

Councillors are hereby summoned, and members of the public and press are invited, to attend a meeting of the **Policy & Resources Committee** to be held on **Monday 9 February 2026**, following the meeting of the Planning & Highways Committee, and not commencing before 19.00, in the Council Chamber, Town Hall, Market Square, Crewkerne for the purpose of transacting the business outlined on the agenda below.

Notes:

- **Members of the public can access the meeting which will be uploaded via the following link:**
<https://www.youtube.com/channel/UCTA9K-7L4Onjcli2Gtz7tCg>.
- **Members of the public requiring assistance or reasonable adjustments to aid their attendance at council meetings are asked to contact the Council Offices in advance using the above contact details. Documents are available in large print by request.**
- **Assistive listening devices are available at public meetings – please see a member of staff prior to the start of the meeting.**
- **Recording of meetings is permitted under the Openness of Local Government Bodies Regulations 2014; please refer to the Council’s Policy on Audio/Visual Recording & Photography at Meetings ([Recording-Meetings-policy-Feb-2022.pdf \(crewkerne-tc.gov.uk\)](#)).**
- **Public participation is welcome during the allocated Public Open Forum session, please refer to Section 3 of the Council’s Standing Orders ([Standing-Orders-May-2024.pdf \(crewkerne-tc.gov.uk\)](#)).**

Gemma Hughes, Town Clerk (signed on original)
3 February 2026

Agenda

- 030/2526** **To receive and approve apologies for absence.**
a. To record members present:
Schedule 12 of the Local Government Act 1972 requires:
 - a record be kept of the members in attendance.
 - this record forms part of the minutes of the meeting.
 - Members who are unable attend a meeting should tender apologies in advance to the Town Clerk and the grounds for apologies tendered will also be recorded.b. To approve any apologies for absence:
Section 85(1) of the Local Government Act 1972 requires:
 - Members present to decide if the reason(s) for a member’s absence are acceptable.
- 031/2526** **To receive declarations of pecuniary or personal interests in items on the agenda and any dispensations.**
The Localism Act 2011 and the Council’s Code of Conduct requires:
 - Members to declare any interests not currently recorded in the Member’s Register of Interests or not notified to the Monitoring Officer of it.
 - Requests for Dispensations should be made in writing to the Clerk in advance of the meeting.
- 032/2526** **To approve the draft minutes of the Policy & Resources Committee meeting held on 12 January 2026.**
- 033/2526** **Public Open Forum:** Questions may be put to the Council in person during this public participation session of up to 15 minutes and a maximum of 3 minutes per person. Issues notified to the Clerk a www.crewkerne-tc.gov.uk

minimum of 3 working days before the meeting (i.e., by 5pm on the preceding Wednesday) will receive a response during this session. Issues raised in this session without prior notice may be referred to the Clerk to respond to within 10 working days or listed on a subsequent agenda. The Chair reserves the right to vary or extend these time limits.

- 034/2526 Strategic and Financial Risk register:** To review and adopt the Strategic and Financial Risk Register
- 035/2526 Asset Register:** To review the Asset Register
- 036/2526 New policies:** To adopt a Martyn's Law policy
- 037/2526 Review of Existing Policies and Terms of Reference (proposed changes in red):**
- a. Accessibility Statement
 - b. Privacy Notice
 - c. Recording, Filming and Photography at Council Meetings
 - d. Health and Safety policy
- 038/2526 Policy Review Schedule:** to note the updated policy review schedule
- 039/2526 To receive Matters of Report** (verbal reports for information only)
- 040/2526 Next meeting:** Monday 8 June 2026, following the Planning and Highways Committee, Council Chamber, Town Hall.

In accordance with the Public Bodies (Admission to Meetings) Act 1960 s 1(2), to resolve that the press and member of the public be excluded from following items having regard to the confidential issues to be discussed.

Confidential Session: Exclusion of the Press & Public – Contractual, staffing and commercially sensitive information.

- 041/2526 Staff Handbook:** To consider an addition to the Staff Handbook
- 042/2526 Grants:** To consider grant applications and proposed award amounts

Crewkerne Town Council - Strategic and Financial Risk Register

No.	Name of Risk	Cause of Risk	Impact	Risk Owner	Original Risk Category	Current Control Measures	Actions to be undertaken as additional measures in 2025/2026	Were these actions completed in 2025/2026	Actions to be undertaken in 2026/2027	Action Owner	Current Risk Category	Insurance cover held
Finance, Income and Internal Control												
1	Financial systems	Limited number of staff fully trained on all aspects of the financial system	Inaccurate or unlawful budget management, inability to pay suppliers, lack of internal checks and controls	CTC	Medium	Additional staff trained in some aspects of budget/finance systems, continued development of Finance Team skills and competencies	Managed through established internal controls	Ongoing	Managed through established internal controls	CTC	Medium	Fraud
2	Loss of equipment, funds or income	Theft, fraud, poor control	Loss of funds/ resources, loss of reputation	CTC	Low	Internal audit, financial accounting system, consideration of security of equipment, careful service planning	Existing asset list, establishment of detailed asset register, accurate values provided to insurance company	Ongoing	Detailed asset register to be completed from existing separate sources, accurate values provided to insurance company	CTC	Low	Fraud, vehicular, public liability, all risks
3	Financial	Significant reduction in income supporting service delivery and wider Council budget	Risk to service delivery, increase pressure on other budgets	CTC	Low	Regular review of income received. Monthly review of aged debtor reports. Control of costs. Work within agreed budgets, monitor utility providers, annual maintenance plans.	Review of fees and charges	Ongoing	Implement additional electronic payments methods to ensure efficient collection of income	CTC	Low	Public liability, property
4	Financial	Failure to adequately manage finances, leads to an overspend which is unsustainable in the medium term	Reduction in usable reserves, qualified audit opinion, unacceptable increase in precept	CTC	Low	Financial controls set out in Standing Orders and Financial Regulations. Clarity of budgetary responsibilities	Ongoing with established procedures	Ongoing	Regular review of Standing Orders and Financial Regulations. Enhance budget monitoring	CTC	Low	n/a
5	Procurement	Failure to procure supplies and services correctly resulting in legal challenge or poor value for money	Risk of legal challenge, loss of reputation	CTC	Medium	Financial controls set out in Standing Orders and Financial Regulations. Good officer understanding of procurement procedures	Quotations obtained in line with Financial Regulations. Contracts reviewed/renewed using procurement advisor support.	Ongoing	Maintain contracts register with renewal dates and responsible officer. Annual review/update of Financial Regulations procurement thresholds. Member/officer refresher training on procurement and contract management. Publish/maintain forward plan for tenders and major purchases	CTC	Medium	Official indemnity
6	Pension Provision	Level of commitments	Reduction in funds available to front line services, risk to reputation, loss of public support	CTC	Low	Robust financial planning, Policy and Resources Committee considers future financial considerations	Ongoing with procedures mitigation	Ongoing	Ongoing with established procedures	CTC	Low	n/a
7	Non-adherence to Financial Regulations	Lack of understanding/training, failure to follow Financial Regulations or Standing Orders/procedures	Financial errors, reputational risk, audit criticism	CTC	Medium	Clear Financial Regulations/Standing Orders, training for new Councillors, regular review/revision, ongoing risk management review	Clerk to provide training for all Councillors to raise awareness of financial responsibilities	Ongoing	Refresh training after elections, annual Financial Regulations review and re-adoption if required	CTC	Medium	n/a
8	Spending money with no legal power	Lack of awareness of legal spending powers, inadequate checks	Unlawful expenditure and potential audit challenge, requirement to correct/repay, reputational damage	CTC	Low	Finance Officer checks legality and spending powers, invoices checked and signed by the Town Clerk	Refresher briefing for members/staff on spending powers	Ongoing	Sample check audit trail of spending powers for selected payments	CTC	Low	n/a
9	Accounts do not balance at year end	Poor reconciliations, VAT errors, weak system use	Significant time and effort to correct, increased risk accounts will not be signed off by the auditor	CTC	Low	Monthly bank reconciliation monthly VAT reconciliation; accounting software reconciliation and bank statements checked/signed by Clerk/Deputy and a Councillor	Formal monthly reconciliation checklist and year end close checklist	Ongoing	Internal audit review of year end close process and evidence trail	CTC	Low	n/a

