You are invited to attend a meeting of the **Personnel Committee** in the Council Chamber on Friday 23rd February 2024 starting at 11am.

Please note that in the interests of confidentiality, the public and press are excluded from these meetings.

K Kearns
Town Clerk
Monday 19th February 2024

1. Apologies
2. Verbal Introductions
3. Declarations of Interest and Dispensations
4. To agree the Job Description for the Project Officer role
5. To carry out an annual review of the council's policies
6. To consider a Stress Policy as part of NTC's Health & Safety audit
7. To consider a Gifts and Hospitality Policy
8. To consider the Council Training Plan
9. To agree the date of the next meeting

**Meeting** of Full Council

**Meeting date** Tuesday 20th February 2024

**Subject** To agree the Job Description for the Project Officer role
**Author** Clerk
**Status** Action

**If you have any questions about this item and the information is not included in this report, please contact the Clerk or Deputy Clerk by 10am on the Monday before the meeting.**

**Summary**

The job description for the Project Officer role.

**Detail**

The part time Project Officer role was introduced last year and was reviewed by the Personnel Committee in November 2023. The role was filled internally by the Deputy Clerk.

The Clerk and Deputy Clerk have drawn up a Project Officer job description, reflecting on how the role is being fulfilled, and how it fits in with the rest of the NTC team.

The Personnel Committee is invited to recommend the Project Officer job description is adopted by council.

**Options**

1. To recommend to council that the Project Officer job description is adopted.

**Recommendation**

1. To recommend to council that the Project Officer job description is adopted.

**Costs**

None

**Funding Source**
N/A

**ENDS.**

# Nailsworth Town Council – Project Officer Job Description

| Salary scale | LC2 SCP 24-28 |
|---|---|
| Salary | According to the current scale |
| Pension scheme | Local Government Pension Scheme |
| Hours per week | 12 hrs per week (some evening meetings) |
| Location | Civic Centre, Old Market, Nailsworth GL6 0DU |
| Responsible to | The Town Clerk and Nailsworth Town Council (NTC) |
| Responsible for | N/A |
| Annual leave | 24 days p.a. pro rata plus 2 extra statutory leave days, and bank holidays |

## Overview

The Project Officer will work closely with the Town Clerk to;

- Manage projects in accordance with the delivery of the Council's strategic plan and services.
- Action or liaise with colleagues, contractors and cllrs to monitor and ensure project delivery.

## Specific Responsibilities

### Project Delivery:

- Ensure council projects are carried out in accordance with the relevant council policies.
- Organise meetings with contractors, working parties and outside organisations according to the requirements of each project.
- Implement projects at the direction of the Clerk.

### Financial:

- Manage and monitor project budgets ensuring that budget reporting is carried out in accordance with the Clerk and council's requirements.
- Apply for external funding, and report in accordance with the Council and grant funder's requirements.
- Ensure contracts are run in accordance with the council's Standing Orders Financial Regulations and procurement policy.

### Statutory:

- Ensure competence and compliance with statutory and other provisions (including Transparency Act, GDPR and Health & Safety).
- Assist with the monitoring, review and implementation of the Town Council's policies to ensure they are achieving the desired result and, where appropriate, suggest modifications.
- Manage scheduled Health and Safety inspections, such as electrical, fire, Risk and COSHH assessments and six monthly building inspections, and other inspections as required.

### General duties:

- Manage projects through to completion.
- Manage ongoing maintenance programmes for NTC property and land.
- Ensure specifications are prepared for contractors to carry out work out on Council land.
- Assist Council Working Parties to achieve their aims as directed by the Clerk
- Managing continuous improvements across NTC priorities in accordance with the council's Seven Visions.
- Other reasonable duties as directed by the Clerk.

# **Nailsworth Town Council**

**Agenda Item 5**

**Meeting** of Personnel Committee

**Meeting date** Friday 23rd February 2023

**Subject** To consider the annual review of NTC's Policies

**Author** Clerk

**Status** Action

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**If you have any questions about this item and the information is not included in this report, please contact the Clerk or Deputy Clerk by 10am on the Monday before the meeting.**

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### Summary

The Council Policies have been collated and reviewed to ensure that all are up to date. These will be published on NTC's website.

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### Detail

Every year NTC must review their policies, even if they haven't been amended. This is to ensure up to date information is included, and as a requirement of the Annual Governance Audit Review (AGAR). Up to date policies will also help towards achieving a Local Government Award.

NTC's policies were last reviewed in February 2023, with some new policies introduced throughout the year, and some amendments made to existing policies.

All NTC's policies are made available on NTC's website, in accordance with the Transparency Act 2015. They can also be found in the attached Dropbox link:

https://www.dropbox.com/scl/fo/ltrprsgpa8nae1tw5o7u9/h?rlkey=jwcefnari0em6408uhj5wjmdh&dl=0

Whether amendments have been made or no changes, this is noted. Once reviewed, the review date will be updated and posted on NTC's website. Please see the Policy list below;

1. Code of Conduct: Approved 18 Sep 2012
Last reviewed February 2023 (vs. 5)
**Amendment proposed for council approval on 20th February 2024.**
Next review by March 2025

2. Financial Regulations: Approved 19 November 2019
Last reviewed September 2023 (vs 4)
**Amended September 2023.**
Next review by March 2025

3. Standing Orders: Adopted October 2018
Last reviewed February 2023
No change.

Next review by March 2025

4.  Attendance Policy:           Approved 19 June 2018
                                 Last reviewed February 2023
                                 No change
                                 Next review by March 2025

