 2017 this has increased to 71 active groups with around 370 people involved, with the Shrewsbury P3 acting as a 'roving' group, working in other areas. The aspiration for every parish to have a group is ambitious. Presently the groups cover more than half the county geographically but as some of the groups work outside their parish, the Parish Paths Partnership volunteers are helping maintain Rights of way across much of the county. The volunteers contributed over 10,000 hours of time in 2016/17, equivalent to £77,500 or five full time members of staff. They are essential to the ongoing maintenance of the Rights of way network.

In 2016, the Parish Paths Partnership Officer worked with Bishop's Castle Community College to include maintenance of Rights of way as an option in their Enrichment Programme and two work programmes have been completed with Shrewsbury School students, thus encouraging young people to better understand public access to the countryside and the maintenance of ROW.

Walford and North Shropshire College have been involved previously and opportunities are now being explored with Harper Adams University College. Corporate groups such as the Shropshire Housing Association have also volunteered to improve Rights of way.



"Working in Pontesbury P3 team is a win, win, situation. As team members we get exercise, new skills and good fun (especially with a team of rebels and comedians), the Parish get a superb network of paths, the older folk get a set of user friendly paths for Walking for Health, tourists get access to beautiful country side and Shropshire Council gets a lot of labour for not a lot of money. Personally, I get a lot of white hair." David Jones – Pontesbury P3 Co-ordinator

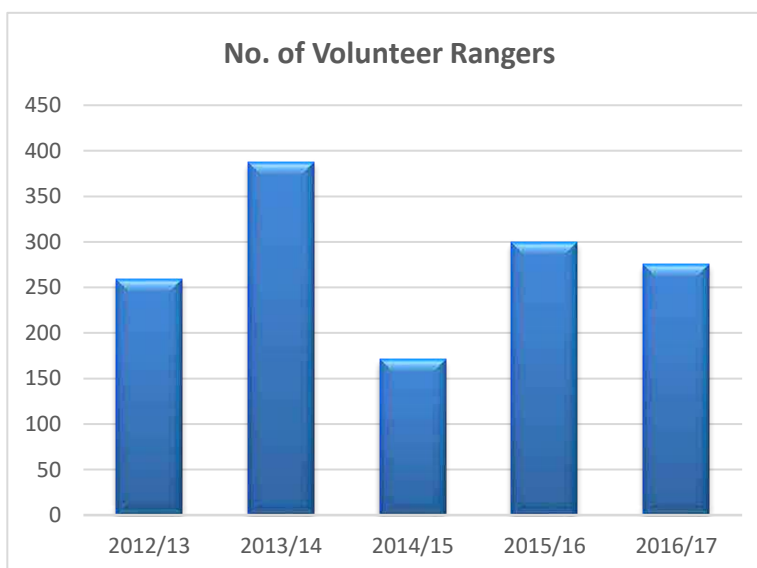


Volunteer Rangers

Shropshire Council owns and manages some of the most iconic heritage sites in Shropshire. Many people are passionate about their local sites but the staff resources of this team means that the capacity to support volunteers has been limited, especially following the decision to take on urban greenspaces when the Council became Unitary.



The urban greenspaces are now being managed by Environmental Maintenance, which means that the Parks and Sites Team can focus on the two Country Parks and 21 Countryside Heritage Sites that we have retained. These are the larger sites, which have more complicated management requirements due to natural or cultural heritage designations and priorities. They are used by a range of people from beyond the local community and contribute to the local economy as well as the



health or residents and visitors. The work of the volunteers will include improvements to access.

The development of volunteering on these key sites will be a priority going forward.

Key Achievements

- In 2016/17 there were 260 volunteers helping manage the sites, contributing an estimated 15,989 hours of volunteer time, equivalent to 8 full-time members of staff. Numbers have fluctuated over the years due to staff pressures.
- At Severn Valley Country Park, where there has been more consistent officer support, a committed volunteer team meet weekly and are integral to the successful management of the site. There are now 23 regular volunteers, making this the largest Outdoor Partnerships volunteer group across the county.
- Corporate volunteering parties have occurred at Severn Valley Country Park
- The RAF have helped with conservation tasks on Nescliffe Hill.
- The Parks and Sites are regularly used by schools, Field Studies Council, Duke of Edinburgh groups and others.

The sites are appreciated by local people for a variety of reasons, as illustrated by the quote below.

"Through the Shropshire County Council website, I was put in touch with Shaun Burkey in response to my enquiry regarding the possibility of installing a memorial bench on Brown Moss.

He could not have done any more to help me. From suggesting possible sites on a map, along with photographs of these positions, he has arranged the whole operation, along with help from his colleague Mike Simms. He has kept me informed throughout, and today sent photos to show the bench in its beautiful spot. I really am so very impressed by the effort Shaun made to make sure everything went smoothly.

Brown Moss was loved by my parents throughout their lives, and I cannot think of a better memorial than this. Hopefully it will be enjoyed and appreciated by many other locals too."

Resident

Community Payback

Outdoor Partnerships has spent the past two years working closely with Warwickshire and West Mercia Community Rehabilitation Company. In 2015/16 they contributed 9,364 hours to parks, sites and Rights of way management, equivalent to £72,571 of labour.

A new scheme was piloted in autumn 2016 to introduce the John Muir Award to participants and their supervisors. It aimed to encourage people to discover, explore, conserve and share a 'wild' place, with the aspiration to encourage probationers to gain a better understanding and enjoyment of the countryside that they will take with them, possibly encouraging them to volunteer after the

Community Service is complete. In total 23 people took part in the award to a varying degree, completing a total of 65 days and 11 people completed the award.

3.2.2 Issues

- Conflict between different types of users e.g. mountain bikers, dog walkers and horse riders has caused concern on some routes and Countryside Heritage Sites.
- Some antisocial/ uninformed behaviour on Rights of way from a minority of those using the routes including some school groups and dog owners.
- Finding volunteers may become more difficult and there is concern that existing volunteers may be asked to do more. People are working longer or having to look after grandchildren or other family members. The focus on community service delivery means more people will be asked to volunteer for a wider range of services. Getting younger people involved has always been an issue and is unlikely to become easier in the current financial climate.
- The cycling community has been difficult to engage with since the Cycling Forum has been disbanded. They have not been represented on the Local Access Forum.
- There is a lack of staff resources to co-ordinate the Volunteer Rangers due to falling staff numbers. A drop of 79 volunteers was recorded between 2015/16 and 2016/17 to date.
- Reduced funding overall for Outdoor Partnerships has put pressure on the £10,000 annual grant to the Community Payback team. This, along with Outdoor Partnerships no longer managing amenity green spaces means the contract with Warwickshire and West Mercia Community Rehabilitation Company needs renegotiating.
- Insufficient integration with other community priorities and agendas, such as local services, health and the local economy.

3.2.3 Priorities

- Find opportunities to talk to mountain biking clubs, cycling businesses and off-road cyclists to help manage Rights of way more effectively for all users and identify opportunities to improve off-road cycling routes, in consultation with other users.
- Identify funding to improve support for Volunteer Rangers for Parks and Sites.
- Campaign to help increase understanding of Countryside Access and the Countryside Code with Town and Parish Councils, schools, dog owners, off-road cyclists, horse riders and walkers.
- Renegotiation of the contract with Warwickshire and West Mercia Community Rehabilitation Company to reduce funding allocation but retain as much benefit for both parties as possible.
- Continuing to grow the Parish Paths Partnership groups and set up new groups where there is currently no coverage.
- Enable volunteers to access CAMs and be able to update database.
- Funding could be secured to increase access to the outdoors through any local grants post Brexit. The Local Access Forum needs to decide on recommendations for the Government to progress this.
- Provide support to local Shropshire Council Councillors and Town and Parish Councils, including specialist advice on greenspace management, Place Plan development and the

opportunities to include outdoor recreation in the consideration of priorities for CIL and Section 106 funding

- Provide advice on planning applications
- Work with partners across Shropshire and cross border to encourage more effective, joined up approaches to management of outdoor recreation and volunteer co-ordination
- Co-ordinate the Shropshire's Great Outdoors Strategy Board and other user forums
- Support any new landscape scale projects or other partnership schemes
- Work with local communities to identify priorities for ROW management and protection
- Develop new 'Friends of' groups for parks and sites and prioritise volunteer co-ordination where possible
- Work with schools and colleges to increase involvement of young people

3.3 Making Local Journeys-

'Increase peoples' use of the Rights of way network for local journeys to support a sustainable transport network'

The strategy aimed to:

- Work to integrate the implementation of the Countryside Access Strategy and the Local Transport Plan
- Take forward significant improvements to local walking and cycling networks that encourage walking and cycling for local journeys
- Improve provision, marketing and promotion of the Rights of way network in urban areas and the associated health benefits of this physical activity

The need for more circular walking routes from urban areas has been reinforced by the results of the Annual User Survey, which has consistently shown that these are the most used routes and that there was demand for more.

3.3.1 Achievements

Much of the progress on this strategic aim was through the Local Sustainable Transport Fund managed by Shropshire Council, through the Local Transport Plan.

Integration with the Local Transport Plan

The provisional Local Transport Plan (LTP) 2011-2026⁶ is published on the Shropshire Council website but was not formally adopted by the Council. The policies are integrated and include priorities for the Countryside Access Strategy such as:

- Placing a high priority on walking and cycling routes used by commuters
- Improving access to stations by cycle or foot
- Assisting the development of workplace and school travel plans that encourage walking and cycling
- Improving the cycle network and encouraging cycling
- Improving access for pedestrians and encouraging walking, including Walking for Health

⁶ <https://www.shropshire.gov.uk/public-and-passenger-transport/local-transport-plan/>

- Introduction of quiet lanes and safe links for horse riding

There is an agreement in place with the Highways Department to ensure tarmacked routes are maintained by them and unsurfaced Unclassified County Roads are maintained by Outdoor Partnerships.

There are some gaps however, including no mention of outdoor activities and their relevance to the visitor economy and no specific mention of encouraging walking and cycling when planning new developments.

Shropshire Council is discussing the development of the new LTP4, however, due to other pressures, it has not been possible to identify funding to take this work forward. If this funding can be secured, the vision for the new document is that it would be a much leaner strategic overview supported by a portfolio of policy and strategy documents. The Countryside Access Strategy could be one of these. The LTP would also contain an area focus aligned to the Place Plan areas.

Improvements to local walking and cycling networks

Over the past eight years there have been considerable development of short circular routes. Outdoor Partnerships has worked with local communities to upgrade routes from market towns and some of the larger villages:

• Cleobury Mortimer	22 walks
• Craven Arms	5 walks
• Ditton Priors	9 walks
• Ellesmere	4 walks
• Hodnet	7 walks
• Ludlow	7 walks
• Much Wenlock	6 walks
• Oswestry	17 walks
• Pontesbury and Minsterley	5 walks
• Shrewsbury	4 walks
• Whitchurch	10 walks
• TOTAL	96 walks

In addition, there have been town map boards installed in Much Wenlock, Oswestry, Cleobury Mortimer, Minsterley, Pontesbury and Whitchurch.

In total, by working with a range of partners, around 280 circular walks have been produced, with leaflets, alongside 88 linear routes. The development of these have included improvements to the urban Rights of way network. The Walking Forums help develop and promote routes, encouraging more local use of promoted walks.

The Humphrey Kynaston Way and Shropshire Way improvements were designed to link communities and offer better off-road connections between settlements.

The Local Sustainable Transport Fund supported the development of a range of activity to help local journeys. This included:

- 78 circular cycling routes from the market towns in Shropshire, including 16 family- friendly routes.
- Distribution of 15,000 cycling leaflets
- A new 185 mile on-road route called the Shropshire Cycleway
- A new 1.5km off road cycleway alongside the main road between Pontesbury and Minsterley
- Two new family friendly routes are now available in the Meres and Mosses area
- A new off-road cycle facility at the Shropshire Hills Discovery Centre to encourage inclusive cycling
- Weekly bike bus to Meadows Primary School, Oswestry
- Three new 'Products of the Landscape' walking and cycling routes were developed by the Stiperstones and Corndon Hill Country Landscape Partnership Scheme.
- 900 people took part in led cycle rides
- 2,504 took part in led walks
- 6,833 people received journey planning advice
- 53 schools advised on travel plans

All of the walking, cycling and riding routes are now available to download on the Shropshire's Great Outdoors website.

3.3.2 Issues

- The previous Local Transport Plan wasn't finalised and is now out of date. A bid for continued Local Sustainable Transport Fund grant was unsuccessful and there is no longer a team responsible for cycling within the Council. This means that improvements to National Cycle Routes as well as local routes are unlikely to be funded and it is unclear on the mechanism to report these issues.
- Local journeys and sustainable transport do not seem to be considered a political priority for Shropshire.

3.3.3 Priorities

- As there were so many new routes derived through the previous round of Local Sustainable Transport Funding, the priority for the next strategy is to maintain these routes rather than develop new ones, unless further funding was secured.
- Parish Paths Partnerships should be encouraged to identify key routes for local people from their communities to ensure they remain well maintained and sign posted.
- Outdoor Partnerships should be involved in the development of a new Local Cycling and Walking Infrastructure Plan and encouraging increased strategic importance being placed on walking and cycling for local journeys.
- Clarity on the maintenance of cycling routes needed within the Council.

3.4 Health and Wellbeing-

'Improve people's health by encouraging more people to be active in the countryside'

The importance of increasing activity in the outdoors has been recognised by Public Health England and Sports England. The benefits have been well researched and include improvements to physical and mental health and general wellbeing. The new Sports England Strategy has a clear focus on getting inactive people active and encouraging walking as a part of 'sport'.

Whilst it is difficult to put an economic value on the improvements to physical and mental health that access to the countryside accrues, according to the 'Marches Ecosystem Assessment'⁷ published in 2016, estimates based on reduced mortality alone amount to £147 million/ an.

"Based on these assumptions it was estimated that the existence of green infrastructure in The Marches prevents about 46 deaths annually. The health benefit of reduced mortality due to 'green' exercise (walking and cycling only) was valued at nearly £147 million annually. This results in a capitalised value of almost £3.1 billion over the next 25 years."

Marches Ecosystem Assessment 2016

As outlined above, there have been at least 96 circular walks specifically developed from centres of population and around 100 cycle routes. These all help encourage people to be more active.

Outdoor Partnerships are increasingly working with Energize, the Public Health department, Adult Social Care, Help2Change and Shropshire Clinical Commissioning Group (CCG) to ensure the Rights of way network and the publically-accessible outdoor spaces are as accessible as possible to encourage health and wellbeing. The Public Health Department has funded the Outdoor Partnerships Service to develop active volunteering and improve outdoor recreation provision across the county through Rights of way, Open Access Land, Country Parks and Heritage Sites. Our priorities are to improve people's health and wellbeing and to support local communities to get active outdoors. Active volunteering includes:

- Walking for Health - volunteer-led guided walks, mostly for those over 55
- Shropshire Wild Teams- conservation volunteering for those with physical or mental health issues
- Parish Paths Partnerships and Wardens- practical work to maintain and promote Rights of way (see Section 3.2)
- Volunteer Rangers- on-site conservation volunteering (see Section 3.2)

Some pilot work was also carried out to test our involvement with other target audiences:

- Healthy Outdoors for Schools
- John Muir Award for the Community Payback Teams
- Walking in the Workplace

⁷ <https://new.shropshire.gov.uk/media/2737/marches-ecosystem-assessment-2016.pdf>

The Service helps deliver Public Health and Adult Social Care preventive outcomes. The work significantly contributes to the Public Health England's vision to get 'Everyone Active Every Day'⁸. These outcomes are additional to any statutory obligations of the Service and would not be achieved without additional external funding.

The Countryside Access Strategy aimed to:

- Improve promotion of the benefits that access to the countryside brings to both mental and physical health
- Provide more outdoor recreation activities through work with Energize, Shropshire PCT and other leisure providers
- Increase the number of Walking for Health schemes and ensure the groups are sustainable
- Provide accessible, high-quality walking and cycling routes close to where people live
- Promote and encourage people to increase physical activity levels through progression into other activities
- Increase the number of people undertaking 'active' volunteering through Parish Paths Partnerships

3.4.1 Achievements

The importance of provision of access to the Great Outdoors for health and wellbeing is increasingly being acknowledged and Shropshire is leading the way nationally with the relationships between Outdoor Partnerships and the Public Health department.

Walking for LIFE!

The Walking for Life project was active at the beginning of this strategy period and was instrumental in the development of Walking for Health, Shropshire Outdoors, Shropshire Wild Teams and the continued focus on active volunteering.

The model is based on providing a series of progression activities, ranging from Walking for Health, through guided walks, to self-guided walks and into active volunteering opportunities. It recognises that people's needs change over time as either they become more active or maybe need to gear down their activity with older age. Walking for Life self-guided walks leaflets can still be downloaded from the Shropshire's Great Outdoors website.

In 2016 a new partnership approach to workplace engagement has begun, working with Energize, Help2Change and Shropshire Wildlife Trust. Outdoor Partnerships is developing a



8

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/353384/Everybody_Active_Every_Day_evidence_based_approach_CONSULTATION_VERSION.pdf

package for businesses to develop new routes and encourage lunch time/ after work walking. This approach has yet to be tested.

The quality of routes is generally assessed through the BVPI condition survey, which is conducted annually.

Outdoor equipment and facilities

In September 2015, six pieces of outdoor gym equipment were installed at Birchmeadow Park, Broseley using Section 106 fund (money that is made available from local housing developments). The equipment is designed to gently work lots of different muscle groups and is perfect for people who do not feel comfortable in an indoor gym. It is already proving popular with a group of older residents in Broseley who meet at the community centre and do walks around the town and wanted a way of doing some slightly more strenuous exercise.



In March 2016, a BMX track was also installed at the park (again using Section 106 funding). The idea for this was developed following consultation with local teenagers. They were keen to get the track developed to give them a high-adrenaline way of keeping active! The track was built by Shropshire firm Clark and Kent who also built the Olympic BMX track. It is proving an extremely popular attraction with people travelling some distance to test themselves against the ramps and jumps.

Walking for Health

Walking for Health has been actively promoted by Shropshire Council for twelve years. There are currently two part time Walking Coordinators employed to lead on Walking for Health in the northern, central and southern areas of Shropshire. Funding for these posts has been committed by the Public Health Dept. to ensure this service continues in 2017/18 but



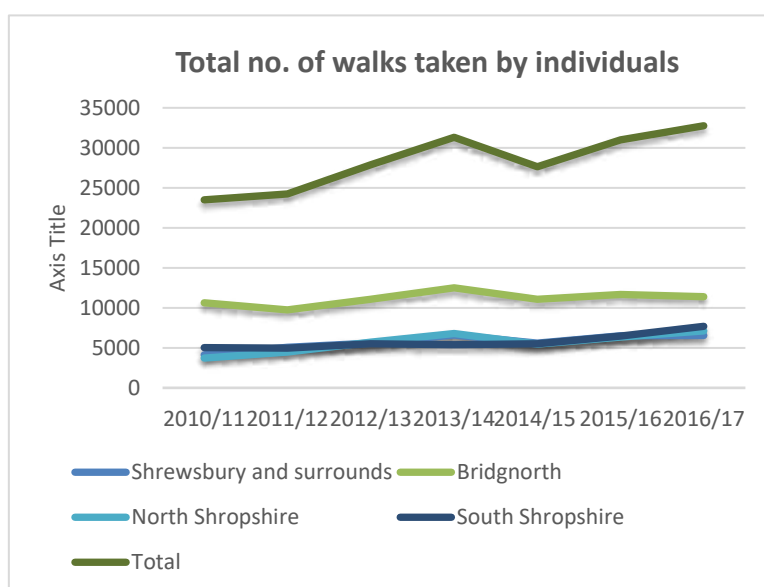
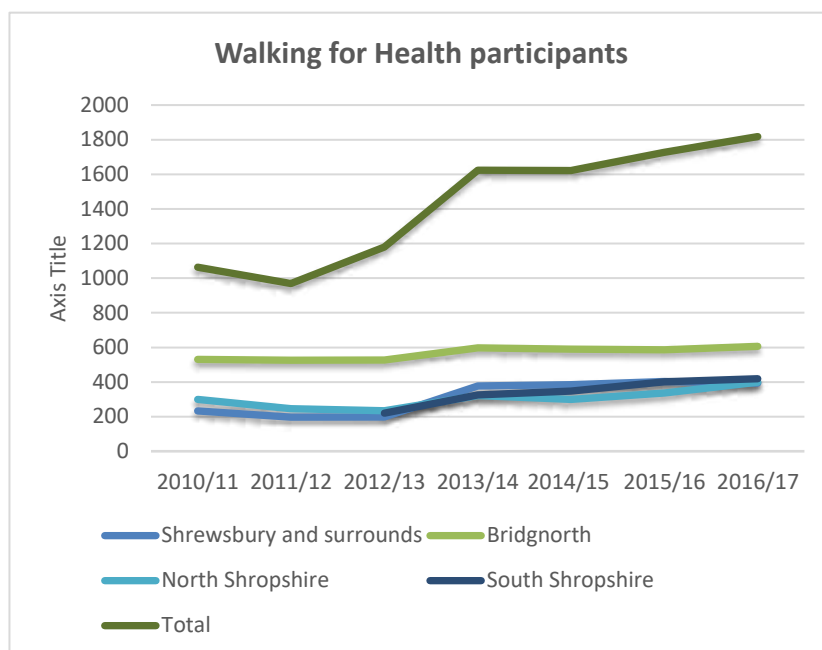
the future of the work after this point is uncertain.

- 56 active groups throughout Shropshire (7 new groups in 2016/17)
- 1,818 participants, with around 700 walking weekly 2016/17 (a 5% increase on the previous year)
- 338 active volunteer walk leaders
- Anecdotal evidence suggests that walking with Walking for Health



encourages people to do other activities during the week

Participants were most likely to be over 55 (86%) and female (58%). Only 5% were referred by a GP or health professional, so most walk of their own accord.



The number of walks taken by individual has steadily increased year on year, with almost 40% more walks taken since 2010/11.

Ongoing support from the Co-ordinators remains important, especially for the development of Level 1 and 2 walks, promotion of existing groups and creation of new groups.

“Before Walking for Health I was worried about getting old and infirm, but less so now as I don’t feel it is just around the corner. I am looking forward to keeping going, doing more walking and being more active.”

Walking for Health participant and Walks Leader

Shropshire Wild Teams

Shropshire Wild Teams provide volunteering opportunities in countryside management and other outdoor activities for people who most need support. The project especially caters for people with physical disabilities and mental health issues including those receiving support from health or care services. The Wild Teams are co-ordinated by a full-time officer.

The teams travel around Shropshire's amazing landscapes taking on projects such as:

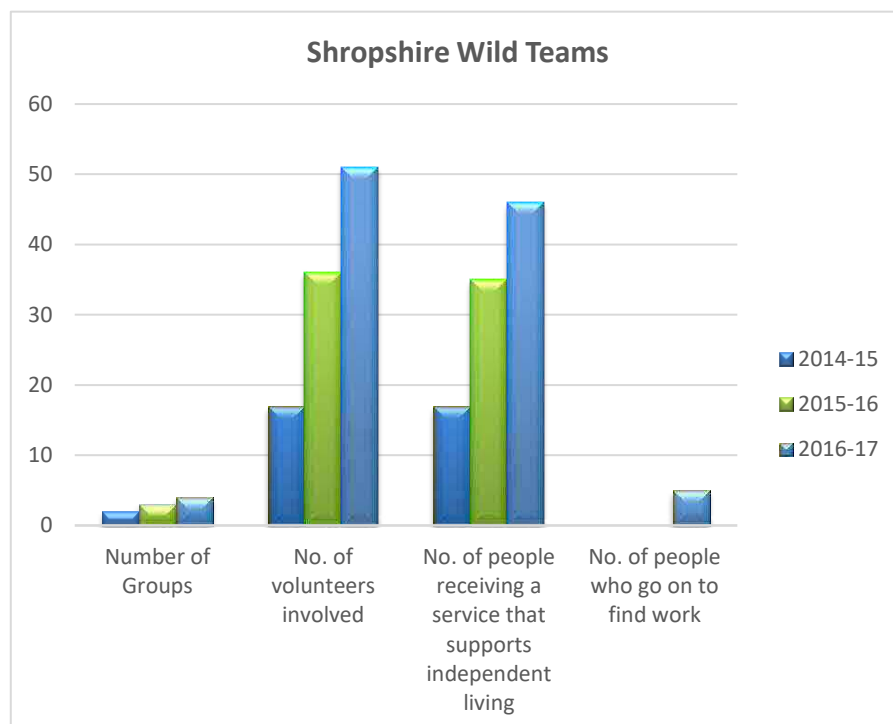
- Ground clearance
- Habitat management
- Footpath maintenance
- Hedge laying
- Gate installation
- Wildlife survey work



Volunteers can also take part in other activities such as walking, basic map reading, natural navigation and bushcraft, including foraging and tracking skills (and any other preferences voiced within each team).

The Project Officer supports team members to develop their skills and introduces them to the network of outdoor professionals, as well as familiarising them to new landscapes and environments. As individual and group confidence builds the Project Officer will support the group to become self-sustaining, and then take a step back from direct on the ground support while the team continues to run as the local Shropshire Wild Team for their area.

- Volunteer numbers have grown to 51 over the past 12 months.
- Four teams currently running, based around Craven Arms, Shrewsbury, Oswestry and Bridgnorth.
- 5 people have gone on to find work.
- 3,217 volunteer hours have been committed through the work of the Wild Teams. This is up 35% in the past 12 months.



The nature of the project and the personal issues the volunteers are experiencing means the Wild Teams are resource intensive and numbers are necessarily small but the benefits can be fantastic, including:

- Increased personal and social confidence
- Overcoming depression, anxiety and agoraphobia
- Reduction in self harm incidents
- Skills development

"I am proud to be part of the Bridgnorth Zombie Army. I have made a lot of friends in the group and it is helping me make friends and socialise a lot more than I am used to. It's a positive for me mentally and physically. It make a change to make friends instead of enemies. I look forward to Thursdays because I am doing something positive with my life and I really enjoy the work. I have seen a lot of the Shropshire Wilderness. I have made a lot of friends."

Wild Team Volunteer

"Both Mr MM and Mr OR came to the Wild Team at a time when they were experiencing poor mental health. The group enabled them to experience the benefits of nature whilst also benefiting from a sense of worth by being part of a team..... Without the Wild Team their journey towards recovery would have taken a lot longer and meant that they could both be discharged from mental health services earlier."

Support Time and Recovery Worker, Ludlow Community Mental Health Team.

I HAVE A HISTORY OF SELF HARMING, I FEEL THIS IS NOW GOING BEHIND ME AND THAT IS BECAUSE I HAVE SKILLS I UTILISE NOW TO KEEP ME BUSY AND THIS CAN NOT BE A BAD THING I ACTUALLY FEEL MORE CONFIDENT AND PHYSICALLY STRONGER I THANK SWT SO MUCH. I WOULD NOT HAVE BEEN OUT MY HOUSE WITH CURTAINS SHUT ETC AND YES FRIENDLY GOOD DAYS FOR ME WITH THIS GROUP ON DAYS OUT LEARNING, DOING AND ACHIEVING GOALS.

THANK YOU.

PS. I ALSO SUFFER FROM TERMS OF SECLUSION, I FEEL ONE THING HAS IMPROVED WITH ^{AGORAPHOBIA} BEING IN THE GROUP AND ITS MYSELF PROGRESSING WHICH HAS NEVER HAPPENED SINCE IVE BEEN ILL.

Healthy Shropshire for Schools

The Healthy Shropshire for Schools pilot has worked with two schools so far to encourage more regular, physical activity. The project helps schools:

- Identify routes within and around the school grounds on varying lengths or difficulty, depending on the environs of the school. These could be for the Daily Mile or for walking/running activities, geocaching, walking clubs at lunch time or after school family activities
- Improve surfaces/ gates etc. to ensure route are easily accessible
- Provide Walks Leader Training
- Create Risk Assessments and address Health and Safety concerns where possible
- Provide leaders for taster sessions of up to six led walks
- Provide descriptions and maps so families can use the routes on their own
- Suggest walking programmes

Results so far:

- St. George's school Clun: Since commencing the Daily Mile (DM) in October 2016, an average of 62 pupils and 4 staff completed the DM (total school = 73 pupils) over 47 of the possible 50 days in the autumn term. Giving a total number of activities (total attendance of 2902) by pupils over the autumn term and an average of 85% pupils participating.
- St. Leonard's school Bridgnorth: also had a whole school approach and since commencing the Daily Mile (DM) in September 2016 and by January they had completed a running total number of miles as a school of just over 17,500 miles. 20 staff take part and pupil numbers participating in the DM are 630, which over the autumn term based on the average daily attendance gives a total number of activities (total attendance over this period) by pupils of 15,144.

Positive feedback has been received from staff and pupils from both schools both expressed 'the children enjoy it.'

Social Prescribing Pilot in Oswestry

Walking for Health and Shropshire Wild Teams are included in the Social Prescribing pilot in Oswestry in 2017. This aims to encourage health professionals to refer patients to take part in activities in the community. This has only just started and it is too early yet to judge the results.

3.4.2 Issues

- The current initiatives are not always used by those most in need.
- Young people not regularly involved in project development, decision making, increased physical activity and practical works.

3.4.3 Priorities

- Support for existing and new Walking for Health schemes and Shropshire Wild Teams

- Involvement in the Social Prescribing pilot in Oswestry will hopefully lead to the approach being rolled out across Shropshire and the importance of outdoor activity for health and wellbeing better recognised by those who would most benefit from it.
- Joint approach with the Health and Wellbeing Board to preventing chronic health conditions by making better use of being active outdoors.
- Support for existing and new active volunteering groups such as Parish Path Partnership and Volunteer Rangers
- Co-ordinate and develop work with the Community Payback teams
- Consider new ways of involving young people
- Provide a programme of events and activities and advertise those of others online and through e-newsletters
- Develop and maintain easy access routes, and all ability paths on parks and sites
- Work with schools to help encourage daily outdoor activity
- Develop a range of 'Daily Miles' on parks and sites
- Work more closely with Adult Social Care, Public Health officers and other organisations to ensure these services are made available to those who are most in need.
- Promote the joint working approach between Outdoor Partnerships and Public Health nationally as a good practice example.

3.5 Access for Everyone-

'Increase the opportunities for hard to reach groups to access the Shropshire Countryside'

According to the MENE data 2014-15⁹, of the 29,628 visits to the countryside in Shropshire over 7 days, 5,418 (18%) of these were from someone who had a disability. This is a high percentage and reiterates the need to provide easy access.

The strategy aimed to:

- Ensure the mechanisms to improve access to the countryside are maintained and improved applying the 'least restrictive' principle
- Talk to hard-to-reach groups to understand their barriers to access and find out what would encourage them to access the countryside more
- Work to ensure that the opportunities to access the Shropshire countryside are available to everyone
- Improve policy development to embed the overall aim within the work of the Countryside Service and ensure improvements are long-term
- Incorporate the information from hard-to-reach groups regarding improved access within the Action Plans and secure additional resources to implement
- Understand the needs and interests of people with learning difficulties, mental health problems and sensory impairment and make it easier for them to participate in countryside activities
- Ensure the recommendations within the Action Plans are implemented and plans and policies kept under review

⁹ <https://www.gov.uk/government/collections/monitor-of-engagement-with-the-natural-environment-survey-purpose-and-results>

3.5.1 Achievements

Policy Statement 2 details the approach to providing easier access to the countryside and outlines the 'least restrictive' principle. Whilst some work has been done on this, there is more that could be achieved.

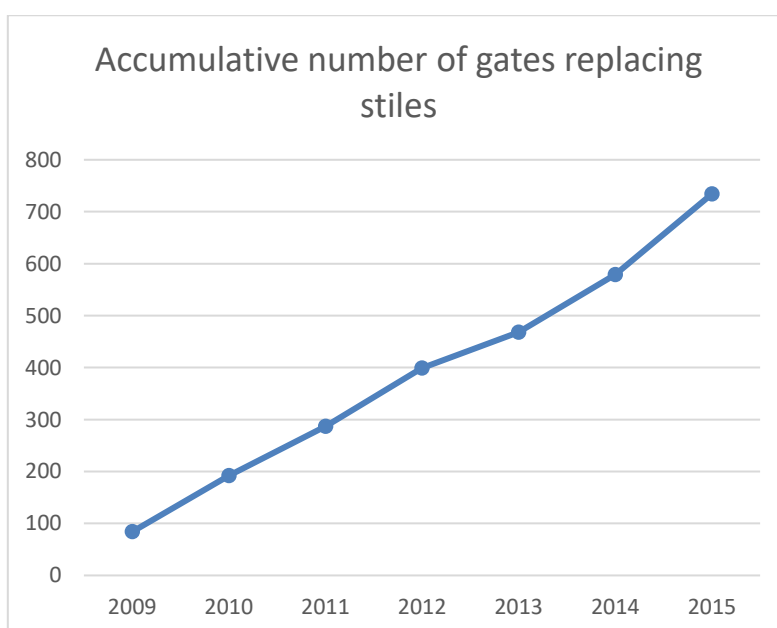
Least Restrictive Principle

A key way to ensure that there were incremental improvements to Rights of way over time, and ensuring that they were accessible wherever possible to those with mobility problems was the development of the 'Least Restrictive Principle'. The 'Least Restrictive Principle' as a Shropshire Council policy requires that any new structures placed on rights of way are the least restrictive option possible. Stiles present an unacceptable barrier to many potential users of public paths and modern pedestrian gates should not pose any stock proofing difficulties.