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10	Loss of, or damage to assets	Theft/damage, inadequate asset recording, weak security	Replacement/repair costs, higher insurance premiums, service disruption if critical assets affected	CTC	High	Up to date asset register, insurance reviewed regularly, reinstatement valuations carried out April 2023 (due every 5-7 years)	Annual asset register verification/sign off, confirm next reinstatement valuation schedule	Ongoing	Plan procurement/tender for next reinstatement valuation when due	CTC	High	Property insurance, reinstatement valuations noted
11	Loss of Business Continuity due to substantial damage to the Town Hall	Fire/flood/major damage	Inability to deliver council services, loss of operational base, major disruption to staff and public access	CTC	High	Adequate insurance cover	Develop a Business Continuity plan	Ongoing	Desktop exercise/test of Business Continuity plan	CTC	High	Adequate insurance cover
12	Crewkerne Leisure Management has control of a major council asset	CLM non-performance or financial failure, insufficient oversight	Loss/non-performance of CLM resulting in consequential loss to the council and the facility, reputational impact and service disruption	CTC	High	Annual report at the Annual Town Meeting, account available post audit, meetings as required, periodic revaluation, rent review planned	Ensure annual meeting occurs, complete rent review and document monitoring timetable	Ongoing	Formal annual monitoring report to the committee and track actions	CTC	High	n/a
13	Lack of budgeted funds to deliver services	Inability to deliver activities/services expected due to lack of budgeted funds	Insufficient budget planning, unexpected costs, insufficient reserves	CTC	Low	Insufficient funds to repair/replace assets or deliver services, reputational damage, potential expensive litigation	Budget/precept planning process, review current year budget, determine costs, assess income, provide contingencies, review reserves	Ongoing	Mid year budget review with corrective actions for material variances	CTC	Low	n/a
14	Joint Burial Committee unable to deliver cemetery services	Inability of the JBC to deliver services expected at a cemetery	Lack of funds, inadequate forward planning, inaccurate records	CTC	Medium	Loss of reputation, unexpected expensive maintenance, future precept increases, potential expensive litigation	Accounts consolidated, forward planning with JBC, communications with undertakers, accurate plot mapping, cemetery admin software	Ongoing	Annual report to CTC on cemetery condition and forward maintenance liabilities	CTC	Medium	n/a
15	Insufficient reserves for unexpected/emergency events	Insufficient reserves to deal with unexpected/emergency events	Unexpected maintenance demands, inadequate earmarked reserves	CTC	Medium	Unplanned expenditure pressures, inability to respond effectively to emergencies, risk of unbudgeted precept increases	Regular assessment of forward maintenance requirements, reporting to the Amenities Committee, forward planning for budget setting	Ongoing	Action West Crewkerne Parish Council reserves arrangement at year end	CTC	Medium	n/a
16	Overspend/underspend of budgets	Weak monitoring, unforeseen costs, inaccurate forecasting	Reduction of reserves, negative impact on other budgets and ability to deliver planned services	CTC	Medium	Quarterly expenditure and variance reporting, reserves policy, virement where necessary	Introduce/strengthen exception reporting and corrective actions for variances	Ongoing	Review budget headings/structure to improve forecasting and monitoring	CTC	Medium	n/a
17	Loss of income through failure to review fees/rents/charges	Fees/rents not updated, missed review dates	Reduced income available to support services, increased pressure on reserves and/or precept	CTC	Low	Reduced income available to support services, increased pressure on reserves and/or precept	Create annual schedule of fee/rent reviews with responsible officer/committee and due dates	Ongoing	Annual report to committee confirming reviews completed and outcomes	CTC	Low	n/a
18	Internal fraud/corruption	Weak internal controls, poor segregation duties, insufficient oversight	Loss of public money, inability to deliver services, public disgrace and reputational damage, possible expensive litigation	CTC	High	Financial Regulations/procedures review, annual internal controls review, deputy cover, strong payment controls, monthly bank reconciliations, income diary, members interests register, payroll controls, BACS authorisation by two Councillors etc.	Ensure annual internal control review is completed/minuted, fraud awareness refresher, ensure evidence retained for key approvals	Ongoing	Annual spot check audit of approvals/reconciliations/BACS evidence and report results	CTC	Medium	Fidelity cover referenced under insurance grouping
19	External fraud/corruption	Supplier fraud, inadequate tendering/verification	Loss of funds, inadequate services from suppliers, potential financial loss from ineffective grant use	CTC	Medium	Tender/estimate scrutiny, invoice checking, professional verification where needed, monitoring and reporting on grants	Introduce supplier due diligence checklist (including bank details verification and insurance checks)	Ongoing	Annual review of procurement/contract management compliance	CTC	Medium	n/a