5.  Co-option Policy:            Approved 5 June 2018
                                 Last reviewed February 2023
                                 No change
                                 Next review by March 2025

6.  Complaints Policy:           Approved 16 March 2022
                                 Last reviewed February 2023
                                 No change
                                 Next review by March 2025

7.  Councillor Officer Protocol: Approved 17 March 2023
                                 No change
                                 Next review by March 2025

8.  Data Protection Policy:      Approved 7 March 2023
                                 No change
                                 Next review by March 2025

9.  Disciplinary Procedure:      Approved March 2023
                                 No change
                                 Next review by March 2025

10. Environmental Policy:        Approved March 2023
                                 No change
                                 Next review by March 2025

11. Equality and Diversity:      Approved March 2023
                                 No change
                                 Next review by March 2025

12. Expenses Policy:             Approved 2 February 2021
                                 No change
                                 Next review by March 2025

13. Gifts and Hospitality Policy:   **New policy**

14. Grants Award Policy and Application Form:
                                 Approved
                                 No change
                                 Next review by March 2025

15. Grievance Policy:            Included in Staff Handbook.

16. Health and Safety Policy:    Approved
                                 No change
                                 Next review by March 2025

| 17. Internal Controls: | Approved April 2023<br>No change<br>Next review by March 2025 |
| --- | --- |
| 18. Internet Banking: | Approved 7 March 2022 (vs 3)<br>No change<br>Next review by March 2025 |
| 19. Lone Workers Policy and Risk Assessment: | Approved 7 March 2022 (vs.3)<br>No change<br>Next review by March 2025 |
| 20. Open Spaces Policy: | Approved September 2023 (vs.3)<br>**Amended September 2023.**<br>Next review by March 2025 |
| 21. Pre-application Policy: | Approved December 2023<br>No change<br>Next review by March 2025 |
| 22. Privacy Notice (General) | Adopted 2018<br>No change<br>Next review by March 2025 |
| 23. Procurement Policy: | Adopted 2010; reviewed 2023<br>No change<br>Next review by March 2025 |
| 24. Publication Scheme: | Adopted February 2019<br>No change<br>Next review by March 2025 |
| 25. Risk Management Policy: | Adopted 2016<br>No change<br>Next review by March 2025 |
| 26. Safeguarding Policy: | Adopted 2018<br>No change<br>Next review by March 2025 |
| 27. Sickness (return to work form): | Adopted 2018<br>No change<br>Next review by March 2025 |
| 28. Social Media Policy: | Approved June 2018<br>No change<br>Next review by March 2025 |
| 29. Stress Policy: | **New Policy** |
| 30. Vexatious complaints Policy: | Approved November 2021<br>No change<br>Next review by March 2025 |
| 31. Volunteer Policy: | Approved March 2023 |

# **Nailsworth Town Council**

No change
Next review by March 2025

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## **Options**

1. To recommend all listed policies are marked as reviewed
2. To update NTC's website with the reviewed policies
3. To not approve the reviewed policies.

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## **Recommendation**

1. To recommend all listed policies are marked as reviewed
2. To update NTC's website with the reviewed policies

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## **Costs**

n/a

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## **Funding Source**

n/a

## **ENDS.**

# Nailsworth Town Council

## Agenda Item 6a

**Meeting** of Personnel Committee
**Meeting date** Friday 23rd February 2023
**Subject** To consider a Stress Policy as part of NTC's Health & Safety audit
**Author** Clerk
**Status** Action

**If you have any questions about this item and the information is not included in this report, please contact the Clerk or Deputy Clerk by 10am on the Monday before the meeting.**

## Summary

Council Health and Safety policies and procedures are being updated and reviewed. These apply to buildings, land and people.

## Detail

Every year NTC must review their policies, even if they haven't been amended. This is to ensure up to date information is included, and as a requirement of the Annual Governance Audit Review (AGAR). Up to date policies will also help towards achieving a Local Government Award.

NTC's policies were last reviewed in February 2023, with some new policies introduced throughout
   1.

## Options

1. To recommend council adopts the Stress Policy
2. To not adopt the Stress Policy

## Recommendation

1. To recommend council adopts the Stress Policy

## Costs

n/a

## Funding Source

n/a

# Nailsworth Town Council

**ENDS.**

# Nailsworth Town Council
## Stress Policy

### 1.     Commitments

The Council recognises the importance of identifying and reducing the potential causes of workplace stress to ensure the good health of all staff. This policy and guidance apply throughout the Council. All employees are expected to participate in the stress management process with the aim of minimising stress related ill-health. The Council will provide the necessary resources to implement an effective stress control strategy.

Primarily this policy is concerned with stress arising from the working environment. The Council recognises that an employee's personal life may also lead to stress and sometimes it will be appropriate to help an employee whatever the cause of their stress, particularly if this has an impact on their ability to work effectively.

### 2.     What is Stress

Stress is experienced when people cannot cope with the pressures and demands placed upon them. All work has its pressures and people vary in their capacity to cope with different types of pressure. Some levels of pressure, even when high, can be motivating and challenging. Pressures that can be responded to effectively are likely to lead to job satisfaction. However, pressures at a level where an individual cannot cope, or even too little pressure or challenge, can result in 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.