Shropshire Council requires any new barriers to be gates rather than stiles and we will encourage the replacement of existing stiles with gates. However many farmers did not like the normal metal kissing gates saying they were not stock proof. To counter this we designed and had produced a new higher kissing gate which has proved more acceptable to farmers.

Over the period our work in this area has increased and we have replaced around 750 stiles with gates with support from the landowners that make the network more accessible.



The Shropshire Outdoors Project.

Commencing in December 2007 the Shropshire Outdoors Project was developed by Shropshire Council, Shropshire PCT and Shropshire Wildlife Trust to improve health and wellbeing and to address health inequalities experienced by disabled people. The project has targeted sedentary people (such as people with learning disabilities, physical disabilities and mental health problems) and increased physical activity levels by providing 'green exercise' opportunities. Participating organisations included:

- Mental health – Mind, Community Mental Health Teams
- Adults with Learning Disability – Mencap, Shropshire Council ALD services
- Physical Disability – Shropshire Enablement Team, Headway
- Countryside – Shropshire Council, Shropshire Wildlife Trust, Natural England, National Trust, Severn Trent
- Community – Craven Arms Volunteer for the Environment (C.A.V.E), Friends of Ifton Meadows

The project allocated funds to improve access to eight countryside sites, Brown Moss, Onny Meadows, Poles Coppice, Walkmill Meadows at Market Drayton, Reabrook Valley in Shrewsbury, Ifton Meadows at St Martins, Llyncllys Common and Monkmoor Community Woodland.

The project also worked alongside 14 health and social care organisations and has involved 153 project users in 170 green exercise sessions, such as practical conservation, access maintenance work and guided walks.

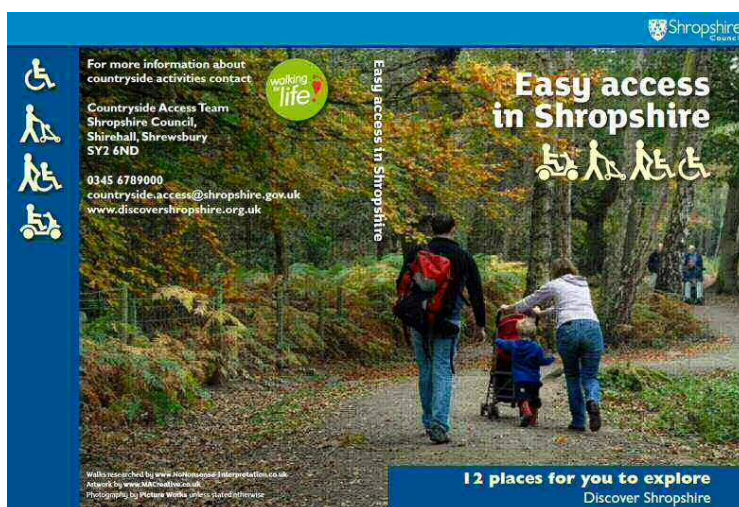
The Project helped to raise awareness about disability by facilitating partnerships between countryside and health and social care organisations. Training delivered to countryside staff ensured that they could better understand and meet the needs of project beneficiaries. "Working with Vulnerable Adults" and "Understanding Barriers to the Countryside" were training courses delivered by project beneficiaries and by partners, Shropshire Council and Disabled Holiday Information.



Shropshire Outdoors Project – Volunteers working alongside our Access Maintenance Team

Easy Access guide

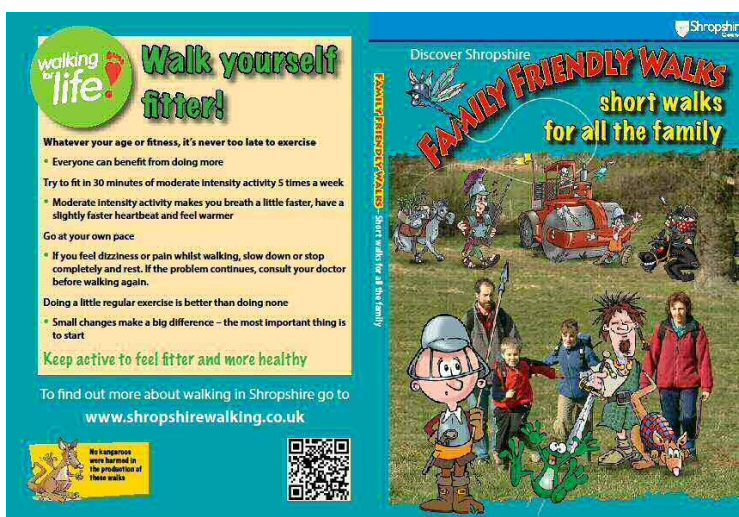
One point noted in the Annual survey was the requirement for more wheelchair friendly easy access routes.



The Outdoor Recreation countryside sites and other potential sites were surveyed by experts from the Disabled Holidays Charity and routes chosen. In total 12 walks were chosen, the paths upgraded and the guide launched in 2010. Since then 4 more all ability trails have been created at Colemere, Whixall, Bettisfield and Much Wenlock.

Family Friendly walks

Another point noted within the Strategy was that more walks aimed at families were needed and we needed to ensure more young people were engaged with the countryside. This has led to a series of 12 walks being created based around our Countryside sites and the guide book published in 2010 aimed at young families. They proved so popular that a reprint was needed in 2013.



Severn Valley Country Park has a walk designed specifically for those with sight loss but is also suitable for those in a wheelchair or for people with pushchairs. The path around a wildlife pond is tarmacked and has boards at the edge to help those using a white cane and has recently been upgraded. There is also an accessible bird hide looking out over the wetland area of the park.

The Country Parks and Heritage Sites have a range of easy access routes and facilities, which are included in the Easy Access Guide and on the Shropshire's Great Outdoors website. Other walks can be found on partner sites such as The Stiperstones NNR owned by Natural England.

3.5.2 Issues

- All ability routes are expensive to create and maintain. It is essential to ensure those that are developed are well promoted and maintained. We currently do not have the evidence to establish this.
- Engagement with disabled networks and groups needs improving to establish where further developments might be necessary.

3.5.3 Priorities

- Better engagement with disabled networks and groups, along with the Adult Social Care providers to establish future opportunities.
- Monitoring of and feedback about the existing routes and facilities.
- Identification of new all-ability routes where possible.
- Fully gated routes need to be promoted on the website for those with some mobility issues.
- The Easy Access and Family Friendly guides and routes need to be updated and include new routes where appropriate.

3.6 Visiting Shropshire's Countryside-

'To provide a high quality access network that supports a thriving tourism economy'

According to the 'Reconomics Plus'¹⁰ report published in February 2017, the impact of outdoor recreation is estimated at £17 billion each year in England and the sector accounts for almost 500,000 jobs in England.

'Marches Ecosystem Assessment'¹¹ is a new report commissioned by Shropshire Local Nature Partnership in 2016, which estimates tourism is worth £1 billion to Shropshire. In a survey carried out in 2012, 80-90% of visitors gave the natural environment as their primary reason for visiting the county and a third would go walking as part of their visit. The last Shropshire Visitor Survey (2007) demonstrated that 12% of visitors specifically came to the county to walk, which would relate to walking contributing around £120 million to the economy of Shropshire, whilst a third went walking whilst they were here. The Marches Ecosystem Assessment also estimated that the total recreational value of the countryside in the Marches was £446 million. It is clear that the quality and accessibility of Shropshire's countryside is making a considerable economic contribution.

"The cultural ecosystem service 'recreation' is part of general leisure, and is not always easily distinguished from other services such as education or aesthetic appreciation. It usually refers to doing things and interacting with others. Accessible greenspace provide the settings for a wide range of human activities including walking, running, cycling, climbing and horse riding. It also provides

¹⁰ <http://www.sportandrecreation.org.uk/policy/research-publications/reconomics-plus1>

¹¹ <https://new.shropshire.gov.uk/media/2737/marches-ecosystem-assessment-2016.pdf>

space, for example, for picnicking or observing nature, including bird watching, and for informal relaxation. Recreational activities raise individual wellbeing and are therefore a value in itself. But there are also strong links between recreation and health benefits. The Marches tourism offers are largely based on heritage and countryside and therefore Natural Capital dependent. ‘Hotspots’ for countryside visits and rural activities can for example be found within the ‘golden triangle’ of Shrewsbury, Ironbridge Gorge World Heritage Site and Ludlow. Other popular visitor destinations include the three Areas of Outstanding Natural Beauty (AONBs) that are found within the Marches – The Shropshire Hills AONB, The Malverns AONB and The Wye Valley AONB.”

Marches Ecosystem Assessment, 2016

The strategy aimed to:

- Ensure that promoted walking, cycling and horse riding are maintained to the highest standard and have good interpretation
- Implement a higher standard of maintenance on well used, promoted routes
- Ensure that access promotion is compatible with environmental considerations and promote understanding of these aspects to visitors and providers
- Encourage local businesses to relate their services to promoted routes, to maximise economic benefit and improve facilities for businesses
- Improve the recognition of Shropshire as a destination for walking, horse riding, cycling and sustainable tourism
- Provide an increased number of promoted routes
- Provide a co-ordinated approach to access promotion that is of a high standard
- Develop support for walking festivals, events and guided walks

3.6.1 Achievements

Considerable progress has been made on all of these objectives over the past ten years.

High quality promoted routes

There are now over 300 promoted routes across Shropshire that are advertised on the Shropshire’s Great Outdoors website. Major new or improved routes over the past eight years include:

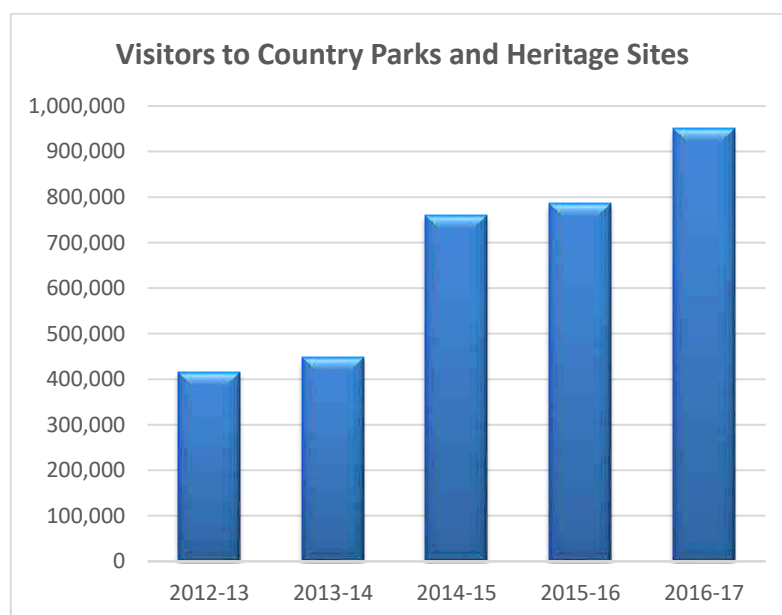
- The Shropshire Way
- The Humphrey Kynaston Way- linear and circular routes
- The Jack Mytton Way extension
- Blue Remembered Hills Bridleway
- The series of Walking with Offa pub and bus walks
- Offa’s Dyke Path circulars
- Oswald’s Trail
- World War 1 walks series

Other routes are in development including those by the Stiperstones and Corndon Hill Country Landscape Partnership Scheme.

A hierarchical quality control system has been introduced and the routes that are important to visitors are amongst those prioritised for maintenance. Where possible the 'least restrictive' principle is applied, making them as easy as possible for everyone to access. A work programme has been in place for these routes and major improvements have been made to some routes that are especially popular, such as the Shropshire Way.

Visitors to Country Parks and Heritage Sites

The popularity of the Country Parks and Heritage Sites is growing, with visitor numbers increasing over the years.



"We visited the Severn Valley countryside centre, today for the very first time. What an absolute gem of a place, we will definitely visit again.

We came to see the Flying Scotsman. Can we say that the facilities are brilliant, parking, the cafe, food and the staff, toilets, and the mini bus service that you put on today for the trains. The guys who ran the bus are fabulous, they even waited for us with the last bus because we wanted to see the Tornado pass at 4.10pm and wouldn't get back to the bus until 4.25pm due to a gentleman who couldn't walk very fast due to lung disease.

Top marks for customer service. Well done!!"

Visitor to Severn Valley Country Park

Environmental considerations

Special natural and cultural assets and the wider landscape have been interpreted through interpretation boards, promotional leaflets and on line to help increase understanding of the landscape and heritage and reduce any potential issues. Some especially sensitive routes, such as

those across the Long Mynd have been upgraded to help reduce any potential damage to natural or heritage assets.

A number of routes are now promoted as 'car-free', train or bus routes as they are accessible by public transport. These include routes using the Shropshire Hills Shuttle buses, Heart of Wales line and buses from Shrewsbury. Information on public transport options is included in many of the walking leaflets, for example the Walking with Offa series.

The Shropshire Hills AONB Partnership led on the development of a Sustainable Tourism Strategy for the popular Shropshire Hills and Ludlow area [ref].

Recognition as a destination for walking, cycling and horse riding

Shropshire is now a real hotspot for Walkers Are Welcome towns. The Walkers Are Welcome UK Network is a nationwide initiative launched in 2007 to encourage towns and villages to be 'welcoming to walkers'. There are only 25 Walkers Are Welcome towns in Central England and Shropshire has 10 of these, so Shropshire is a real hub and this will be helping promote the county as a walking destination.

Walkers Are Welcome accredited towns:

- Bishop's Castle
- Church Stretton
- Cleobury Mortimer
- Clun
- Ironbridge
- Ludlow
- Much Wenlock
- Oswestry
- Wellington
- Whitchurch

A leaflet increasing awareness of Walkers Are Welcome and the towns involved was published for the Shropshire Hills in 2010¹², followed by one for the county in 2015¹³.

Working with businesses

The Shropshire Way was developed in partnership with businesses and is now the flag ship route around Shropshire. The Walking with Offa pub walks series was developed to help improve business for rural pubs and cafes.

The Shropshire Hills AONB Partnership has also worked with businesses through the Shropshire Hills Buy Local Scheme to encourage better understanding of the landscape, more sustainable practices and to encourage more walking.

¹² <http://www.shropshirehillsaonb.co.uk/wp-content/uploads/2010/10/Walkers-are-Welcome-booklet.pdf>

¹³ <http://www.shropshiresgreatoutdoors.co.uk/wp-content/uploads/2015/07/Shrops-Walkers-are-Welcome-final.pdf>

In 2014, the Outdoor Partnerships Team took on the management of the £2.2m EU funded Southern Shropshire LEADER Programme. The LEADER Local Development Strategy seeks to implement the six national LEADER priorities:

- Increasing farm productivity in ways which enhance natural capital;
- Developing sustainable micro and small enterprises and farm diversification;
- Building rural tourism making the most of Shropshire's assets;
- Improving rural services to support business growth and development;
- Enhancing the natural, cultural and heritage attractions of the area;
- Increasing woodland and forest productivity in ways which enhance natural capital.

Within these priorities there are opportunities to improve access either by improvements to routes for economic benefit or through additional access improvements as part of wider applications.

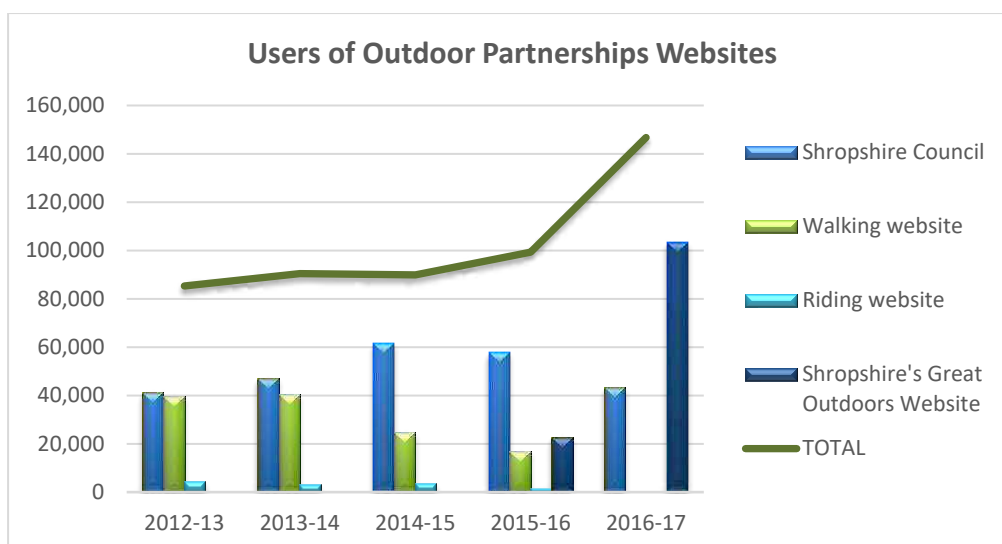
Access promotion

Whilst a marketing plan has not been drawn up, there has been a concerted approach to develop co-ordinated, high quality promotion. The Shropshire Walking and Riding websites have now been replaced by the Shropshire's Great Outdoors website, which is the focus for all access opportunities in Shropshire. The aim is to work more closely with partners to better represent all publically-accessible open space.

Promotion of the county as an outdoor activity destination has improved, with some active lobbying of the walking magazines and National Press. This has led to numerous articles of the beauty of the landscape and its exceptional walking, cycling and riding offer, two BBC Countryfile programmes that featured Shropshire, Off The Beaten Track coverage and two TV news features. There has been considerable Radio Shropshire coverage and there was an article on the Humphrey Kynaston Way in Shropshire Magazine. Extensive coverage of Much Wenlock in the build up to the Olympics helped raise international coverage of the county as an activity destination.

Online promotion has also improved, with the development first of the Shropshire Walking and Riding websites, which have now been replaced with the Shropshire's Great Outdoors website- an interactive map based platform highlighting an array of promoted routes, parks and sites and 'Top Experiences' to encourage people to explore and appreciate the countryside.

The new 'Shropshire's Great Outdoors' website was officially launched at Easter 2016. Since then we have seen over 100,000 users, which far exceeds the number of people using our website previously and we have had some excellent feedback. 76% of people using it are under 45 years old. We need to make sure that marketing is targeted at the younger age groups as well as the people we commonly work with.

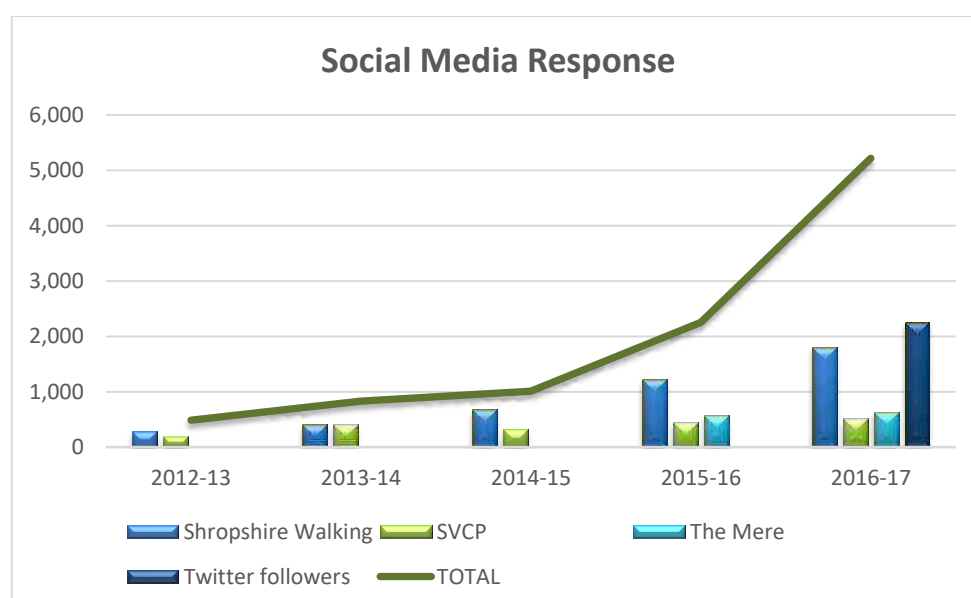


This means that many more people are finding walking, cycling and riding routes and being made aware of the volunteering and other opportunities across the county.

"Having lived near Bridgnorth for a number of years I have always enjoyed the Shropshire countryside and local walks. Imagine my pleasure on recently finding your website Shropshire's Great Outdoors. Having now tried some of the walks my congratulations to whoever has pulled together this little treasure trove of information. I know we are often free in our criticism of SCC but this website is, in my opinion, excellent. The level of information, ability to drill down by different criteria, and its understated health message are just right."

Resident

Social media continues to become more and more popular, reflected by the growth in people 'liking' our Facebook pages and following us on Twitter.



The volunteer groups are increasingly creating their own Facebook accounts for their groups as well.

Festivals and events

Walking and other festivals and events are largely organised by volunteers, who work with their local communities to develop these initiatives. They have been highly successful, with seven of the market towns in Shropshire now having an annual walking festival and many other walking, running, riding and cycling events are held. Outdoor Partnerships has worked with these volunteers where possible to prioritise improvements on popular routes, develop new promoted routes for this purpose and promote events through websites, social media and newsletters.

A series of guided walks are held at Severn Valley Country Park. These help improve understanding of the park and are an opportunity for visitors and local people to mix.

Guided walks training has been offered through a number of projects, most recently through the Meres and Mosses Landscape Partnership Scheme. The training helps encourage volunteers and others to lead guided walks across the county.

3.6.2 Issues

- Whilst some work has been done, there is more progress needed to fully integrate the outdoor activity sector into the tourism and business offer for Shropshire, with more recognition of the importance of the Outdoor Economy and of access to the countryside as a driver for making Shropshire an attractive place to relocate.
- Engagement with and involvement of outdoor activity and equipment suppliers has been poor and there have been few applications for Rural Development Programme funding from this sector.
- The reduction in funding for the service means that high quality maintenance of promoted routes is a challenge and consolidation and improvement of the existing promoted routes should take priority over the development of new ones.
- Lack of investment in some of our key assets and those managed by partners, is limiting the economic returns to the Council and relevant businesses.
- There is a lack of strategic direction of the development of visitor and heritage assets as there are no current cultural or visitor economy strategies for Shropshire.

3.6.3 Priorities

- Be actively involved in the development of coherent visitor economy and cultural strategies for Shropshire by helping identify opportunities for Council owned green space and the Rights of way network to act as a catalyst for business growth in the visitor economy, outdoor activities and heritage sectors for market towns. Aspirations include:
 - Revamp of the Severn Way, increasing walking, cycling and riding opportunities along the river and development of a new Shropshire Canoe Trail, focusing on connections to businesses and communities.
 - Business opportunities at Swan Hill Depot, Ellesmere

- Development of the Visitor Centre and a new Interpretation/ Education space at Severn Valley Country Park
- Increased commercial activity at The Mere
- Development of a new Country Park/ mountain biking centre at Poles Coppice/ Nils
- Team building business development
- Work with the Marches LEP, Defra and neighbouring authorities to disseminate learning from the Southern Shropshire LEADER Programme and help inform new programmes for rural development and agritech.
- Better utilise the Southern Shropshire LEADER Programme and other funding to help the development of the access infrastructure and outdoor activity businesses.
- Work with the University Centre Shrewsbury to understand how Council managed green space and promoted routes can be used as environmental resources and help mitigate climate change impacts.
- Develop a forum for outdoor activity and heritage businesses to identify and help address barriers to business growth.
- Continue to manage and develop the Rights of way network and Parks and Sites as part of the high quality natural environment to help shape the proposition of Shropshire as a place to live and work and support economic growth.
- Offer apprenticeship, sandwich year and/ or post-graduate placements to help retain and upskill a younger work force.
- Explore ways in which conservation and other active volunteering can help get unemployed people ready for work.
- Ensure high quality management of parks and sites, including Management Plans for all sites, securing Green Flag status for our Country Parks, Countryside Stewardship applications to ensure management for biodiversity and protection of designated landscapes – SSSI, SAM, AONB, RIGS etc.
- Support Walkers Are Welcome towns, festivals and events, where possible, through the User Forums.
- Development of multi-user routes should be a priority where possible, for example along disused railways, including a feasibility of a new multiuser route from Ironbridge to Bishop's Castle.
- Better promotion of opportunities to enjoy the countryside on social media etc.
- Use of social media to get customer feedback.

4.0 Conclusions

The past 10 years have seen considerable improvements to access in Shropshire, with extensive work on new promoted routes, improvements to the Definitive Map and increased access and information on our parks and sites, whilst still being managed for wildlife and heritage. Visitor numbers have increased and over 1,000 local people volunteer to help keep the countryside accessible. This illustrates the importance of the Rights of way network and publically accessible greenspaces to residents and visitors alike. Continued promotion and use of new media will help ensure people get the most out of the Great Outdoors.

The network is still 70% accessible (from a low of 36%), despite the budget and staffing for the Outdoor Partnerships team halving over that period. We have one of the largest networks in the country; the same distance as Shrewsbury to New York, so this is a remarkable achievement.

The relationship that has developed with the Public Health department is a good practice example of cross-sector working that can have a significant impact on the health and wellbeing of local people. We continue to deliver a range of initiatives for older people, those with physical and mental health issues, disabilities and learning difficulties. It is hoped that the social prescribing model, if successfully piloted in Oswestry, will see the benefits rolled out to more people who will most benefit from increased activity. With the pressure on Adult and Children's Care budgets, investment in outdoor activities should be a priority for the Council and others going forward.

There are some significant issues, however. The impact of the funding cuts means that the Outdoor Partnerships Service is now having to become more commercial, which could lead to unpopular decisions, like charging for car parking on the larger sites, and divert time from statutory duties to pursue income earning activities. Without increased funding from central Government, this approach is necessary as an effective service cannot be delivered with fewer staff, and any further reduction in budgets would threaten the on-going viability of the service. Capital investment is needed to maintain large structures, such as bridges, to keep the network open.

Reduced funding has also reduced staff capacity. This is especially having an impact on the capacity of the team to develop new projects and innovative approaches.

Changes to legislation, such as the planned Deregulation Bill will have an impact on the team's capacity to address mapping and enforcement issues.

If visitor numbers continue to rise, which is likely given the level of housing development across Shropshire and the aspiration for increased economic development, there could be unacceptable demand for recreation on parts of the rights of way network and on environmentally and culturally sensitive sites. Creation of new recreational spaces associated with the developments is essential and should include a few large parks in the main areas of population, with high quality walking, cycling and riding access to them. The development of these new parks will need to be carefully managed to ensure they can at least pay for themselves in future years.

There also needs to be a focus on new multi-user routes in the future, with the demand for off-road cycling and other activities growing. A campaign to increase awareness of the Countryside Code and promote better understanding between users is needed to discourage antisocial behaviour, damage to habitat and Scheduled Ancient Monuments and illegal use of parts of the network.

New Cultural and Visitor Economy Strategies are planned for Shropshire. Both need to take full account of the outdoor offer, prioritising investment in key natural and cultural heritage sites to improve the product for visitors and locals alike. This needs to be done sympathetically, however, to ensure that habitats and heritage are conserved for future generations.

Walking and cycling as part of the local transport network should be highlighted and provision made in any new transport developments. Outdoor Partnerships should be included in the development of the new Local Cycling and Walking Infrastructure Plan, if taken forward.

The impact of Brexit has yet to be fully understood but could lead to improvements in access if this is included in landowner grants in the future. Pressure needs to be put on government to ensure this is the case and the Shropshire's Great Outdoors Strategy Board needs to lead on this for Shropshire.

The Strategy Board will also lead on the promotion of the benefits of access and recreation across a range of agendas, including economic development, health, community resilience and the environment.

These issues will be debated as part of the consultation on the new Rights of way Improvement Plan due to be published in 2018. Actions to mitigate them will be included in the Improvement Plan and in the Outdoor Partnerships Five Year Strategy, which is being developed in parallel. Priorities will aim to promote and conserve Shropshire's Great Outdoors for the benefit of Shropshire.

Agenda Item 12

Policies



Ludlow Town Council

Health and Safety Policy



elliswhittam

Employment Law / HR / Health & Safety

CONTENTS

1. INTRODUCTION

2. HEALTH AND SAFETY POLICY STATEMENT

2.1 ENVIRONMENTAL POLICY STATEMENT

3. ORGANISATION FOR HEALTH AND SAFETY

4. HEALTH AND SAFETY RESPONSIBILITIES

Board
Town Clerk
Manager (s)
Project Manager
Supervisors
Employees
Contractors
Ellis Whittam

5. HEALTH AND SAFETY RULES

General
Working Practices
Hazard / Warning Signs and Notices
Working Conditions / Environment
Protective Clothing and Equipment
Fire Precautions
Accidents
Health
Rules Covering Gross Misconduct

6. ARRANGEMENTS

Accident, Incident and Ill-Health Recording, Reporting and Investigation
Asbestos
Communication and Consultation
Confined Spaces
Contractors
Disabled Persons
Display Screen Equipment
Driving for Work
Drugs and Alcohol
Electricity
Environment
Excavation, Ground and Floor Penetration
Fire
First Aid
Gas Installations and Appliances
Hazardous Substances (COSHH)
Health, Safety and Welfare
Health Surveillance
Legionnaires Disease
Lifting Operations and Equipment
Liquefied Petroleum Gas (LPG) and Compressed Gas
Lone Working
Machinery Maintenance
Manual Handling
New and Expectant Mothers
Noise
Outdoor and Peripatetic Working
Permits to Work
Personal Protective Equipment

- Risk Assessment
- Smoking
- Stress
- Training
- Vibration
- Violence
- Visitors
- Waste Management
- Work Equipment
- Work At Height
- Working Time Regulations
- Young Persons

7. RISK ASSESSMENT

- Risk Assessment
- Fire Risk Assessment

8. MONITORING OF HEALTH AND SAFETY

- Board
- Town Clerk
- Administration
- Grounds Maintenance Manager

9. LEGAL EXPENSES INSURANCE

INTRODUCTION

1. INTRODUCTION

This Health and Safety Manual has been prepared by Ellis Whittam on our behalf and with our involvement. It contains our Health and Safety Policy as required by the Health and Safety at Work Act 1974 and it defines the way we manage the health and safety hazards and risks associated with our business, premises and activities.

Ludlow Town Council are committed to managing health and safety effectively to protect our employees and other persons with whom we interact because we recognise that we have not only a moral and legal duty but also that our employees are our greatest asset.

Our Health and Safety Policy Statement sets out our commitment and the objectives we aspire to in managing health and safety. It is signed by the most senior person in our organisation to demonstrate that our commitment is led from the top.

Our approach to managing health and safety will be pragmatic and proportionate and will be prioritised according to risk with the objective of maintaining continuous improvement. We accept that we cannot eliminate risk from everything we do but we can manage risk in such a way that exposure to hazards is controlled as far as is reasonably practical.

We recognise that improvement in health and safety will not happen by chance and that planning to manage using a systematic approach through risk assessment is a necessary first step and an ongoing process. In moving forwards we will wherever possible eliminate risk through selection and design of buildings, facilities, equipment and processes. Where risks cannot be eliminated they will be minimised by the use of physical controls or, as a last resort, through systems of work and personal protection.

Our success in managing health and safety will be measurable and we look to establish performance standards against which we can monitor our progress to identify future actions to go into our improvement programme.

Based on our performance measurement in the form of accident monitoring, internal monitoring and external audits we will review our health and safety arrangements periodically and at least annually. The results of our measurement will be recorded and presented to the Board in our Annual Report.

POLICY REVIEW

This Health and Safety Policy will be reviewed annually by Ellis Whittam Ltd in conjunction with our nominated responsible person.

As each review is completed it will be signed off by the consultant from Ellis Whittam and confirmed by our nominated responsible person.

Review Date	Signed on behalf of Ellis Whittam	Confirmed
22 nd October 2015	Dan O'Brien	

DOCUMENT CONTROL

The hardcopies of the Health and Safety Policy provided will remain the controlled copies and we will retain a register of these. Any amendments made to the policy will be provided for each of these accordingly to ensure all copies in circulation remain the current version.

Should further copies of the policy be printed either in whole or part, then these will be marked as 'UNCONTROLLED COPY'. Where further controlled copies are required then these should be issued accordingly and added to the register of controlled copies.

Register

Copy Number or Reference	Location kept

AMENDMENT RECORD

Any amendments made to the Health and Safety Policy will be recorded below with information on changes made.

Where significant changes are to be made which could impact on the business or client, we will consider the reasons for change, potential problems and how it will be implemented.