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20	Loss of data resulting from fire/theft/system failure	Fire/theft, system failure, inadequate backup processes	Inability to deliver some services, disruption to council operations	CTC	Low	Comprehensive backups, virus protection, systems upgrade completed March 2023, web based accounts software	Confirm periodic restore testing, review access controls/cyber procedures	Ongoing	Annual cyber security review and staff refresher	CTC	Low	n/a
21	Bad debts	Late/non payment, inadequate chasing process	Loss of income, reduced funds available for service delivery	CTC	Medium	Monitor and chase outstanding invoices, reduce year end outstanding invoices to a minimum	Introduce formal debt recovery timeline, quarterly aged debt reporting	Ongoing	Review debtor terms and strengthen advance payment/deposit requirements where appropriate	CTC	Medium	n/a
22	Inadequate insurance (property/ Fidelity/ Public Liability/ Commercial Combined)	Under insurance, failure to notify changes, valuations out of date	Possible expensive litigation, large repair/replacement bills, significant financial exposure	CTC	High	Regular review of insurance policy, notify insurer of notable purchases/changes, periodic revaluation (April 2023)	Renewal checklist, confirm fidelity aligns with balances, ensure PLI evidence from hirers/leases is current	Ongoing	Pre renewal report to committee	CTC	Medium	Property, Fidelity, Public Liability, Commercial Combined
23	Accidents (staff, councillors and members of the public)	Unsafe premises/activities, insufficient RA review, inadequate training	Potentially expensive insurance claims, reputational damage	CTC	High	Risk assessments, training, weekly playground checks, annual inspections, PLI checks for hirers/leases, lift maintenance contract	Central register for PLI evidence, review near miss reporting, document RA review schedule	Ongoing	Annual Health and Safety compliance report to committee	CTC	Medium	Health & Safety / Liability
24	Contractor Health and Safety	Contractors lacking adequate H&S policies/insurance, insufficient checks	Liability exposure, reputational damage, potential insurance claims	CTC	High	Verify contractor H&S policies, request method statements, check PLI and employer liability insurance	Contractor onboarding checklist (RAMS/insurance/ competence)	Ongoing	Annual spot check audit of contractor files	CTC	Medium	Contractor PLI and Employer Liability checked
25	Security of Council assets	Theft, weak procedures, inadequate physical security	Insurance claims, expensive replacement, disruption to operations and service delivery	CTC	High	Alarm systems installed, staff security procedures, locked doors during meetings, annual equipment verification, fire risk assessments, boundary checks	Annual security review checklist, update keyholder/alarm procedures, refresh hirer instructions	Ongoing	Consider security updates and budget accordingly	CTC	Medium	Managed via insurance review, alarms installed as mitigation
26	Loss of documents (deeds)	Insecure storage, misfiling	Potential inability to evidence ownership/rights, significant legal/financial exposure	CTC	High	Deeds held securely in Clerk's cabinet or with solicitor	Confirm deeds register and locations list, scanned index/register	Ongoing	Annual verification of deeds register	CTC	Medium	n/a
27	Loss of Finance Officer	Resignation/illness, limited cover	Disruption to financial processing and controls, delay in payments/ reconciliations and reporting	CTC	Medium	Deputy trained, Clerk maintains understanding, external support, 2 months' notice	Complete training plan, document key finance procedures	Ongoing	Annual test of cover arrangements	CTC	Medium	n/a
28	Loss of Operations Manager	Resignation/illness, loss of knowledge	Disruption to delivery of maintenance/grounds work and contractor management	CTC	Medium	Regular updates to Clerk/Amenities Chair, 2 months' notice	Document key contractor/maintenance schedules and contracts	Ongoing	Cross training review for key operational tasks	CTC	Medium	n/a
29	Loss of Clerk	Resignation/illness, statutory deadlines and Proper Officer duties uncovered	Failure/delay in statutory and governance functions, reduced ability to deliver services and manage compliance	CTC	Medium	Finance Officer/Deputy Clerk training, Deputy Clerk CILCA, split duties, SALC/other council support, contingency in precept, periodic task calendar, 2 months' notice	Progress the new Deputy Clerk with CILCA (once eligible), maintain Proper Officer handbook, test resilience plan	Ongoing	Review succession plan and statutory deadline cover	CTC	Medium	n/a
30	Loss of Deputy Clerk	Resignation/illness	Disruption to committee support, planning work and general administration, pressure on remaining staff	CTC	Medium	Deputy Clerk keeps the Clerk updated, 2 months' notice	Document Deputy duties, cross train cover	Ongoing	Review staff resilience	CTC	Medium	n/a