### 3.     Sources of Stress in the Workplace

For work related stress to be adequately addressed the organisational culture must facilitate and promote good communications, social support, trust and respect. It follows that stress can arise from poor organisational culture, which can be typified by lack of communication and consultation with staff, a blame culture when mistakes are made and an expectation of regularly working long hours and taking work home. The key indicators are:

  a.  Job demands, typified by either too little or too much to do, excessively tight deadlines, inadequate or excessive training for the job, boring repetitive work and a noisy, dirty, hot or threatening working environment.
  b.  Control over the work, typified by no control over the tasks, the timing, pace of work or skills used.
  c.  Support, training and individual factors, typified by lack of support from managers or colleagues, inadequate or inappropriate training opportunities, reprimanding instead of supporting when things go wrong, poor work-life balance and poor team make up.
  d.  Relationships with co-workers, typified by poor working relationships with colleagues and an atmosphere of unacceptable behaviour such as bullying, sexual or racial Harassment.
  e.  Role within the organisation, typified by role conflict, where there are conflicting job demands or being asked to undertake tasks which are not considered part of their job

# Nailsworth Town Council
# Stress Policy

and role ambiguity, where the person does not have a clear view of their job and expectations of them.

    f. Organisational change, typified by poor communications with staff about proposed change and the reasons for it, lack of consultation, uncertainty about what is going on and the future, possible job losses and lack of support for staff.

Stress can also arise from the pressures people experience in their home and personal lives, e.g. bereavement, relationship or family problems, and financial difficulties. These factors can make people more vulnerable to stress at work or reduce their ability to perform effectively.

## 4.  Procedures

The council will:

a.  Identify all significant causes of stress in the workplace (stressors) and conduct risk assessments to eliminate stress or control the risks from stress so far as possible. These risk assessments will be regularly reviewed.
b.  Consult with trade union safety representatives on the prevention of workplace stress.
c.  Provide training for all managers and supervisory staff in good management practices.
d.  Provide confidential counselling for staff affected by stress caused by either work or external factors.
e.  Allocate adequate resources to enable managers to implement the council's agreed stress management strategy.
f.  Where possible, assist staff in resolving stress arising from personal matters.

## 5.  Responsibilities

The Health and Safety Executive expects organisations to carry out suitable and sufficient risk assessments for stress, and to take action to tackle any problems identified by those risk assessments. The Stress Management Standards are intended to help us to do this and to show that we have done so.

Everyone is expected to share the responsibility for identifying and reducing work related stress. Full participation is the key to ensuring that work is a meaningful and generally enjoyable challenge. Some responsibilities are specifically allocated to managers, although staff involvement is vital for success.

## 6.  Councillors and Town Clerk

Elected members, and the Town Clerk are expected to:

a.  Demonstrate their commitment and support to this policy by ensuring that appropriate stress management practices are implemented.
b.  Reflect the policy's aims within their own management practice.
c.  Ensure that resources are available for suitable stress management controls.

# Nailsworth Town Council
# Stress Policy

**7. Line Managers**

Line managers can minimise stress in their areas by reflecting the policy's aims within their own management practices and apply the following measures:

a. Carry out risk assessments, leading to effective control measures.
b. Present an open attitude and develop good communication between management and staff, particularly where there are organisational and procedural changes, or when staff have problems or anxieties.
c. Provide staff with clear and realistic objectives and ensure that performance is managed effectively and fairly.
d. Ensure staff are fully trained to discharge their duties and, where possible, are provided with meaningful developmental opportunities.
e. Adopt a flexible approach to work schedules and monitor workloads to ensure that people are not overloaded. This can be achieved by:

- Checking working hours and overtime to ensure that staff are not overworking.
- Insisting that staff take their full entitlement of holidays.
- Adopting flexible working practices

f. Attend training in good management practice and health and safety.
g. Ensure that bullying and harassment is not tolerated.
h. Be vigilant and offer additional support to a member of staff who is experiencing stress outside work e.g. bereavement or separation.
i. Conduct return to work discussions with staff returning after a period of sickness. This may lead to a return to work interview as detailed in the absence management policy.
j. Provide staff with appropriate training in order that they can recognise and manage their stress and assist in achieving the aims of this policy.

**8. Employees**

All staff are expected to:

a. Support the Council's stress initiatives and report their sincere concerns to their line manager or safety representative.
b. Recognise that they may be a source of stress to others, accept responsibility and take genuine action to deal with this.
c. Attend appropriate training so that they are better able to recognise and manage stress.
d. Seek and accept opportunities for support and also stress relief counselling when recommended.

**9. Safety Representatives (Deputy Clerk)**

Safety representatives are encouraged to:

# Nailsworth Town Council
# Stress Policy

   a. Help promote and support stress initiatives in the workplace and to encourage full participation by everyone.
   b. Ensure that employees are aware of the support mechanisms available to them.
   c. Support the monitoring and review of this policy.
   d. Engage in the risk assessment, consultation and auditing processes associated with this policy.

## 10.   Role of the Personnel Committee

The Personnel Committee will oversee the application of the policy and other measures to reduce stress and promote workplace health and safety. This will be achieved via occasional reports to the committee.

## 11.   How to Recognise the Signs of Stress

Some common signs of stress are listed below. However, experiencing any of these does not necessarily give an indication of stress and advice should be sought from the occupational health service when concerns are raised.

   a. Persistent or recurrent moods – anger, irritability, detachment, worry, depression, guilt and sadness.
   b. Physical sensations/effects – aches and pains, raised heart rate, increased sweating, dizziness, and blurred vision, skin or sleep disorders.
   c. Changed behaviours – increased absence levels, difficulty concentrating or remembering things, inability to switch off, loss of creativity, making more errors, double checking everything, eating disorders, increasing use of tobacco, alcohol or drugs.
   d. Increase in overall sickness absence – particularly frequent short-term absences.
   e. Poor work performance – less output, lower quality, poor decision making.
   f. Relationships at work – conflict between colleagues, poor relationships with clients.
   g. Staff attitude and behaviour – loss of motivation or commitment, poor time keeping, working longer hours but with diminishing effectiveness.

