

**TOWN CLERK'S REPORT TO A MEETING OF FAVERSHAM TOWN  
COUNCIL held on 11<sup>th</sup> February 2019**

**1. HISTORIC HARBOUR**

Members are asked to consider the motion from Cllr Flower that "Faversham Town Council considers developing the concept of a Historic Harbour in Faversham Creek". (Paper to be tabled)

**2. YEAR END ACCOUNTS PREPARATION**

Members are asked for agreement to engage RBS Rialtas to carry out year end preparation as per their terms.

**3. LONE WORKING AND SECURITY OF STAFF**

I would like to draw Members' attention to the recent increase in verbal abuse staff members have encountered. The Lone Working Policy dictates that the Town Clerk should report any incidences and action taken. A verbal update will be provided and a review of the policy considered.

**4. VOLUNTEER POLICY**

Members are asked to agree the adoption of the Volunteer Policy and Agreement.

Louise Bareham  
Town Clerk  
4<sup>th</sup> February 2019





*Faversham*  
TOWN · COUNCIL

# **Lone Working Policy**

## **STATEMENT OF POLICY**

Faversham Town Council will take every practicable step to protect the health, safety and welfare of its employees and Councillors whenever they are required by the nature of their duties to work alone and without direct support and supervision.

The Council's employees are expected to work alone and for some staff lone working is the norm. Whilst working alone is not in itself unsafe there may be circumstances where working alone can increase risks. The Council recognises that there may be increased risks to staff that are required to work alone. The implementation of this policy should help to reduce these risks.

The policy applies to employees and Councillors and for the purposes of this policy lone working is defined as any activity or function performed on behalf of Faversham Town Council without any close supervision or with other employees.

Councillors, Office Staff, Cleaners and Ground staff do regularly work alone.

### **1. Organisation and Arrangements**

#### **Faversham Town Council is responsible for:**

- The lone working arrangements of employees;
- Determining the contents of this policy;
- Ensuring that there are arrangements for identifying, evaluating and managing risk associated with lone working;
- Ensuring compliance with the policy and providing resources for putting the policy into practice;
- Making sure that employees and councillors are aware of this policy;
- Making sure that appropriate support is given to employees and Councillors involved in any incident.

#### **The Clerk to the Council is responsible for:**

- Making sure that risk assessments are carried out and reviewed regularly;
- Reporting annually to the Full Council on any incidents and actions taken in response.

#### **All officers and Councillors engaged in lone working are responsible for:-**

- Taking reasonable care of themselves and other people who may be affected by their actions;
- Follow all rules and regulations laid down by the Town Council;

- Report all incidents that may affect the health and safety of themselves or others;
- Taking part in training designed to meet the requirements of this policy;
- Report any dangers they identify or any concerns they might have;
- Record full details of their lone working time;
- Recognise and assess potentially high risk activities before carrying out any work activity and put in place appropriate arrangements to carry out the identified task safely to mitigate risk associated with working alone;
- In addition, and if appropriate, complete a form detailing visits from aggressive or potentially violent people. Any such forms or reports should be provided to the Clerk for appropriate action to be taken.

### **3. Lone Worker Guidance**

- Employees and Councillors must take reasonable care not to put themselves at undue risk. If they feel that they would be at particular risk unless additional precautions are taken then they should discuss this with the Clerk.
- Plan the visit – let someone know time of leaving, where going and estimated time of return.
- Try to avoid confrontation. If a situation does become heated try to stay calm. If violence is threatened it is best to withdraw.
- In the event that an officer suspects that a violent attack is imminent it may be possible to use a mobile telephone to summon assistance (e.g. 999 for the police). Heated arguments can suddenly escalate to the point at which violence is used and in practice there may be little time to call for help.
- Ensure that you are properly trained and have the skills and knowledge to do your job safely and without risks to health. If you feel that you need extra training then discuss this with the Clerk.
- The Clerk will be available to members of the public during agreed hours (or by appointment) at the designated office address of the Town Council or alternatively at other accessible premises designated by the Council.

Further Guidance can be found in HSE Guide INDG 73 Working Alone





# Volunteer Policy

Adopted at the meeting of Faversham Town Council on

## **INTRODUCTION AND SCOPE**

Faversham Town Council's Volunteer Policy recognises the contribution made by volunteers and provides a framework for how we will manage volunteers, whilst recognising the voluntary nature of our relationship.

Faversham Town Council defines volunteering as "The commitment of time and energy, for the benefit of society and the community, the environment or individuals outside one's immediate family. It is unpaid and undertaken freely and by choice".

Many of the Town Council's activities involve working in partnership with community and voluntary groups and volunteers who also work directly with the Council for a number of reasons:

- To encourage involvement and increase our engagement with the local community
- To help ensure our services reflect the needs of our community
- To increase skills, experience, perspectives and diversity in the workplace

This policy aims to ensure that all volunteers can work with us in a safe and supported environment.