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31	Loss of Admin Officer	Resignation/illness	Disruption to administrative tasks and website updates, reduced capacity to support council operations	CTC	Medium	Deputy Clerk/Finance Officer familiar with admin tasks, Clerk familiar with website software	Document admin processes, ensure shared access to systems	Ongoing	Annual test of cover arrangements	CTC	Medium	n/a
32	Loss of Grounds Staff member	Resignation/illness, limited cover	Reduced ability to deliver grounds maintenance and operational tasks, potential service disruption	CTC	Medium	Ops Manager manages duties, staff training provides flexibility	Cross training, contractor back up list/rota planning	Ongoing	Review staffing vs seasonal workload	CTC	Medium	n/a
33	Loss of Council vehicle	Accident/theft/breakdown	Difficulty in delivering some services, operational disruption until replacement/ temporary vehicle arranged	CTC	Medium	Regular maintenance and replacement programme, comprehensive insurance enabling replacement/temporary vehicle	Maintain servicing and replacement plan	Ongoing	Review vehicle insurance needs and replacement budgeting	CTC	Medium	Comprehensive vehicle insurance cover
34	Loss of reserves due to bank failure	Bank collapse, deposits above protected limits	Potential significant loss of reserves, inability to fund planned/unplanned expenditure	CTC	High	Compliance with Reserves policy	Review balances vs FSCS limits, diversify holdings if required	Ongoing	Annual treasury management review	CTC	High	n/a
35	Large project risks (cash flow, escalation, delays, VAT, defects, contractor bankruptcy)	Weak due diligence, scope changes, inadequate contracts, VAT misunderstandings, contractor insolvency	Cash flow insufficient, cost escalation and delays, grant funding threatened, VAT problems, defects not rectified, contractor failure leading to non-completion	CTC	High	Financial package, due diligence, VAT clarification, tender compliance, reserves adequacy, specialist advice, consider Joint Contracts Tribunal, insurance evidence, variation approvals by Full Council, independent contract admin, monthly reports, performance bond/guarantee	Confirm stage gates and reporting template for live projects, ensure VAT advice recorded, confirm bond/guarantee where needed	Ongoing/ project dependent	Post project review and update project risk template	CTC	High	Adequacy of building insurance referenced, evidence required
Health, Safety & Wellbeing												
36	Injury or death to person, including staff and councillors	Accidents due to: poorly maintained building or equipment, trips and falls, hot surfaces and other scalds and burns, poorly planned events, terrorism	Death or injury to person	CTC	Medium	Systematic maintenance programme, training and procedures, use of risk assessments for events and high risk activity. Health and Safety activity including consultant support.	Training and risk review ongoing. Risk assessments kept under review. H&S management strengthened by members and senior officers.	Ongoing	Continued training and ongoing identification of risk, continued use of risk assessments. Continued increase in H&S input and management from senior officers and all staff.	CTC	Medium	Public liability, vehicular
37	Staff wellbeing	Failure to recruit and maintain staff morale, failure to maintain staff health	Loss of staff, loss of staff dedication and goodwill	CTC	Medium	Staff meetings, 1:1 meetings, staff appraisals, internal communications, staff training programme	Continue with existing procedures	Ongoing	Continue with existing procedures, consider mental health training, bias and inclusion training	CTC	Medium	Employers liability
38	Health and Safety	Failure to protect the health and safety wellbeing of staff and/or contractors and public	Significant financial and/or reputational damage	CTC	Medium	Appropriate staff receive regular H&S training, staff attend formal H&S training where needed, dedicated officer responsible for the overall H&S monitoring and review	Annual review of H&S policies/risk assessments, inspections completed, incident log maintained, contractor checks undertaken	Ongoing	Ongoing with established procedures	CTC	Medium	Employer liability, public liability
39	Safeguarding	Failure to safeguard children or vulnerable adult e.g. lost children services	Significant financial and/or reputational damage, legal challenge	CTC	Low	DBS checked staff where required, provision of training, review of procedures, experienced staff	Ongoing with established controls mitigation	Ongoing	Ensure DBS checks are up to date, provision of appropriate training	CTC	Low	Official indemnity

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Government, Compliance and Policy												
40	Compliance with legislation	Lack of awareness of or failure to comply with legislation	CTC liable to enforcement activity or legal action	CTC	Medium	Professional staff encouraged to be aware and understand legislation, staff training, careful service planning, use of internal audit and other checks and controls to ensure continued compliance, consideration of legislation when designing new services, membership of professional bodies by managers, use of professional/consultant support where appropriate, CPD training by managers	Use of internal audit and other checks and controls to ensure continued compliance, consideration of legislation when designing new services, membership of professional bodies by managers, H&S audit, CPD training by managers	Ongoing	Continue with established procedures, undertake public consultation where appropriate, continue liaison with the media, publication of Town Council Action Plan	CTC	Medium	Public liability
41	Policies	Failure to introduce and implement appropriate policies	Council workstreams not managed in line with legal requirements or best practice	CTC	Medium	Policies reviewed and adopted by Full Council	Policies continue to be developed	Ongoing	Annual review for current adopted policies to ensure they remain relevant and fit for purpose. Continue to keep up to date with legislation and amend and implement new policies as required.	CTC	Medium	Official indemnity, employers liability, public liability
42	Governance	Failure to make robust informed decisions in compliance with legislation, consultation, openness, scrutiny, high quality data etc.	Failure to achieve these high standards can lead to both reputational and financial loss	CTC	Low	Internal Audit carried out by a competent experienced individual, financial regulations regularly updated. Processes and procedures followed. Key staff trained. Annual review.	Town Council review undertaken by the Council's Internal Audit.	Ongoing	Ongoing with established procedures	CTC	Low	Official indemnity
Service Delivery & Operational Performance												
43	Poor service to customers	Lack of equipment, lack of staff training, lack of service planning	Loss of income, loss of reputation	CTC	Low	Staff training, equipment maintenance and purchase budgets in place, continued service review, use of professional support when needed	Continued service review, use of professional support when needed	Ongoing	Continue with established procedures and continue to improve staff training	CTC	Low	Public liability
44	Management	Lack of effective management of services	Poor performance, loss of reputation, not achieving best value	CTC	Low	Careful management of services, weekly Senior Management Team meetings, experienced qualified staff	Ongoing with established procedures	Ongoing	Continue to implement a regular officer budget monitoring review process. Develop and report key performance indicators	CTC	Low	Official indemnity
45	Asset Management	Failure to manage, invest and maintain Council assets	Gradual deterioration and long term costs higher than necessary, reputational risk, unexpected expenses occurring	CTC	High	Asset register maintained, routine inspections/planned maintenance, budget provision for repairs, insurance reviewed annually	Asset register updated, condition checks completed, priority works delivered, insurance reviewed	Ongoing	Rolling inspection programme and action log, costed annual maintenance priorities, earmarked reserves for major repairs, insurance valuation reviewed	CTC	High	Property
ICT, Data Protection & Cyber												
46	IT	Loss of service, loss through loss of building/ability to do business, loss of IT	Loss of income, loss of service, loss of customers, loss of reputation	CTC	Medium	Maintenance of building and IT systems, IT backup systems, use of external support, use of cloud based storage	Buildings and IT systems maintained, external IT support used, cloud based storage in place, regular back ups maintained	Ongoing	Staff cyber security/phishing awareness, implement Multi-Factor Authentication on all accounts	CTC	Medium	Business interruption
47	ICT/Data	Loss of data through cyber attack	Confidentiality compromised, loss of sensitive information	CTC	Medium	Firewall and security on IT regularly updated, use of cloud based storage, procurement of IT managed advice	Review of IT requirements and systems with a dedicated account manager	Ongoing	Continuation of automated updates by IT service supplier	CTC	Medium	Fraud
48	General Data Protection Regulations	Failure to safeguard personal information or the misuse of information leads to a breach of the regulations	Confidentiality compromised, loss of sensitive information	CTC	Medium	Personal data stored securely with restricted access, staff aware of confidentiality/GDPR requirements, secure council IT/email used	Adoption of Data Protection and Privacy Policy	Ongoing	Continued review of policies and procedures	CTC	Medium	Official indemnity, public liability