## 12.   The Business Case: Tackling Stress Brings Benefits

Research has shown work-related stress to have adverse effects in terms of:

   a. Employee commitment to work
   b. Staff performance and productivity
   c. Staff turnover and intention to leave
   d. Attendance levels
   e. Staff recruitment and retention
   f. Customer satisfaction
   g. Organisational image and reputation
   h. Potential litigation

It is also worth thinking about the impact that work-related stress could have on your team. For example, losing one colleague for an extended period with a stress-related illness can have a dramatic impact on the workload and morale of the rest of the team. By taking action to tackle the

# Nailsworth Town Council
# Stress Policy

causes of stress in your workplace, you can prevent or reduce the impact of these problems on the whole of the organisation.

## 13.   Actions

The following actions should be taken to help alleviate stress in the workplace.

### Recruitment and selection
The full range of responsibilities and demands of the job should be identified and set out clearly in the job description. The emphasis should be on the range and responsibilities - if too much detail is given then any apparent deviation may create the potential for stress arising from conflict. The candidate's ability to deal with the requirements and potential pressures of the job should be investigated and assessed as part of the selection process.

### Induction
Planned induction helps to eliminate many concerns that a new job may create for new recruits. All new employees must receive corporate and local induction into their jobs. Relocation can be an additional temporary source of stress, although relocation may actually be a chosen option to reduce stress. As part of the induction programme the stress policy should be briefly discussed, and employees advised who will provide them with support.

### Risk Assessment
All existing jobs should be risk assessed for stress and those risk assessments should be reviewed regularly, particularly when circumstances change (such as during a restructuring exercise). The risk assessment will normally apply to groups of staff and an assessment of an individual post will rarely be required. Managers should ensure that appropriately trained risk assessors are available within teams and actions are taken to deal with any issues raised during the risk assessment process. Risk assessment guidance is provided at Appendix A.

### Sickness absence and ill health during employment
When dealing with concerns related to stress and sickness absence or ill health, the Council's capability and absence management policies should be followed.

The first telephone call from staff on sick leave should initiate positive and supporting involvement from the manager. If the manager is unable to deal directly with an absent member of staff, the Deputy Clerk will telephone the employee and discuss an appropriate assistance programme.

### Training and development for the post
Employees may experience stress if they are not adequately trained for their job, especially when moving into a new or changed role. Training needs analysis must feature in all cases where re-structuring of individual jobs or sections takes place. Identifying and meeting training needs should not be seen as a one-off annual exercise but as a continual process, although annual appraisal and mid-year review are useful opportunities for emphasising training requirements.

Specifically, the Council will aim to ensure that managers and staff are aware of the risks of stress and the measures that can be taken to identify and manage it.

# Nailsworth Town Council
## Stress Policy

In all management and supervision training and other appropriate skills training courses the stress policy should be raised as part of the manager's ongoing responsibilities. Managers and supervisors should also discuss and address their own stress management approach.

**Supportive Counselling**
Employee assistance programmes such as counselling and occupational health advice will be provided as appropriate.

**Record of Stress Support**

| Action | When | Comment |
|---|---|---|
| Employee telephones to report sickness absence | At the start of the first day of absence and on the fourth day | Report to include nature and expected duration of sickness absence |
| Manager returns the call to the employee and offers support | No later than the fourth day | Call could be made by Deputy Town Clerk |
| Deputy Town Clerk contacts employee to carry out a welfare check | After two weeks absence | Assess, support and advise |
| Return to work programme agreed by employee and Town Clerk | For longer absences | With medical guidance if appropriate |
| 'Welcome back' discussion initiated by Deputy Town Clerk | First day back at work | To consider the need for a planned meeting/interview and any immediate issues |
| Return to work interview with Town Clerk | Before first weekend break | Discuss any ongoing problems and consider appropriate changes at work |
| Review with Deputy Clerk | As agreed with employee | Reviews continue until - 8 - satisfactory conclusion |

# Nailsworth Town Council
# Stress Policy

**Supporting Staff at Work**

Many staff will continue to work whilst feeling stressed or will feel quite anxious when they return to work. This is perfectly normal behaviour and staff should be fully supported if possible. Staff may discuss their concerns with their manager and they may also display some of the signs of stress, listed at paragraph 11. Assisting staff to achieve a reasonable workload, whilst they are feeling less effective, is beneficial to them and strengthens team working. There are a few simple measures that could help the situation.

| Event | Support Action |
|---|---|
| Employee acknowledges that, although they are feeling stressed, they intend to continue working or intend to return to work | Initial chat to offer the opportunity to discuss what assistance they might require. Welcome the opportunity to resolve problems. |
| Discuss the problems and separate work and personal issues | Use the risk assessment form as a guide and consider completing the form with them. Agree a plan of action |
| If high workload is a significant factor | Identify outstanding tasks and agree suitable actions such as:<br>- Temporary re-allocation of tasks<br> - Additional hours (use with caution)<br>- Review job description |
| In interruptions are a problem | Try to achieve a quiet period each day by:<br>- Providing a quiet office<br>- Diverting telephone calls to other staff |
| If lack of task knowledge is a problem | Offer additional training (including on-thejob training) |
| If lack of task knowledge is a problem | Offer confidential counselling via Deputy Town Clerk |

# Nailsworth Town Council
# Stress Policy

**Risk Assessment Guidance**

The factors that place employees at risk from work related stress should be assessed in the same way as physical or biological hazards within the workplace. The risk should then be avoided or, where this is not possible, reduced to as low as reasonably practicable. The risk assessment will be complemented periodically by a corporate stress audit.