Date	Section	Ref /Title	Details of amendment made	Change made by
22.10.15	Handbook	Fire	Updated Table	D. O'Brien

LEGISLATION

Extracts of relevant legislation are provided for ease of reference on the Ellis Whittam webpage. Full copies of relevant legislation are available on the Office of Public Sector Information web page (www.opsi.gov.uk) and the National Archives (www.legislation.gov.uk)

GUIDANCE

Guidance on a number of health and safety issues can be accessed by logging onto the Ellis Whittam webpage which we hope you will find useful as a quick reference source.

Should you require further advice or assistance not available here then remember that advice on any health and safety issue is available from the **Ellis Whittam** advice line - **Tel: 0845 226 8393**.

FORMS

Relevant forms and templates that may be utilised can be accessed by logging onto the Ellis Whittam webpage.

POLICY STATEMENTS

2. HEALTH AND SAFETY POLICY STATEMENT

The management of Ludlow Town Council recognises that it has a legal duty of care towards protecting the health and safety of its employees and others who may be affected by the company's activities, and that managing health and safety is a business critical function.

In order to discharge its responsibilities the management will:

- bring this Policy Statement to the attention of all employees
- carry out and regularly review risk assessments to identify proportionate and pragmatic solutions to reducing risk
- communicate and consult with our employees on matters affecting their health and safety
- comply fully with all relevant legal requirements, codes of practice and regulations at International, National and Local levels
- eliminate risks to health and safety, where possible, through selection and design of materials, buildings, facilities, equipment and processes
- encourage staff to identify and report hazards so that we can all contribute towards improving safety
- ensure that emergency procedures are in place at all locations for dealing with health and safety issues
- maintain our premises, provide and maintain safe plant and equipment
- only engage contractors who are able to demonstrate due regard to health & safety matters
- provide adequate resources to control the health and safety risks arising from our work activities
- provide adequate training and ensure that all employees are competent to do their tasks
- provide an organisational structure that defines the responsibilities for health and safety
- provide information, instruction and supervision for employees
- regularly monitor performance and revise policies and procedures to pursue a programme of continuous improvement

This Health and Safety Policy will be reviewed at least annually and revised as necessary to reflect changes to the business activities and any changes to legislation. Any changes to the Policy will be brought to the attention of all employees.

Signed:

Dated:

Position: Town Clerk

2.1 ENVIRONMENTAL POLICY STATEMENT

The management of Ludlow Town Council recognises that the day-to-day operations can impact both directly and indirectly on the environment. We aim to protect and improve the environment through good management and by adopting best practice wherever possible. We will work to integrate environmental considerations into our business decisions and adopt greener alternatives wherever possible, throughout our operations.

In order to discharge its responsibilities the management will:

- bring this Environmental Policy Statement to the attention of all stakeholders
- carry out regular audits of the environmental management system
- comply fully with all relevant legal requirements, codes of practice and regulations at International, National and Local levels
- eliminate risks to the environment, where possible, through selection and design of materials, buildings, facilities, equipment and processes
- ensure that emergency procedures are in place at all locations for dealing with environmental issues
- establish targets to measure the continuous improvement in our environmental performance
- identify and manage environmental risks and hazards
- improve the environmental efficiency of our transport and travel
- involve customers, partners, clients, suppliers and subcontractors in the implementation of our objectives
- minimise waste and increase recycling within the framework of our waste management procedures
- only engage contractors who are able to demonstrate due regard to environmental matters
- prevent pollution to land, air and water
- promote environmentally responsible purchasing
- provide adequate resources to control environmental risks arising from our work activities
- provide suitable training to enable employees to deal with their specific areas of environmental control
- reduce the use of water, energy and any other natural resources
- source materials from sustainable supply, when practicable

This Environmental Policy will be reviewed at least annually and revised as necessary to reflect changes to the business activities and any changes to legislation. Any changes to the Policy will be brought to the attention of all stakeholders.

Signed:

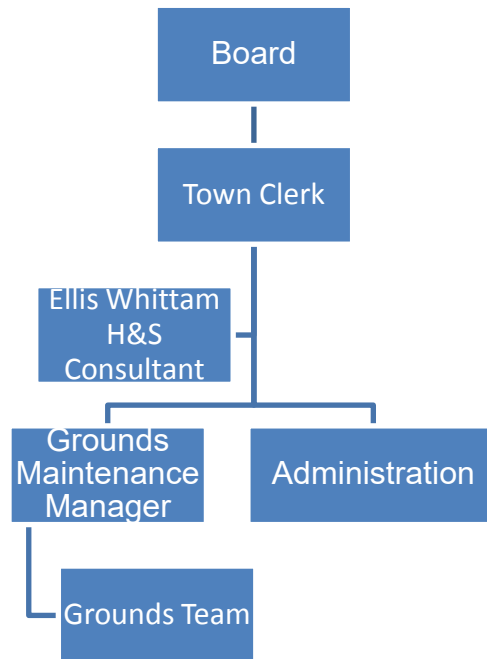
Dated:

Position: Town Clerk

ORGANISATION FOR HEALTH & SAFETY

Ludlow Town Council

Organisation Chart for the Management of Health and Safety



3. ORGANISATION FOR HEALTH AND SAFETY

The overall responsibility for health and safety rests at the highest management level. However, it is the responsibility of every employee to co-operate in providing and maintaining a safe place of work.

This part of our policy allocates responsibilities to line managers to provide a clear understanding of individuals' areas of accountability in controlling factors that could lead to ill health, injury or loss. Managers are required to provide clear direction and accept responsibility to create a positive attitude and culture towards health and safety.

The following positions have been identified as having key responsibilities for the implementation of our health and safety arrangements:

Board

Town Clerk

Manager

Project Manager

Supervisors

HEALTH AND SAFETY RESPONSIBILITIES

4. HEALTH AND SAFETY RESPONSIBILITIES

Board

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

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

The Board will ensure that:

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

Town Clerk

The Town Clerk has overall responsibility for ensuring our compliance with Health and Safety legislation but delegates the responsibility for implementation to Grounds Maintenance Manager & Administrators.

The Town Clerk will ensure that:

- our Health and Safety Policy is implemented, monitored, developed, communicated effectively, reviewed and amended as required
- a health and safety plan of continuous improvement is created and that senior management monitor progress against agreed targets
- suitable and sufficient funds, people, materials and equipment are provided to meet all health and safety requirements
- senior management designated with health and safety responsibilities are provided with support to enable health and safety objectives to be met
- a positive health and safety culture is promoted and that senior management develop a pro-active safety culture which will permeate into all activities undertaken and reach all personnel
- a system of communication and consultation with employees is established
- effective training programmes have been put in to place
- an annual report on the safety performance of the company is presented to the Board

Manager (s)

The Manager will ensure that in their areas of control:

- they actively lead the implementation of our Health and Safety Policy
- they supervise their staff to ensure that they work safely, providing increased supervision for new and young workers
- safe systems of work are developed and implemented
- risk assessments are completed, recorded and regularly reviewed
- accidents, ill health and 'near miss' incidents at work are investigated, recorded and reported
- they communicate and consult with staff on health and safety issues
- they encourage staff to report hazards and raise health and safety concerns
- safety training for staff is identified, undertaken and recorded to ensure staff are competent to carry out their work in a safe manner
- issues concerning safety raised by anyone are thoroughly investigated and, when necessary, further effective controls implemented
- premises, plant and work equipment are maintained in a safe condition
- statutory examinations are planned, completed and recorded
- personal protective equipment is provided, staff instructed in its use and that records are kept
- adequate arrangements for fire and first aid are established
- any safety issues that cannot be dealt with are referred to the Town Clerk for action
- welfare facilities provided are maintained in a satisfactory state
- hazardous substances are stored, transported, handled and used in a safe manner according to manufacturers' instructions and established rules and procedures
- health surveillance is carried out and records are kept
- contractors engaged are reputable, can demonstrate a good health and safety record and are made aware of relevant local health and safety rules and procedures
- health and safety notices are displayed
- agreed safety standards are maintained particularly those relating to housekeeping
- health and safety rules are followed by all

Project Manager

The Project Manager will be responsible for the co-ordination of health and safety provision for the duration of the project.

They will ensure that:

- They work with the appointed Principal Designer to fulfil all legal duties
- they understand the client company's health and safety policy and their responsibilities
- the requirements of the construction phase plan are adhered to and the documentation is properly administered
- the following are determined at the planning stage:
 - the most appropriate order and method of work
 - the provision of adequate lighting
 - the allocation of responsibilities to other contractors on site
 - any hazards which may occur due to overhead or underground services and/or other situations which might lead to improvisation on site
 - the provision of appropriate facilities for welfare, sanitation and first aid
 - the provision of adequate emergency procedures and fire protection provision
 - written method statements and risk assessments to establish safe working methods to explain the sequence of operations, to outline the potential hazards at each stage and indicate precautions to be used
 - sufficient funds to allow a safe system of work and welfare facilities to be provided
- tasks are only carried out by contractors who have been able to demonstrate their health and safety competence
- all materials purchased are accompanied with a material safety data sheet, when appropriate
- the precautions and working methods are discussed with any contractors and any other person affected by the work, prior to commencing of any work
- work is carried out as planned, adhering to current legislation and the agreed safe system of work
- the site is organised so that the work is carried out to the required standard to minimise the risk to personnel, equipment and materials
- all plant and equipment provided is maintained in accordance with current legislation
- plant and equipment is only operated by trained and competent personnel
- any records and documentation required by law are maintained
- all repairs to plant carried out on site are carried out in a safe and proper manner
- all information relating to health and safety of the site personnel is communicated to them
- arrangements are implemented with other contractors to avoid any confusion in responsibilities
- responsibilities are assigned and accepted to appropriate persons

- the electrical supply is installed and maintained, so not to present a risk
- provisions are made for the delivery and stacking of materials to prevent unnecessary manual handling
- they provide suitable personal protective equipment and ensure it is used appropriately
- they set a good example by wearing appropriate PPE while on site
- the site is maintained to a good standard of housekeeping
- disciplinary action is taken against individuals who continue to disregard or disobey health and safety rules

Supervisors

The Supervisors will ensure that in their areas of control:

- they implement our Health and Safety Policy
- they supervise their staff to ensure that they work safely, providing increased supervision for new and young workers
- they communicate and consult with staff on health and safety issues
- health and safety rules are followed by all
- they encourage staff to report hazards and raise health and safety concerns
- issues concerning safety raised by anyone are thoroughly investigated and, when necessary, further effective controls implemented and communicated to staff
- any safety issues that cannot be dealt with are referred to a senior manager for action
- safety training for staff is identified, undertaken and recorded to ensure they are competent to carry out their work in a safe manner
- safe systems of work are developed and implemented
- accidents, ill health and 'near miss' incidents at work are recorded, investigated and reported
- personal protective equipment is readily available and maintained, and relevant staff are aware of the correct use of this and the procedures for replacement
- hazardous substances are stored, transported, handled and used in a safe manner according to manufacturers' instructions and established rules and procedures

Employees

All employees must:

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

Contractors

All contractors must:

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

Ellis Whittam

Ellis Whittam, in agreement with management, provides us with the following services:

- development of our documentation throughout the period of our contract and keeping it updated for:
 - changes in Health and Safety legislation relevant to us
 - organisational changes which affect our management system
- a general risk assessment in the first part of the contract that forms the basis of our risk management programme and helps us plan our future actions to reduce risk.
- a consultant visit to train senior managers and to support our implementation of this Policy by:
 - assisting us to complete specific risk assessments
 - providing further training, as agreed, on relevant agreed topics
 - reviewing and auditing our health and safety procedures and legal compliance
 - providing advice on implementing changes and system procedures

Ellis Whittam is also contracted to:

- fulfil the role of 'Competent Person', providing advice and assistance on Health and Safety issues
- provide for us a telephone advisory service - available 24 hours per day, 365 days of the year
- provide crisis help if we have a serious accident or incident involving the Enforcement Authorities
- provide legal fees insurance, the terms of which are defined in our insurance policy document
- provide briefings to help keep us up to date with new and forthcoming legislation

HEALTH AND SAFETY RULES

5. HEALTH AND SAFETY RULES

This section of our Health and Safety Policy specifies the rules laid down for the attention of all employees. These rules are prepared in accordance with legal requirements and acknowledged safe working practices. In addition to the legal duty imposed upon employees to comply with these rules, failure to observe them will be considered to be a breach of the contract of employment and will result in disciplinary action being taken.

Employees are reminded that a breach of health and safety legislation by an employee is a criminal offence and action taken by an Enforcing Officer against an individual may result in heavy penalties.

Safety rules may vary depending upon the nature of work and the circumstances therefore the overriding requirement is that employees are expected to act in a sensible manner and adhere to verbal instructions given by Management.

General

- It is the duty of all employees to co-operate with management in fulfilling our legal obligations in relation to health and safety.
- Employees must not intentionally or recklessly interfere with anything provided in the interests of health, safety or welfare.
- Employees are required to notify to management of any unsafe activity, item or situation.

Working Practices

- Employees must not operate any item of plant or equipment unless they have been trained and authorised.
- Employees must make full and proper use of all equipment guarding.
- Employees must not clean any moving item of plant or equipment.
- Employees under the age of 18 years must not operate any item of plant or equipment unless they have received sufficient training or are under adequate supervision.
- Employees must not make any repairs or carry out maintenance work of any description unless authorised to do so.
- Employees must use all substances, chemicals, liquids etc, in accordance with all written instructions.
- Employees must not smoke except in prescribed areas.

Hazard / Warning Signs and Notices

- Employees must comply with all hazard/warning signs and notices displayed on the premises.

Working Conditions / Environment

- Employees must make proper use of all equipment and facilities provided to control working conditions/ environment.
- Employees must keep stairways, passageways and work areas clear and in a clean and tidy condition.
- Employees must dispose of all rubbish, scrap and waste materials within the working area, using the facilities provided.
- Employees must clear up any spillage or liquids within the work area in the prescribed manner.
- Employees must deposit all waste materials and substances at the correct disposal points and in the prescribed manner.

Protective Clothing and Equipment

- Employees must use all items of protective clothing/equipment provided as instructed.
- Employees must store and maintain protective clothing/equipment in the approved manner.
- Employees must report any damage, loss, fault or unsuitability of protective clothing/equipment to their supervisor.

Fire Precautions

- Employees must comply with all laid down emergency procedures.
- Employees must not obstruct any fire escape route, fire equipment or fire doors.
- Employees must not misuse any fire fighting equipment provided.
- Employees must report any use of fire fighting equipment to their supervisor.

Accidents

- Employees must seek medical treatment for work related injuries they receive by contacting a designated first aider. Upon returning from treatment they must report the incident to their supervisor.
- Employees must ensure that any accident or injury treatment is properly recorded in the Accident Book.
- Employees must notify management of any incident in which damage is caused to property.

Health

- Employees must report to management any medical condition or medication which could affect the safety of themselves or others.
- Employees must co-operate with the management on the implementation of the medical and occupational health provisions.

Rules Covering Gross Misconduct

An employee will be liable to summary dismissal if they are found to have acted in any of the following ways:

- A serious or wilful breach of Safety Rules.
- Unauthorised removal or interference with any guard or protective device.
- Unauthorised operation of any item of plant or equipment.
- Unauthorised removal of any item of first aid equipment.
- Wilful damage to, misuse of or interference with any item provided in the interests of Health and Safety or welfare at work.
- Unauthorised removal or defacing of any label, sign or warning device.
- Horseplay or practical jokes which could cause accidents.
- Making false statements or in any way deliberately interfering with evidence following an accident or dangerous occurrence.
- Misuse of any item of equipment, utensil, fitting/ fixture, vehicle or electrical equipment.
- Deliberately disobeying an authorised instruction.

ARRANGEMENTS

6. ARRANGEMENTS

Accident, Incident and Ill-Health Recording, Reporting and Investigation

This policy sets out the procedures that are to be followed when any employee, visitor or contractor has an accident, near miss or dangerous occurrence on the company's premises during the course of their employment.

This will also apply to visitors who are members of the public and are therefore not at work. In addition employees who develop a work-related illness must also report via these procedures.

Definitions:

An **accident** is an unplanned event that causes injury to persons, damage to property or a combination of both.

A **near miss** is an unplanned event that does not cause injury or damage but could do so.

A **work-related illness** is a prescribed illness that is obtained by an employee through the course of work or from a non-employee as a result of activities carried out by the company.

The Accident Book

All accidents resulting in personal injury must be recorded in the company's Accident Book.

The Accident Book will comply with the requirements of the Data Protection Act.

The Accident Book will be reviewed regularly by senior management to ascertain the nature of incidents that have occurred in the workplace. This review will be in addition to any investigation of the circumstances surrounding each incident.

All near misses must also be reported to management as soon as possible so that action can be taken to investigate the causes and to prevent recurrence.

Employees must ensure that they are aware of the location of the accident book.

Reporting Requirements

Certain accidents causing injury, both fatal and non-fatal, certain occupational diseases and certain dangerous occurrences are reportable to the Enforcing Authority under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR).

The following events must be reported to the Health and Safety Executive:

- A death
- A specified injuries as detailed in regulation 4

Injuries that lead to a worker being incapacitated for **more than seven consecutive days** as the result of an occupational accident or injury (not counting the day of the accident but including weekends and rest days) must also be reported within 15 working days using the Health and Safety Executive (HSE) website.

You **must** also keep a record of an accident if the worker has been incapacitated for **more than three consecutive days**. If you are an employer who must keep an accident book under the Social Security (Claims and Payments) Regulations 1979, that record can be treated as a record for the purposes of RIDDOR.

Contact details for the Health and Safety Executive are:

Tel: 0845 300 9923 (Monday to Friday 8:30am to 5:00pm)

Website: www.hse.gov.uk

For further advice on injuries, diseases or dangerous occurrences requiring notification please contact the Ellis Whittam Advice Line. (Tel: 0845 226 8393)

The completed report form sent back by the HSE should be kept with the other accident records and documents; this will confirm the notification has been made.

Accident report, completed notification form and investigation notes, witness statements and photographs are to be kept on file to advise the insurers of a potential claim and to present to the Enforcing Authority in the event of an investigation.

Records are to be kept for 3 years from the date of the incident.

Investigation

All injury related accidents that are either notified to the Enforcing Authority or where a serious injury has occurred will be investigated:

- to ensure that all necessary information in respect of the accident or incident is collated
- to understand the sequence of events that led to the accident or incident
- to identify the unsafe acts and conditions that contributed to the cause of the accident or incident
- to identify the underlying causes that may have contributed to the accident or incident
- to ensure that effective remedial actions are taken to prevent any recurrence
- to enable a full and comprehensive report of the accident or incident to be prepared and circulated to all interested parties
- to enable all statutory requirements to be adhered to

The investigation will include obtaining signed witness statements, photographs and drawings as appropriate.

Refer:

- Accident/Incident Investigation Report Form

Asbestos

The company will protect employees and other persons potentially exposed to asbestos as far as is reasonably practicable. Everyone who needs to know about the presence of asbestos will be alerted. No one will be allowed to start any work that could disturb asbestos unless the correct procedures are to be employed.

This will be achieved by minimising exposure through:

- the management of asbestos-containing materials in the workplace premises by
 - **Assessment** - The premises will be surveyed to determine whether asbestos-containing materials are present. It will be presumed that materials contain asbestos unless there is strong evidence to the contrary.
 - The amount and condition of the asbestos-containing material will be assessed and measures will be identified to ensure that airborne asbestos fibres are not present or formed in the workplace.
 - **A Written Plan** - A written plan or register that sets out the location of the asbestos-containing material and how the risk from this material will be managed will be prepared and steps will be taken to put the plan into action. The plan or register will be made available and the arrangements will be reviewed at regular intervals or when there has been a significant change to the organisation or personnel.
 - **Access to Asbestos-containing Materials** - Access to asbestos-containing materials in the premises will be controlled so as to prevent inadvertent disturbance of the material and the release of asbestos fibres. Systems will be put in place to ensure that anyone liable to disturb asbestos-containing materials is made aware of their location.
 - **Monitoring and Maintenance** - The condition of all asbestos-containing materials or materials suspected of containing asbestos will be inspected at agreed intervals to ascertain that there has been no damage or deterioration. Where damage or deterioration is found the asbestos-containing material will be reassessed and repaired or removed as appropriate.
- the management of work in premises that may contain asbestos

Training and Information - Employees who may come into contact with asbestos containing materials (ACM's) through the course of their work will receive adequate training and information such that they can recognise potential ACM's and know what precautions to take.

Asbestos-related Emergencies

Procedures to deal with asbestos-related incidents will be in place (including the provision of information and warning systems) unless there is only a slight risk to the health of employees.

Arrangements for Controlling Work on Asbestos

Any work on, or removal of, asbestos-containing materials will be controlled to ensure that adequate precautions are taken to prevent the release of asbestos fibres.

Work with asbestos and asbestos-containing materials is to be carried out by a licensed contractor (licensed by the HSE) unless the work is exempted from the requirement for licensing.

Selection and Control of Contractors to Work on Asbestos-containing Materials

When contractors are engaged to work on the premises, adequate steps will be taken to ensure the contractors are competent and have sufficient skills and knowledge to do the job safely and without risks to health.

Only contractors licensed by the HSE will be used for the removal of asbestos-containing materials, unless the work involves the removal of materials in which:

- asbestos fibres are firmly linked in a matrix
- the exposure during the removal process is likely to be sporadic or of low intensity

Contractors hired to carry out building or allied trade work that will involve minor work with asbestos must comply with the Control of Asbestos Regulations 2012.

Procedures for Dealing with Health and Safety Issues

Where an employee raises a health and safety problem related to work with asbestos, the company will:

- take all necessary steps to investigate the circumstances
- take corrective measures where appropriate
- advise the employee of actions taken

Where a problem arises relating to the condition of, or during work on, asbestos-containing material, the employee must:

- inform a responsible person immediately, usually a supervisor or manager
- in the case of an accident or emergency, respond quickly to ensure effective treatment

Communication and Consultation

It is a legal requirement for the company to establish arrangements to communicate and consult with employees on issues affecting their health and safety and to take account of their views.

To achieve this objective we will:

- establish effective lines of communication
- involve and consult with employees through:
 - individual conversations
 - notice boards
 - internal publications
 - staff meetings
 - health and safety meetings
- display the 'Health and Safety Law – What You Should Know' poster
- consult with employees when changes to processes, equipment, work methods etc. are to be introduced that may affect their health and safety

Confined Spaces

The company will take all reasonable steps to secure the health and safety of employees and/or contractors, who are required to enter into confined spaces.

A confined space is a place which is substantially enclosed (though not always entirely), and where serious injury can occur from hazardous substances or conditions within the space or nearby (e.g. lack of oxygen).

The company will:

- provide a nominated competent person(s) to carry out risk assessments when entry into confined spaces is planned
- maintain a documented permit-to-work system, which must be used whenever entry into confined spaces is required
- when entry into confined spaces is required for employees
 - I maintain sufficient serviceable sets of appropriate breathing apparatus or respiratory protective equipment and other safety equipment to ensure safe entry where there is danger from gases, fumes, vapours, etc or where there could be a deficiency of oxygen
 - II. provide training in the use of breathing apparatus or other safety equipment for those employees who may be required to use such equipment when working in confined spaces
- when entry into confined spaces by contractors and sub-contractors (including the self-employed) is required
 - I ensure that protective equipment and other safety equipment is used, so as to allow safe entry into confined spaces where there is danger from gases, fumes, vapours, etc or where there is a deficiency of oxygen
 - II ensure that users of such equipment have received adequate training in their use.

Supervisors authorised to issue permits to work in confined spaces are responsible for the correct implementation of the safety arrangements of the system.

All those involved in working in confined spaces are responsible for their own duties in relation to the Permit to Work and for ensuring that their activities do not harm the health and safety of others.

Information and Training

The company will provide sufficient information, instruction and training as is necessary to ensure the health and safety of workers who are required to enter into confined spaces.

Managers and supervisors who are responsible for workers required to enter confined spaces will also be given appropriate training.

Refer:

- Confined Spaces Emergency Arrangements Form

Contractors

When working on our premises it is considered that contractors are joint occupiers for that period and therefore we have both joint liabilities in “common areas”. In order to meet our legal obligations with regard to contractors we will ensure, prior to engaging any contractor, that they are competent and ensure during their period of employment that any works are carried out safely.

The following factors will be considered as part of our procedures for vetting contractors:

- sight of the contractor's own safety policy, risk assessments, method statements, permits to work, etc as applicable
- clarification of the responsibility for provision of first aid and fire extinguishing equipment
- details of articles and hazardous substances intended to be brought to site, including any arrangements for safe transportation, handling, use, storage and disposal
- details of plant and equipment to be brought onto site, including arrangements for storage, use, maintenance and inspection
- clarification for supervision and regular communication during work including arrangements for reporting problems or stopping work in cases where there is a serious risk of personal injury
- confirmation that all workers are suitably qualified and competent for the work (including a requirement for sight of evidence where relevant)
- evidence showing that appropriate Employers and Public Liability Insurance is in place

Clearly, it will not be necessary to go to such elaborate lengths if the contract is very short and will not create hazards of any significance. The complexity of the arrangements will be directly proportional to the risks and consequences of failure.

Similarly we have a parallel duty to the contractor and must ensure that the contractor is not put at risk by our own activities for the duration of the contract.

We will stop contractors working immediately if their work appears unsafe. Staff should report any concerns to a manager immediately.

Construction work and the Construction (Design and Management) Regulations 2015

Where any construction work is carried out that is subject to the Construction (Design and Management) Regulations 2015, to fulfil our legal duties as a “client” under the Regulations we will:

- make suitable arrangements for the management of the project and review those arrangements throughout the project to ensure that they are still relevant
- ensure that all dutyholders that we appoint have the necessary skills, knowledge, training and experience to carry out their roles safely.
- appoint in writing the Principal Designer and Principal Contractor sufficiently early in the project to allow them to carry out their duties properly.
- notify the HSE in writing for projects that require it
- ensure that relevant pre-construction information is passed to all designers and contractors

- ensure that the Principal Designer and Principal Contractor carry out their duties
- ensure that adequate welfare facilities are provided for the contractors
- ensure that no construction commences until an adequate health and safety plan and construction phase plan covering the work has been prepared
- ensure that any health and safety file passed to us is kept securely and readily available for inspection by anyone who requires it to fulfil their legal duties, and , if we choose to dispose of the building, to pass the file to any person or company who acquires the building.
- cooperate fully with all other dutyholders and provide all relevant information and instruction promptly and clearly

Refer:

- Approval of New Contractors Questionnaire
- Contractors Approved List
- Contractors Safety Information

Disabled Persons

The company will give full and proper consideration to the needs of disabled employees and visitors.

To achieve this, the company will:

- treat all disabled employees and visitors with respect and dignity, both in the provision of a safe working environment and in equal access to the organisation's facilities
- ensure that risk assessments are undertaken of the special needs of the disabled and carry out reasonable adjustments to the premises and/or employment arrangements
- encourage employees with special needs to suggest any premises or task improvements to their line managers
- discipline any employees found treating their disabled colleagues with less than the expected standards of respect and dignity
- ensure suitable plans are in place which will assist disabled people to leave the premises swiftly during an emergency evacuation

Refer:

- Personal Emergency Egress Plan Form

Display Screen Equipment

All reasonable steps will be taken by the company to secure the health and safety of employees who work with display screen equipment.

To achieve this objective the company will:

- carry out an assessment of each user's workstation
- implement necessary measures to remedy any risks found as a result of the assessment
- provide adequate information and training to persons working with display screen equipment
- endeavour to incorporate changes of task within the working day, to prevent intensive periods of on-screen activity
- review software to ensure that it is suitable for the task and is not unnecessarily complicated
- arrange for the provision of free eye tests when requested, at regular intervals thereafter and where a visual problem is experienced
- arrange for the supply, at a subsidised cost up to a maximum limit of £45, for any corrective appliances (glasses or contact lenses) where these are required specifically for working with display screen equipment
- advise existing employees, and all persons applying for work with display screen equipment, of the risks to health and how these are to be avoided
- investigate any discomfort or ill-health believed to be associated with the use of display screen equipment and take appropriate remedial action
- make special arrangements for individuals with health conditions that could be adversely affected by working with display screen equipment

Employees must:

- comply with the instructions and training given regarding safe workstation set-up and use, including the need for regular changes of activity or breaks and the use of the equipment provided
- inform their departmental supervisor / line manager of any disability or health condition which may affect their ability to work using display screen equipment or be affected by working with DSE (this information will be treated confidentially)
- report to their departmental supervisor / line manager any discomfort or health concern believed to be associated with the use of DSE (this information will be treated confidentially)

Refer:

- DSE Workstation Assessment Form
- DSE Index of Workstations
- DSE User Training/Information Record
- DSE Record of Eye Tests

Driving for Work

Driving is an integral part to some roles within the company and as such requires driving on company business. Driving has inherent risks associated with it which drivers should be made aware of.

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

- ensure risk assessments are completed and that journeys are planned
- not put unreasonable time constraints on travel
- ensure those driving for business are competent (and where required, authorised) and fit
- provide any additional training that may be deemed necessary to reduce driving related occupational risks
- provide sufficient information and guidance for managers and drivers to enable them to understand the additional occupational risks involved in driving
- establish a travel plan which will limit the requirement for travel and make provisions for long journeys
- require drivers to annually submit copies of their insurance, the MOT certificate or evidence of the MOT exemption for their vehicle and their current driving licence

When providing company vehicles the company will:

- maintain them to the required legal standard and ensure they are suitable for their purpose
- provide and maintain additional tools and equipment necessary for the purposes of the journey
- provide them with regard to safety and the environment i.e. higher ENCAP ratings, lower emissions, better fuel consumption
- provide access to breakdown support and recovery
- provide no smoking signs for inside the vehicle

Implementation

The company asks its entire staff to play their part, whether they use a company vehicle, their own or a hire vehicle.

Drivers

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

It is the responsibility of drivers to inform their manager of:

- anything that could affect their driving e.g. health conditions or injuries, use of prescribed medication
- changes to licence such as; limitations, offences recorded, period bans

- vehicle defects that affect ability / safety to drive
- any accidents / incidents that occurred whilst driving on behalf of the company

Before driving, drivers must:

- review the need to travel
- have a valid licence for the vehicle they are driving and for any overseas travel if required
- ensure valid insurance for business use
- carry out a pre-use vehicle check
- allow sufficient time to drive allowing for traffic, poor weather and rest breaks
- ensure sufficient rest
- be physically fit, with zero alcohol level and not under the influence of drugs that may affect their ability to drive
- have had an eye test in last 2 years and be using any required corrective appliance
- adjust their driving position, head restraints and mirrors to ensure maximum comfort and safety

Whilst driving, drivers must:

- drive in accordance with the applicable law and with consideration for the safety of passengers and other road users
- take regular rest breaks every 2-3 hours or at first signs of tiredness
- remain in control of the vehicle at all times
- not smoke in a company vehicle
- never use any hand held electronic device e.g. mobile phone, satellite navigation, mp 3 player
- never receive or make calls

Managers

Managers should ensure that the driving policy is brought to the attention of drivers and they will:

- lead by example, both in the way they drive and by not tolerating poor driving practices amongst colleagues
- challenge unsafe attitudes and behaviours and encourage staff to drive safely
- monitor compliance with the driving policy at team meetings, staff appraisals and periodic checks
- not expect staff to answer calls when they are driving

Refer:

- Smoking Arrangements
- Alcohol and Drug Arrangements
- Vehicle Check List Form

Drugs and Alcohol

Alcohol

Employees must not drink alcohol on the company's premises or the premises of its customers or clients without express permission from a senior manager or director.

Any employee who is found consuming alcohol on the company's premises or the premises of its customers and clients without permission or is found to be intoxicated at work will normally face disciplinary action on the ground of gross misconduct under the company's disciplinary procedure.

Drugs and medication

The possession, use or distribution of drugs for non-medical purposes on the company's premises is strictly forbidden and a gross misconduct offence.

If you are prescribed drugs by your doctor which may affect your ability to perform your work you should discuss the problem with your manager or supervisor.

If the company suspects there has been a breach of this policy or your work performance or conduct has been impaired through substance abuse, the company reserves the right to require you to undergo a medical examination to determine the cause of the problem.

Medical Examination

Existing and prospective employees may be asked to undergo a medical examination, which will seek to determine whether he/she has taken a controlled drug or has an alcohol abuse problem.

A refusal to give consent to such an examination or a refusal to undergo the screening will result in the immediate withdrawal of any offer made to prospective employees and will normally be treated as gross misconduct for employees.

If, having undergone a medical examination, it is confirmed that you have been positively tested for a controlled drug, or you admit there is a problem, the company reserves the right to suspend you from your employment (with or without pay) to allow the company to decide whether to deal with the matter under the terms of the company's disciplinary procedure and/or to require you to undergo treatment and rehabilitation.

Reasonable Grounds

The company reserves the right to search you or any of your property held on company premises at any time if there are reasonable grounds to believe that this policy is being or has been infringed or for any other reason. If you refuse to comply with these search procedures, your refusal will normally be treated as gross misconduct.