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Reputation, Communications & Public Confidence												
49	Reputation	Poor information provided to public, poor service & events provided to public, poor decision making by officers and councillors	Loss of council reputation, loss of income, loss of public support	CTC	Low	Website up to date, well trained officers, careful management of services, staff training, continued development of communications, training of councillors, appropriate use of social media accounts	Continue staff training, continued development of communications, training of councillors, improve Council liaison with the media	Ongoing	Continue with established procedures, undertake public consultation where appropriate, continue liaison with the media, publication of Town Council Action Plan	CTC	Low	Slander
50	Poor communications	Lack of good communication: internal and external	Poor decision, poor staff morale, mis informed public	CTC	Low	Website up to date and accurate, well trained administration team, careful management of services, weekly senior management meetings, quarterly newsletter	Continued review	Ongoing	Continue with established procedures	CTC	Low	Public liability
51	CTC profile/ public perception	Poor public understanding of the role of the council and our services	Lack of take up of services, lack of public engagement reduced service delivery or failure	CTC	Low	Website up to date and accurate, well trained staff, careful management of services, deliberate and positive publicity concerning services and issues, use of social media	Ongoing established procedures, liaison with members to further address	Ongoing	Continue with established procedures, undertake public consultation where appropriate, continue liaison with the media, publication of Town Council Plan	CTC	Low	Slander
Leadership, People & Organisational Capacity												
52	Leadership	The vision of the Council as an ambitious, innovative and politically led Council is not realised	Loss of reputation, lack of public engagement	CTC	Low	Website is up to date and accurate, development of communications, use of social media accounts	Member and officer training, member workshops.	Ongoing	Ongoing development of the Council's vision, objectives.	CTC	Low	n/a
53	Leadership and Management	Lack of strategic direction and leadership	Ability of Council to set objectives aligned to service delivery	CTC	Low	Careful management services, weekly Senior Management Team meetings	Member and officer training, member workshops.	Ongoing	Continue to implement a regular officer budget monitoring review process. Develop and report key performance indicators	CTC	Low	n/a
Partnerships & External Relationships												
54	Partnership working	Working with partnerships with different priorities, processes and resources - also failure to maintain partnerships	Loss of reputation, negatory effort by CTC officers	CTC	Low	Detailed exploration before any partnerships, formal and informal, entered into regular assessment of value of project/partnership	Ongoing with established procedures	Ongoing	Ongoing with established procedures	CTC	Low	Public liability
Business Continuity & Emergency Planning												
55	Continuity Planning	Failure to undertake continuity planning including business continuity, community emergency plan. Operational risk register	Delivery of services is compromised	CTC	Medium	Business continuity insurance, use of cloud based storage, mobile phones for staff, procurement of an external IT support service	Ongoing with established procedures	Ongoing	Ongoing with established procedures	CTC	Medium	Business continuity
56	Climate Emergency	Failure to reduce carbon impact from services and Council activities, and implement mitigation measures to meet climate change and ecological emergency resolution	Loss of council reputation, loss of public support	CTC	Low	Energy use monitored (electricity/gas bills reviewed). LED/energy efficiency measures implemented where feasible.	Baseline information gathered, energy usage monitored, practical efficiency measures implemented, progress reviewed by Council	Ongoing	Commission footprint report, adopt a Climate Action Plan, annual progress report to Council, identify and fund priority decarbonisation measures	CTC	Low	n/a

Version Control:

Adopted at XXXX: XXXXX

This policy will be reviewed annually in conjunction with the council's risk management policy, or sooner if required by changes in legislation or council practice.

Review Date: XXXX

Town Council Assets 2025/26

As of 1 April 2025

	<u>Value £</u>
Town Hall & Victoria Hall	1,890,000
Henhayes Store	10,887
Aqua Centre	2,480,000
Bus Shelters	12,447
George Reynolds Centre	990,000
George Reynolds Centre Furniture/Equipment	3,678
Town Hall/Victoria Hall Furniture/Equipment	37,256
CCTV Equipment	30,000
West One Mosaic & Nameplate	21,325
Civic Regalia	5,500
Christmas Lights and Hardware	17,408
Paintings/Works of Art/Memorabilia	36,001
Playground Equipment/Fencing	123,345
Skatepark Equipment	81,100
MUGA & Floodlighting	72,000
Grounds Maintenance Vehicle & Mowers	71,354
Open Spaces Machinery/Equipment	17,567
Street Fixtures & Fittings	48,741
Market Umbrellas/Gazebos	8,548
War Memorial Plaque	2,500
Henhayes Floodlights	40,950
Speed Indicator Device	3,445
Parcel Of Amenity Land off Bincombe Lane	16,332
Henhayes Recreation Ground	*1
Bincombe Nature Reserve incl. land behind Richmond House	*1
Barn Street Recreation Ground	*1
Happy Valley	*1
Southmead Crescent Playground	*1
Pithers Court	*1
Land in front of Town Hall	*1
Townsend Cemetery (93%)	*1
Cemetery Lodge (93%)	325,500
Cemetery Chapel Complex (93%)	604,500
Public Chapel Contents (93%)	8,579
Cemetery Grounds Contents (93%)	3,119
TOTAL ASSETS	6,962,090

During the year the following assets have either been added to the register or disposed of:

Added

Speed Indicator Device	3649
Mobile Phone	113
PC x3	975
Laptop Admin Officer	292
Ride on Mower	24010
Christmas Baubles	666
Mobile Phone	92
Memorial Bench VE Day	1
Memorial Bench VE Day/VJ Day	1
Information Boards x3	990

Total	30,789
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Disposed of

PC x2	723
Laptop	325
Ride on Mower	36500

Total	37,548
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ESTIMATED TOTAL ASSETS as at 31st March 2026

£6,955,331

Martyn's Law Policy

1. Introduction

Crewkerne Town Council ('the council') recognises the importance of ensuring the safety and security of people using council-owned or council-managed premises, spaces, and events. Martyn's Law (the Terrorism (Protection of Premises) Act 2025) establishes a *Protect Duty* requiring organisations responsible for premises or events to consider the risk of terrorism and take *reasonably practicable* steps to prepare for and reduce the potential harm from such incidents. This policy sets out how the Council will comply with those duties, proportionate to the nature, use, and scale of the premises and activities involved.