We expect that staff at all levels will work positively with any volunteers and where appropriate, will actively seek to involve them in their work.

A copy of this policy must be given to all volunteers.

## **POLICY AIMS**

This policy sets out the principles for voluntary involvement in activities authorised by Faversham Town Council, who acknowledges that volunteers contribute in many ways and that volunteering can benefit the council, local communities and the volunteers themselves.

This policy applies to volunteers working on behalf of the Town Council, not those employed by the Town Council.

## **VOLUNTEER WORK**

All volunteering work must be agreed by the Town Clerk before commencing. Such work needs to be set out in a clear and understandable format. The final decision about the type of work and its execution lies with the Town Clerk. All volunteers must be over 16 years of age.

## **TRAINING & RISK ASSESSMENT**

Volunteers must be adequately trained to be able them to carry out the role required. The exact nature of the training will depend on the role and the findings



from the required risk assessment. A risk assessment will be undertaken to identify any risks that might be faced and how they will be managed.

The Town Clerk is to receive a copy of the risk assessment prior to the work being undertaken. Visual inspections of the work area must be carried out and recorded prior to work commencing.

The risk assessment should include as a minimum:

- The job or activity
- The existing competency of volunteers
- The circumstances of the work (e.g. the degree of supervision)
- The tools and/or equipment being used
- Training requirements

The training standard must be sufficient to ensure the Health and Safety of volunteers and any people who might be affected by the work. Where appropriate, volunteers will be provided with any necessary PPE, tools and training to enable them to carry out agreed tasks.

If volunteers use their own tools, they do so at their own risk. Faversham Town Council cannot be held liable for any injury caused by them through the use of faulty equipment/tools.

Volunteers should only carry out tasks that have the prior approval of the Town Clerk. All volunteers will receive an induction into Faversham Town Council and their own area of work. Training will be provided as appropriate. Where possible, volunteers will be entitled to receive additional training on the same basis as paid staff. Volunteers must be informed about the task and its purpose, health, safety and supervision arrangements.

If required, Faversham Town Council may complete a DBS check.

## **HEALTH & SAFETY**

All works undertaken by volunteers shall have regard to the Health & Safety at Work Act.

Volunteers will not be authorised to carry out work that the Council considers hazardous or would contravene the principles of the Health and Safety at Work Act, taking into account the competence of the volunteer(s) carrying out the proposed work.

Volunteers are covered by Faversham Town Council's Health and Safety Policy, a copy of which will be provided to each volunteer.

All volunteers are covered by Faversham Town Council's insurance policy whilst they are on the premises or engaged in any work on our behalf.

Only volunteer work that has been authorised by the Town Clerk will be covered by the Town Council's insurance, however the council does not insure volunteer's personal possessions.

### **EQUALITY POLICY**

Faversham Town Council operates an Equality Policy in respect of both paid staff and volunteers. Volunteers will be expected to have an understanding of, and commitment to, our Equality Policy.

### **CONFIDENTIALITY**

Volunteers will be bound by the same requirements for confidentiality as paid staff.

### **PROBLEM SOLVING**

We aim to identify and solve problems at the earliest possible stage. Faversham Town Council has a policy and procedure for dealing with complaints either by or about volunteers.

### **EXPENSES**

Expenses incurred on behalf of the Town Council will be met, subject to the prior agreement of the Town Clerk and on production of relevant receipts or invoices.

**VOLUNTEER AGREEMENT**

Name: .....

Address: .....

Telephone No: ..... Email Address: .....

Thank you for agreeing to volunteer with Faversham Town Council. For your information and safety we ask you to read and sign this agreement before commencing duties.

Volunteering is undertaken freely and not in return for any remuneration. We hope that your voluntary work will give you a sense of achievement, work experience, a chance to build on your skills and learn new ones, as well as a chance to strengthen your confidence and make new friends.

As a volunteer you will not do the work of paid staff, but complement the services offered by Faversham Town Council.

You will be supervised by the Town Clerk who will issue you with a role description which specifies what your contribution is expected to be, place of work, hours volunteered etc. You will be expected to fulfil your agreed commitment and should inform the Town Clerk as soon as possible should you not be able to do so.

You will be expected to follow the policies and procedures referred to in your induction programme including health and safety and diversity and equal opportunities.

Faversham Town Council reserves the right to ask a volunteer to withdraw their services. Any disciplinary or grievance situation will be dealt with in accordance with the Town Council's policies.

I agree to abide by this agreement:

Signed: ..... Date: .....

Signed: ..... Date: .....

On behalf of Faversham Town Council  
Louise Bareham, Town Clerk