Managers should ensure that risk assessments are carried out using normal procedures. The following factors should be considered:

**Step 1 – Identify the hazard (is there a stress problem)**

a. Qualitative information - can be gathered by informal discussion, regular team meetings and team briefings, appraisal, working groups, leaving interviews and return to work interviews following a sickness absence.
b. Quantitative information - can be obtained from sickness records, performance measurement and stress auditing.
c. The auditable stress management standards look at six key work issues that, if properly managed, can help to reduce work-related stress. Each of the six standards provides simple statements about good management practice. The Health and Safety Executive does not expect every employer to meet all the standards at their first attempt. The standards are goals that employers should be working towards through an ongoing process of risk assessment and continuous improvement.

**Step 2 - Identify who might be harmed and how (groups, and individuals if appropriate)**

a. No-one should be considered immune from the effects of stress and no job is totally stress free. If the pressure exceeds the ability of a person to cope, then they will be stressed to some degree. Most people have periods of vulnerability at certain times in their lives eg crisis in their private life, during organisational change or when returning to work after a period of absence. The effect of stress can lead to mental and/or physical illness.
b. There is now convincing evidence that prolonged periods of stress, including work-related stress, have an adverse effect on health. Research provides strong links between stress and the following health issues:

**Physical effects** such as heart disease, back pain, headaches, stomach disorders or various minor illnesses; and

**Psychological effects** such as anxiety and depression.

# Nailsworth Town Council
## Stress Policy

c.  Stress can also lead to other behaviours that are harmful to health, such as skipping meals, drinking too much caffeine or alcohol, or smoking. Tackling the causes of stress before they lead to ill health can prevent this from happening.

d.  Exposure to the six areas covered by the stress management standards can affect staff in - 10 - different ways. For example, some employees may feel anxious about the amount of work they have to do, or the reaction if they admit they cannot cope. Finding out how the factors are affecting employees requires a partnership approach, based on openness, honesty and trust, which explores what the main effects of work are on staff and what areas should be targeted first.

**Step 3 – Evaluate the risk**

At this stage in the risk assessment process each of the six potential risk factors should be evaluated by determining:

- If there are preventive measures in place to control the risk
- Whether this is enough to control the risk to an acceptable level
- If the risks are still too high, what more can be done to reduce the risk to an acceptable level

The six risk factors - demands, control, support, relationships, role and change - were previously summarised at paragraph 3. These factors form the basis of the risk assessment. A risk assessment form is attached.

**Step 4 – Record the findings**

The significant findings of the risk assessment must be recorded and the assessment should be signed and dated. The assessment must be shared with the staff affected and staff must actively participate in the assessment process.

**Step 5 – Review**

A review should be carried out (and recorded) periodically and when significant changes occur eg restructure, change in working patterns or workload, recruitment, ill-health associated with stress, or if staff are perceived to be unhappy. An initial review at six months can be extended if indicators show an improvement in the potential for work related stress.

# Nailsworth Town Council
# Stress Policy

**Stress Risk Assessment**

**A** is quality standard : Poor = 3 Acceptable =2 Good = 1 **B** is the number of negatively staff affected: 25% = 1, 50% = 2 75% = 3 (for an individuals' risk assessment record the risk as low, medium or high)

| Stressor | AxB = Risk | Quality Standard | Action Required | Target Date |
|---|---|---|---|---|
| **Poor** | | **Good** | | |
| **Demands** | | | | |
| **Too much /too little work** Lack of breaks. No flexible working. Excessive overtime. | | **Resources are adequate** Breaks are reasonable. Flexible working. Overtime not required. | | |
| **Lack of task variety.** No training needs analysis. | | **Reasonable changes in activity.** Training needs assessed. | | |
| **Unhappy with physical environment**. Poor personal control of heat, light, ventilation, noise. | | **Comfortable environment.** Adequate individual control of heat, light, ventilation noise | | |
| **Control** | | | | |
| **Too much/too little supervision** Too much /too little skill. Tight deadlines. Pace of work. Unreasonable targets. | | **Decision are often delegated by agreement** Skill level assessed. Urgent tasks are infrequent. Pace is reasonable. Targets are achievable. | | |
| **Stressor** | **AxB = Risk** | **Quality Standard** | **Action Required** | **Target Date** |
| **Poor** | | **Good** | | |
| **Support** | | | | |

# Nailsworth Town Council
## Stress Policy

| Stressor | AxB = Risk | Quality Standard | Action Required | Target Date |
|---|---|---|---|---|
| **Poor support** from manager or colleagues. Blame or reprimand rather than guidance. Poor work / life balance. | | **Good team support** Mistakes are used constructively. Family life is respected. | | |
| **Relationships** | | | | |
| **Poor working relationships** An 'atmosphere.' Unacceptable behaviour eg bullying or harassment. Disrespect for staff values and professional ethics. | | **Comfortable feel** Management plans ahead, listens and responds to staff concerns. Colleagues are amenable. Respect. | | |
| **Role** | | | | |
| **Role conflict** Conflicting job demand. Job description conflicts. Information overload. | | **Role is well understood** Conflicting tasks are rare. JD is thorough but flexible. Information level is good. | | |
| **Change** | | | | |
| **Change creates conflict and uncertainty** Consultation (meaningful). Communication (why change). | | **Change is accepted as a normal activity** Participation is achieved. Inclusive. | | |
| **Stressor** | **AxB = Risk** | **Quality Standard** | **Action Required** | **Target Date** |
| **Poor** | | **Good** | | |
| Additional information from: Meetings and discussions Sickness records auditing | | | | |

**Completed by …………………………………. Date ……………..          Review Date …………………………**

# Nailsworth Town Council
# Stress Policy

**Auditing stress management standards**
A key part of the stress assessment process is to carry out a stress audit and adopt suitable solutions to the workplace stressors. Each of the six management standards needs to be achieved.