The company reserves the right to inform the police of any suspicions it may have with regard to the use of controlled drugs by its employees on the company's premises.

Electricity

All reasonable steps will be taken to secure the health and safety of employees who use, operate or maintain electrical equipment.

To ensure this objective the company will:

- ensure electrical installations and equipment are installed in accordance with IEE Wiring Regulations
- maintain the fixed installation in a safe condition by carrying out routine safety tests
- inspect and test portable and transportable equipment as often as required to ensure safety
- promote and implement a safe system of work for maintenance, inspection and testing
- forbid live working unless absolutely necessary, in which case a permit must be issued
- ensure employees who carry out electrical work are competent to do so
- maintain detailed records

Employees must:

- visually check electrical equipment for damage before use
- report any defects found to their line manager / supervisor
- not use defective electrical equipment
- not carry out any repair to any electrical item unless qualified to do so
- switch off non-essential equipment from the mains when left unattended for long periods
- not bring any electrical item onto the company premises until it has been tested and a record of such a test has been included in the appropriate record
- not leave electric cables in such a position that they will cause a tripping hazard or be subject to mechanical damage

Refer:

- Portable Electrical Equipment Inspection and Test Register Form
- Portable Appliance Visual Checklist Form

Environment

All reasonable steps will be taken to protect the environment. In order to discharge its responsibilities the management will:

- comply fully with all relevant legal requirements, codes of practice and regulations
- prevent pollution to land, air and water
- reduce water and energy use
- minimise waste and increase recycling within the framework of our waste management procedures
- identify and manage environmental risks and hazards
- involve customers, partners, clients, suppliers and subcontractors in the implementation of our objectives
- promote environmentally responsible purchasing
- provide suitable training to enable employees to deal with their specific areas of environmental control
- improve the environmental efficiency of our transport and travel
- establish targets to measure the continuous improvement in our environmental performance
- eliminate risks to the environment through selection and design of buildings, facilities, equipment and processes. Where risks cannot be eliminated they will be minimised by the use of physical controls or, as a last resort, through systems of work and personal protection
- only engage contractors who are able to demonstrate due regard to environmental matters
- bring the Environmental Policy Statement to the attention of all employees

Environmental complaints procedure

On receipt of a complaint about any environmental related matter the following procedure will be implemented:

- the name, address and contact details will be taken from the complainant along with details of the complaint including dates, times, frequency, impact and location
- full details of the complaint will be recorded and passed a Senior Manager or Director for an investigation to be instigated
- investigations will be commenced at the earliest opportunity and at least within 24 hours
- where the complaint is found to be justified immediate measures will be taken to remedy the problem as far as is reasonably practicable
- results of all investigations will be recorded and copied to the complainant, a Senior Manager or Director

- the complainant will be kept advised of the results of any investigation and the measures being taken to seek a solution; including details of the proposed timescales where immediate resolution is not possible

All employees are responsible for working towards the objectives contained within this policy.

Refer:

- Environmental Policy Statement
- Environmental Protection Act 1990

Excavation, Ground and Floor Penetration

All reasonable steps will be taken to secure the health and safety of employees who are required to carry out any excavation, ground and/or floor penetration work.

To ensure this objective the company will:

- ensure that a risk assessment is always carried out prior to undertaking excavation, ground or floor penetration
- provide plans and site drawings that can be used to identify the approximate position of any site services, pipelines or structures
- carry out scanning at regular depth intervals, using an appropriate device to identify the actual position of any metal containing pipes or cables
- provide equipment and precautions needed such as trench sheets, props, baulks etc. on site before work starts
- ensure that any possible ground contamination must be checked before work commences by reviewing the results of soil tests or trial holes to provide useful data on conditions likely to be found which can assist planning
- ensure that excavations which are supported to prevent any person being buried or trapped by accidental collapse, fall or dislodgement of material are subject to formal inspection by a competent person
- arrange for all excavations to be inspected at the start of every shift, and more frequently if something happens to affect its strength or stability. A record of all inspections will be made and retained

Before digging any trench, pit, tunnel or other excavation the company will determine what temporary support will be required and other precautions necessary to prevent:

- collapse of the sides
- materials falling onto people working in the excavation
- people and vehicles falling into the excavation
- undermining nearby structures
- damage to underground services
- ingress of water
- premature removal of support

Refer:

- Training and Competence Record Form
- Permit to Work Form
- Isolation Permit Form
- Excavation Inspection Form

Fire

All reasonable steps will be taken to prevent a fire occurring. In the event of fire, the safety of life will override all other considerations, such as saving property and extinguishing the fire.

In order to prevent fire and to minimise the likelihood of injury in the event of a fire the company will:

- assess the risk from fire at our premises and implement appropriate control measures
- ensure good housekeeping standards are maintained to minimise the risk of fire
- provide and maintain safe means of escape from the premises
- develop a fire evacuation procedure for all buildings
- provide and maintain appropriate fire-fighting equipment
- regularly stage fire evacuation drills, inspect the means of escape and test and inspect fire-fighting equipment, emergency lighting and any fire warning systems
- provide adequate fire safety training to employees, plus specialist training to those with special responsibilities
- make arrangements for the safe evacuation of deaf or otherwise disabled persons
- make arrangements for ensuring all visitors are made aware of the fire evacuation procedures
- display fire action notices
- keep fire safety records

The company does not require persons to attempt to extinguish a fire but extinguishing action may be taken if it is safe to do so.

Immediate evacuation of the building must take place as soon as the evacuate signal is given. All occupants, on evacuation, should report to the pre-determined assembly points.

Re-entry of the building is strictly prohibited until the fire brigade officer or a senior person present declares it is safe to do so.

Employees are encouraged to report any concerns regarding fire procedures so the organisation can investigate and take remedial action if necessary.

Refer:

- Fire Risk Assessment
- Fire Risk Inspection Record
- Fire and Emergency Notice

First Aid

The company is committed to providing sufficient provision for first aid to deal with accidents and injuries that arise at work.

To achieve this objective the company will:

1. appoint and train a suitable number of first aid personnel to cover all work patterns
2. display first aid notices with details of first aid provision
3. provide and maintain suitable and sufficient first aid facilities including first aid boxes
4. provide any additional first aid training that may be required to deal with specific first aid hazards

The minimum first aid provision at all sites is an adequately stocked first aid box and an Appointed Person to take charge of the first aid arrangements.

Appointed Person

The Appointed Person duties include:

- taking charge when someone falls ill or is injured, including calling an ambulance if required
- looking after and maintaining the first aid box and contents

The Appointed Person will not be required to provide treatment for which they have not been trained.

First Aiders

First aiders are qualified personnel who have received training and passed an examination in accordance with HSE requirements.

The numbers of first aid personnel at each location will be determined by individual circumstances, the level of risk and in line with current government guidance.

First aid personnel will be provided with refresher training at regular intervals to keep their skills up to date.

First Aid Boxes

First aid boxes will be provided within the workplace to ensure there are adequate supplies for the nature of the hazards involved. All boxes will contain at least the minimum supplies suggested by L74: First Aid at Work Approved Code of Practice. Only specified first aid supplies will be kept. No creams, lotions or drugs, however seemingly mild, will be kept.

Portable First Aid Kits

Portable first aid kits will be available for staff members required to work away from the normal workplace, where access to facilities may be restricted, such as:

- work with potentially dangerous tools and machinery away from base location
- staff travelling in vehicles on a regular basis

Refer:

- First Aid Notice

Gas Installations and Appliances

The company will ensure that all work carried out on gas fittings and appliances are in accordance with the requirements of the regulations and the Safety in the Installation and Use of Gas Systems and Appliances Manual.

The company is committed to achieving high standards of health and safety for all staff, visitors, customers and others. For these reasons employing, training, and arranging the assessments of operatives that are competent to work on gas installations and appliances – servicing, repairing or installing, is highly significant to supporting these aims.

The company supports the aims of:

- reducing the waste of fuel and material
- increasing operational efficiency
- eliminating unnecessary emission of atmospheric pollutants
- reducing the risk to death, injury and distress to members of the public, staff and others who may be affected
- increasing confidence, amongst users, in the safe use of fossil fuels and fossil fuel burning appliances

The Gas Safe Register (GSR) is the governing body approved by the Health and Safety Executive to register and monitor the activities of gas installation and use. Gas fitting operatives carrying out work on behalf of the company will be registered with the GSR.

No person shall interfere with any gas appliance or gas fitting or pipe work unless qualified and competent to do so.

Hazardous Substances (COSHH)

All reasonable steps will be taken to ensure all exposure of employees to substances hazardous to health is prevented or at least controlled to within statutory limits.

The company will implement the following:

- an inventory of all substances hazardous to health kept or present on site will be maintained and copies of relevant hazard data sheets retained
- competent persons will be appointed to carry out risk assessments of the exposure to substances hazardous to health and advise on their control
- all operations which involve, or may involve, exposure to substances hazardous to health will be assessed and appropriate control measures will be taken if elimination or substitution of the substance is not possible
- engineering controls will be properly maintained by planned preventive maintenance and annual performance monitoring to ensure continued effectiveness
- systems of work will be reviewed at suitable intervals and revised if necessary
- all employees and others who may work in the affected areas will be informed of the purpose and safe operation of all engineering controls
- personal protective equipment (PPE) will only be used as a last resort or as a back-up measure during testing or modification of other controls
- the type and use of PPE will be carefully assessed and maintained according to manufacturers' instructions
- assessments will be reviewed periodically or if changes to the operation or any hazardous substances used
- qualified professionals, where necessary, will carry out health surveillance
- employee health records of all exposures to substances hazardous to health will be kept for a minimum of 40 years
- all employees will be provided with understandable information and appropriate training on the nature of the hazardous substances they work with. Employees will be informed about any monitoring and health surveillance results
- all changes to control measures and changes of PPE will be properly assessed and no new substances will be introduced into the workplace without prior assessment

Information and Training

The company will give sufficient information and training to ensure full understanding of the hazards to health posed by substances in the workplace and the importance of the control measures provided. Information will also be given to others who may be affected such as contractors, temporary staff and visitors where appropriate.

Managers and supervisors of areas which use substances hazardous to health will be given additional training to ensure the proper management of the risks.

Refer:

- COSHH Risk Assessment Form
- COSHH Inventory of Hazardous Substances

Health, Safety and Welfare

The company is committed to providing suitable health, safety and welfare facilities in line with current legislation, in particular the provision of:

- adequate maintenance of workplace and equipment
- appropriate ventilation, temperature control and lighting
- suitable cleanliness and housekeeping standards
- adequate workspace allocation
- properly designed workstations
- well maintained traffic routes and floors
- appropriate fall protection
- suitable glazing
- safe access and egress (well maintained exits and entrances)
- appropriate sanitary and washing facilities
- separate toilet facilities for men and women
- plentiful drinking water supply and cups
- seating with an incorporated back rest
- accommodation for keeping clothing clean and dry
- facilities for changing, rest periods, hot drinks and meals preparation
- showering facilities if the nature of an employees work requires this
- appropriate first aid provision
- appropriate emergency, fire and evacuation equipment and procedures

The company recognises these responsibilities are required for any work whether on a remote work site, at their usual workplace or head office.

Refer:

- The Health and Safety At Work Act
- The Workplace (Health, Safety And Welfare) Regulations
- The Construction (Design And Management) Regulations

Health Surveillance

Health surveillance is the early detection of adverse health risks associated with a work activity. It allows staff at increased risk to be identified and additional precautions to be taken as necessary. It is also a means of checking the effectiveness of the existing control measures.

To ensure adequate health surveillance is implemented the company will:

- carry out risk assessments to identify those activities, processes or materials that are likely to give rise to a health risk
- ensure that adequate control measures are put in place to reduce risks as far as possible
- seek advice on risk reduction from our safety advisor, occupational hygienist or other relevant person as necessary
- seek the advice of relevant people on the need for health surveillance where it is thought that a residual health risk remains following the implementation of control measures
- advise employees of the health risks and the signs of ill health
- ensure employees co-operate with health surveillance procedures provided
- discuss with the relevant people any health concern brought to their attention by an employee

Format of Health Surveillance

If a reliable test can be carried out, the format of health surveillance may include the use of questionnaires to determine symptoms and may also involve clinical examination or measurements, such as lung function testing, hearing tests or biological sampling.

Frequency of Health Surveillance

The level of risk will determine the frequency of health surveillance programmes. Where the risk is thought to be low, only baseline data will be required and staff should report to the team leader if any problems are experienced. Baseline data will usually be gathered at the employment interview.

If the risk is thought to be more significant, periodic health surveillance for all exposed staff will take place. In most cases this will be annual; however in some high-risk areas a more frequent programme may be agreed. More frequent surveillance may be required where a person's medical history suggests a particular vulnerability. The responsible person or occupational health nurse will make this decision and manage the recall process.

If health problems are identified following health surveillance, control measures will be reviewed and where necessary enhanced.

The occupational health nurse or doctor will advise on any specific actions to take with regard to the affected employee, e.g.:

- reducing the length of exposure
- restricting work activities which cause exposure
- re-deploying the affected employee
- advising on additional personal protective equipment (PPE)

Record Keeping

The responsible person or occupational health nurse will, with the support of team leaders, ensure employees requiring health surveillance are identified and recalled at appropriate intervals.

Health records will be kept for a minimum of 40 years.

Employees will be allowed reasonable access to their health records and a copy offered to individuals when they leave the company.

Refer:

- Medical Questionnaire Form

Legionnaires Disease

All reasonable steps will be taken to assess and identify potential legionellosis hazards and to prevent or minimise the risk of exposure.

At risk systems include the hot and cold water storage and distribution system.

To achieve control of legionella bacteria the company will implement the following:

- **Avoidance of Conditions Favouring Growth of Organisms**

As far as practicable, water systems will be operated at temperatures that do not favour the growth of legionella. The recommended temperature for hot water is 60°C and either above 50°C or below 20°C for distribution, as care must be taken to protect people from exposure to very hot water.

The use of materials that may provide nutrients for microbial growth will be avoided. Corrosion, scale deposition and build up of bio films and sediments will be controlled and tanks will be lidded.

- **Avoidance of Stagnation**

Dead-legs, which occur when water services leading from the main circulation water system to taps or appliances, are used only intermittently and other parts of systems which may provide a reservoir for infection will be identified and where possible eliminated.

- **System Maintenance**

Water systems will be disinfected by an effective means before being taken into service and after shut downs of five or more days. Plant will be regularly inspected and maintained (e.g. by monthly visits from a water treatment specialist). Plant will be disinfected periodically (normally twice yearly) by chlorination or by temporarily raising water temperatures. Biocides may be used to control microbial growth. Maintenance personnel must wear appropriate protective clothing.

- **Sampling**

Sampling for legionella will not normally be necessary, unless in the case of an outbreak or to monitor the effectiveness of precautionary measures. Weekly monitoring of chemical and microbiological water quality will be carried out to give a useful indication of the state of the system.

- **Record Keeping**

Records will be kept of all maintenance, temperature monitoring and sampling carried out.

Selection, Training and Competence of Staff

Persons carrying out control measures will receive appropriate training and supervision so they are able to perform their duties competently.

Action in the Event of an Outbreak

A contingency plan in case of an outbreak of legionellosis will be prepared. This will include the:

- identification of people who may have been exposed

- involvement of public health authorities
- dissemination of information to employees and other interested parties as to the nature of the risks

Lifting Operations and Equipment

All reasonable steps will be taken to ensure lifting operations and equipment are suitably managed with regards to health and safety.

Definition

Lifting equipment includes any equipment used at work for lifting or lowering loads, including attachments used for anchoring, fixing or supporting it.

Implementation

The company will ensure that

- lifting equipment is suitable for the intended use with adequate strength and stability
- an examination scheme is drawn up by a competent person
- lifting operations will be properly planned by a competent person, appropriately supervised and carried out in a safe manner
- lifting equipment is maintained in a safe condition and examined/inspected by competent persons (annually or 6 monthly if lifting people) to ensure correct installation and safe operation
- lifting equipment will be re-examined following relocation or conditions that may cause deterioration
- safe working load (SWL) is clearly displayed on all lifting equipment
- suitable training, instruction and information is provided for operators and supervisors

Records

All thorough examination reports will be kept for as long as the equipment is being used except for lifting accessories reports and reports carried out due to deterioration in condition, which must be kept for 2 years.

Refer:

- Training and Competence Record Form
- Lifting Operations and Lifting Equipment Regulations
- Work Equipment Maintenance Record Form

Liquefied Petroleum Gas (LPG) and Compressed Gas

Gas cylinders are a convenient way to transport and store gases under pressure.

These gases are used for many different purposes, including:

- soldering, welding and flame cutting
- chemical processes
- fire extinguishers
- heating and cooking

The main hazards are:

- impact from the blast of a gas cylinder explosion, or rapid release of compressed gas
- impact from parts of gas cylinders that fail or any flying debris
- contact with the released gas or fluid
- fire resulting from the escape of flammable gases or fluids
- impact from falling cylinders

Where LPG / Compressed Gas are used, the company will ensure that provision is made for:

- adequate training and supervision in their use
- suitable handling equipment and storage facilities with adequate ventilation
- regular maintenance and inspection

Handling and Use of Gas Cylinders

- Users must carry out an external visual inspection of the gas cylinders and any attachments (e.g. valves and regulators), to determine whether they are damaged. Indicators may include dents, bulges, evidence of fire damage etc.
- Use gas cylinders in a vertical position, unless specifically designed to use otherwise.
- Always double-check that the cylinder/gas is the right one for the intended use.
- Close the cylinder valve and replace dust caps, where provided, when a gas cylinder is not in use.
- Before connecting a gas cylinder to equipment or pipe work make sure that the regulator and pipe work are suitable for the type of gas and pressure being used.
- Wear suitable safety shoes when handling gas cylinders.
- Do not drop gas cylinders.
- Empty cylinders must be stored in a safe and secure manner and not disposed of with normal waste.
- Do not lift the cylinders by valves, shrouds and caps.

Transporting Gas Cylinders

- Fit suitable protective valve caps and covers to cylinders, when necessary, before transporting.
- Securely stow gas cylinders in an upright position to prevent them from moving or falling.
- Disconnect regulators and hoses from cylinders whenever practicable.
- Ensure gas cylinders are clearly marked to show their contents and the hazards associated with their contents.

Storage of Gas Cylinders

- Store gas cylinders in a safe and secure manner.
- Gas cylinders containing flammable gas should not be stored in part of a building used for other purposes.
- Protect gas cylinders from external heat sources and ensure that gas cylinders are stored away from sources of ignition and flammable materials.
- Gas cylinders must be clearly marked to show what they contain and the hazards associated with their contents.
- LPG cylinders should be stored away from drains and not in cellars.

Lone Working

The company will ensure, so far as is reasonably practicable, that employees and self-employed contractors who are required to work alone or unsupervised for significant periods of time are protected from risks to their health and safety.

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

Particular consideration will be given to:

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

Information and Training

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

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

- when working alone, e.g. in an isolated area of a building with all doors closed, ensure that someone is aware of your presence
- check that work being done has been subject to risk assessment and check the assessment yourself – some work may have been identified as requiring the assistance of a second person
- if possible and arranged beforehand, keep in regular contact with someone else, e.g. use a mobile phone to call into the office every couple of hours indicating your movements
- do not put yourself at risk; if you do not feel safe discuss the situation with your immediate manager

Refer:

- Visit Schedule

Machinery Maintenance

The company will take all reasonable steps to ensure the safety of all employees maintaining the machinery as well as the safety of those affected by the maintenance work. The company will liaise with the suppliers of all new machinery to establish how that machinery should be maintained safely.

The company will seek to inform and train personnel to implement this policy.

To achieve this objective the company will, in consultation with the maintenance staff:

- carry out an assessment of how the machinery should be isolated for specific maintenance work
- carry out an assessment of how the machinery should be isolated to enable general maintenance work to be carried out safely
- carry out an assessment of the maintenance of the machine itself, including any heavy parts that have to be moved, any positions that have to be reached to achieve the necessary result and any risks of parts falling
- carry out an assessment of how the maintenance of the machine affects its environment
- carry out an assessment of all hazards that arise when guards have been removed
- take appropriate measures for the protection of any person carrying out maintenance operations which the assessment has shown to involve risk to health or safety
- provide any personal protective equipment that might be necessary to carry out the work safely
- ensure that employees are aware of the reporting procedures, so that a responsible person is informed of any problems as soon as they arise and remedial action can be taken

Information and Training

The company will give sufficient information, instruction and training as is necessary to ensure the health and safety of all maintenance staff and any others affected by maintenance of the machinery. Managers responsible for supervising the maintenance of the machinery will be appropriately trained.

Refer:

- Work Equipment Maintenance Record

Manual Handling

To prevent injuries and long term ill-health from manual handling the company will ensure that operations which involve manual handling are eliminated, so far as is reasonably practicable. Where it is not practical the company will carry out an assessment to determine what control measures are required to reduce the risk to an acceptable level.

To implement this policy the organisation will ensure that:

- manual handling assessments are carried out where relevant and records are kept
- employees are properly supervised
- adequate information and training is provided to persons carrying out manual handling activities including details of the approximate weights of loads to be handled and objects with an uneven weight distribution
- any injuries or incidents relating to manual handling are investigated, with remedial action taken
- employees adhere to safe systems of work
- safety arrangements for manual handling operations are monitored and reviewed
- where relevant, employees undertaking manual handling activities are suitably screened for reasons of health and safety, before doing the work
- special arrangements are made for individuals with health conditions which could be adversely affected by manual handling operations

Reducing the risk of injury

In considering the most appropriate controls, an ergonomic approach to designing the manual handling operation will optimise the health, safety and productivity associated with the task.

Techniques of risk reduction will include:

- mechanical assistance
- redesigning the task
- reducing risk factors arising from the load
- improvements in the work environment
- employee selection

No employee will be required to lift any item that they do not feel confident of doing without risking personal injury.

Refer:

- Manual Handling Risk Assessment Form

New and Expectant Mothers

The company recognises that the general precautions taken to protect the health and safety of the workforce as a whole may not in all cases protect new and expectant mothers and there may be occasions when, due to their condition, different and/or additional measures will be necessary.

To implement effective measures for new and expectant mothers the company will ensure that:

- employees are instructed at induction to inform their relevant manager of their condition at the earliest possible opportunity and that the highest level of confidentiality is maintained at all times
- risk assessments are carried out for all work activities undertaken by new and expectant mothers and associated records and documentation maintained
- necessary control measures identified by the risk assessment are implemented, followed, monitored, reviewed and, if necessary, revised
- new and expectant mothers are informed of any risks to them and/or their child and the controls measures taken to protect them
- any adverse incidents are immediately reported and investigated
- appropriate training etc is provided where suitable alternative work is offered and accepted
- provision is made to support new and expectant mothers who need to take time off work for medical reasons associated with their condition
- where relevant a suitable rest area is provided to enable the new or expectant mother to rest in a degree of privacy and calm
- where risks cannot be eliminated or reduced to an acceptable level then consideration will be given to adjusting working conditions and/or hours or if necessary providing suitable alternative work or suspension with pay

Refer:

- New and Expectant Mothers Notification and Risk Assessment Form

Noise

The company will take all reasonable steps necessary to ensure that the risk of hearing damage to employees who work with noisy equipment or in a noisy environment is reduced to a minimum.

Noise Assessments

The company will carry out regular noise exposure assessments of noisy areas, processes and/or equipment as appropriate. Assessments will be used as the basis for formulating action plans for remedial measures when necessary. Assessments will be recorded and updated regularly, particularly when changes in work practice cause changes in noise exposure levels of employees.

Reduction of Noise Exposure Levels

The company will, as far as is reasonably practicable, take all steps to reduce noise exposure levels of employees by means other than the use of personal protection. The company accepts that the use of ear protectors is a last resort, and is committed to continuing to seek and introduce alternative methods for reducing noise exposure levels whenever possible in the future.

Provision of Ear Protectors

The company will provide suitable and effective ear protection to employees working in high noise levels, as indicated as necessary by the results of noise exposure assessments. It will also provide for the maintenance and repair or renewal of the protective equipment, provide training in the selection and fitting of protectors and provide details of the circumstances in which they should be used.

Hearing Protection Zones

The company will designate and mark out hearing protection zones, which may include particular areas, operations or pieces of equipment. All personnel entering these zones will be required to wear ear protectors.

Use and Maintenance of Noise Control Equipment and Procedures

The company will maintain all equipment and monitor all procedures introduced for the purpose of reducing noise exposure of employees, including enclosures, silencers and machine covers.

All personnel will be required to

- use these procedures and equipment correctly
- promptly report any defects or deficiencies through the appropriate channels

Provision of Training

The company will provide adequate training to employees as part of its hearing conservation and noise control policy.

All employees who are subject to high levels of noise will be provided with:

- information, instruction and training about the harmful effects of noise
- information and training on what they must do in order to protect themselves and meet the requirements of the law and of the organisation's policy

Managers and supervisors responsible for formulating and carrying out the organisation's noise policy will also be given appropriate training.

Where a problem arises as a result of noise in the workplace, the employee must inform a responsible person immediately.

Audiometric Testing

Where employees are exposed to risk from high noise levels, the company will adopt a programme to monitor the hearing of employees subject to high levels of noise ensuring the organisation's noise control policy is effective and that employees' hearing is not being adversely affected. This will involve regular audiometric tests carried out by properly trained personnel and pre-employment audiometric tests for new employees.

Outdoor and Peripatetic Working

The company will ensure, so far as is reasonably practicable, that employees who work outdoors or away from their normal base are not put at any additional risk to their health and safety.

The company will:

- where work is being undertaken on a site under the control of another party, review any risk assessments and agree an appropriate safe system of work
- ensure outdoor activities are planned and risk assessed prior to undertaking the work. This will include visiting of the site(s) to identify potential hazards
- establish safe systems of work from the risk assessments, and provide staff training and instruction in these
- ensure suitable personal protective clothing is made available to staff either from the company or from the third party in control of the site
- ensure suitable arrangements are in place for emergencies, including adequate first aid

Implementation

Staff working outdoors, or away from base, are responsible for ensuring that:

- if working on a third party site, they report to a responsible person to ensure familiarisation with safety precautions relating to the particular site
- they report any problems or shortcomings to their manager or supervisor as soon as possible. If, during work, the conditions change or any aspect of the task changes in such a way to increase the risk, work should stop, unless doing so presents a greater risk
- the appropriate personal protective equipment provided is worn correctly and when required to do so. Any defects must be reported to their manager or supervisor
- they are familiar with the emergency arrangements and that these are in place prior to starting work
- all accidents and incidents are reported to their manager and in line with any local arrangements for the site

Refer:

- Safe System of Work Form

Permits to Work

Non-routine work, such as maintenance, cleaning, equipment installation and refurbishment, can produce health and safety risks over and above those normally encountered in our day to day activities. Permits to work are designed to check that all eventualities have been considered when planning and organising this type of work and are an important means of minimising any risks involved.

Employees, contractors and visitors are all expected to comply with the requirements of any permits that are in force.

Employees working off site, i.e. on another organisation's premises, are expected to abide by all permits to work operated on that site.

Should employees experience any problems with the operation of permit-to-work systems, they should immediately inform a responsible person (usually a manager or supervisor) so the organisation can investigate and rectify the situation.

Permits to work exist to cover tasks carried out under certain circumstances and over limited time periods. They will therefore be displayed while the work specified is under way but will cease to operate when the tasks have been completed.

Information and Training

The company will provide the necessary information and appropriate training to ensure that appropriate employees, supervisors, contractors and visitors are fully aware of the permits in use and are competent to undertake the tasks and tests prescribed in the permits.

Refer:

- Permit to Work Forms

Personal Protective Equipment

The company provides personal protective equipment (PPE) when the risk presented by a work activity cannot be eliminated or adequately controlled by other means. When it is provided, it is because health and safety hazards have been identified that require the use of PPE and it is therefore necessary to use it in order to reduce risks to a minimum.

To effectively implement its arrangements for the use of PPE the company will:

- ensure that PPE requirements are identified when carrying out risk assessments
- use the most effective means of controlling risks without the need for PPE whenever possible and only provide PPE where it is necessary
- carry out an assessment to identify suitable PPE
- ensure that if two (or more) items of PPE are used simultaneously, they are compatible and are as effective used together as they are separately
- ensure PPE is available to all staff who need to use it
- provide adequate accommodation for correct storage of PPE
- provide adequate maintenance, cleaning and repair of PPE
- inform staff of the risks their work involves and why PPE is required
- instruct and train staff in the safe use and maintenance of PPE
- make arrangements for replacing worn or defective PPE
- review assessments and reassess the need for PPE and its suitability whenever there are significant changes or at least annually

Employees provided with PPE for their own personal use at work will be required to sign to confirm its receipt.

Refer:

- Personal Protective Equipment Issue Record

Risk Assessment

Risk assessment is a systematic examination of what within our business can cause harm to people and it helps us determine whether we are doing enough or further actions are required to reduce the likelihood of injury or ill health.

Our policy is to complete a general risk assessment of all our known and reasonably foreseeable health and safety hazards covering all our premises, equipment and activities in order to plan and prioritise the implementation of the identified control measures.

More detailed specific risk assessments will also be carried out as determined by the general assessment to address those premises, equipment, people or activities to comply with specific legislation or to proactively manage health and safety risks.

We will ensure that:

- assessments are carried out and records are kept
- control measures introduced as a result of assessments are implemented and followed
- employees are informed of the relevant results and provided with necessary training
- any injuries or incidents lead to a review of relevant assessments
- assessments are regularly monitored and reviewed
- suitable information, instruction and training will be provided to all persons involved in the risk assessment process

We may be controlling risks in various ways, determining the effectiveness of those controls is part of our risk assessment process.

Refer:

- Risk Assessment Form

Smoking

Exposure to second-hand smoke, also known as passive smoking, increases the risk of lung cancer, heart disease and other illnesses. Ventilation or separating smokers and non-smokers within the same airspace does not stop potentially dangerous exposure.

It is the policy of the company that all of its workplaces are smoke-free and that all employees have a right to work in a smoke-free environment.

Smoking is prohibited throughout the entire workplace with no exceptions. This includes company vehicles that are used by more than one employee. If you have a company car that is designated for your sole use and that is never used by other employees then you can smoke in it if you wish – but the company recommends that you do not do so. This policy applies to all employees, customers and visitors.

Implementation

All staff are obliged to adhere to and facilitate the implementation of the policy.

The company will ensure that all employees and contractors are aware of the policy on smoking. They will also ensure that all new personnel are given a copy of the policy on recruitment or induction.

Appropriate 'no smoking' signs will be clearly displayed at or near the entrances to the premises. Signs will also be displayed in company vehicles that are covered by the law.

Stress

The Health and Safety Executive define stress as “the adverse reaction people have to excessive pressure or other types of demand placed on them”. This makes an important distinction between pressure, which can be a positive state if managed correctly, and stress which can be detrimental to health.

Stress at work can come about for a variety of reasons. It may be excessive workload, unreasonable expectations, or overly-demanding work colleagues. As a reasonable company, we try to ensure that you are in a pleasant working environment and that you are as free from stress as possible.

We will:

- work to identify all workplace stressors and conduct risk assessments to eliminate stress or control the risks from stress
- regularly review risk assessments
- consult with Safety Representatives on issues relating to the prevention of work-related stress
- provide access to confidential counselling for employees affected by stress caused either by work or external factors
- provide training for all managers and supervisory staff in good management practices
- provide adequate resources to enable managers to implement the company’s agreed stress management strategy

Employees who experience unreasonable stress which they think may be caused by work should raise their concerns with their Manager or through the company’s grievance procedure.

Following action to reduce the risks, they shall be reassessed. If the risks remain unsustainable by the employee concerned, efforts shall be made to reassign that person to other work for which the risks are assessed as tolerable.

Refer:

- Stress Individual Risk Assessment Form

Training

Training in health and safety is a legal requirement and also helps create competent employees at all levels within the company to enable them make a far more effective contribution to health and safety, whether as individuals, teams or groups.

Competence of individuals through training helps individuals acquire the necessary skills, knowledge and attitude which will be promoted by managers and supervisors throughout the organisation.

Our training objectives will cover three areas, that of the organisation, the job and individuals.

All employees will need to know about:

- the health and safety policy
- the structure and system for delivering this policy

Employees will need to know which parts of the system are relevant to them, to understand the major risks in our activities and how they are controlled.

Managers and supervisors training needs will include:

- leadership and communication skills
- safety management techniques
- skills on training and instruction
- risk assessment
- health and safety legislation
- knowledge of our planning, measuring, review and audit arrangements

All our employees training needs will include:

- relevant health and safety hazards and risk
- the health and safety arrangements relevant to them
- communication lines to enable problem solving

All employees will receive **induction training**. Such training will cover:

fire procedures, warning systems, actions to be taken on receiving warning, locations of exits/escape routes, evacuation and assembly procedures, first aid/injury reporting procedures, names of first aiders/appointed persons, instruction on any prohibition areas (i.e. no smoking), issue of protective clothing/equipment and its use, instruction under COSHH, mandatory protection areas, thorough instruction applicable to their particular duties at work etc.