2. Purpose

The purpose of this policy is to:

- Explain the Council's approach to Martyn's Law duties and related responsibilities;
- Ensure clarity about roles and procedures for managing risk and emergency preparedness;
- Support consistent documentation, training, and review of protective measures; and
- Demonstrate due diligence in reducing harm to visitors, staff, volunteers, and the public using council venues and events.

3. Scope

This policy applies to all council-owned or council-managed premises and public events, including but not limited to:

- Town Hall and Victoria Hall
- The George Reynolds Centre
- Henhayes Recreation Ground, Bincombe Beeches, Happy Valley and Barn Street Recreation Ground (where events occur)
- Markets and Fairs
- Festivals, Shows, and Community Celebrations
- Events organised by the Council or under its auspices

It applies regardless of whether an event is ticketed, free, static, or mobile, where the public attends.

4. Key Definitions

Qualifying Premises / Event

Premises/events where it is *reasonable to expect* that 200 or more people (including staff and volunteers) may be present at the same time.

Standard Tier

Locations/events with between 200 and 799 persons expected — requiring basic protective and preparedness procedures.

Enhanced Tier

Locations/events with 800 or more expected — requiring documented security procedures and additional measures, including reducing vulnerability to terrorism.

Responsible Person

The organisation or individual legally accountable for compliance under Martyn's Law. For council venues/events, this is the council, acting through designated staff.

5. Responsibilities

Council (Corporate Responsibility)

The council is responsible for:

- Assessing which premises and events fall under Martyn's Law;
- Notifying the Security Industry Authority (SIA) of responsibility where required;
- Undertaking risk assessment, planning, documentation and review of procedures.

Town Clerk / Deputy Clerk / Responsible Officer

The Town Clerk shall:

- Lead implementation of this policy;
- Liaise with the SIA and emergency services;
- Ensure risk assessments and protective plans are current and appropriately documented;
- Report annually to council on compliance, risk issues, and training.

Assigned Senior Individual (Enhanced Tier)

For enhanced tier premises or events, the council shall designate a senior individual responsible for overseeing documented protective measures and preparation.

6. Implementation Requirements

6.1 Where premises meet qualifying criteria, the Council will notify the SIA that it is the responsible organisation, using the appropriate mechanism once provided by the regulator.

6.2 Risk assessments for qualifying premises and events shall:

- Identify security vulnerabilities relevant to the location and use;
- Consider likely attendance numbers and activities;
- Include potential access control, emergency routes, communication plans, and other relevant factors;
- Be updated annually or whenever significant changes occur.

6.3 Depending on the tier:

- Standard Tier (200–799):
 - Basic, proportionate public protection procedures including guidance to staff/volunteers;
 - Awareness of environmental and behavioural indicators;

- Emergency contact and communication protocols.
 - Enhanced Tier (800+):
 - As above, plus documented security measures to reduce vulnerability and additional planning with partners;
 - Formal communication and coordination with local emergency services.
- 6.4 The council will provide proportionate security awareness and emergency response training to appropriate staff, councillors, and volunteers.

7. Emergency Planning and Response

The council will maintain and review emergency and contingency plans in consultation with local emergency services. Plans will include:

- Evacuation and assembly procedures;
- Communication plans for incidents;
- Liaison with police and emergency responders.

8. Recording, Review, and Continuous Improvement

This policy and all related documentation (risk assessments, training records, incident plans) shall be reviewed:

- Annually;
- After any significant incident;
- Whenever venues or use patterns change.

9. Supporting Documentation

The Council shall maintain:

- Terrorism risk assessment templates;
- Venue and event attendance assessments;
- Training records;
- SIA notifications and correspondence;
- Emergency response plans.

Version Control:

Adopted by Policy and Resources Committee: **XXXXXXX**

This policy will be reviewed annually, or sooner if required by changes in legislation or council practice.

Review Date: **XXXX 20XX**



Accessibility Statement

Accessibility statement for Crewkerne Town Council

This website is run by Crewkerne Town Council and aims to meet WCAG 2.2AA standards.

We want as many people as possible to be able to use this website. For example, that means you should be able to:

- zoom in up to 300% without the text spilling off the screen
- navigate most of the website using just a keyboard
- navigate most of the website using speech recognition software
- listen to most of the website using a screen reader (including the most recent versions of JAWS, NVDA and VoiceOver)

We've also tried to make the website text as simple as possible to understand.

[AbilityNet](#) has advice on making your device easier to use if you have a disability.

How accessible this website is

We know some parts of this website are not fully accessible:

- most older PDF documents are not fully accessible to screen reader software
- any instances of live video streams may not have captions

What to do if you cannot access parts of this website

If you need information on this website in a different format like accessible PDF, large print, easy read, audio recording or braille:

- email: towncouncil@crewkerne-tc.gov.uk
- call: 01460 74001
- [use our contact form](#)

We'll consider your request and get back to you within 15 days.

Reporting accessibility problems with this website

We're always looking to improve the accessibility of this website. If you find any problems not listed on this page or think that we're not meeting accessibility requirements, then you can click the Report a Website problem link at the bottom of every page on the site.

Enforcement procedure

The Equality and Human Rights Commission (EHRC) is responsible for enforcing the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018 (the 'accessibility regulations'). If you're not happy with how we respond to your complaint, [contact the Equality Advisory and Support Service \(EASS\)](#).