**Staff Questionnaire**
The audit is carried out using the 'Stress Indicator Tool' provided by the Health and Safety Executive. This is a confidential staff questionnaire, returned data is analysed using the HSE database. The results are collated within the six management standards. The 'support' standard is split between managers' support and peer support. Every team member will be included in the audit

**Demands**
Includes issues like workload, work patterns, and the work environment. The standard is that:
- Employees indicate that they are able to cope with the demands of their jobs; and
- Systems are in place locally to respond to any individual concerns.

**What should be happening - states to be achieved:**
The council provides employees with adequate and achievable demands in relation to the agreed hours of work;
- People's skills and abilities are matched to the job demands.
- Jobs are designed to be within the capabilities of employees; and
- Employees' concerns about their work environment are addressed.

**Control**
How much say the person has in the way they do their work. The standard is that:
- Employees indicate that they are able to have a say about the way they do their work.
- Systems are in place locally to respond to any individual concerns.

**What should be happening - states to be achieved:**
- Where possible, employees have control over their pace of work.
- Employees are encouraged to use their skills and initiative to do their work.
- Where possible, employees are encouraged to develop new skills to help them undertake new and challenging pieces of work.
- The organisation encourages employees to develop their skills.
- Employees have a say over when breaks can be taken; and
- Employees are consulted over their work patterns.

**Support**
Includes the encouragement and resources provided by the council, line management and colleagues. The standard is that:
- Employees indicate that they receive adequate information and support from their colleagues and superiors; and
- Systems are in place locally to respond to any individual concerns.

**What should be happening - states to be achieved:**
- The Council has policies and procedures to support employees adequately.
- Systems are in place to enable and encourage managers to support their staff.
- Systems are in place to enable and encourage employees to support their colleagues.
- Employees know what support is available and how and when to access it.

# Nailsworth Town Council
## Stress Policy

▪ Employees know how to access the required resources to do their job; and
▪ Employees receive regular and constructive feedback.

### Relationships

Includes promoting positive working to avoid conflict and dealing with unacceptable behaviour. The standard is that:

▪ Employees indicate that they are not subjected to unacceptable behaviours, e.g. bullying at work; and
▪ Systems are in place locally to respond to any individual concerns.

### What should be happening - states to be achieved:

▪ The Council promotes positive behaviours at work to avoid conflict and ensure fairness.
▪ Employees share information relevant to their work.
▪ The Council has agreed policies and procedures to prevent or resolve unacceptable behaviour.
▪ Systems are in place to enable and encourage managers to deal with unacceptable behaviour; and
▪ Systems are in place to enable and encourage employees to report unacceptable behaviour.

### Role

Whether people understand their role within the organisation and whether the Council ensures that the person does not have conflicting roles. The standard is that:

▪ Employees indicate that they understand their role and responsibilities; and
▪ Systems are in place locally to respond to any individual concerns.

### What should be happening - states to be achieved:

▪ The Council ensures that, as far as possible, the different requirements it places upon employees are compatible.
▪ The Council provides information to enable employees to understand their role and responsibilities.
▪ The Council ensures that, as far as possible, the requirements it places upon employees are clear; and
▪ Systems are in place to enable employees to raise concerns about any uncertainties or conflicts they have in their role and responsibilities.

### Change

How organisational change (large or small) is managed and communicated in the organisation. The standard is that:

▪ Employees indicate that the organisation engages them frequently when undergoing an organisational change; and
▪ Systems are in place locally to respond to any individual concerns.

### What should be happening / states to be achieved:

▪ The Council provides employees with timely information to enable them to understand the reasons for proposed changes.

# Nailsworth Town Council
# Stress Policy

▪ The Council ensures adequate employee consultation on changes and provides opportunities for employees to influence proposals.
▪ Employees are aware of the probable impact of any changes to their jobs.
▪ If necessary, employees are given training to support any changes in their jobs.
▪ Employees are aware of timetables for changes.
▪ Employees have access to relevant support during changes.

| Policy Title: | | Stress Policy | | | Last updated by: |
|---|---|---|---|---|---|
| Version, Date and Change History: | | Version 1.0 | February 2024 | | CC |
| | | | | | |
| | | Review Date: | March 2025 | | |
| Author | | Deputy Clerk | | | |

# Nailsworth Town Council

## Agenda Item 7a

**Meeting** of Personnel Committee

**Meeting date** Friday 23rd February 2023

**Subject** To consider a Gifts and Hospitality Policy

**Author** Clerk

**Status** Action

**If you have any questions about this item and the information is not included in this report, please contact the Clerk or Deputy Clerk by 10am on the Monday before the meeting.**

## Summary

A Gifts and Hospitality Policy sets out the standards expected for staff and cllrs receiving gifts.

## Detail

It's common practice for councils – staff and elected members – to declare any gifts or hospitality (free tickets or meals) over a set value.

This Policy sets out how staff and cllrs should handle any offers of gifts and hospitality in order to maintain impartiality and transparency.