Training needs will be reviewed as a result of job changes, promotion, new activities or new technology, following an accident/incident and performance appraisal.

Records of training will be kept for all employees.

Employees must:

- participate in the induction training activities they have been required to attend or carry out
- work according to the contents of any training they receive
- ask for clarification of any points they do not fully understand
- not operate hazardous plant or equipment, use hazardous chemicals or carry out any hazardous activity unless they have been appropriately trained and instructed

Refer:

- Employee Induction Check List
- Training and Competence Record
- Health and Safety Policy Acknowledgement Form

Vibration

Regular exposure to continuous vibration from a work process has the potential to cause long term ill health including a range of occupational diseases collectively known as hand-arm vibration syndrome (HAVS) or whole body vibration (WBV).

To minimise the risk from vibration the organisation will:

- assess the risks to health from exposure to continuous levels of vibration and determine the control measures needed
- introduce effective control measures to ensure levels of exposure to hand-arm vibration and whole body vibration are eliminated or reduced as far as is reasonably practicable
- record the assessments and review them periodically or when changes occur
- ensure that the most appropriate equipment is used for the job
- ensure that those persons responsible for managing work likely to result in exposure to hand arm vibration and whole body vibration are adequately trained and competent
- inform, instruct and train employees about the risks and the precautions to be taken to protect themselves from the harmful effects of continuous exposure to vibration
- ensure no new equipment or processes are introduced into the work activities where there is a foreseeable risk of hand-arm or whole body vibration without a risk assessment and approval of a designated manager
- maintain an inventory of all vibration equipment used that is likely to cause hand-arm vibration and whole body vibration
- monitor exposure of hand-arm vibration and whole body vibration and undertake appropriate health surveillance, where necessary
- maintain tools to the manufacturer's specifications to avoid worsening vibration

Refer:

- WRULD Initial Risk Assessment Form

Violence

The company recognises that in certain situations violent behaviour towards staff may occur and therefore will take all reasonable measures to protect staff from violence and aggression.

We define violence and aggression as:

- actual or threatened physical assaults on staff
- psychological abuse of staff
- verbal abuse which includes shouting, swearing and gestures
- threats against employees

To achieve this objective we will:

- carry out risk assessments of potential conflict situations to determine the control measures necessary to protect staff
- ensure that premises are kept secure
- inform all employees of the procedure following a violent or challenging behaviour incident
- not tolerate violence or challenging behaviour towards our employees
- train our employees who may be exposed to violence or challenging behaviour situations
- support the employees involved in any incident
- support their decisions regarding the pressing of criminal charges
- provide any counselling or post-incident assistance required by the employees
- keep records of all incidents of violence and aggression and review the control measures with a view to continual improvement in employee safety

Refer:

- Violence/Challenging Behaviour Incident Report Form

Visitors

In the interest of safety and security, the company will take the necessary measures to protect staff and visitors from any accidents or incidents that may occur during visiting.

Employees hosting visitors must ensure that:

- they are authorised to enter the premises or accompanied
- they adhere to applicable health and safety instructions and rules during their visit
- adequate information is passed to ensure their safety including emergency information
- any protective clothing required is provided and worn
- any accidents / incidents involving visitors are reported through the accident reporting arrangements

Employees aware of people on the premises who may be unauthorised should report these to their manager for action.

Emergency Action

In the event of the fire alarm sounding, all visitors should be escorted to the assembly point by their host. Visitors should not leave the area before notifying the senior person present.

Refer:

- Visitor Record Form
- Visitor Rules

Waste Management

The company will instigate a waste management plan for any work carried out when required to by legislation and in order to do so will identify the:

- client
- Principal Contractor
- person with overall responsibility for the waste management plan
- location of the site where the work will be carried out
- estimated cost of the project

In carrying out any site work the company will adhere to the following hierarchy for processing of waste materials:

- re-use (on or off site)
- recycle (on or off site)
- send off site for recovery
- send for incineration
- as a last resort send to land fill

The waste management plan will:

- describe each type of expected to be produced
- estimate the quantities of each type of waste
- describe the waste management action for each type of waste (e.g. re-use, recycle)

The waste management plan will comply with the duty of care and ensure materials will be handled efficiently and waste managed appropriately. All waste materials which leave site will be processed through licensed contractors.

Additional duties:

- ensure co-operation between all contractors involved on the project during the construction phase
- discuss waste management with every site worker through induction, training and tool box talks
- ensure that waste is reused, recycled or recovered, where practicable to do so

Refer:

- Site Waste Management Data Sheet

Work Equipment

The company will provide a safe working environment in relation to work equipment safety and ensure all employees receive appropriate safety information and training in their work equipment.

To achieve this objective the company will:

- provide work equipment that is suitable for the purpose and compliant with the requirements of the Provision and Use of Work Equipment Regulations
- retain and make available the manufacturer's instruction manual for each item of equipment, where relevant
- before using any item of work equipment, ensure that a risk assessment is carried out and brought to the attention of relevant employees
- inspect all equipment at installation and prior to first use
- regularly inspect work equipment in accordance with the manufacturer's recommendations
- maintain work equipment in accordance with the manufacturer's recommendations
- keep records of all inspections and maintenance
- provide adequate instruction, information and training to employees to enable the work equipment to be used and maintained safely
- provide refresher training as appropriate and as determined necessary by workplace inspections

Refer:

- Work Equipment Risk Assessment Form
- Work Equipment Risk Assessment Checklist
- Work Equipment Maintenance Record

Work At Height

The company will take all reasonable steps to provide a safe working environment for all employees who may be affected by work at height activities.

The company will ensure that:

- all work activities that involve work at height are identified and assessed
- the need to undertake work at height will be eliminated whenever it is reasonably practicable to do so
- adequate and secure working platforms with guard rails and toe boards will be used in preference to ladders which will be used for light, short duration work only and secured to prevent displacement
- when necessary, only scaffolds and scaffold towers that have been erected by a competent person will be used
- roof lights and other fragile surfaces will be protected to prevent falls
- fall arrest equipment will be used if other means of prevention (safety nets, harnesses with running lines, etc.) are not practical or justified
- risks associated with those activities where work at height cannot be eliminated are evaluated and steps are taken to control them
- all the necessary equipment to allow safe access to and egress from the place of work is provided
- all the necessary equipment to ensure adequate lighting and protection from adverse weather conditions is provided
- suitable plant is provided to enable the materials used or created in the course of the work are safely lifted to and from the workplace and stored there if necessary
- any working platform and its supporting structures are selected and/or designed in accordance with current standards
- regular inspections of all equipment required for working at height are undertaken
- competent persons are appointed to be responsible for the supervision of all work at height and associated activities
- any contractors from whom they procure services comply with this policy

Information and Training

The company shall provide any information, instruction and training required to work in a safe manner when working at height.

Refer:

- Ladder Inspection Record

Working Time Regulations

The company will ensure that all workers under their control adhere to the working time regulations.

The working time regulations are designed to limit the number of hours individuals have to work. The company will NOT encourage workers to work over the 48 hours but workers can choose to work longer hours if they wish by opting out. Workers cannot be forced to opt out and can revoke their opt out, if they give a suitable notice period.

Individuals who are tired due to working excessive hours are more likely to suffer from mental health problems, general ill health and make mistakes leading to accidents.

A summary of the requirements for adult workers:

- a maximum of 48 hours per week, averaged out over a 17 week reference period (employees can opt out of this)
- entitlement to a minimum uninterrupted rest period of 11 hours in every 24-hour period with no opt out
- entitlement to 28 days paid holiday per year (including statutory holidays) for full time workers (pro-rata for part time workers)
- maximum of 8 hours per shift for night shift workers
- free health assessments for night shift workers
- 24 hour rest period at least once a week, can be 48 hours every fortnight with no opt out
- entitlement to a rest break, if working over six hours
- employees must not suffer any detriment if they choose not to opt out

Travelling to and from the normal work place, break periods, rest periods, holidays and sickness do not count as working time.

The reference period of 17 weeks can be increased 26 weeks or 52 weeks by local collective agreements with recognised trade unions or official employee representatives.

A young person's maximum hours are limited to 40 hours per week with no reference period.

Young persons are generally excluded from shift working.

Refer:

- Working Time Regulations
- Working Time Regulations Opt Out Form

Young Persons

Whilst precautions taken to protect the health and safety of the workforce as a whole will, in many cases, also protect young persons, there are occasions when different and/or additional measures will be necessary due to their lack of experience, knowledge or absence of awareness of potential risks.

A 'young person' is defined as one who is below the age of 18 years.

To ensure the safety of young persons the organisation will:

- carry out risk assessments to cover the activities of young persons
- implement the actions determined by the risk assessment process
- inform the young persons of any risks associated with their work and the control measures taken to protect them
- provide a copy of the risk assessment to the parent/guardian of any young person below the school leaving age
- provide additional appropriate information, instruction, supervision and training, etc as determined by the risk assessment

Refer:

- Young Persons Risk Assessment
- Young Persons Training Record

RISK ASSESSMENT

7. RISK ASSESSMENT

Risk Assessment

Risk Assessment involves identifying the hazards present in the work place or arising out of any work activity and evaluating the extent of the risks involved to employees and others, taking into account existing precautions and their effectiveness.

A **hazard** is something with a potential to cause harm and can include articles, substances, plant or machines, methods of work and the work environment.

Risk is the likelihood of harm from that hazard being realised. Risk increases with the number of people exposed to the hazard and also with the potential severity of the harm i.e. the resultant injury or ill health effect. If there are no hazards there are no risks.

The regulations require that risk assessments are '**suitable and sufficient**' in that they should identify all the significant hazards present within the business and its activities and that they should be proportionate to the risk. The assessment should cover all risks that are reasonably foreseeable.

The risk assessment must identify all those people who may be affected by the hazard, whether they are workers or others, such as members of the public.

We may be controlling risks in various ways, determining the effectiveness of those controls is part of the risk assessment process.

Health and safety law does not demand absolute safety when considering what safety controls are required but measures taken should go as far as is '**reasonably practicable**'; a balance between risk and costs, the greater the risk the greater the need to commit resources in terms of time and money to remove or control the risk.

It is a legal requirement that the significant findings of our risk assessments are brought to the attention of our employees.

Carrying out risk assessments

Those who are involved in risk assessments should:

- be competent
- have knowledge and experience of working procedures in practice, potential dangers and strengths and weaknesses of existing precautions
- have knowledge and experience of how to solve problems identified by the assessment
- be in a position to give the commitment, co-operation and resources required to implement the assessment results

It is important that the person carrying out the risk assessment is competent. This means that the person must have the necessary skills and knowledge gained through experience and training and may have qualifications that enable them to make sound judgments.

The five stages of risk assessment

STEP 1 - IDENTIFY THE HAZARDS

Look for hazards by walking around the workplace. List the hazards that could reasonably be expected to cause harm. Ask for the opinion of employees as they may have noticed things that are not immediately obvious.

Examples of hazards include:

- cables trailing over floors
- fire
- chemicals
- work benches which are too high or too low
- electricity
- loads which have to be moved manually
- work equipment
- working environment e.g. ventilation, lighting, heating

STEP 2 - IDENTIFY WHO MAY BE HARMED AND HOW

List groups of people and individuals who may be affected by the hazards e.g.:

- staff
- members of the public
- contractors on the premises

Pay particular attention to vulnerable persons, e.g. those with disabilities, visitors, female employees who are pregnant or who have recently returned to work after having a baby, inexperienced employees or young persons.

STEP 3 - EVALUATE AND CONTROL THE RISK

Evaluate the risks arising from the hazards and decide whether existing precautions are adequate or if more should be done. When evaluating the extent of the risk, account should be taken of the chance of some harm occurring (likelihood), the likely severity of this, and the number of people who could be affected. The formula:

Severity x Likelihood = Risk

Is used on the risk forms within this policy manual

Even after all precautions have been taken some risk may remain. Ensure the precautions in place meet standards set by legal requirements comply with a recognised standard, represent good practice and reduce the risk as far as is reasonably practicable.

Where additional controls or further action are necessary to reduce the risk, decide what more could reasonably be done by adopting the following principles:

- avoid the risk completely
- evaluate risks which cannot be avoided
- combat risks at source
- adapt work to the individual
- make use of technical progress

- replace the dangerous with none or less dangerous
- develop an overall prevention policy
- give priority to measures which protect the greatest number of people
- give appropriate instructions to employees

IMPLEMENTING AN ACTION PLAN

Once the level of risk has been determined and the control measures needed to reduce or eliminate the risk established, an action plan should be drawn up with timescales for implementation of the control measures.

STEP 4 - RECORD YOUR FINDINGS

The significant findings of the assessment must be recorded since these provide evidence that something has been done, it is also a legal requirement. Keep any written assessments for future reference and ensure that employees are informed of the findings and control measures, either existing or additional, that have to be observed and used. In some circumstances the findings of the risk assessment should also be given to others who could be affected, for example agency workers, contractors etc.

Hazards and example controls

Hazard	Example control measures
Manual handling	Mechanical aids, hoists, getting assistance, breaking loads into smaller units, training
Hazardous substances	Substitution for less hazardous alternatives, extract ventilation, personal protective equipment, training
Work equipment (machinery, tools, etc.)	Guarding, demarcation of danger zones, restricted operation and use planned preventative maintenance, training
Ladders	Avoid working at height. correct type of ladder/stepladders, maintained, training
Electricity	Insulated tools, residual circuit breakers, fuses, earthing, inspection and testing of systems and appliances
Stairs, etc	Good lighting, handrails, non-slip surfaces, slightly raised/highlighted front edges
Fire	Detection/warning systems, fire drills, extinguishers, signs, suitable storage facilities for substances and goods, fire retardant furniture and fittings
Noise	Reduction at source, isolation, ear protection, demarcation of danger zones
Stress	Reduce/increase workload, more control over work, work suitable for the individual, avoidance of monotonous repetitive work
Work environment	Good lighting, ventilation, redesign layout of area, heaters/coolers

STEP 5 - MONITOR AND REVIEW THE ASSESSMENT

It is important that the control measures are monitored and that records are kept. A regular review of the assessments should be made to take into account any changes to the methods or systems of work. You should also review the assessment following an accident, where there has been a significant change to the work, if new information comes to light, or if there is any other reason to believe that it may no longer be valid. Following the review, additional control measures should be implemented if required. Even if there are no significant changes since the original risk assessment, it should be regularly reviewed to confirm that it is still relevant and valid.

Refer

- Risk Assessment Form

Fire Risk Assessment

A fire risk assessment is an organised and methodical look at the premises, the activities carried on there and the likelihood that a fire could start and cause harm to those in and around the premises.

The aims of the fire risk assessment are:

- to identify the fire hazards
- to reduce the risk of those hazards causing harm to as low as reasonably practicable
- to decide what physical fire precautions and management arrangements are
- necessary to ensure the safety of people in your premises if a fire does start

The significant findings of the fire risk assessment, the actions to be taken as a result of the assessment and details of anyone especially at risk must be recorded.

It is important that the fire risk assessment is carried out in a practical and systematic way and that enough time is allocated to do a proper job. It must take the whole of your premises into account, including outdoor locations and any rooms and areas that are rarely used. Small premises may be able to assess as a whole, in larger premises you may find it helpful to divide them into rooms or a series of assessment areas using natural boundaries, e.g. process areas, offices, stores, as well as corridors, stairways and external routes.

Risk assessments must take account of other users of the buildings and co-operation and communication of hazard and risk must be shared between businesses to ensure a co-ordinated response is prepared and implemented.

You need to appoint one or more competent persons to carry out any of the preventive and protective measures needed to comply with the legislation. This person could be you, or an appropriately trained, employee or, where appropriate, a third party.

Your fire risk assessment should demonstrate that, as far as is reasonable, you have considered the needs of all relevant persons, including disabled people.

Five Steps to Fire Risk Assessment

1. Identify the hazards

- Sources of ignition
- Sources of fuel
- Sources of oxygen

2. Identify people at risk

- Employees
- People in and around the premises
- Vulnerable persons, disabled etc.

3. Evaluate, remove, reduce and protect from risk

- Evaluate the risk of fire occurring
- Evaluate the risk to people from fire
- Remove or reduce the fire hazards
- Remove or reduce the risks to people

4. Consider:

- Detection and warning
- Fire fighting
- Escape routes and travel distances
- Lighting
- Signs and notices
- Maintenance

5. Record, plan, inform, instruct and train

- Record the significant findings and action taken
- Prepare an emergency plan
- Inform and instruct relevant people; co-operate and co-ordinate with other businesses
- Provide training

6. Review

- Keep assessment under review
- Revise where necessary

Refer:

- Fire Risk Assessment Form

MONITORING HEALTH AND SAFETY

8. MONITORING OF HEALTH AND SAFETY

Measurement is essential to maintain and improve our health and safety performance to identify how effectively we are controlling risks and how well we are developing a positive health and safety culture.

There are two types of performance monitoring, active and reactive.

Active monitoring

Monitoring is a line manager's responsibility and in this section there are monitoring checklists for each of the key management positions to be used to determine achievement against relevant health and safety standards. In completing the checklist managers are providing evidence that they have carried out monitoring within their areas of responsibility and they are reinforcing their commitment to health and safety objectives in general and helping to develop a health and safety culture.

This approach to proactive monitoring gives the company feedback on its performance before an accident, incident or case of ill health.

Managers and supervisors with defined health and safety responsibilities must monitor in detail the areas for which they have day to day control. Much of this checking will be informal and not recorded but formalised, structured checks are also essential to ensure all areas are covered and to demonstrate compliance to senior managers who must in turn seek assurance that first line monitoring is taking place.

Employees who take a proactive interest or represent groups for health and safety can also be involved with monitoring and may take the format of a health and safety tour or if more formally via a devised checklist.

Refer:

- Health and Safety Inspection Form

Reactive monitoring

Reactive monitoring of events including accidents, incidents, cases of ill health or property damage provide an opportunity to check performance and learn from mistakes and improve control measures.

Trends and common features arising from accident and incident investigation can identify jobs or activities where future health and safety initiatives would be most beneficial. Investigations may also provide valuable information in the event of legal action or an employee claim.

Board

To be completed: Biannually

Date:

Subject	Yes	No	Comment
Health and Safety Management			
Is the Health and Safety Policy statement current and up to date?			
Does the management structure within the Policy reflect the current organisation?			
Have all Policies and Procedures been reviewed within the 12 months?			
Are Policies and Procedures being adhered to?			
Health and Safety Performance			
What is the health and safety employee claim history for the last 12 months?			
How many accidents/incidents have been reported under RIDDOR within the last 12 months?			
How many accidents/incidents have occurred across the company within the last 12 months?			
Have near miss statistics been compiled and analysed for the last 12 months?			
Have any enforcement notices been served on the company within the last 12 months?			
Have trends in accidents/incidents been identified to provide a direction for future safety initiatives?			
Are there any outstanding enforcement issues from the last 12 months?			
Are there any outstanding health and safety enforcement issues?			
Communication and Consultation			
Has the Health and Safety Committee met at the agreed intervals?			
Have the Health and Safety Committee met at least twice within the last 12 months?			

Town Clerk

To be completed: Annually

Date:

Subject	Yes	No	Comment
Health and Safety Management			
Is the Health and Safety Policy statement displayed?			
Is the 'Health and Safety Law" poster and Employers Liability insurance certificate displayed?			
Has a report on the last 12 months health and safety performance been prepared?			
Have those persons delegated with health and safety responsibility been trained?			
Are arrangements in place to ensure health and safety training is provided throughout the company?			
All employees provided with health and safety information?			
Has a Health and Safety Plan for the next 12 months been prepared?			
Are there adequate resources to implement the Health and Safety Plan?			
Are there any remedial actions outstanding from the Health and Safety Plan?			
Are we on target with our Action Plan?			
Is the Safety Action Plan being completed in line with agreed timescales?			
Are any new Policies and Procedures required?			
Health and Safety Performance			
Have annual accident /incident statistics been compiled?			
Have internal monitoring procedures been amended to include issues previously subject to enforcement action?			
Communication and Consultation			
Has Health and Safety been discussed at meetings at least twice within the last 12 months?			
Have the Committee's minutes been circulated?			
Have all issues raised been addressed or programmed for action?			
Are there any issues outstanding?			
Have all health and safety checklists been completed and actions raised discussed by the H&S Committee?			

Are delegated persons completing their Health and Safety Monitoring activities at the agreed timescales?			
Risk assessments			
Are risk assessments completed for those activities where a significant risk of injury is foreseeable?			
Are there any outstanding control measures from previous risk assessments?			
Are all risk assessments up to date and control measures listed in an Action Plan?			
Are control measures being maintained?			
Are there any issues that require attention, following the completion of the risk assessments?			
Have staff had the risk assessments brought to their attention?			
Have any changes taken place which affect the validity of the assessments?			
Are there any injuries or 'near misses' recorded that are related to work activities that have not been assessed?			
Training			
Have all staff received induction training?			
Is all induction training up to date?			
Have the Health and Safety training needs across the organisation been determined?			
Have staff received specific health and safety training?			
Have staff received training in relevant health and safety subjects?			
Are training needs being met?			
Are training records up to date?			
Are staff informed of the control measures that need to be taken to protect themselves and others from the hazards of the work?			
Fire and Emergencies			
Do all sites have a fire risk assessment in place?			
Has the fire risk assessment been reviewed within the last 12 months?			
Have all the actions from the fire risk assessment been completed?			
Has the fire alarm for each site been serviced in accordance with the service contract?			
Have the fire alarms been serviced within the last 12 months?			

Are emergency lights serviced and tested in accordance with the relevant British Standard?			
Is the quantity of flammable material on site kept to a minimum?			
Is flammable waste removed regularly?			
Accident / First Aid			
Are there adequate numbers of First Aiders or Appointed Persons?			
Are details of the Appointed Persons / First Aiders displayed?			
Do all staff have access to a first aider and do all staff know who they are?			
Are there sufficient first aid boxes provided?			
Are there sufficient first aid facilities?			
Are those working on the site aware of the first aid arrangements?			
Electricity			
Is the fixed electrical testing up to date for each site?			
Is the fixed wiring due for its periodic examination and test?			
Are all electrical installations that are vulnerable to damage adequately guarded?			
Have all exposed electrical sockets been fitted with child proof covers?			
Are isolation switches marked to identify which equipment or machine they isolate?			
Is there safe access to isolation switches?			
Does the power supply operate without regular power cuts being experienced?			
Is the portable appliance inspection and testing schedule up to date?			
Gas Safety			
Are gas appliances inspected and tested at prescribed intervals?			
Are records kept?			
Are the gas supply isolators readily identifiable and accessible?			
Is a copy of the emergency procedure displayed at or near the gas meter?			

General Workplace			
Are there any outstanding items of building maintenance that may cause a significant health and safety issue?			
Asbestos			
Has an asbestos survey been conducted at all sites?			
Is the asbestos survey report made available to all relevant contractors?			
Is all known asbestos material free from damage or deterioration?			
Are areas of the workplace where asbestos is present, marked to identify its presence?			
Are asbestos warning labels still in place?			
Have the regular checks been completed?			
Do employees know what to do if they see material that they suspect to be asbestos?			
Do the employees know who to report asbestos damage to?			
Do employees know of the risks to health from exposure to asbestos fibres?			
Cellars			
Is the cellar clean and tidy with clear access to all cellar areas?			
Is the cellar door kept secure against unauthorised access?			
Are low ceilings/doorways highlighted and padded?			
Are gloves, apron and goggles readily available for line cleaning operations?			
Are warning/instruction notices displayed on what action to take if a carbon dioxide cylinder is leaking?			
Legionella			
Has the water system been disinfected within the last 12 months?			
Is the annual disinfection of the water system due?			
Are the temperatures recorded adequate to control the growth of legionella?			
Are the temperature monitoring records up to date?			
Are the records up to date?			

Lone Working			
Have risk assessments been undertaken and all control measures implemented?			
Are arrangements in place to protect lone workers?			
Are adequate communication and emergency procedures in place for lone workers?			
Have staff been trained on the arrangements?			
Have there been any incidents recorded involving lone workers?			
Manual Handling			
Are there any tasks that require a manual handling assessment?			
Are steps taken to minimise the risk of injury from manual handling?			
Are manual handling aids such as trolleys being used wherever possible?			
Are manual handling aids provided wherever possible?			
Are adequate manual handling aids provided?			
Needles and Sharps			
Are the sharps boxes positioned safely away from service users?			
Personal protective equipment			
Are all items of personal protective equipment readily available and plentiful?			
Are all items of personal protective equipment required, made available and used appropriately?			
Is adequate personal protective clothing provided?			
Has adequate personal protective equipment, e.g. hard hats, safety boots, gloves, goggles and dust masks been provided?			
Is the personal protective equipment that is provided adequate?			
Are details of PPE issue recorded and kept up to date?			
Are suitable gloves and overalls provided for cleaning staff?			
Are suitable gloves provided for those who have to handle items with sharp edges?			
Is protective footwear provided for those whose work involves the risk of injury to the feet?			
Is suitable clothing provided for those who have to work in wet, dirty or otherwise adverse conditions?			

Where personal protective equipment has been issued is it used?			
Is the equipment in good condition and worn by all who need it?			
Is any of the personal protective equipment in need of replacing?			
Are suitable storage facilities provided for personal protective equipment?			
Is the use of personal protective equipment regularly monitored and enforced?			
Is all non-disposable respiratory protective equipment examined and tested at least once per month?			
Smoking			
Are suitable no smoking signs displayed at all entrances?			
Are no smoking prohibitions being complied with?			
Vehicles			
Are vehicles serviced in accordance with the manufacturer's recommendations?			
Are all servicing and MOT records up to date?			
Are vehicle insurances in date?			
Are vehicle service logs up to date?			
Are regular vehicle checks being completed?			
Have driver licences been checked within the last 12 months?			
Work at Height			
Are work at height assessments being completed?			
Has a detailed risk assessment been performed on all tasks involving work at height?			
Have all tasks that involve work at height been identified in an initial assessment?			
Are assessments regularly reviewed?			
Following the assessment, are appropriate control measures being implemented?			
Are assessments reviewed following an accident/incident or whenever the nature of the work changes?			
Is the work at height supervised?			
Are all persons involved with work at height suitably trained?			

Administration

To be completed: Monthly/ Weekly

Date:

Subject	Yes	No	Comment
Contractors and Maintenance			
Are procedures in place to check the health and safety credentials of all contractors and to ensure they have adequate insurance?			
Are staff informed of the control measures that need to be taken to protect themselves and others from the hazards of the work?			
Are staff aware of the potential hazards arising out of the contract/maintenance work?			
Where contract or maintenance work is being carried out, have effective measures been put into place to segregate people from the hazards?			
Where contract or maintenance work is being carried out have effective measures been put into place to segregate people from the hazards?			
Fire and Emergencies			
Are all emergency exits clearly marked?			
Is there a means of raising the alarm, and does it work?			
Are all escape routes and exits free from obstruction?			
Are there adequate escape routes and are these maintained?			
Are all fire exit doors fully operational?			
Have fire doors been checked to ensure they open fully and close on to the rebate?			
Are all automatic door closers working correctly?			
Has the fire alarm and emergency lighting been checked and serviced in the last 12 months?			
Is the emergency lighting checked monthly and records kept?			
Are the weekly fire checks being carried out?			
Is adequate means of escape and means for fighting fire provided?			
Are records of weekly test up to date?			
Is the fire logbook up to date?			
Is the fire alarm tested for audibility on a weekly basis?			

Are the locations of all fire extinguishers clearly visible?			
As applicable to the premises is the fire alarm tested for audibility on a weekly basis?			
Have all extinguishers been serviced within the last 12 months?			
Are notices displayed informing all persons what to do in the event of fire and the location of the assembly point?			
Have emergency procedures been developed, e.g. evacuating the site in case of fire or rescue from a confined space?			
Are workers aware of the procedures?			
Are the visitor/contractor logbooks at reception being completed correctly?			
Are adequate bins or skips provided for storing waste?			
Accident / First Aid			
Is the first aid box fully stocked?			
Do all staff know the location of the First Aid box?			
Is an Accident Book available and are details entered correctly?			
Do all staff know the location of the Accident Book?			
Have all accidents been put in the Accident Book and where relevant investigated with records kept?			
Electricity			
Are all visible items of the fixed installation e.g. sockets, switches etc. free from any obvious signs of damage?			
Are electrical installations kept free from clutter?			
Are all sockets free from any obvious signs of overloading?			
Do employees carry out basic visual checks prior to using portable electrical appliances?			
Do all portable electrical appliances appear to be free from any obvious signs of damage?			
Are all plugs securely attached to the outer insulation cable?			
Are low powered hand held appliances being used where appropriate?			
Is the supply voltage for tools and equipment the lowest necessary for the job (could battery operated tools and reduced voltage systems, e.g. 110V, or even lower in wet conditions, be used)?			
Is there an appropriate system of user checks, formal visual inspections by site managers and combined inspection and test by competent persons for all tools and equipment?			

Where mains voltage has to be used, are trip devices, e.g. residual current devices provided for all equipment?			
Are residual current devices fitted where appropriate?			
Are residual current devices protected from damage, dust and dampness and checked daily by the user?			
Are all connections to the system properly made and are suitable plugs used?			
Are cables and leads protected from damage by sheathing, protective enclosures or by positioning away from causes of damage?			
Are all electrical test records kept up to date?			
General Workplace			
Are facilities available for heating food?			
Are facilities available for making hot drinks?			
Are facilities available for sitting down to eat etc.?			
Are facilities available to hang up jackets, coats etc?			
Are adequate WC's and washing facilities available for staff?			
Are adequate hand drying facilities available?			
Are bactericidal soap and hand drying facilities available?			
Are there facilities for changing, drying and storing clothing?			
Are there wash basins, warm water, soap and towels?			
Are suitable rest areas available for staff?			
Is a supply of drinking water available?			
Is an adequate supply of hot water available?			
Are all facilities kept clean and in good condition?			
Are welfare facilities easily and safely accessible to all who need to use them?			
Are working conditions comfortable for staff: adequate heating, lighting and ventilation?			
Are all work areas sufficiently lit and free from obstructions?			
Are all light fittings functioning correctly?			
Are fixtures, furnishings and fittings in a good state of repair?			

Are floors and traffic routes kept free of tripping and slipping hazards?			
Are all transparent surfaces, e.g. glass doors, large windows etc. clearly marked?			
Can all windows be cleaned safely?			
Is localised lighting provided where necessary?			
Is there enough space for furniture to be positioned and allow people to work and move about comfortably?			
Is there any furniture or equipment in need of repair?			
Are all items of furniture in a safe condition?			
Is a thermometer available to allow temperatures to be determined?			
Are thermometers available so that employees can monitor the workplace temperature?			
Is protection provided where employees interface with extremely hot processes?			
Are good housekeeping practices observed so as to prevent working space being cluttered?			
Is there sufficient space to allow safe operation of machinery and safe movement around workstations?			
Are spillage procedures adequate?			
Waste			
Are there sufficient receptacles for the collection of normal waste?			
Is waste cleared regularly and not allowed to accumulate?			
Where arson is likely, are bins/skips located away from buildings to prevent arson?			
Is there a separate facility for the collection of hazardous or contaminated waste?			
Do any general waste skips or bins contain evidence of hazardous or contaminated waste?			
Work Equipment			
Are filing cabinets fitted with anti-tilt devices or secured to the walls?			
Has all equipment been serviced in accordance with service agreements?			
Are service arrangements in place for all items of plant and equipment?			
Are service logs kept up to date?			
Has all equipment been serviced with records kept?			

Are statutory inspections complete and are certificates kept on file?			
Is the machinery maintained in good repair and are all safety devices operating correctly?			
Is any equipment provided maintained in a safe condition?			
Is all equipment properly guarded?			
Are guards secured and in good repair?			
Are all dangerous parts, e.g. exposed gears, chain drives, projecting engine shafts etc. guarded?			
Are hot surfaces guarded or identified by hazard warning signs?			
Are operators competent?			
Has all training been recorded?			
Is training in the use of the equipment outstanding?			
Display Screen Equipment			
Have workstation assessments been completed and recorded for all 'users' of DSE?			
Is there sufficient space for users to arrange equipment so they can adopt a comfortable position?			
Are all chairs adjustable, stable, comfortable and do they allow freedom of movement?			
Are workstations arranged so staff can easily get to and from them?			
Are all screens free from glare and reflections?			
Has instruction in the use of DSE been given to all 'users'?			
Have all DSE 'users' been advised on the availability of eye tests?			
Are records kept up to date of eye tests taken and persons issued with glasses?			
Storage Areas			
Are storage areas kept tidy and floors free from obstruction?			
Are storage areas adequate?			
Are storage areas and gangways clearly marked?			
Is all shelving/racking secured to prevent toppling?			
Is care taken not to overload shelving and racking?			

Are goods and items stacked neatly?			
Are all stored items easily retrievable?			
Is the storage of items on top of cabinets prohibited?			
Is there a safe means of access to high areas?			
Are flammable substances stored in suitable flammable stores?			