Technical information about this website's accessibility

Crewkerne Town Council is committed to making its website accessible, in accordance with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

Compliance Status

This website is partially compliant with the Web Content Accessibility Guidelines version 2.2 AA standard, due to the non-compliances listed below.

Non compliance with the accessibility regulations

Some images may not have a text alternative, or might have non descriptive text alternatives so people using a screen reader cannot access the information, or will receive non descriptive information. This fails WCAG 2.2 success criterion.

Some of our PDF documents are currently non-complaint. We aim to make all new PDF documents compliant using Microsoft Word's accessibility check going forwards. However, not all PDF's generated from accessible Word Documents are still accessible according to Adobe Acrobat's own accessibility checks, so this is currently causing an issue. We hope that this issue is resolved by December 2021.

We plan to add text alternatives for all images by December 2025. When we publish new content we'll make sure our use of images meets accessibility standards.

The issues known with PDF documents are missing alternative text for embeded images, and blank document titles.

Disproportionate Burden

We've assessed the cost of fixing the issues accessing information. We believe that doing so now would be a disproportionate burden within the meaning of the accessibility regulations. We will revisit this assessment in December 2026.

Content that's not within the scope of the accessibility regulations

PDFs and other documents

Many of our older PDFs and Word documents do not meet accessibility standards – for example, they may not be structured so they're accessible to a screen reader. This does not meet WCAG 2.2 success criterion 4.1.2 (name, role value).

Some of our PDFs and Word documents are essential to providing our services. For example, we have PDFs with information on how users can access our services, and forms published as Word documents. By December 2026, we plan to either fix these or replace them with accessible HTML pages.

The accessibility regulations [do not require us to fix PDFs or other documents published before 23 September 2018](#) if they're not essential to providing our services.

Any new PDFs or Word documents we publish will meet Microsoft Word accessibility standards, and eventually the Adobe Acrobat accessibility standards (where possible, see earlier note).

Live & recorded video

Live & recorded video streams that do not have captions will fail WCAG 2.2 success criterion 1.2.4 (captions – live).

We do not plan to add captions to live video streams because live video is [exempt from meeting the accessibility regulations](#).

What we're doing to improve accessibility

Issues with PDFs and other documents

We are aware that most of our documents are not accessible. Documents generally do not comply with accessibility requirements, so we are actively working on plans to avoid adding PDFs and documents wherever possible.

Due to the historic volume of documents, we are continuing to work through all the documents that remain on the website.

Where there is no alternative available, any PDF that's included will be as made accessible as possible.

How we tested this website

This website was last tested on 27th January 2026. The test was carried out by Zonkey Solutions Ltd.

We tested representative templates using ChromeVox screen reader and axe DevTools and WAVE a11y tools.

Preparation of this accessibility statement

This statement was last updated on 27th January 2026



Privacy Notice

This website is managed by Crewkerne Town Council. The Town Council take the protection of your personal data seriously and is committed to protecting this information in accordance with the requirements of the General Data Protection Regulation (GDPR).

We process and hold information in order to provide public services. This notice explains how we use and share your information.

Information may be collected on a paper or online form, by telephone, email or by a member of our staff, or one of our Councillors.

1. We record personal information if you:

- Subscribe to or apply for services that require personal information.
- Report a problem and give your contact details for us to respond.
- Contact us and leave your details for us to respond.

2. Why we collect information

We collect and hold information about you, in order to:

- deliver public services
- discharge the contract between you and the Council
- make sure we meet our statutory obligations
- prevent or detect fraud through the necessary audit tasks carried out for the Council

3. Our right to process information

We are permitted to process information under GDPR Article 6 (1) (a) (b) and (e) when:

- processing is with consent of the data subject, or
- processing is necessary for compliance with a legal obligation, or
- 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, or
- processing is necessary to fulfil a contractual obligation to you.

4. How we use your information

We will only use any personal information you send us for the purposes for which you provide it. We will only hold your information for as long as necessary and in accordance with the Council's Records Management Policy. All Town Council employees and Councillors who have access to your personal data and are associated with the handling of that data are obliged to respect the confidentiality of your data. The Council tries to keep the information we have about you accurate and up to date. If, however, you find errors or inaccuracies in your data, we will amend or erase that information upon request.

5. Information sharing

We may share your information with other partner organisations where this is necessary to support the Council in providing services. We will never share your personal information with a third party unless we have a lawful reason to do.

To support the safe and efficient operation of the Council's administration, the Council uses an IT support provider and a data back-up provider. Your data will be shared with **this company** ~~these companies~~, details of which are shown below:

- Allen Computer Services Ltd, ~~Crewkerne, TA18 8DA~~ **Unit 3 Babylon View, Oxford Road, Pen Mill Trading Estate, Yeovil, Somerset BA21 5HR**
- ~~Livedrive, The Battleship Building, 179 Harrow Road, London, W2 6NB~~

~~These companies have~~ **This company has** provided statements to the Council confirming that they are compliant with GDPR.

6. Information security

Crewkerne Town Council will make every effort to ensure that your information is protected from unauthorised access, loss, manipulation, falsification, destruction or unauthorised disclosure. This is done through appropriate technical measures and appropriate policies. We will only keep your data for the purpose it was collected for and only for as long as is necessary.

7. Children

We will not process any data relating to a child (under 13) without the express parental/ guardian consent of the child concerned.

8. Your rights

- **Access to Information:** You have the right to request access to the information we have about you.
- **Information Correction:** If you believe that the information we have about you is incorrect, you may contact us so that we can update it and keep your data accurate.
- **Information Deletion:** If you wish the Town Council to delete the information about you please contact us.
- **Right to Object:** If you believe that your data is not being processed for the purpose it has been collected for, you may object.

You can contact the Council by emailing the Town Clerk at towncouncil@crewkerne-tc.gov.uk

9. Links to other websites

This privacy notice does not cover the links within this site to other websites. We encourage you to read the privacy statements on these linked websites.