## Options

1. To recommend council adopts the Gifts and Hospitality Policy
2. To not adopt the Gifts and Hospitality Policy

## Recommendation

1. To recommend council adopts the Gifts and Hospitality Policy

## Costs

n/a

## Funding Source

n/a

**ENDS.**

# Nailsworth Town Council

# Gifts and Hospitality Policy

## Introduction

At certain times of year, such as Christmas, staff may be given gifts or hospitality by residents or suppliers. While this is often very kindly meant, it's important to register them so that there can be no perception of bias or favouritism towards certain people, groups or suppliers.

Staff carry out the decisions of the council and rarely act alone; most of the work we do relies on others in the team working to put things in place even if the public might see it is the action of one staff member.

## Staff Handbook

Nailsworth Town Council's policy on gifts and hospitality is set out in the Staff Handbook (1.3 Ethical Conduct, page 7) – see below.

> *The acceptance of gifts and hospitality from residents, customers, suppliers and potential suppliers must not give the appearance that employees or the Council may be unduly influenced in the decisions that they make in respect of clients/customers, suppliers or in any other aspect of their work.*

> *All gifts and hospitality given or received, of whatever value, must be entered in the Gift Register kept by the management team (your line managers).*

> *No personal gifts of a value in excess of £10 should be accepted from a resident, customer, supplier or potential supplier without express permission from the Town Clerk.*

> *Acceptance of hospitality, such as lunch or drinks receptions, should be kept within common sense limits and should always be authorised by your manager. Offers of hospitality must always be authorised by your manager.*

> *You may also be instructed to return any gifts which your manager considers to be inappropriate, or to refuse to accept hospitality from a particular supplier or potential supplier. Failing to obey such an instruction will be treated as misconduct.*

> *Allowing gifts or hospitality to influence any purchasing/business decisions that you may make on behalf of the Council or to otherwise influence the way in which you perform your duties is an act of gross misconduct which will usually result in dismissal.*

> *It is also an act of gross misconduct to seek to influence any other person to behave in an improper way or to confer a business advantage on you or the Council through the giving of any gift or hospitality.*

# Nailsworth Town Council

# Gifts and Hospitality Policy

**Gifts and Hospitality Register 2023 – 2024**

| Name of recipient | Date | Details | Received from |
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| Policy Title: | | Gifts And Hospitality Policy | | Last updated by |
|---|---|---|---|---|
| Version, Date and Change History: | | Version 1.0 | 19th December 2023 | | Clerk |
| Author | | Town Clerk | | |

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# Nailsworth Town Council

**Meeting** of Personnel Committee
**Meeting date** Friday 23rd February 2023
**Subject** To consider the Council Training Plan
**Author** Clerk
**Status** Action

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**If you have any questions about this item and the information is not included in this report, please contact the Clerk or Deputy Clerk by 10am on the Monday before the meeting.**

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## Summary

A draft Council Training Plan for discussion. Implementation to be from May 2024.
Two new dates proposed to help the new council settle in, get to know each other and to become familiar with the Strategic Plan.

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## Detail

At the Personnel Committee meeting on 23rd November 2023 there was a discussion about a Council Training Plan, to include all cllrs (new and more established cllrs) plus staff. Staff training plans are discussed in their appraisals and are developed separately. This paper will concentrate on cllr taining and development.

For cllrs, the aim of the Council Training Plan is to empower them to understand the responsibilities of the role and how to get the most out of their time with the council. The attached plan has been adapted from a model from the Society of Local Council Clerks (SLCC) and provides a framework of themes for council training to be delivered during the year.

Training delivery may be through GAPTC, online training, short, briefing sessions, all council training sessions and one to one training.

The Personnel Committee is asked to consider the plan.

As May 2024 will see a new council, the Clerk and Deputy Clerk propose introducing two new dates to NTC's calendar;

### Tuesday 7th May: Council induction and refresher evening

The first Tuesday after the elections to be used as an induction and refresher evening for all councillors. This will include guidance for new cllrs on NTC's timetable, meetings and systems; a refresher for more established cllrs and a chance to get to know each other as a whole new council. Statutory forms (Declaration of Interests and Acceptance of Office) can be completed at this session.

### Strategic Plan Review (date in early June to be confirmed)

**Nailsworth Town Council**

A chance to revisit NTC's Strategic Plan, get familiar with Nailsworth's 'Seven Visions' and set the council's direction for the next year.

**Options**

1. To recommend council adopts the Council Training Plan
2. To recommend a new council induction and refresher evening
3. To not have a cllr training and development plan

**Recommendation**

1. To recommend council adopts the Council Training Plan
2. To recommend a new council induction and refresher evening

**Costs**

To be confirmed.