Grounds Maintenance Manager

To be completed: **Monthly/ Weekly**

Date:

Subject	Yes	No	Comment
General Workplace			
Are employees who need to work in cold conditions supplied with thermal clothing?			
Battery Charging			
Are battery charging operations carried out in a well-ventilated areas?			
Is battery charging carried out in areas which are free from explosive atmospheres?			
Are all sources of ignition excluded from the proximity of the battery charging operations?			
Are flammable materials kept clear of battery charging operations?			
Chainsaws			
Have all chainsaw operators attended a recognised chain saw safety course and do they have a Certificate of Competence?			
Is adequate personal protective equipment provided and worn by the chainsaw operators?			
Is chainsaw equipment including ropes, harnesses etc., inspected before use and in good condition?			
Are chainsaws kept secure from misuse?			
Children's Play areas			
Is the play area secure and where practicable sited away from all traffic routes?			
Is the children's play area and equipment checked daily?			
Is all the equipment in good condition with no sharp edges or rough surfaces?			
Is the floor surface of an absorbent, non-slip and 'cushioned' material?			
Is a sign displayed giving guidelines on the age/size of children that the play equipment is suitable for?			
Is a sign displayed informing parents to supervise their children?			
Is there a sign prohibiting drinks glasses to be taken into the play area?			
Excavations			
Is an adequate supply of timber, trench sheets, props or other supporting material made available before excavation work begins?			

Is this material strong enough to support the sides?			
Are properly secured stop blocks provided to prevent tipping vehicles falling in?			
Are stacked materials, spoil or plant stored near the edge of the excavation likely to cause a collapse of the side?			
Are there guard-rails or is there other equivalent protection to stop people falling in?			
If the sides of the excavation are sloped back, is the angle of the batter sufficient to prevent collapse?			
Does the excavation affect the stability of neighbouring structures?			
Is a safe method used for putting in the support, i.e. one that does not rely on people working within an unsupported trench?			
Is the excavation inspected by a competent person at the start of every shift and after any accidental collapse or event likely to have affected its stability?			
Is there safe access to the excavation, i.e. by a sufficiently long, secured ladder?			
Gas Cylinders			
Are there proper storage areas for flammable liquids and gases, e.g. liquefied petroleum gas and acetylene?			
Are areas where cylinders are used and stored suitably signed to indicate their presence?			
Are cylinders stored away from sources of heat and ignition?			
Are cylinders stored in a dry and well-ventilated area?			
Are cylinders stored upright with adequate precautions taken to prevent toppling?			
Are all gas cylinders secured in an upright position?			
Are there suitable external facilities to store and segregate gas cylinders?			
Are cylinders kept safely outside?			
Are all cylinders not in use stored within the cage?			
Is the area around the LPG tank and cylinder cage free from combustible material?			
Is the area around the vicinity of the gas store free from evidence of smoking e.g. cigarette butts and matches?			
Are cylinders stored away from highly flammable or combustible materials?			
Are containers and cylinders returned to these stores at the end of the shift?			
When gas cylinders are not in use, are the valves fully closed?			
Are cylinders clearly identified so that there can be no confusion over their contents?			

Are minimal quantities of gas kept on site?			
Are pressure gauges fitted to all in use cylinders?			
Are suitable trolleys provided for gas cylinders?			
If placed in resident's rooms, are they placed so they cannot be knocked over and away from combustible sources and fire escape routes?			
Are all warning signs clearly displayed?			
Grass Cutting Machinery			
Where more than 3 gallons of petrol are stored, has a Petroleum Licence been applied for/issued or has an exemption been granted?			
Are grass cutting machines overhauled during the winter months and subject to maintenance during the grass cutting season?			
Are only hover/rotary mowers, in conjunction with restraining ropes, used on slopes?			
Are the drive mechanisms, pulley shafts and cutters adequately guarded?			
Grinding Machine			
Are abrasive wheel tool rests adjusted so that the gap between the rest and the wheel is kept to a minimum?			
Are grinding machines fitted with splinter guards?			
Is the spindle speed clearly marked on all grinding machines?			
Hand tools			
Are hand tools kept in good condition?			
Are hand tools stored safely and securely?			
Are there controls in place for the use of sharp knives e.g. sheathing?			
Hazardous Substances			
Have all harmful materials e.g. asbestos, lead, solvents, paints etc. been identified?			
Are risk assessments available on the use of all hazardous substances?			
Are hazard data sheets readily available?			
Do staff who use hazardous substances know where to find information on them?			
Have precautions been identified and put in place?			

Have employees been given information on how to protect themselves from health risks arising from hazardous substances?			
Have those who may be exposed been informed of the potential risks to health?			
Are workers and others who are not protected kept away from exposure?			
Are suitable extraction systems provided to control fumes?			
Are all substances properly and securely stored?			
Are all substances in their original, properly labelled containers?			
Ladders and Stepladders			
Are all ladders and stepladders in good condition?			
Are all ladders in good condition?			
Has the condition of all ladders and stepladders been checked and records kept?			
Are ladder checks up to date?			
Are ladders and stepladders secured against unauthorised use?			
Are ladders secured to prevent them slipping sideways or outwards?			
Are the ladders positioned so that users don't have to overstretch or climb over obstacles to work?			
Are the ladders provided adequate for the heights to be accessed and the activities to be carried out?			
Do ladders rise about a metre above their landing places? If not, are there other handholds available?			
Has instruction been provided in the correct use of ladders and stepladders?			
Lifting equipment and Accessories			
Is all lifting equipment examined in line with the legal requirement under LOLER?			
Is the safe working limit displayed on all lifting equipment and accessories where appropriate?			
Where the safe limit alters due to configuration, is there a table or plate available to show the various safe working limits?			
Are there adequate facilities to store lifting equipment so as to prevent damage & deterioration?			
Is there any equipment or any accessories that show obvious signs of damage?			
Is the harness in good condition?			
Are all chains or slings free from knotting?			

Are hard hats available in areas where lifting operations take place?			
Are hard hats worn in the area of lifting operations?			
Machinery			
Are suitable protective devices fitted to protect against mechanical hazards?			
Is there an effective locking off system to prevent machinery being started up whilst maintenance staff are working on machinery?			
Are all guards in position and without evidence of them being defeated?			
Are all guards free from any obvious evidence of interference?			
Are all machines fitted with suitable, effective and clearly marked controls?			
Are emergency stop devices fitted and tested regularly to ensure that they operate effectively?			
Are isolation switches correctly labelled so that there can be no confusion as to which machines they isolate?			
Is the permit to work system being operated correctly?			
Do maintenance staff appear to be working safely?			
Are employees instructed not to wear loose clothing or jewellery when operating the spin dryer?			
Manual Handling			
Are manual handling assessments completed?			
Noise			
Are systems in place to prevent staff being exposed to excessive noise?			
Have staff received training on the control measures for reducing noise to an acceptable level?			
Is work sequenced to minimise the number of people exposed to noise?			
Where hearing protection zones have been established, is the use of hearing defence enforced?			
Are hearing protection zones clearly marked with appropriate signs?			
Are all employees and visitors to hearing protection zones wearing ear protection?			
Are noise enclosures where fitted being used?			
Do all personnel wear ear defenders in hearing protection zones?			
Is ear protection provided and worn in noisy areas?			

Are others not involved in the work kept away?			
Are noise levels monitored to ensure noise reduction methods are working?			
Are barriers erected to reduce the spread of noise?			
Pesticides / Herbicides			
Is the pesticide store clearly marked with appropriate warning signs, (i.e. a black exclamation mark on a yellow triangular background)?			
Is a suitable bund provided, so that any spillage or leaks are contained within the store?			
Are only pesticides that have been approved for use kept?			
Are adequate washing facilities provided near to the pesticides store?			
Are adequate first aid facilities available within a reasonable distance of the pesticides store?			
Is an emergency eyewash station provided within the pesticides store?			
Is an apron, wellington boots, face shield and gloves available for emergency use, i.e. the cleaning up of spillage, within the pesticides store?			
Is a regular review of pesticide usage carried out, particularly in respect of the use of the safest product available for the required result?			
Are the vehicles used to transport pesticides equipped with suitable fire extinguishers?			
Are pesticides only transported on vehicles which have been fitted with an impervious barrier between the load carrying section and the cab or on separate trailers?			
Are knapsack sprayers maintained in good condition?			
Are all the operators who use pesticides adequately trained and hold the relevant appropriate Certificate of Competence?			
Is work carried out in accordance with the relevant FASTCo Safety Guide?			
Use of Tractors / Mowers			
Are all items of equipment serviced in accordance with the manufacturer's recommendations?			
Are service records up to date?			
Are pre-start checks being carried out on all tractors/mowers prior to use?			
Are all tractors provided with a safety cab or roll bar/frame?			
Are power take-offs adequately guarded where fitted?			

Welding - manual arc			
Are suitable extraction systems provided to control fumes?			
Are extraction systems free from any obvious signs of damage to the extraction system such as holes or tears in the ducting?			
Is the system being used?			
Is the means of electrical isolation clearly identified?			
Are residual current devices fitted and used?			
Are suitable welding screens available and used?			
Are insulated hooks or rests provided for electrode holders?			
Are all cable connections properly made?			
Are areas cleared of combustible material before any welding is carried out?			
Is sufficient personal protective equipment issued e.g. visors, overalls aprons, gloves and safety boots?			
Are suitable fire extinguishers readily available?			
Flammable Liquids			
Is smoking banned in areas where gases or flammable liquids are stored and used? Are other sources of ignition also prohibited?			

9. LEGAL EXPENSES INSURANCE

For a copy of Ellis Whittam's master legal expenses insurance policy please see www.elliswhittam.com/insurance. Please refer to your contract with Ellis Whittam for the type of cover (if any) that is applicable to your organisation – i.e. employment dispute insurance or health & safety prosecution insurance or both – and the relevant provisions of the master policy document will then apply accordingly.

Please contact us if you require a hard copy of the policy.



Ludlow Town Council

Health and Safety Handbook



elliswhittam

Employment Law / HR / Health & Safety

CONTENTS

INTRODUCTION

HEALTH AND SAFETY POLICY STATEMENT

ENVIRONMENTAL POLICY STATEMENT

RESPONSIBILITIES AND RULES

- Employee Responsibilities
- Health and Safety Rules
 - General
 - Working Practices
 - Hazard / Warning Signs and Notices
 - Working Conditions / Environment
 - Protective Clothing and Equipment
 - Fire Precautions
 - Accidents
 - Health
 - Rules Covering Gross Misconduct

ARRANGEMENTS FOR HEALTH AND SAFETY

- Accident, Incident and Ill-Health Recording, Reporting and Investigation
- Communication and Consultation
- Disabled Persons
- Display Screen Equipment
- Driving for Work
- Drugs and Alcohol
- Excavation, Ground and Floor Penetration
- Fire
- Fire and Emergency Evacuation
- First Aid
- Hazardous Substances (COSHH)
- Health, Safety and Welfare
- Health Surveillance
- Lifting Operations and Equipment
- Manual Handling
- New and Expectant Mothers
- Noise
- Outdoor and Peripatetic Working
- Personal Protective Equipment
- Risk Assessment
- Smoking
- Stress
- Training
- Vibration
- Violence to Staff
- Work At Height
- Working Time Regulations
- Young Workers

GUIDANCE

Asbestos
Control of Substances Hazardous to Health (COSHH)
Display Screen Equipment (DSE)/Visual Display Unit (VDU)
Driving
Electrical Safety
Hand Washing
Ladders and Stepladders
Lone Working
Manual Handling
Work At Height

HEALTH AND SAFETY HANDBOOK ACKNOWLEDGEMENT FORM

INTRODUCTION

This handbook contains the health and safety information you require to comply with our Health and Safety Policy. After reading it you will be required to sign to confirm that it has been brought to your attention. If you have any queries regarding the contents please do not hesitate to ask.

Ludlow Town Council takes its responsibility for health and safety very seriously and is committed to a programme of progressive improvement that requires input from all its employees. If you see anything during your work that gives rise to a concern you are positively encouraged to report it to your supervisor or manager.

Safety is everyone's responsibility and that includes you.

HEALTH AND SAFETY POLICY STATEMENT

The management of Ludlow Town Council recognises that it has a legal duty of care towards protecting the health and safety of its employees and others who may be affected by the Business's activities, and that managing health and safety is a business critical function.

In order to discharge its responsibilities the management will:

- bring this Policy Statement to the attention of all employees
- carry out and regularly review risk assessments to identify proportionate and pragmatic solutions to reducing risk
- communicate and consult with our employees on matters affecting their health and safety
- comply fully with all relevant legal requirements, codes of practice and regulations at International, National and Local levels
- eliminate risks to health and safety, where possible, through selection and design of materials, buildings, facilities, equipment and processes
- encourage staff to identify and report hazards so that we can all contribute towards improving safety
- ensure that emergency procedures are in place at all locations for dealing with health and safety issues
- maintain our premises, provide and maintain safe plant and equipment
- only engage contractors who are able to demonstrate due regard to health & safety matters
- provide adequate resources to control the health and safety risks arising from our work activities
- provide adequate training and ensure that all employees are competent to do their tasks
- provide an organisational structure that defines the responsibilities for health and safety
- provide information, instruction and supervision for employees
- regularly monitor performance and revise policies and procedures to pursue a programme of continuous improvement

This Health and Safety Policy will be reviewed at least annually and revised as necessary to reflect changes to the business activities and any changes to legislation. Any changes to the Policy will be brought to the attention of all employees.

Signed:

Dated:

Position: Town Clerk

ENVIRONMENTAL POLICY STATEMENT

The management of Ludlow Town Council recognises that the day-to-day operations can impact both directly and indirectly on the environment. We aim to protect and improve the environment through good management and by adopting best practice wherever possible. We will work to integrate environmental considerations into our business decisions and adopt greener alternatives wherever possible, throughout our operations.

In order to discharge its responsibilities the management will:

- bring this Environmental Policy Statement to the attention of all stakeholders
- carry out regular audits of the environmental management system
- comply fully with all relevant legal requirements, codes of practice and regulations at International, National and Local levels
- eliminate risks to the environment, where possible, through selection and design of materials, buildings, facilities, equipment and processes
- ensure that emergency procedures are in place at all locations for dealing with environmental issues
- establish targets to measure the continuous improvement in our environmental performance
- identify and manage environmental risks and hazards
- improve the environmental efficiency of our transport and travel
- involve customers, partners, clients, suppliers and subcontractors in the implementation of our objectives
- minimise waste and increase recycling within the framework of our waste management procedures
- only engage contractors who are able to demonstrate due regard to environmental matters
- prevent pollution to land, air and water
- promote environmentally responsible purchasing
- provide adequate resources to control environmental risks arising from our work activities
- provide suitable training to enable employees to deal with their specific areas of environmental control
- reduce the use of water, energy and any other natural resources
- source materials from sustainable supply, when practicable

This Environmental Policy will be reviewed at least annually and revised as necessary to reflect changes to the business activities and any changes to legislation. Any changes to the Policy will be brought to the attention of all stakeholders.

Signed:

Dated:

Position: Town Clerk

RESPONSIBILITIES AND RULES

Employee Responsibilities

It is the responsibility of all employees to co-operate in the implementation of this Health and Safety Policy within their areas of influence. All employees have a legal duty to ensure their own safety and the safety of others (for example, colleagues, visitors, contractors) under the Health and Safety at Work etc Act 1974.

Employees must therefore:

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

Health and Safety Rules

General

- It is the duty of all employees to co-operate with management in fulfilling our legal obligations in relation to health and safety.
- Employees must not intentionally or recklessly interfere with anything provided in the interests of health, safety or welfare.
- Employees are required to notify to management of any unsafe activity, item or situation.

Working Practices

- Employees must not operate any item of plant or equipment unless they have been trained and authorised.
- Employees must make full and proper use of all equipment guarding.
- Employees must not clean any moving item of plant or equipment.
- Employees under the age of 18 years must not operate any item of plant or equipment unless they have received sufficient training or are under adequate supervision.
- Employees must not make any repairs or carry out maintenance work of any description unless authorised to do so.
- Employees must use all substances, chemicals, liquids etc, in accordance with all written instructions.
- Employees must not smoke except in prescribed areas.

Hazard / Warning Signs and Notices

- Employees must comply with all hazard/warning signs and notices displayed on the premises.

Working Conditions / Environment

- Employees must make proper use of all equipment and facilities provided to control working conditions/ environment.
- Employees must keep stairways, passageways and work areas clear and in a clean and tidy condition.
- Employees must dispose of all rubbish, scrap and waste materials within the working area, using the facilities provided.
- Employees must clear up any spillage or liquids within the work area in the prescribed manner.
- Employees must deposit all waste materials and substances at the correct disposal points and in the prescribed manner.

Protective Clothing and Equipment

- Employees must use all items of protective clothing/equipment provided as instructed.
- Employees must store and maintain protective clothing/equipment in the approved manner.
- Employees must report any damage, loss, fault or unsuitability of protective clothing/equipment to their supervisor.

Fire Precautions

- Employees must comply with all laid down emergency procedures.
- Employees must not obstruct any fire escape route, fire equipment or fire doors.
- Employees must not misuse any fire fighting equipment provided.
- Employees must report any use of fire fighting equipment to their supervisor.

Accidents

- Employees must seek medical treatment for work related injuries they receive by contacting a designated first aider. Upon returning from treatment they must report the incident to their supervisor.
- Employees must ensure that any accident or injury treatment is properly recorded in the Accident Book.
- Employees must notify management of any incident in which damage is caused to property.

Health

- Employees must report to management any medical condition or medication which could affect the safety of themselves or others.
- Employees must co-operate with the management on the implementation of the medical and occupational health provisions.

Rules Covering Gross Misconduct

An employee will be liable to summary dismissal if they are found to have acted in any of the following ways:

- a serious or wilful breach of Safety Rules
- unauthorised removal or interference with any guard or protective device
- unauthorised operation of any item of plant or equipment
- unauthorised removal of any item of first aid equipment
- wilful damage to, misuse of or interference with any item provided in the interests of Health and Safety or welfare at work
- unauthorised removal or defacing of any label, sign or warning device
- horseplay or practical jokes which could cause accidents
- making false statements or in any way deliberately interfering with evidence following an accident or dangerous occurrence
- misuse of any item of equipment, utensil, fitting/ fixture, vehicle or electrical equipment
- deliberately disobeying an authorised instruction

ARRANGEMENTS FOR HEALTH AND SAFETY

Accident, Incident and Ill-Health Recording, Reporting and Investigation

An **accident** is an unplanned event that causes injury to persons, damage to property or a combination of both.

A **near miss/incident** is an unplanned event that does not cause injury or damage but could do so.

A **work-related illness** is a prescribed illness that is obtained by an employee through the course of work or from a non-employee as a result of activities carried out by the company.

Reporting

All accidents resulting in personal injury must be recorded in the company's Accident Book, which is located **in the Guildhall**. Employees must ensure that they are aware of the location of the accident book.

Incidents and work related ill-health need to be reported directly to your Manager or Supervisor.

Communication and Consultation

Our company has established effective lines of communication so as to involve and consult our employees.

These may include:

- individual conversations
- notice boards
- internal publications
- staff meetings
- Health and Safety meetings



In addition the company will display the 'Health and Safety Law – What You Should Know' poster in a prominent position.

The company will consult with our employees and provide information on any changes that may affect their health and safety, including:

- changes in procedures, equipment or ways of working
- the dangers and risks arising from their work activities, the measures taken to eliminate or reduce these risks and what action to take if they have to deal with them
- the planning of health and safety training
- the health and safety consequences of introducing new technology

The company recognises that consultation is a two-way process and expects constructive feedback from our employees.

Disabled Persons

The company will give full and proper consideration to the needs of disabled employees and visitors.

To achieve this, the company will:

- treat all disabled employees and visitors with respect and dignity, both in the provision of a safe working environment and in equal access to the organisation's facilities
- ensure that risk assessments are undertaken of the special needs of the disabled and carry out reasonable adjustments to the premises and/or employment arrangements
- encourage employees with special needs to suggest any premises or task improvements to their line managers
- discipline any employees found treating their disabled colleagues with less than the expected standards of respect and dignity
- in an emergency evacuation, ensure suitable plans are in place which will assist disabled people to leave the premises swiftly

Display Screen Equipment

All reasonable steps will be taken by the company to secure the health and safety of employees who work with display screen equipment.

To achieve this objective the company will carry out an assessment of each user's workstation and implement necessary measures to remedy any risks found as a result of the assessment.

Eye Tests and Corrective Appliances

The company will arrange for the provision of free eye tests when requested and at regular intervals thereafter or where a visual problem is experienced, at no cost to the employee. Where employees require corrective appliances specifically for use with display screen equipment, the company will arrange for the supply of spectacles, free of charge, or up to current cost limits.

Training

Employees working with display screen equipment (DSE) should comply with the instructions and training given regarding safe workstation set-up and use, including the need for regular changes of activity or breaks and the use of the equipment provided.

Health

Employees should inform their departmental supervisor/line manager of any disability or health condition which may affect their ability to work using display screen equipment or be affected by working with DSE. In addition they should also report to their departmental supervisor/line manager any discomfort or health concern believed to be associated with the use of DSE. Any health information will be treated confidentially.

Driving for Work

Driving is an integral part to some roles within the company and as such requires driving on company business. Driving has inherent risks associated with it which drivers should be made aware of.

The company is committed to reducing the risks its staff face or create when driving at work and requires its entire staff to play their part, whether they use a company vehicle, their own or a hire vehicle.

Drivers

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

It is the responsibility of drivers to inform their manager of:

- anything that could affect their driving e.g. health conditions or injuries, use of prescribed medication
- changes to licence such as; limitations, offences recorded, period bans
- vehicle defects that affect ability / safety to drive
- any accidents / incidents that occurred whilst driving on behalf of the company

Before driving, drivers must

- review the need to travel
- have a valid licence for the vehicle they are driving and for any overseas travel if required
- ensure valid insurance for business use
- carry out a pre-use vehicle check
- allow sufficient time to drive allowing for traffic, poor weather and rest breaks
- ensure sufficient rest
- be physically fit, with zero alcohol level and not under the influence of drugs that may affect the ability to drive
- have had an eye test in last 2 years and be using any corrective appliance
- adjust their driving position, head restraints and mirrors to ensure maximum comfort and safety

Whilst driving, drivers must

- drive in accordance with the applicable law and with consideration for the safety of passengers and other road users
- take regular rest breaks every 2-3 hours or at first signs of tiredness
- remain in control of the vehicle at all times
- not smoke in a company vehicle
- never use any hand held electronic device e.g. mobile phone, satellite navigation, mp 3 player
- never receive or make calls

Drugs and Alcohol

Alcohol

Employees must not drink alcohol on the company's premises or the premises of its customers or clients without express permission from a senior manager or director.

Any employee who is found consuming alcohol on the company's premises or the premises of its customers and clients without permission or is found to be intoxicated at work will normally face disciplinary action on the ground of gross misconduct under the company's disciplinary procedure.

Drugs and medication

The possession, use or distribution of drugs for non-medical purposes on the company's premises is strictly forbidden and a gross misconduct offence.

If you are prescribed drugs by your doctor which may affect your ability to perform your work you should discuss the problem with your manager or supervisor.

If the company suspects there has been a breach of this policy or your work performance or conduct has been impaired through substance abuse, the company reserves the right to require you to undergo a medical examination to determine the cause of the problem.

Medical Examination

Existing and prospective employees may be asked to undergo a medical examination, which will seek to determine whether he/she has taken a controlled drug or has an alcohol abuse problem.

A refusal to give consent to such an examination or a refusal to undergo the screening will result in the immediate withdrawal of any offer made to prospective employees and will normally be treated as gross misconduct for employees.

If, having undergone a medical examination, it is confirmed that you have been positively tested for a controlled drug, or you admit there is a problem, the company reserves the right to suspend you from your employment (with or without pay) to allow the company to decide whether to deal with the matter under the terms of the company's disciplinary procedure and/or to require you to undergo treatment and rehabilitation.

Reasonable Grounds

The company reserves the right to search you or any of your property held on company premises at any time if there are reasonable grounds to believe that this policy is being or has been infringed or for any other reason. If you refuse to comply with these search procedures, your refusal will normally be treated as gross misconduct.

The company reserves the right to inform the police of any suspicions it may have with regard to the use of controlled drugs by its employees on the company's premises.

Excavation, Ground and Floor Penetration

All reasonable steps will be taken to secure the health and safety of employees who are required to carry out any excavation, ground and/or floor penetration work.

Before digging any trench, pit, tunnel or other excavation determine what temporary support will be required and other precautions necessary to prevent:

- collapse of the sides
- materials falling onto people working in the excavation
- people and vehicles falling into the excavation
- undermining nearby structures
- damage to underground services
- ingress of water
- premature removal of support

Equipment and precautions needed such as trench sheets, props, baulks etc. must be available on site before work starts.

Any possible ground contamination must be checked beforehand by reviewing the results of soil tests or trial holes since it will provide useful data on conditions likely to be found which can assist planning.

Hand digging should be used as a precaution where any uncertainty exists as to the exact location of services or where high risk services (such as High Voltage Cables) could be easily severed. In addition to hand digging, it may be necessary to isolate these services if accidental contact or severing is likely or could cause a serious injury.

Excavations which are supported to prevent any person being buried or trapped by accidental collapse, fall or dislodgement of material must be subject to formal inspection by a competent person. Although an excavation must be inspected at the start of every shift, only one report is needed in any seven-day period, however, if something happens to affect its strength or stability, and/ or an additional inspection is carried out, a further report must be completed. A record of this inspection must be made and retained.

Fire

All reasonable steps will be taken to prevent a fire occurring. In the event of fire, the safety of life will override all other considerations, such as saving property and extinguishing the fire.

The company does not require persons to attempt to extinguish a fire but extinguishing action may be taken if it is safe to do so. Immediate evacuation of the building must take place as soon as the evacuate signal is given. All occupants, on evacuation, should report to the pre-determined assembly points.

Re-entry of the building is strictly prohibited until the fire brigade officer or a senior person present declares it is safe to do so.

Employees are encouraged to report any concerns regarding fire procedures so the organisation can investigate and take remedial action if necessary.

Fire Extinguisher Chart							
Extinguisher		Type of Fire					
Colour	Type	Solids	Flammable Liquids	Flammable Gases	Electrical Equipment	Cooking Oils & Fats	Special Notes
 Red	Water	✓ Yes	✗ No	✗ No	✗ No	✗ No	Dangerous if used on 'liquid fires' or live electricity.
 Cream	Foam	✓ Yes	✓ Yes	✗ No	✗ No	✓ Yes	Not practical for home use.
 Canary Yellow	Wet Chemical	✗ No	✗ No	✗ No	✗ No	✓ Yes	Cooking Oils & Fats
 Blue	Powder	✓ Yes	✓ Yes	✓ Yes	✓ Yes	✗ No	Safe use up to 1000v.
 Black	Carbon Dioxide (CO2)	✗ No	✓ Yes	✗ No	✓ Yes	✓ Yes	Safe on high and low voltages.
 White	Dry Water Mist	✓ Yes	✓ Yes	✓ Yes	✓ Yes	✓ Yes	Safe to use on up to 35kV

Fire and Emergency Evacuation

IF YOU DISCOVER A FIRE:

Operate the nearest fire alarm call point.



IF IT IS SAFE TO DO SO AND IF YOU HAVE AUTHORISATION AND APPROPRIATE TRAINING, attack the fire with the fire fighting equipment provided

Always ensure there is a safe exit route before attempting to extinguish any fire.

Leave the building immediately if you cannot control the fire or your escape route is threatened.

ON HEARING THE ALARM:

The fire alarm sound is a **Siren**



Immediately vacate the premises by the nearest available exit

Close all windows and doors behind you

Go to assembly point



Report to the person in charge of your assembly point

The assembly point is located:

Mill Street



DO NOT RE-ENTER THE BUILDING TO COLLECT PERSONAL BELONGINGS.

DO NOT RE-ENTER THE BUILDING UNTIL TOLD TO DO SO BY THE FIRE MARSHALL

VISITORS

All visitors should be escorted to the assembly point by their host.

It is important that they do not leave the area before notifying the senior person present.

LIAISING WITH EMERGENCY SERVICES

The senior person present will meet and liaise with the emergency services and any other interested parties, giving them pertinent information related to the emergency situation, such as location and details of emergency, location and presence of hazardous and flammable materials, head count statistics, etc.

First Aid

The company is committed to providing sufficient provision for first aid to deal with accidents and injuries that arise at work. To achieve this objective the company will appoint and train a suitable number of first aid personnel to cover all work patterns.

If you are interested in becoming part a first aider or appointed person, please inform your manager/supervisor.

Should you require first aid treatment, please contact your nominated first aider/appointed person. Please ensure all accidents have been recorded accordingly.



First Aid supplies

A first aid box will be provided and should be kept stocked. If you use any of the contents please inform the persons responsible for the contents. Portable first aid kits will be available for staff members required to work away from the normal workplace, where access to facilities may be restricted.

Hazardous Substances (COSHH)

All reasonable steps will be taken to ensure all exposure of employees to substances hazardous to health is prevented or at least controlled to within statutory limits.

The company will give sufficient information and training to ensure full understanding of the hazards to health posed by substances in the workplace and the importance of the control measures provided. Information will also be given to others who may be affected such as contractors, temporary staff and visitors where appropriate.

Employees should **not** use any hazardous substance unless they have received the information and training for the safe use of that substance.



The symbols showing the danger posed by the hazardous substance may be of the old European type (orange background with black symbol) or of the new international symbols which became mandatory in June 2015 (white background with red border). Substances which have already been packaged using the old labelling system may still be encountered until 1st June 2017, so all employees will be provided with information about the old labelling system as well as the new symbols.

Health, Safety and Welfare

The company is committed to providing suitable health, safety and welfare facilities in line with current legislation, in particular the provision of:

- adequate maintenance of workplace and equipment
- appropriate ventilation, temperature control and lighting
- suitable cleanliness and housekeeping standards
- adequate workspace allocation
- properly designed workstations
- well maintained traffic routes and floors
- appropriate fall protection
- suitable glazing
- safe access and egress (well maintained exits and entrances)
- appropriate sanitary and washing facilities

- separate toilet facilities for men and women
- plentiful drinking water supply and cups
- seating with an incorporated back rest
- accommodation for keeping clothing clean and dry
- facilities for changing, rest periods, hot drinks and meals preparation
- showering facilities if the nature of an employees work requires this
- appropriate first aid provision
- appropriate emergency, fire and evacuation equipment and procedures

The company recognises these responsibilities are required for any work whether on a remote work site, at their usual workplace or head office.

Health Surveillance

Health surveillance is the early detection of adverse health risks associated with a work activity. It allows staff at increased risk to be identified and additional precautions to be taken as necessary. It is also a means of checking the effectiveness of the existing control measures.

Any employee suffering ill health that they believe to be associated with work must report to their supervisor/manager immediately. Any health information will be treated confidentially.

The responsible person or occupational health nurse will, with the support of supervisors/managers, ensure employees requiring health surveillance are identified and recalled at appropriate intervals.

Health records

Health records are required to and will be retained for a minimum of 40 years. Employees will be allowed reasonable access to their health records and a copy offered to individuals when they leave the company.

Lifting Operations and Equipment

All reasonable steps will be taken to ensure lifting operations and equipment are suitably managed with regards to health and safety.

Lifting equipment includes any equipment used at work for lifting or lowering loads, including attachments used for anchoring, fixing or supporting it.

Lifting equipment must only be used if:

- there is a safe working load displayed and the load is within the limit
- it has been examined and tested prior to use and within examination scheme
- there are no obvious signs of defects or damage
- you have received information, instruction and training to do so

Any damage to lifting equipment or accessories should be reported immediately to your manager/supervisor and equipment taken out of use or signed appropriately.

Manual Handling

To prevent injuries and long term ill-health from manual handling the company will ensure that operations which involve manual handling are eliminated, so far as is reasonably practicable. Where it is not practical the company will carry out an assessment to determine what control measures are required to reduce the risk to an acceptable level. In considering the most appropriate controls, an ergonomic approach to designing the manual handling operation will optimise the health, safety and productivity associated with the task.

Information and Training

Adequate information and training will be provided to persons carrying out manual handling activities including details of the approximate weights of loads to be handled and objects with an uneven weight distribution

Health

No employee will be required to lift any item that they do not feel confident of doing without risking personal injury.

Employees who have a medical condition that may prevent them undertaking a task should notify their Manager / Supervisor beforehand. Should you become injured whilst handling anything then this must be reported to your Manager/Supervisor so it can be suitably investigated.

New and Expectant Mothers

The company recognises that the general precautions taken to protect the health and safety of the workforce as a whole may not in all cases protect new and expectant mothers and there may be occasions when, due to their condition, different and/or additional measures will be necessary.

Should you become pregnant or are returning to work after having a baby, then you are requested to notify your manager at the earliest possible opportunity so a risk assessment can be carried out.

Any necessary control measures will be implemented and reviewed regularly. Where risks cannot be eliminated or reduced to an acceptable level then consideration will be given to adjusting working conditions and/or hours or if necessary providing suitable alternative work or suspension with pay.