**Funding Source**

1180 Training for staff and councillors £3,000

**ENDS.**

**Council Training Plan 2024**

| Requirement | Knowledge and Skills | Effective Behaviours |
|---|---|---|
| **Understanding the Role of the Councillor** | The extent and limits of a councillor's individual responsibilities and the powers and responsibilities of the Council as a corporate body in law. | Undertakes the role effectively in the council, the community and with partners. Understands the difference between the role of an individual member and the Council as a whole and ensures that this understanding is reflected in their work. |
| **Understanding of the legal basis upon which the Council delivers services to the community** | Understanding of the services delivered and the associated governing law, policies and procedures that are in place to guide the work of the Council. | Is able to describe the work of the Council to the public and contributes to the development of the Council's work. |
| **Understanding the Strategic Plan** | Understanding how the council's 'Seven Visions' guide the work of the Council. How the strategic plan is developed and monitored. | Contributes to the council's annual strategic plan. Is able to understand and describe how the council's work contributes to the Strategic Plan. Ensures the Strategic Plan is considered in decision making. |
| **Understanding the planning system** | Understanding of how a town council contributes to planning consultations, material considerations and the importance of the local development plan. | Is able to comment on planning applications in relation to material considerations, the relevance of technical advisory notes, the link with the local development plan and have an understanding of Section 106 and Community Infrastructure Levy contributions from developers. |
| **Conduct** | Understanding of the ethical framework governing the work of councillors, specifically the Code of Conduct. Appreciation of the importance of accountability, integrity and transparency, and openness. | Abides by the Code of Conduct at all times; always declares interests when appropriate, seeks advice from the Proper Officer (Clerk) when needed, treats others with respect at all times, demonstrates integrity, values others and never bullies any other councillor or employee; listens and stays calm in difficult situations. |
| **Equality and Diversity** | Personal skills in demonstrating respect for others regardless of sex, race, religion, age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity or sexual orientation. Understanding Equalities and Diversity law relating to the work of the Council and the role of the Councillor. Understanding of the need for and what constitutes respectful behaviour towards others. | Demonstrates equalities values in personal behaviour and council decisions. Applies appropriate equalities legislation and demonstrates equalities values in personal behaviour and council decisions. Treats everyone with respect at all times when acting as a councillor whether in the Council, community or political group. |

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| **Financial Governance and Accountability** | An understanding of the internal and external audit process. | Engages effectively with the audit, inspection and regulatory process within the council, using this information to constructively challenge and support the financial management of the council. |
| **Attendance at and preparation for meetings and other organised events** | Understanding of the importance of regular attendance and engagement and the need to prepare effectively for meetings. | Attends meetings and events on a regular basis and gives priority to such attendance. Ensures that all reports and information included with council agendas are read before the meeting. Asks questions for clarification before meetings. |
| **Information Management** | Understanding and interpreting information and data. Ability to handle data in the format provided by the council. Understanding of the definition of confidentiality and how to handle confidential information - Understanding of the legal requirements of Data Protection and Freedom of Information legislation. | Receives information and data from a variety of sources and is able to store, share and use it effectively and where possible electronically. Does not keep records about people without seeking their agreement. Responds promptly and appropriately to FOI requests. Does not distribute or share confidential or restricted information. Does not share personal information about others. |
| **Using ICT and social media** | Seeks to develop Skills in all 'Office' applications such as word processing, presentation and spreadsheets and conducts council business electronically. Understands the social media policy of the council. | Communicates with the Clerk and other members electronically and through social media where appropriate. Understands the council's Communications Policy. |
| **Working with the Clerk and other employees** | Understanding the role of the Clerk and other employees generally and the 'rules' they need to abide by. Skills in acting as a corporate employer. Understanding of the appointments process and interviewing skills. | Maintains professional relationships with employees recognising appropriate boundaries and abiding by the Councillor Officer Protocol. Acts as an effective member of an appointment panel, applying sound HR and equality and diversity principles to secure the best candidate. |
| **Working with volunteers** | Understanding the role of individual volunteers and groups of volunteers and how they can work with the council. Understanding the council's responsibilities to its own volunteers. Understanding the difference between volunteers and members elected to a public body. | Encourages safe, effect and engaged volunteering. Encourages collaborative events and activities with volunteers and the council. Facilitates volunteers to run their own events and activities. |
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| **Health and Safety** | Understanding of Health and Safety legislation in the work of the Council. Understands the importance of the council considering risk for safety and service delivery. | Promotes and ensures the health and safety of everyone in the council. Ensures personal safety when working in the Council and when in groups or alone in the community. |

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| **Continuing professional and personal development** | Ability to identify personal development needs and to participate in development activities. | Takes responsibility for developing personal skills and knowledge, attends learning and development activities seeking tangible outcomes. Open to suggestions of training needs from others. |
| **Financial Capability** | Understanding of the way councils and services are funded. Understanding and skills in budget setting. Personal financial capability. | Engages effectively in the budget setting process. Is prepared to take hard, evidence-based decisions. Demonstrates skills in numeracy when interpreting data and asking questions. |
| **Sustainable Development** | Understanding of issues that impact on future generations such as Climate Emergency, biodiversity, health and wellbeing, financial security and the environment. | Takes decisions based upon the needs of future generations as well as the current population. |
| **Local Leadership** | Knowledge of community groups and leaders. Understanding of community issues and concerns. Ability to seek the views of all relevant parties. Understands the role and functions of the principal council. | Understands the needs of the local community and secures action from the council on behalf of local people. Communicates with the community, individuals and the council to ensure engagement and understanding of all parties. |
| **Effective Chairing** | Understanding of meeting protocols and the rules of debate. Ability to manage the agenda, contributions and time. Conducts the role of the Chair clearly and authoritatively, enforcing the rules and encouraging fair participation. Manages the agenda by introducing items, summarising debate, focussing on outcomes and limiting contributions which do not contribute to the outcomes. | Ensures that the public feel welcome, understand the meeting purpose and how they can contribute. Commitment to enabling all committee members to participate effectively in meetings. Builds relationships with the Clerk to ensure that the work of the council/committee is relevant, well informed and provides the outcomes needed. Understanding of the subjects within the scope of a committee and how these interact with council policies and plans. Works with the Clerk and committee members to develop a work plan taking account of the work of other committees. |
| **Civic Leadership** | In depth understanding of Standing Orders and rules of engagement. Effectively chairs meetings of the Full Council demonstrating meeting management and leadership skills. Representing the Council at civic functions. Ability to manage the Council's reputation. Skills in public speaking. Skills in relationship management. | Demonstrates high level communication, interpersonal and social skills. |