New or expectant mothers should inform their manager of any changes which may affect the risk assessment including any medical conditions, incidents etc.

Noise

The company will take all reasonable steps necessary to ensure that the risk of hearing damage to employees who work with noisy equipment or in a noisy environment is reduced to a minimum.

All employees who are subject to high levels of noise will be provided with:

- information, instruction and training about the harmful effects of noise
- information and training on what they must do in order to protect themselves and meet the requirements of the law and of the organisation's policy
- training on procedures in place and how to use equipment correctly

Employees must report promptly any defects or deficiencies to their manager/ supervisor.

Hearing Protection Zones

The company will designate and mark out hearing protection zones, which may include particular areas, operations or pieces of equipment. All personnel entering these zones will be required to wear ear protectors.



Audiometric Testing

Where employees are exposed to risk from high noise levels, the company will adopt a programme to monitor the hearing of employees subject to high levels of noise ensuring the organisation's noise control policy is effective and that employees' hearing is not being adversely affected. This will involve regular audiometric tests carried out by properly trained personnel and pre-employment audiometric tests for new employees.

Outdoor and Peripatetic Working

The company will ensure, so far as is reasonably practicable, that employees who work outdoors or away from their normal base are not put at any additional risk to their health and safety.

Staff working outdoors, or away from base, are responsible for ensuring that:

- if working on a third party site, they report to a responsible person to ensure familiarisation with safety precautions relating to the particular site
- they report any problems or shortcomings to their manager or supervisor as soon as possible. If, during work, the conditions change or any aspect of the task changes in such a way to increase the risk, work should stop, unless doing so presents a greater risk
- the appropriate personal protective equipment provided is worn correctly and when required to do so. Any defects must be reported to their manager or supervisor
- they are familiar with the emergency arrangements and that these are in place prior to starting work
- all accidents and incidents are reported to their manager and in line with any local arrangements for the site

Personal Protective Equipment

The company provides personal protective equipment (PPE) when the risk presented by a work activity cannot be eliminated or adequately controlled by other means. When it is provided, it is because health and safety hazards have been identified that require the use of PPE and it is therefore necessary to use it in order to reduce risks to a minimum.

Employees provided with PPE must:

- wear the PPE as instructed or where indicated by signage
- maintain it in good condition
- report any defects to your supervisor/manager
- ensure the PPE fits correctly, is comfortable and fully adjusted



Risk Assessment

Risk Assessment involves identifying the hazards present in the work place or arising out of any work activity, and evaluating the extent of the risks involved to employees and others, taking into account existing precautions and their effectiveness. The company will arrange for competent people to carry out risk assessments of all activities, substances, equipment, plant or working conditions likely to give rise to a significant risk of injury or ill health.

Employees will be advised as to the results of the risk assessment process and the additional control measures to be implemented to reduce risk to an acceptable level.

Smoking

Exposure to second-hand smoke, also known as passive smoking, increases the risk of lung cancer, heart disease and other illnesses. Ventilation or separating smokers and non-smokers within the same airspace does not stop potentially dangerous exposure.

It is the policy of the company that all of its workplaces are smoke-free and that all employees have a right to work in a smoke-free environment.

Smoking is prohibited throughout the entire workplace with no exceptions. This includes company vehicles that are used by more than one employee. If you have a company car that is designated for your sole use and that is never used by other employees then you can smoke in it if you wish – but the company recommends that you do not do so. This policy applies to all employees, customers and visitors.



Implementation

All staff are obliged to adhere to and facilitate the implementation of the policy.

The company will ensure that all employees and contractors are aware of the policy on smoking. They will also ensure that all new personnel are given a copy of the policy on recruitment or induction.

Appropriate 'no smoking' signs will be clearly displayed at or near the entrances to the premises. Signs will also be displayed in company vehicles that are covered by the law.

Stress

The Health and Safety Executive define stress as “the adverse reaction people have to excessive pressure or other types of demand placed on them”. This makes an important distinction between pressure, which can be a positive state if managed correctly, and stress which can be detrimental to health.

Stress at work can come about for a variety of reasons. It may be excessive workload, unreasonable expectations, or overly-demanding work colleagues. As a reasonable company, we try to ensure that you are in a pleasant working environment and that you are as free from stress as possible.

Employees who experience unreasonable stress which they think may be caused by work should raise their concerns with their Manager or through the company's grievance procedure. If deemed appropriate, the company will provide access to confidential counselling for employees affected by stress caused either by work or external factors

Following action to reduce the risks, they shall be reassessed. If the risks remain unsustainable by the employee concerned, efforts shall be made to reassign that person to other work for which the risks are assessed as tolerable.

Training

Training in health and safety is a legal requirement and also helps create competent employees at all levels within the company to enable them make a far more effective contribution to health and safety, whether as individuals, teams or groups.

All employees will receive **induction training**.

Such training will cover:

fire procedures, warning systems, actions to be taken on receiving warning, locations of exits/escape routes, evacuation and assembly procedures, first aid/injury reporting procedures, names of first aiders/appointed persons, instruction on any prohibition areas (i.e. no smoking), issue of protective clothing/equipment and its use, instruction under COSHH, mandatory protection areas, thorough instruction applicable to their particular duties at work etc.

Training needs will be reviewed as a result of job changes, promotion, new activities or new technology, following an accident/incident and performance appraisal.

Records of training will be kept for all employees.

Employees must:

- participate in the induction training activities they have been required to attend or carry out
- work according to the contents of any training they receive
- ask for clarification of any points they do not fully understand
- not operate hazardous plant or equipment, use hazardous chemicals or carry out any hazardous activity unless they have been appropriately trained and instructed

Vibration

Regular exposure to continuous vibration from a work process has the potential to cause long term ill health including a range of occupational diseases collectively known as hand-arm vibration syndrome (HAVS) or whole body vibration (WBV).

Activities which may give rise to HAVS or WBV will be assessed and you will be informed of any measures necessary and given appropriate training and instruction. Regular health assessments maybe necessary and should you develop any of the symptoms as explained during training then you should notify your manager / supervisor immediately.

Violence to Staff

The company recognises that in certain situations violent behaviour towards staff may occur and therefore will take all reasonable measures to protect staff from violence and aggression.

We define violence and aggression as:

- actual or threatened physical assaults on staff
- psychological abuse of staff
- verbal abuse which includes shouting, swearing and gestures
- threats against employees

If you are a witness or receive any violence or aggression towards you, then you should report this to your manager / supervisor so that this can be recorded and investigated. The company will support the decision of any employee wishing to press charges against the individual(s) involved. Access to counselling can also be provided where required.

Work At Height

The company will take all reasonable steps to provide a safe working environment for all employees who may be affected by work at height activities.

The need to undertake work at height will be eliminated whenever it is reasonably practicable to do so. Where not practical, then the company will ensure that all work activities that involve work at height are identified and assessed.

If working at height you must ensure that:

- the task has been assessed
- suitable safety measures are in place
- any equipment being used has been erected by a competent person and is safe to use
- you only use equipment for which you have been trained and are authorised to use

Ladders are permitted for light, short duration work only and must be secured to prevent displacement.

Working Time Regulations

The company will ensure that all workers under their control adhere to the working time regulations.

The working time regulations are designed to limit the number of hours individuals have to work. The company will NOT encourage workers to work over the 48 hours but workers can choose to work longer hours if they wish, by opting out. Workers cannot be forced to opt out and can revoke their opt out, if they give a suitable notice period.

Individuals who are tired due to working excessive hours are more likely to suffer from mental health problems, general ill health and to make mistakes leading to accidents.

A summary of the requirements for adult workers:

- a maximum of 48 hours per week, averaged out over a 17 week reference period (employees can opt out of this)
- entitlement to a minimum uninterrupted rest period of 11 hours in every 24-hour period with no opt out
- entitlement to 28 days paid holiday per year (including statutory holidays) for full time workers (pro-rata for part time workers)
- maximum of 8 hours per shift for night shift workers
- free health assessments for night shift workers
- 24 hour rest period at least once a week, can be 48 hours every fortnight with no opt out
- entitlements to a rest break if working over six hours
- employees must not suffer any detriment if they choose not to opt out

Travelling to and from the normal work place, break periods, rest periods, holidays and sickness do not count as working time.

The reference period of 17 weeks can be increased 26 weeks or 52 weeks by local collective agreements with recognised trade unions or official employee representatives.

A young person's maximum hours are limited to 40 hours per week with no reference period.

Young persons are generally excluded from shift working.

Young Workers

Whilst precautions taken to protect the health and safety of the workforce as a whole will, in many cases, also protect young persons, there are occasions when different and/or additional measures will be necessary due to their lack of experience, knowledge or absence of awareness of potential risks.

A 'young person' is defined as one who is below the age of 18 years.

To ensure the safety of young persons the organisation will:

- carry out risk assessments to cover the activities of young persons
- implement the actions determined by the risk assessment process
- inform the young persons of any risks associated with their work and the control measures taken to protect them
- provide a copy of the risk assessment to the parent/guardian of any young person below the school leaving age
- provide additional appropriate information, instruction, supervision and training, etc as determined by the risk assessment

Asbestos

Asbestos fibres are present in the environment in Great Britain so people are exposed to very low levels of fibres. However, a key factor in the risk of developing an asbestos-related disease is the total number of fibres breathed in.

Working on or near damaged asbestos-containing materials or breathing in high levels of asbestos fibres, which may be many hundreds of times that of environmental levels could increase your chances of getting an asbestos-related disease.

When these fibres are inhaled they can cause serious diseases which are responsible for around 4000 deaths a year. There are three main diseases caused by asbestos: mesothelioma (which is always fatal), lung cancer (almost always fatal) and asbestosis (not always fatal, but it can be very debilitating).

Remember, these diseases will not affect you immediately but later on in life, so there is a need for you to protect yourself now to prevent you contracting an asbestos-related disease in the future.

It is also important to remember that people who smoke and are also exposed to asbestos fibres are at a much greater risk of developing lung cancer.

You are mostly at risk when:

- you are working on an unfamiliar site
- the building you are working on was built before the year 2000
- asbestos-containing materials were not identified before the job was started
- asbestos-containing materials were identified but this information was not passed on by the people in charge to the people doing the work
- you don't know how to recognise and work safely with asbestos
- you know how to work safely with asbestos but you choose to put yourself at risk by not following proper precautions, perhaps to save time or because no one else is following proper procedures

Remember, as long as the asbestos is not damaged or located somewhere where it can be easily damaged it won't be a risk to you.

- you can't see or smell asbestos fibres in the air
- the effects of asbestos take many years to show up - avoid breathing it in now
- smoking increases the risk many times
- asbestos is only a danger when fibres are made airborne

What to do if you suspect Asbestos

- DO NOT disturb the material
- check the design specification (details asbestos procedure)
- notify the responsible person on the site
- ask to see the site asbestos log / survey report
- DO NOT carry out any drilling or removal of the suspect material until it has been declared safe by an approved specialist or the material has been safely removed by a licensed contractor

How do I identify Asbestos?

There is no clear way of identifying asbestos by just looking at it but the following images do clarify the main areas you are likely to find it and what it looks like.





This list is not exhaustive and is a basic example of products which you may come into contact with.

Control of Substances Hazardous to Health (COSHH)

There are a range of Hazardous Substances to which the regulations apply. These include:

- those classified and shown with warning label
- substances with Occupational Exposure Limits
- biological agents e.g. Legionella bacteria
- any kind of dust
- substances generated by work processes e.g. various bacteria/viruses from bodily fluids' premises with covered or underground parking that may expose people to vehicle exhaust fumes and some manufacturing and cleaning processes that may give off dusts, vapours or fumes








Hazard Labelling

Hazardous substances may be defined as being very toxic, toxic, corrosive, harmful, sensitising, irritant, carcinogenic, mutagenic or toxic for reproduction.










Classification of hazardous substances is currently done under the Classification Labelling and Packaging (CLP) Regulations, which came into full effect in June 2015. These Regulations require hazardous substances to be packaged and labelled to an internationally agreed standard. However, hazardous substances which have already been packaged and placed on the market do not have to be removed from the supply chain until 1st June 2017. This means that hazardous substances can be found packaged using symbols from the old European standard until that date.

Hazardous substances can be readily identified by their label:

European system (pre-June 2015)

	Harmful / Irritant		Corrosive		Toxic		Flammable
	Oxidising		Explosive		Dangerous to the Environment		

International system (current standard)

	Harmful / Irritant		Corrosive		Toxic
	Flammable		Oxidising		Harmful to the environment
	Carcinogenic / mutagenic		Explosive		Gases under pressure

Hazardous substances that are generated by work processes are not as easily identifiable as they do not come conveniently labelled.

Exposure Routes

Exposure to hazardous substances may be via:

- inhalation e.g. dust/ particulate or vapours/ fumes
- contact with eyes or cuts
- absorption through the skin
- ingestion
- injection

Hazard Effects

Effects on health may be short-term or long-term and will generally vary according to levels and duration of exposure. Effects of substances also vary with some having an accumulative effect and some that will have only temporary health effects.

Control Principles

The principles applied to substances to control exposure are:

1. elimination e.g. don't use the substance
2. substitution e.g. a less hazardous substances
3. engineering controls e.g. Local Exhaust Ventilation
4. information, instruction, supervision and training
5. Personal Protective Equipment (PPE) e.g. gloves, glasses, overalls

Working with Hazardous Substances

Prior to working:

- ensure you understand the risks of working with any hazardous substances and the controls in place
- ensure you know the location of the material safety data sheets and risk assessments
- ensure the controls specified in the risk assessment, including any items for emergencies are:
 - in place
 - fully operational
 - available
- ensure you understand how to operate or use any control measures safely and have received training prior to starting work

Whilst working

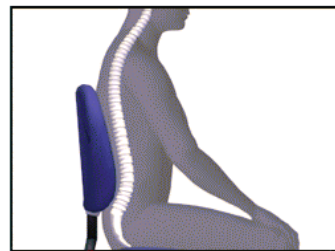
- ensure regular check controls are effective
- clean up any spillages etc
- report any problems or defects immediately to your manager
- report any ill-health or accidents to your manager

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

Some practical tips:

Getting Comfortable

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



Keying in

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

Using a mouse

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

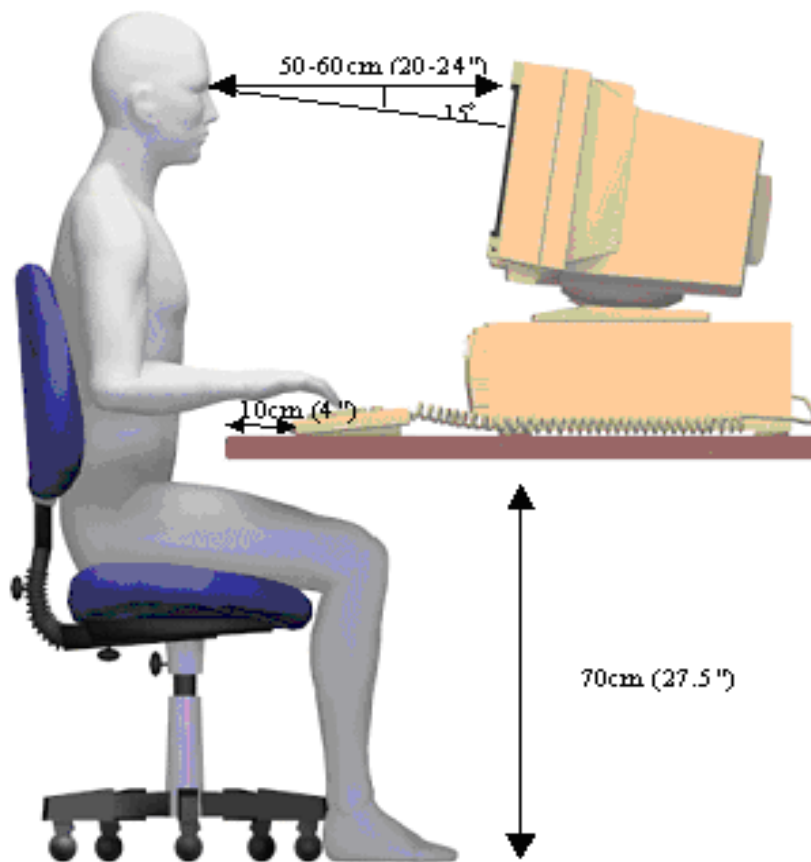
Reading the screen

- Adjust the brightness and contrast controls on the screen to suit lighting conditions in the room.
- Make sure the screen surface is clean.

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

Posture and Breaks

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



Driving

Driving is the most dangerous work activity that most people do. Research indicates that around 20 people are killed and 250 seriously injured every week in crashes involving someone who was driving for work purposes. The company encourages employees to follow the guidance given in order to minimise risk to themselves and other road users.

Vehicle Maintenance and Checks

Company vehicles will be maintained by approved companies and in accordance with the manufacturer's recommendations and schedules.

Employees are required to ensure that their vehicles are maintained in accordance manufacturers recommended service intervals and are in a safe roadworthy and legal condition at all times.

If your vehicle is over 3 years old it requires an annual MOT test.

Regular checks should be carried out on vehicles by drivers, especially prior to undertaking a long journey.

These should include:

- oil, coolant and brake fluid levels
- power steering fluid level
- screen washer fluid level
- wiper condition and operation
- windscreen condition and cleanliness
- tyre pressure, tread depth and general condition
- all lights are working
- seatbelts
- bodywork

If any faults are found that may affect vehicle safety, the vehicle **MUST NOT** be used until they are remedied.

Vehicle Breakdown

Breaking down can be a stressful and worrying experience, particularly if you are alone or in an unfamiliar place. It can also be hazardous. Following the basic safety guidelines below can help to reduce risk.

On motorway

If at all possible, leave the motorway at next exit or pull into a service station.

If this is not possible then the hard shoulder should be used accordingly:

- use the hard shoulder lane to decelerate before stopping as far to the left as possible, preferably near an emergency telephone
- turn on hazard warning lights along with sidelights if dark or visibility is poor. **DO NOT** display a red triangle or other warning device
- get out of the car by doors on the verge side. Ensure passengers also vacate the vehicle the same way

- take note of marker posts and contact the emergency services, where possible, using an emergency phone instead of a mobile phone
- if walking along the hard shoulder to a telephone, keep as far away from the traffic as possible
- if you feel at risk from another person, return to your vehicle by the passenger door and lock all doors. Leave the vehicle again as soon as you feel danger has passed
- DO NOT attempt even minor repairs
- once the vehicle is repaired, return to the motorway using the hard shoulder to accelerate to merge fully with traffic in the first lane

If you cannot get your vehicle onto the hard shoulder, switch on the hazard warning lights and only leave your vehicle when you can get safely clear of the carriageway.

You must NEVER use the motorway hard shoulder to:

- stop for a break, to eat or drink or to go to the toilet – use the service stations
- use a mobile telephone
- check a route or map

Off the motorway

If your vehicle breaks down on an ordinary road or carriageway, you should:

- leave your car in as safe place as possible, ideally away from traffic
- switch off the engine
- switch on hazard warning lights along with sidelights if dark or visibility is poor
- display a red triangle, if you have one, on same side of road at least 45 meters (147ft) behind
- find the nearest telephone or use a mobile phone to phone for assistance
- wait for assistance in a safe place, away from your vehicle, keeping clear of the road and traffic
- do not stand between your vehicle and oncoming traffic as you may obscure lights

Tyre Safety

You need good tyres to drive safely as they affect the steering, braking and acceleration of your vehicle. Faulty tyres work less efficiently and don't last as long; they could also mean a heavy fine and penalty points on your licence. It is against the law to have:

- car tyres with tread worn below 1.6mm
- a mix of radial and cross ply tyres
- over or under inflated tyres
- tyres with cuts, lump, bulges or tears
- the wrong sort of tyre fitted

Tyre pressures and inflation

Refer to the manufacturer's handbook for guidance on recommended pressures for your vehicle. Care must be taken when inflating a tyre. Only fill the tyre to the manufacturer's recommended pressure for the type of driving to be undertaken. Do not use tyre inflation devices near to cuts / open wounds etc. Tyre pressures should be checked every 2 weeks and when the tyres are cold (pressures are raised when warm).

Accidents

Any accidents involving physical injury to an employee driving on company business (excluding commuting to and from work), or involving a member of the public must be reported through the company's accident reporting procedures.

Mobile Phones

Research has shown that the potential for being involved in an accident whilst using a mobile phone can be significantly increased due to the individual concentrating more on the phone conversation than on their immediate surroundings.

The law has now made it illegal to use a hand-held mobile phone when driving, even when you are stopped at traffic lights or in a queue of traffic. This includes making or receiving calls, pictures, text messaging or accessing the internet.

You can also be prosecuted for using a hands-free mobile phone if you fail to have proper control of the vehicle. If you drive carelessly or dangerously when using any phone the penalties can include disqualification, a large fine and up to two years imprisonment.

Mobile phones should be used in accordance to the company's agreed policy when driving on company business.



Driver Fatigue

Research shows that physical fatigue and tiredness in drivers is a significant cause of accidents, particularly on motorways.

Drivers should recognise the signs of fatigue, which are:

- increased yawning
- not remembering the last few minutes
- jerking your head or body from the brink of falling asleep
- losing concentration
- car veering off the road

If drivers feel sleepy they should get off the road into a safe parking area to take a break. In order to keep awake until reaching a suitable parking place, drivers should turn on the radio, open the window or increase the cold air ventilation.

To avoid fatigue, try the following tips:

- plan your journey to include a 15 minute break every 2 hours
- drink coffee or high caffeine drink
- don't start a long trip if already tired
- ensure you have had sufficient sleep if starting early
- avoid driving between midnight and 6am when you are likely to feel sleepy

Driver Eyesight

Drivers should be able to read a number plate at the legal distance of around 20 meters (65 feet), using any corrective appliances such as glasses or contact lenses. The general recommendation is to have eyesight tested every two years. Having an eyesight test will usually identify the majority of common eyesight conditions and also give clues about other less common diseases.

If there is any problem with the employee's vision, because of either injury or disease or following an eyesight test, the employee must notify their line manager immediately.

Adverse Weather

The British weather is unpredictable and adverse weather can occur suddenly. If you drive regularly for work you should ensure that you are prepared for the weather conditions. When adverse weather has been forecast, relevant details should be obtained to decide whether it is appropriate to travel.

Alternative methods of travel may be more suitable depending on the weather conditions. Driving in adverse weather should take account of visibility, ability to stop when roads are wet or icy and load etc being carried.

Poor Visibility

When visibility is seriously reduced you should drive at a safe distance with dipped headlights on. You may also use front and rear fog lights (in addition to the headlights) but you must switch them off when visibility improves.

Wet Weather

In wet weather, stopping distances will be at least double those required for stopping on dry roads. This is because your tyres have less grip on the road. In wet weather:

- you should keep well back from the vehicle in front. This will increase your ability to see and plan ahead
- if the steering becomes unresponsive, it probably means that water is preventing the tyres from gripping the road. Ease off the accelerator and slow down gradually
- the rain and spray from vehicles may make it difficult to see and be seen. Use dipped headlights

Flooded roads

Occasionally roads becoming flooded when there is a high rainfall over a short period of time.

- don't attempt to cross if water seems too deep
- drive slowly in first gear but keep the engine speed high by slipping the clutch to avoid stalling
- avoid the deepest water
- test brakes after driving through floods

Icy and Snowy Weather

Great care should be taken when driving in icy or snowy weather. Vehicle drivers are advised to carry a spade, warm clothing, a warm drink and emergency food in case your vehicle breaks down.

When driving:

- keep well back from the vehicle in front as stopping distances can be ten times greater than on dry roads
- take care when overtaking gritting vehicles
- watch out for snowploughs, which may throw out snow on either side. Do not overtake them unless the lane you intend to use has been cleared
- drive extremely carefully when the roads are icy. Avoid sudden actions as these could cause a skid

Windy Weather

High side vehicles are most affected by windy weather, but a strong gust can also blow a car off course. This can happen on stretches of road exposed to strong cross winds, or when passing bridges or gaps in hedges. In strong winds your vehicle may be affected by turbulence created by large vehicles. Motorcyclists are particularly affected, so keep well back from them when they are overtaking high sided vehicles.

Personal Security

Lone driving forms part of the company's policy regarding company vehicles, whether the driver is female or male. Below is a checklist for personal security when driving:

- keep the doors of the vehicle locked, especially when in towns to avoid 'car-jacking'
- keep 'valuables' including briefcases etc. out of sight when driving and on parking, lock whatever is to be left behind in the boot
- when parking, if possible, drivers should use a manned car park and park near the exit. Reversing into parking spaces is also advised to allow drivers to drive off immediately
- keep the vehicle well maintained and with a surplus of fuel for the planned journey or to the next planned rest break or refuelling point
- keep a mobile phone with you to summon help or keep in contact with your manager / office
- avoid eye contact with other drivers and do not get into personal confrontation
- if you believe you are being followed, drive to a police station, if possible, or a crowded place
- always approach the vehicle with the key alarm/sender in hand, and be aware of people around you
- carry a torch (integral with the key if possible) to make locating the lock at night easier
- look in the back seat before entering and lock the car once seated

Alcohol and Drugs

Driving under the influence of alcohol or drugs (whether prescribed or illegal substances) is against the law. Drugs and alcohol can both seriously impair your ability to drive and the effects may last for a number of hours (or days). There is no safe limit of alcohol and drugs as their affect can be dependent on a number of factors:

- weight
- sex
- age
- metabolism
- amount of food consumed
- amount and type of alcohol consumed

Before driving, employees must ensure they are fit to drive and have a level of alcohol below the maximum limit allowed, ideally zero and not under the influence of any drugs that may affect ability to drive (check with your pharmacist / GP for the effects of any prescribed or over the counter drugs).

If driving on company business this should be in accordance with the company policy. Consumption of alcohol whilst driving is prohibited both during company time or whilst driving a company vehicle. The possession, use or distribution of drugs / substances for non-medical purposes is strictly forbidden.

Refuelling of Vehicles

Due to the risks of fire and explosion, when refuelling any vehicle, the following should be adhered to:

- do not use any naked flames whilst on the filling station forecourt
- do not use mobile phones
- do not smoke

Care should also be taken when walking on the forecourt due to the possibility of spilt diesel and petrol being present.

For those using an unfamiliar vehicle check fuel type prior to dispensing. If using diesel, then gloves should be worn when refuelling.

Safe Speed

One of the most significant risks for drivers and road users is inappropriate speed. This includes both exceeding the speed limits and driving within the limits but in unsuitable conditions.

When driving you should observe the following guidance:

- ensure you know the national speed limits for the roads and vehicle you are driving
- plan journeys allowing for poor weather, traffic delays etc
- obey posted speed limit signs at all times (even if late at night / early morning)
- reduce speeds for poor weather, busy roads, unfamiliar roads, high pedestrian activity etc

Further Advice and Information

<http://think.direct.gov.uk/>



Electrical Safety

What are the hazards?

The main hazards are:

- contact with live parts causing shock / burns (normal mains voltage, 230 volts AC, can kill)
- faults which could cause fires
- fire or explosion where electricity could be the source of ignition in a potentially flammable or explosive atmosphere, e.g. in a spray paint booth

Ensure that:

- suspect or faulty equipment is taken out of use, labelled 'DO NOT USE' and kept secure until examined by a competent person
- where possible, equipment, tools and power socket-outlets are switched off before plugging in or unplugging
- equipment is switched off and/or unplugged before cleaning or making adjustments

Visual checks on electrical equipment

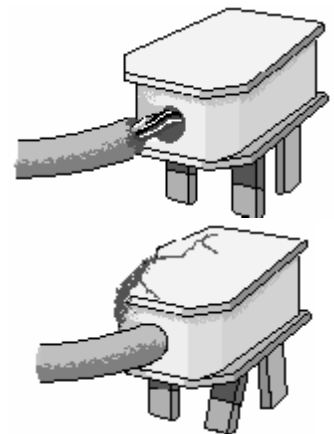
1. Inspections and testing of all portable electrical equipment and the fixed electrical installations is the responsibility of the company, though the responsibility for undertaking visual checks falls to all employees.

2. Around 95% of all faults or damage can be found by visual checks and this will involve checking:

- for damage to the cable covering, such as cuts and abrasions, apart from light scuffing, or non-standard repairs e.g. cable wrapped with electrical tape



- where the cable enters the plug. Internal wires - those covered by the outer sheath may be exposed or the cable may be loose and move within the plug



- for damage to the plug, such as the cracked casing, bent pins, evidence of overheating i.e. burn marks or discoloration

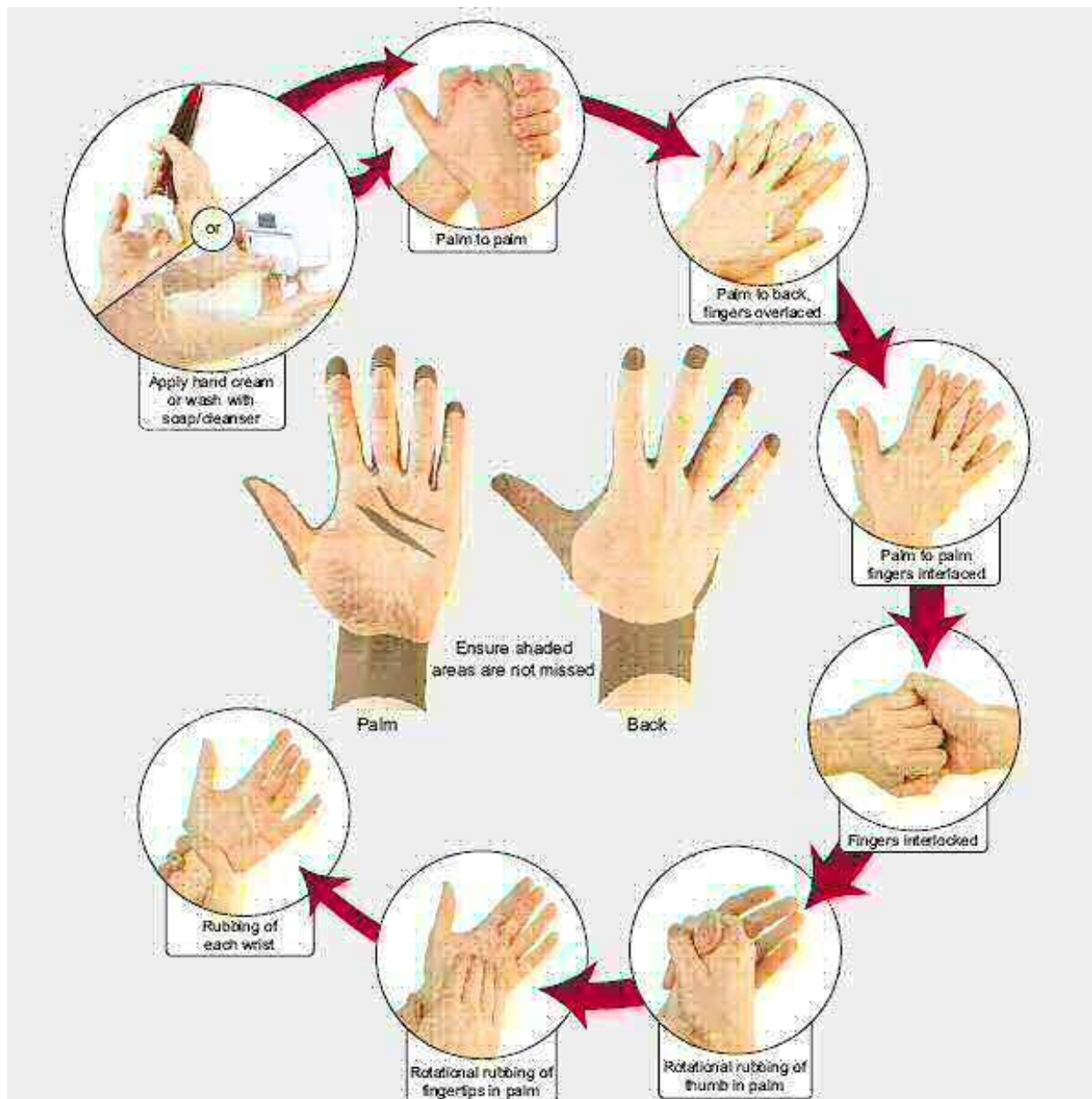
- for damage to the sockets, switches, etc. e.g. cracked or broken casing

- that equipment has been used in conditions for which it is not suitable, e.g. a wet or dusty workplace or has damage to the outer cover of the equipment or has obvious loose parts or screws

- cables are routed safely, with the one extension lead used per socket. Where there is a risk of tripping over cables and they cannot be re-routed, cable strips must be fitted

Hand Washing

It is important to look after your skin. Wash hands using steps below to remove any contamination from your skin promptly, and remember to thoroughly dry your skin after washing. Using moisturising creams can also help to protect your skin.



Regularly check your skin for dermatitis. Look for signs of dryness, itching and redness. If you think you may have dermatitis, report it to your supervisor.

Ladders and Stepladders

This guidance is to help you:

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

When is a ladder the most suitable access equipment?

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

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

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

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

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

- on firm ground or spread the load (e.g. use a board)
- on level ground - for stepladders refer to the manufacturer's instructions, for ladders the maximum safe ground slopes on a suitable surface (unless the manufacturer states otherwise) are as follows:
 - side slope 16° – but the rungs still need to be levelled
 - back slope 6°
- on clean, solid surfaces (paving slabs, floors etc). These need to be clean (no oil, moss or leaf litter) and free of loose material (sand, packaging materials etc) so the feet can grip. Shiny floor surfaces can be slippery even without contamination

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

You should **only** use ladders or stepladders:

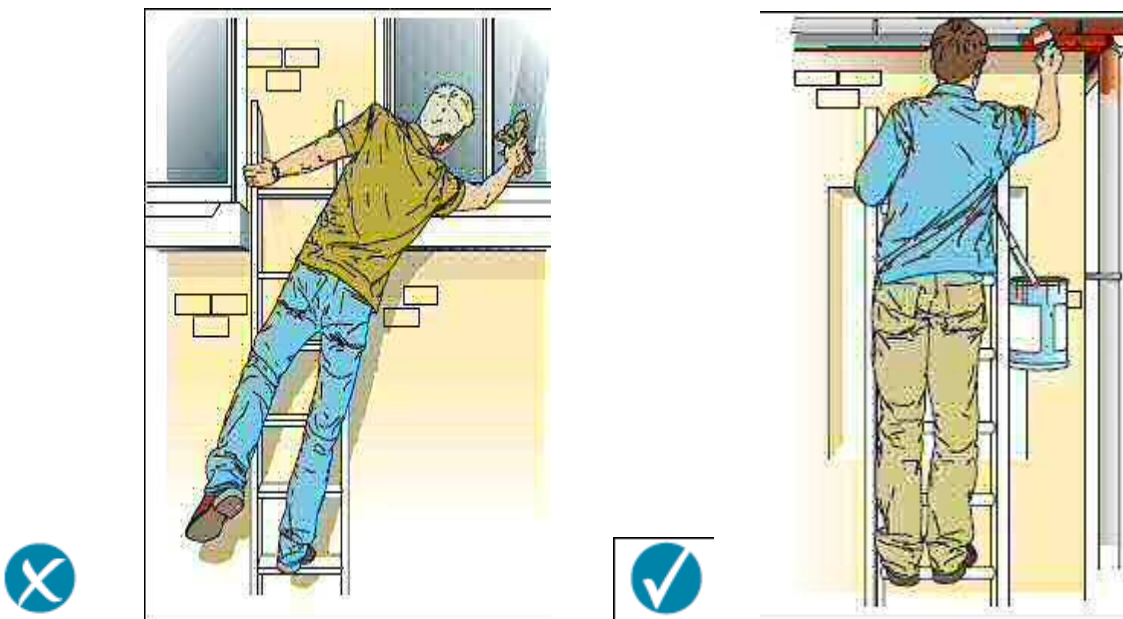
- where they will not be struck by vehicles, by protecting them with suitable barriers or cones

- where they will not be pushed over by other hazards such as doors or windows, by securing doors (not fire exits) and windows where possible. If this is impractical, have a person standing guard at a doorway, or inform building occupants not to open windows until they are told it is safe to do so
- where pedestrians are prevented from walking under them or near them, by using barriers, cones or, as a last resort, a person standing guard at the base

Safety in use – ladders

On a ladder **do not**:

- overload it – you and anything you are carrying should not exceed the highest load stated on the ladder
- overreach - keep your navel inside the stiles and both feet on the same rung throughout the task
- rest ladders against weak upper surfaces e.g. glazing or plastic gutters. Use effective spreader bars instead
- use the top three rungs
- move the ladder while someone is using it
- extend a ladder while standing on the rungs
- slide down the stiles



Overreaching – not maintaining 3 points of contact Maintaining 3 points of contact

Do:

- make sure the ladder rungs are level. This can be judged by the naked eye. Ladders can be levelled using specially designed devices but not by using bits of brick or whatever else is at hand

- check that the weather is suitable - do not use ladders in strong or gusting winds
- wear sensible footwear. Shoes should not have the soles hanging off, have long or dangling laces, or be thick with mud or other slippery contaminants. High heels are also unsuitable!
- check that you are fit. Certain medical conditions or medication, or a fear of heights, could mean that you shouldn't be working at height
- know how to tie a ladder properly

You should also avoid holding items when climbing (for example by using tool belts). If you must carry something you must still have one free hand to grip the ladder. Remember the **THREE POINTS OF CONTACT RULE** – 2 hands and 1 foot or 2 feet and 1 hand **MUST BE** on the ladder at all times when climbing and descending.

Ladders must be erected at an angle of 75°. To judge the angle use the angle indicator marked on the stiles of some ladders or the 1 in 4 rule (1 unit out for every 4 units up, as shown in Figure 3).

Ladders used for access to another level must be tied and should extend at least 1 metre above the landing point to provide a secure handhold (see Figure 4).

Correct 1 in 4 angle:



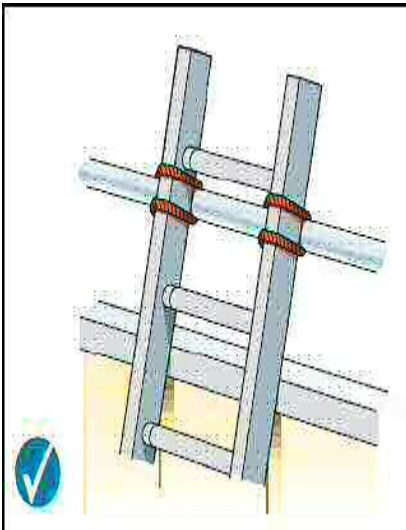
Securing a ladder

To prevent the ladder slipping away from the wall, or slipping sideways, you must secure it. The options for securing a **ladder** are:

- tie the ladder to a suitable point, making sure both stiles are tied
- where this is not practical, use a safe, unsecured ladder or a ladder supplemented with an effective ladder stability device
- if this is not possible, then securely wedge the ladder e.g. against a wall

- if none of the above can be achieved, foot the ladder. Footing is the last resort and other methods of securing the ladder should be used in preference

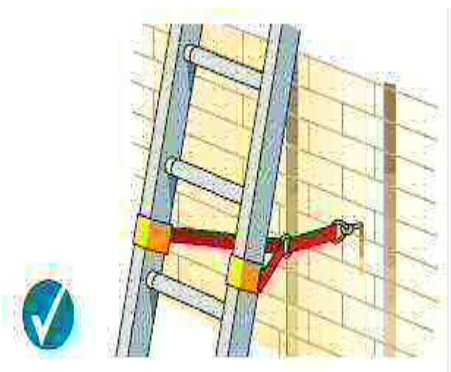
If you do have to foot a ladder, be aware that this will not stop a ladder slipping sideways at the top. Individuals footing ladders should apply weight downwards on the ladder by standing on a rung, or by pushing against the ladder stiles (although this is less effective).



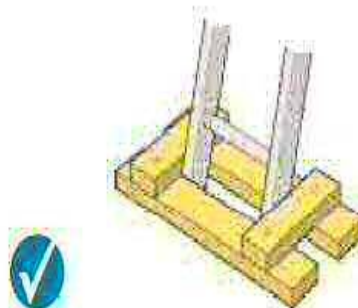
Ladder tied at the top stiles
(correct for working on, but not for access)



Tying part way down



Tying near the base

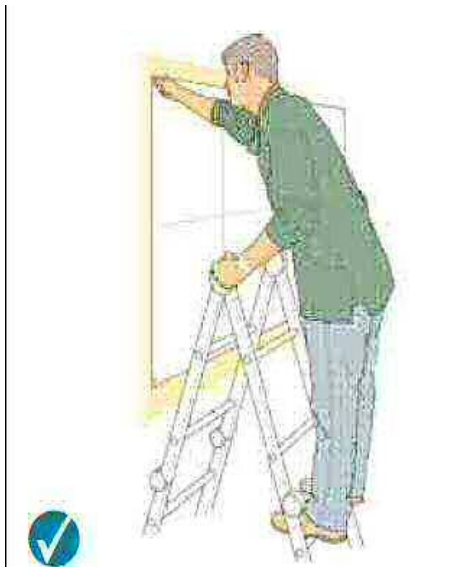


Securing at the base

Safety in use – stepladders

On a stepladder **do not**:

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



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



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

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



Incorrect – steps side on to work activity



Correct – steps facing work activity

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

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

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

Is the ladder or stepladder safe to be used?

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

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

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

Pre-use checks

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

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

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

Storage

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

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

Lone Working

There are certain circumstances where two staff must always be involved and specifically, that a safe system of work should be followed e.g. working in confined spaces. If you think that the job cannot or should not be done safely alone discuss it with your manager or supervisor prior to starting.

Working alone can involve a number of scenarios. However, the following practical tips will apply to all of these:

- always tell someone, record where you are going, when you are going and your expected time of return
- take a mobile phone with you and ensure that it is charged in case you need to use it
- ensure your manager or colleagues have a record of your mobile telephone number
- keep valuables / cash to a minimum
- maintain regular contact with colleagues or manager

HOME VISITS

When visiting people in their own homes it must always be recognised that you are far more vulnerable than in other situations, due to a number of factors e.g. you are on their territory, you will be less familiar with the surroundings, prior to entering you will not know who is in the property.

When carrying out home visits the following advice must be taken into consideration:

- wherever possible get to know the persons in advance. If in any doubt, discuss the visit with your manager, and if necessary go with another member of staff
- if you are meeting someone unknown to you, check their authenticity before leaving for your appointment
- if possible arrange an initial meeting to take place at the office or a public place to give the opportunity to assess the person
- during visits ensure that your exit is never impeded
- do not enter a property if the person you expect to see is not there
- be alert at all times to signs that a situation is getting out of hand. If you feel that this is happening, make your excuses and leave immediately
- be aware that people may have dogs or other animals in their home and these could be used to intimidate you. Where possible ask for them to be moved to a separate room (an exception may be when a dog is provided as a support for a disability)
- always stay calm and do not return aggression as this may aggravate the situation
- trust your instincts and act on them
- report any conflict or incidents to your manager or supervisor

INTERVIEWING IN OFFICES

There is a potential for violent crime against staff at all times, not least when interviewing or meeting members of the public in offices. The following general advice is given:

- ensure your manager or colleagues have a record of your mobile telephone number
- keep valuables / cash to a minimum
- maintain regular contact with colleagues or your manager
- assess the client prior to the meeting
- notify staff in your department, recording who and where you are interviewing
- ensure that there are always other members of staff available
- if you have any doubts or fears do not interview alone, ask for another member of staff to assist
- be constantly alert to signs of tension, frustration or aggression
- when using any interview room ensure that your exit to the door is not impeded, always seat yourself nearest to the exit
- prior to using an interview room ensure that there are no loose objects available which could be used as weapons
- know how to summon help and ensure this remains accessible

WALKING

Anyone who is on foot should develop a sensible level of awareness to danger that is relevant to the circumstances. The use of a few sensible precautions should minimise risks:

Walking safely

- avoid short cuts through dimly lit or enclosed areas
- after dark keep away from bushes, doorways and alleyways
- tell your manager or colleagues your precise destination and expected time of return
- walk facing oncoming traffic, this avoids a vehicle coasting quietly upon you from behind
- walk confidently and purposefully, avoid sending out signals of fear and vulnerability
- do not wear a personal stereo, it will reduce awareness of your surroundings
- wear sensible footwear, do not wear footwear which may impede your actions if alarmed
- if you think you are being followed, cross the street. If they continue to follow, move to the nearest place with people and call the Police using your mobile phone
- keep your distance if asked for directions

Carrying money and valuables safely

- don't carry more cash than absolutely necessary
- keep wallets/purses in inside pockets
- carry handbags close to the body, on the side away from the kerb
- make sure the fastening on the bag is secure
- if someone grabs you bag or wallet, let it go. Personal safety is paramount

Be on guard with strangers

- be cautious in conversation; don't give away any personal details
- trust your instincts and avoid crowds or groups which may appear threatening
- be wary of stationary vehicles with engines running and people sitting in them
- if a car stops and you are threatened, move away quickly in the opposite direction and use your mobile phone to call for assistance

DRIVING

If you drive, a few sensible precautions will help minimise risks and help to make you more confident:

1) Before you set off

- make sure your vehicle is regularly serviced and check oil and tyres etc. regularly
- ensure you have adequate fuel for the journey
- plan your route
- tell your manager or colleagues your precise destination and expected time of return

2) On the road

- keep bags and other valuables out of sight – even during the journey
- keep doors locked, windows and sunroof closed as much as possible, especially in stop/go traffic
- do not pick-up hitch hikers
- if followed, drive to the nearest police station or concentration of people and call for assistance using your mobile phone

3) Leaving the vehicle

- always lock your vehicle and put anything of value out of sight
- if dark or if it will be dark when returning to your vehicle, park in well lit places, as near to your destination as possible
- wherever possible, use a manned car park
- when parking, reverse your vehicle into a parking space and leave it as close to the exit as you can
- have your keys ready when you return to your vehicle; check the interior for intruders before getting in

4) If you break down

- pull off the road as far as you can and if necessary switch on your hazard warning lights
- if someone offers help and you feel uncertain about them, stay in your vehicle (except on motorway) with the doors locked and use your mobile phone to summon assistance. Do not get into a car with a stranger or try to hitch a lift
- summon assistance using your mobile phone and give precise details of your location

5) If you feel threatened

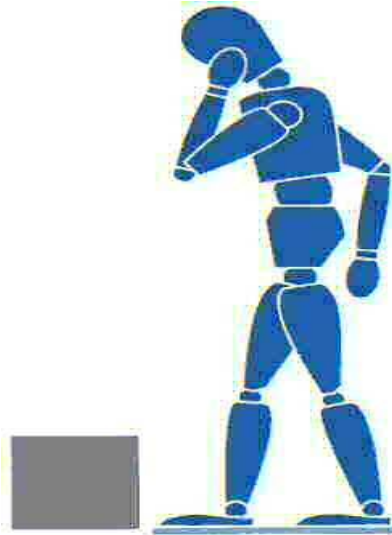
- if you are being followed, drive to a busy place
- if the occupants of a car beside you e.g. at traffic lights or road junction try to attract your attention for any reason, simply ignore them
- if a car travels alongside you at the same speed, slow down and let them pass. If the driver persists, drive to a busy place and call the police
- if a car pulls up in front of you, forcing you to stop, leave the engine running, activate your hazard warning lights and sound your horn continuously. If the driver gets out and approaches you, reverse and get away

Manual Handling

PRINCIPLES OF GOOD HANDLING TECHNIQUE

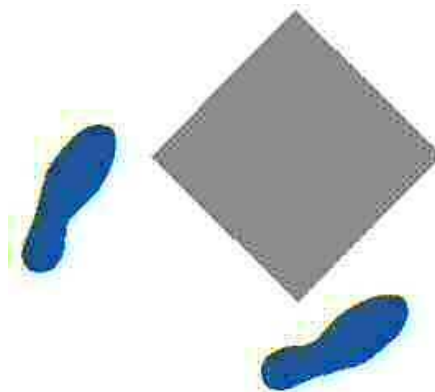
1 Planning

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



2 Feet

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



3 Knees

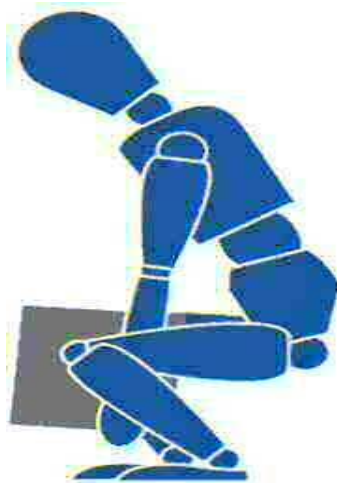
Adopt a good posture for handling with the knees bent (not squat – don't kneel), in order to gain the most effective power from the thigh muscles.

4 Back

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

5 Arms

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



6 Hands

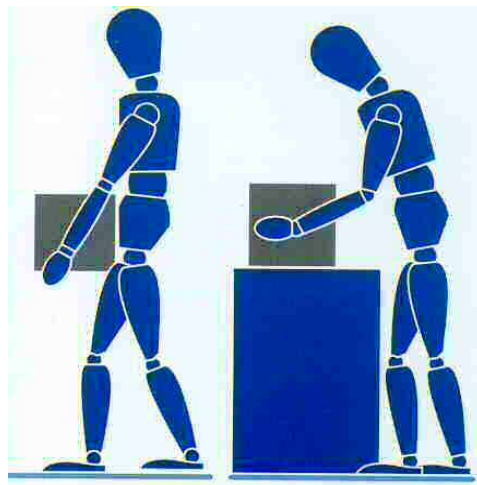
Ensure a firm grip on the load using the roots of the fingers and the palm of the hand. Holding the load this way is also less tiring than keeping the fingers straight.

7 Head

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

8 Moving the Load

Keep the load as close to the trunk for as long as possible, and where relevant, keep the heaviest side of the load close to the body. Slide the load towards you if required.



Lift smoothly

- Move the feet not the trunk when turning to the side i.e. don't twist.
- Put the load down and then slide the load into the required position if necessary.

9 Team handling

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



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

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

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

Work At Height

Work at Height means work in any place from which a person can fall and includes work at ground level where there is the potential to fall below ground level such as into excavations, manholes, pits etc.

Work at height usually involves the use of specialised work equipment such as:

- scaffolds including fixed and mobile systems
- mobile elevated working platforms
- edge protection and barriers around leading edges
- suspended equipment such as cradles and Boatswain's Chairs
- ladders, crawling ladders, stepladders and trestles

Permanent staircases, raised walkways and high level work areas are NOT deemed to be work at height if they have appropriate balustrades, guard-rails, parapet walls etc. to prevent falls unless work is being done which raises the person sufficiently for them to fall. The potential hazards relating to falls from a height are usually quite obvious and can be found in most work places.



There are many hazardous situations which could result in falls from a height such as:

- unprotected elevated workplaces such as flat roofs, gantries, walkways etc
- fragile surfaces such as pitched roofs, skylights on flat roofs etc
- unprotected openings such as manholes, excavations, shafts, pits etc
- use of unsuitable equipment such as chairs, tables, ladders etc
- use of unstable equipment such as ladders, stepladders, mobile tower etc
- failure to wear or use fall arrest equipment

TYPES OF PROTECTION

Permanent protection

This forms part of the permanent fall protection measures of the building or structure and should be designed to an appropriate standard; preventing personnel falling from a height. In some older buildings this protection maybe below the current standard or the original protection has been altered or destroyed over time making it unsuitable for its intended purpose. If you intend to use existing fall protection (e.g. edge protection around a flat roof) or permanent access arrangements you must:

- check existing arrangements meet relevant fall protection standards (e.g. 950mm high with suitable mid-rail and toe-boards to prevent people and objects falling)
- ensure suitable access exists such as suitable staircase, secure fixed ladder set at the correct angle with suitable handholds or vertical ladder with hoops etc

If the permanent protection is not adequate you will need to consider temporary protection.

Temporary protection

Examples of temporary protection include:

- proprietary edge protection installed around flat roofs and other elevated positions
- conventional scaffolding boarded out with suitable guard-rails and toe-boards
- tower scaffolding properly boarded out with suitable guardrails and toe-boards
- mobile elevated working platforms such as Cherry Pickers, Scissor Lifts etc
- purposely designed platforms properly attached to Forklift trucks
- suspended cradles with suitable guard-rails and toe-boards

Proprietary edge protection

Proprietary edge protection is also regarded as temporary edge protection and should be installed where the design of the roof does not provide suitable permanent edge protection.

The equipment must be properly installed to provide an effective barrier and the top of the guard rail or other similar means of protection must extend at least 950mm above the working surface and any opening or gap must not exceed 470mm. Toe-boards should also be fitted where necessary to prevent material falling off the edge.

Conventional scaffold

All types of conventional scaffolding must be erected or installed by competent and trained personnel. Alterations or modifications must not be made unless authorised by a competent person. All scaffolding must be erected on firm ground or from a suitable structure capable of supporting the total load and fitted with suitable guard rails (950mm high) with an intermediate rail 450mm high and toe-boards to prevent material falling off. Suitable access should also be provided to reach the working platform and those erecting or dismantling the scaffold should wear and use adequate fall arrest equipment.



Tower scaffolds (both static and mobile)

The erection or dismantling of tower scaffolding should only be carried out by trained personnel and in accordance with the manufacturer's instructions. This type of equipment will provide a safe place of work as long as the following rules are applied. All towers should be erected and used only on firm level surfaces and static towers should be fitted with metal base plates to prevent damage to the standing tubes. The stability of tower scaffolds depend largely on the height to smallest base ratio with the maximum ratios shown below depending on whether it is a static or mobile tower:

- Static tower used internally 4: 1
- Static tower used externally 3.5: 1
- Mobile tower used internally 3.5: 1
- Mobile tower used externally 3: 1

The maximum freestanding height for mobile and static towers is 9.6m and 2m respectively and must conform to the ratios mentioned above. If the scaffold goes over these heights it must be properly secured to a suitable adjacent structure. Any working platform must be fully boarded with adequate guardrails around the platform (top and mid-rail 950 mm and 450 mm respectively) with suitable toe-boards.

Ideally access should be an integral staircase inside the tower itself. However if vertical ladders are used they should always be fixed on the narrowest side. Never lean ladders against the outside of a tower in case it topples.

Mobile towers

In addition to the precautions mention under tower scaffolds, mobile towers must never be moved with plant, equipment or people on it and should only be moved by pushing or pulling near the base. Wheels must always be locked and where appropriate out-riggers fully extended before allowing personnel to use this equipment.



Mobile elevated working platforms (MEWPs)

MEWPs are the collective name for many types of powered working platforms such as Cherry Pickers, Flying Carpets, Scissor Lifts etc. This type of equipment must only be set up and used by properly trained and competent operators in accordance with the manufacturer's instructions.



Outriggers must be fully extended and lowered onto a firm surface to effectively support the equipment, where appropriate, and the equipment visually checked each time before use.

Since the platform is designed to move under power, care must be taken when used next to overhead or adjacent structures to avoid trapping and where necessary fall arrest equipment should be worn and used if there is a risk of the operator falling from the platform.

Platforms on forklift trucks

Only platforms specifically designed for attachment to Forklift trucks must be used for this purpose and the method of securing the platform to the forks and the operation of the platform must always be in accordance with the manufacturer's instructions.

Suspended cradles

Suspended access equipment includes items such as cradles, cages, suspended platforms etc. All such equipment must be specifically designed for its intended purpose and only trained and authorised personnel must use this type of equipment in accordance with the manufacturer's instructions. Such equipment must be regularly inspected and tested where appropriate.

Temporary protection as part of safe systems of work

This type of solution is usually adopted when the temporary protection mentioned above is not practical. However the options shown below by themselves do not provide a safe place of work and therefore additional precautions need to be considered in terms of establishing a safe system of work. This includes providing appropriate training, instruction and effective supervision to make sure the safe system is adhered to. The safe system may include the provision and use of fall arrest equipment to ensure that if the person undertaking the work does fall any possible injuries are minimized.

Temporary protection, which requires a detailed safe system of work, includes:

- leading edge protection
- roof ladders and crawling boards
- lightweight staging (Youngmans Boards)
- Boatswain's chairs
- abseiling equipment
- leading edge protection

These are movable platforms and barriers to protect personnel from falling when installing floors and roofs etc and are normally used with fall arrest equipment. It is extremely important to ensure there is a clearly defined safe system of work of how such equipment will be used in order to minimize the risk of falling and that the application of the system is closely supervised.

Roof ladders / crawling ladders

These are normally used on pitched roofs for limited short duration work such as fixing loose tiles, capping stones, checking hook bolts etc. More involved work on roofs will require scaffolding and suitable edge protection.

Lightweight staging

Such staging as the name suggests is designed for lightweight use and is commonly called Youngman staging or boards (proprietary name). This equipment is normally placed above and properly secured to suitable fixed supports to form a temporary working platform, which is then used for access or light, short duration work.

It is important to ensure when using this type of equipment that it is adequately supported to take the required load and properly secured to prevent accidental displacement. Guardrails and toe-boards should be securely fitted in order to prevent falls and proper thought and consideration given to erecting and dismantling the staging as part of the overall safe system of work.

Podium or platform steps

These types of steps are superior to step ladders since they provide an integral working platform as part of the steps with suitable guardrails or handholds. Some have the guardrail around all four sides whereas others have the guardrail around three sides allowing the work involving two hands.

The more comprehensive the guardrail system or extensive the handhold the less chance there is falling off and this should be the important criteria when deciding what type of equipment to provide and use.

Nevertheless it is still important to consider stability when using this type of equipment to prevent accidental toppling.

Boatswain's chair

This type of suspended access must only be used where the work is of short duration and other forms of platform are not reasonably practicable. They must only be used by competent persons as part of a detailed safe system of work and appropriate personal protective equipment must be used.



Abseiling equipment

This equipment is used for light work and inspection tasks where the provision of conventional means of access would be difficult or prohibited. It must only be used by competent persons as part of a detailed safe system of work and appropriate personal protective equipment must be used.

Stepladders

Many of the general rules for the safe use of ladders also apply to step ladders. Stepladders should only be used for low-level work.

Treads, hinges, bolts, screws and fixings must be sound and secure and the retaining cords must be of equal length and fully extended when in use. Stepladders must always be placed on a firm level surface with the ladder facing the work and the user should ensure the top of the ladder is not below waist height.

Trestles

All trestles require a firm, level base and must be fully extended before installing the platform. At least the top third of any folding trestle must be above the working platform and the maximum span should not exceed 3m. Guardrails and toe-boards must be erected around the platform to prevent people falling off.

Ladders

Many people fall from ladders while attempting to work as they are primarily designed to provide suitable access and egress. However ladders are sometimes used as a working platform if the other options mentioned above are not reasonable practicable and the work is short duration (a maximum of 15 - 30 minutes work at a single position before it is moved).

At least one handhold must be available and used at all times; any work involving the use of both hands at the same time will require a different type of solution such as those mentioned above e.g. platform with guardrails etc.

Fall arrest equipment

This type of equipment is normally used in conjunction with the temporary protection mentioned above or where there is no other practical solution to prevent falls from a height. Such equipment does not prevent falls; instead it limits the height of the fall provided the equipment is properly installed and used.

Fall arrest equipment comes in various forms such as:

- Full / Chest Harnesses with Lanyards
- Full / Chest Harnesses with Inertia Reels
- Safety Nets
- Full / Chest Harnesses with Lanyard or Inertia Reel

This equipment is only effective if suitable anchor points have been provided to connect the lanyard or Inertia Reel since without the opportunity to connect the equipment the user will simply fall while wearing the equipment. It is therefore essential when selecting this option to ensure that full and proper account is taken of how the equipment will be connected to the structure using anchor bolts, running lines, manlock devices etc.



It is also important to ensure that any anchor point is kept as high as possible and certainly above waist height to prevent the wearer falling any further than is necessary. Anyone expected to wear this equipment must be properly trained in its use and adequate provision made to check the equipment at regular intervals and to store it safely.

Fall restraint equipment must be provided and used when working on equipment that can move, such as window-cleaning cradles. It should, where practicable, be attached to an auxiliary safety rope rather than a main suspension rope or cradle since this will prevent falls in event of failure of the cradle. Fall restraint equipment must be thoroughly inspected both before and after each use particularly the condition of straps, webbing, stitching and ropes.

Safety nets

Nets do not prevent falls but will restrict the fall height minimizing injuries. Nets are normally used in semi-static situations where most of the work is concentrated in one area since the erection of the net itself produces its own risks.

It is also important to ensure the net is fixed in a position close to the work in order to minimize as far as possible the height of the fall and must be wide enough to catch anyone falling into it.

Inspection of protection

Inspection of the protective measures set up to ensure the safety of those affected during the working at height operation is an integral part of the effective management of the system.

Inspections should take place:

- before the equipment or system is used
- during the use of the equipment or system
- after extraordinary incidents, accidents or adverse conditions
- at intervals not exceeding 7 days in the case of scaffolds and other working platforms (including tower scaffolds and MEWPs) used for construction work and from which a person could fall more than 2 metres

Other aspects to consider when working at height are:

- Personal Protective Equipment (PPE) - where there are additional risks such as to the head, feet and hands suit PPE should be provided and worn e.g. safety helmet, foot wear, gloves etc
- falling objects - to prevent falling objects netting, barriers and toe-boards should be used as well as closing off areas below the work. All tools and loose material should be kept in suitable shoulder bags or containers
- fragile surfaces – if anyone does work on or near a fragile surface suitable platforms, coverings, guard rails and the like are provided and used to minimise the risk
- waste removal - to avoid people or material falling consideration should be given to installing purposely designed waste chutes to make handling easier and safer
- emergencies – consider the method of egress in an emergency such as a fire or the need to rescue someone who is ill or falls while wearing a harness etc
- material handling - consider how to best to transport material at a height using suitable mechanical aids to reduce manual handling. It is also important to think about safe storage to prevent it accidentally falling particularly in windy conditions
- mechanical handling - hiring and siting of lifting equipment is extremely important such as cranes in order to avoid the equipment striking or knocking personnel off of working platforms and ladders
- transport - the movement of vehicles and other forms of transport can inadvertently strike working platforms such as ladders, towers etc. and therefore it is important to control any traffic in the area where work at height is being undertaken
- weather conditions - can have a significant effect on safe working at height and therefore steps must be taken to ensure the safe system of work takes fully and proper account of the effect this may have on those undertaking the work

HEALTH AND SAFETY HANDBOOK ACKNOWLEDGEMENT FORM

Please read the notes below and then sign this form.

Clearly, we will do all in our power to ensure the health and safety and welfare of all our staff and we look to our employees to abide by the Health and Safety standards laid down.

We have formulated our Health and Safety at Work Policy as legally required and this handbook informs you of those sections of the Policy which affect you.

You should read the information contained in this Handbook and adhere to the rules at all times.

Please discuss any queries you may have with your employer and sign this form.

I have read the Health and Safety Handbook and understand and accept its contents. I will keep myself informed of its contents.

Signature: _____ Date: _____

Print Name: _____

Agenda Item 13
Representatives on Outside Bodies

REPRESENTATIVES ON OUTSIDE BODIES 2017/18
Adopted Full Council 19th June 2017

Organisation	Number of Reps	Contact	LTC Representative Councillors 2017/2018
SALC (South Shropshire Area Cttee)	1	Dianne Dorrell/Tim Ward	Cllr Sheward
Ludlow Joint Committee	1	Linda Monteith	Cllr Gill
Ludlow Conservation Area Advisory	2	Ben Williscroft	Cllr Ginger/Sheward
Parish Paths Partnership	1	Chris Badley	Cllr Cobley
Flood Forum	1	Rhian Townsend	Cllr Parry/Lyle
Assembly Rooms	1	Chris Underhill	Cllrs Lyle/Parry alternating
Ludlow Hospital	1	Alison Morris	Cllrs Jones/Paton alternating
Ludlow Chamber of Trade & Commerce	1	Tish Dockerty	Cllr Gill
Town Walls Trust	1	Richard Cundall	Cllr Sheward
Ludlow in Bloom	1	Viv Parry	Cllr Parry
Access Group	1	Viv Parry	Cllr Parry
Ludlow Mascall Centre	1	Director – Tina Healy	Cllr Parry
Cons. Trust for St Laurence	1	Bill Lloyd-Kitchen	Cllr Parry
St Laurence Vision Project	1	Team Rector	Cllr Garner
Teme Weirs Trust	1	Daphne Jones	
Friends of Whitcliffe Common	1	John Barnard	Cllr Cobley
Gallows Bank Trust	1	Mr David Davies	Cllr Lyle
Ludlow 21 Food & Farm Group	1	Tish Dockerty	
Job Charlton Trust Almshouses	1	Eric Williams	Cllr Parry
Elizabeth Massey Almshouses	1	Eric Williams	Cllr Parry
Hosyer-Foxe Almshouses	1	Eric Williams	Cllr Parry
South Shropshire Youth Partnership – No longer exists as per email from Linda Monteith 28.6.17	1	Linda Monteith	Cllr Paton/Cllr Garner
Youth Forum	1	Richard Morley	Cllr Paton/Cllr Garner
Ludlow Area Youth Partnership	1	Linda Monteith	Cllr Paton/Cllr Garner
Fairtrade Steering Group	1	Jenny Hume	Cllr Lyle
Shropshire Hills & Ludlow Tourism Destination Partnership	1	Tish Dockerty	Cllr Garner
Wigley Fields Allotments	1		Cllrs Lyle/Jones alternating

Ludlow Town Centre Residents Association	1	Robin Pote	Cllr Pote
Ludlow 21 Sustainable Transport Group	1	Robin Pote	Cllr Pote
In and Out of Ludlow (IOL) Forum			Pote/Parry/Sheward/Gill/Ginger
Boxing Club	1	Flo Hadley	Cllr Jones

Services Committee	
Policy & Finance Committee	