Recording, Filming and Photography at Council Meetings Policy

1. Introduction

Crewkerne Town Council is committed to being open and transparent in the way it conducts its decision making. Recording, including filming, audio recording, taking photographs, blogging, livestreaming on social media and internet sites, tweeting and using other social media websites is permitted at council meetings which are open to the public **in accordance with this policy** subject to the following:

2. Guidelines

The rules which the Council will apply are:

- Anyone wishing to record must let the chair of the meeting know prior to, or at the start of, the meeting and the recording must be overt (i.e. clearly visible to anyone at the meeting), but non-disruptive and must not interrupt the meeting. **Recording must not distract from, disturb, or otherwise interfere with the conduct of the meeting.**
- All those visually recording a meeting are requested to only focus on recording councillors, officers and the public who are directly involved in the conduct of the meeting. Any children present at the meeting are not to be filmed unless their parents/guardians have given their consent. **Care should be taken to avoid filming members of the public who do not wish to be recorded.**
- At the ~~start beginning~~ of each meeting, the chairman will **advise those present** ~~make an announcement~~ that the meeting may be recorded or filmed. ~~Meeting agendas will also carry this message.~~ **This information will also be included on the published agenda.**
- Any member of the public has the right not to be recorded. ~~We ensure that agendas for, and signage at, council meetings make it clear that recording can take place~~ If anyone speaking at the meeting does not wish to be recorded they must let the chairman of the meeting know. **Reasonable steps will be taken to accommodate this request.**
- Any person wishing to record council meetings will be responsible for ensuring that equipment used is battery operated because use of electricity will be prohibited. The council will not be held liable for any injuries to the individual or members of the public caused by the recording of its meetings.
- The chairman of the meeting has ~~absolute~~ discretion to stop or suspend recording if in their opinion continuing to do so would prejudice proceedings at the meeting or if the person recording is in breach of these rules.

The circumstances in which this might occur might include:

- recording is disrupting the proceedings of the meeting
- there is public disturbance or a suspension of the meeting

- the meeting has resolved to exclude the public for reasons which are set down in the Local Government Act 1972
- The recording should not be edited in a way that could lead to misinterpretation or misrepresentation of the proceedings or infringement of the council's values or in a way that ridicules or shows a lack of respect for those in the recording. The council would expect any recording in breach of these rules to be removed from public view. **The council may request that any recording published in breach of this policy be removed from public view.**
- On rare occasions meetings which take the form of hearings, may not always be suitable for recording due to the nature of some of the evidence to be given at the hearing, and the chairman will use discretion to decide if recording is allowed.
- If the council or committee needs to discuss confidential or exempt information (and goes into a confidential session) and the public are excluded from the meeting, then all recording equipment will need to be removed immediately from the room.
- Council officers have the right to turn off or remove any unattended equipment during the times when the public and press have been excluded. Any equipment left unattended in the council chamber is done so entirely at the owner's risk.
- The use of flash photography or additional lighting will not be allowed unless this has been discussed in advance of the meeting and agreement reached on how it can be ~~done~~ **used** without disrupting proceedings.

3. Online and Hybrid Council Meetings

- 3.1 **From time to time, the council may hold meetings online or in a hybrid format. Where meetings are livestreamed or recorded by the council, this will be made clear to all participants. The officer hosting the meeting is responsible for starting and stopping any recording and advising participants when recording is taking place.**

~~During the Covid 19 pandemic, Council and committee meetings could be held remotely in accordance with The Local Authorities and Police and Crime Panels (Coronavirus) (Flexibility of Local Authority and Police and Crime Panel Meetings) (England and Wales) Regulations 2020. This legislation has now expired but from time to time the council may hold informal council meetings remotely. Meetings are conducted on Zoom and streamed via YouTube. In person council meetings will also be, where possible, streamed over the internet. The officer hosting the meeting is responsible for recording the meeting and will verbally advise all participants at the time the recording is begun.~~

- 3.2 The footage will be deleted by the officer hosting the meeting once the minutes have been accepted as a correct record of the meeting, in accordance with the council's Standing Orders **and document retention arrangements.**

4. Guidance for the Public and the Media

Please contact the Town Clerk or Deputy Clerk on 01460 74001 in advance of the meeting you wish to record, and especially if the recording you wish to make involves large equipment or special



requirements. A failure to follow these requirements may lead to a request to record being refused at subsequent Council meetings. **Persistent or deliberate breaches of this policy may result in recording being restricted at future meetings.**

5. Legal Responsibilities

Recording and reporting the council's meetings is subject to the law and it is the responsibility of those who undertake the recording and reporting to ensure compliance. This will include the Human Rights Act, the Data Protection Act 2018, the Public Order Act Part III (1986 as amended), the Equality Act 2010 and the laws of libel and defamation.

The council may itself photograph, film, record or broadcast at its meetings and may retain, use or dispose of such material in accordance with its retention and disposal policies.

Version Control:

Approved Full Town Council 24th November 2014 Min No. 136 (b)

Reviewed and amended at Policy & Resources Committee 14th February 2022 Min No 21/22 34

This policy will be reviewed every four years, or sooner if required by changes in legislation or council practice.

Review Date: **February 2030**



Health and Safety Policy and Guidance

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1. NOMINATED OFFICERS

Health and Safety Officer

Operations Manager

(In their absence – Town Clerk)

Fire Officer

Operations Manager

(In their absence – Town Clerk)

First Aid

A risk assessment of the number of First Aiders has been done and the employees holding the relevant qualification are listed on the office/staff room notice boards.

COSHH Assessments Responsible Person

Operations Manager

Risk Assessments Responsible Person

Operations Manager

2. GENERAL STATEMENT

This is the Health and Safety Policy Statement of:

Crewkerne Town Council

Health and Safety at Work etc Act 1974

Our statement of general policy is to:

- Prevent accidents and cases of work-related ill health by managing the health and safety risks in the workplace
- Engage and consult with our employees on matters affecting their health and safety and strive to implement continuous improvements
- Maintain safe and healthy working conditions, provide and maintain plant, equipment and machinery, and ensure safe storage/use of substances
- Provide clear instructions and information, and adequate training, to ensure employees are competent to do their work
- Review and revise this policy as necessary at regular intervals
- Implement emergency procedures – evacuation in case of fire or other significant incident.

Signed: (Mayor)

Date:

Adopted Town Council meeting on 23 November 2009

Reviewed 20 August 2014.

Reviewed Policy & Resources Committee meeting 9 October 2017.

Reviewed Policy & Resources Committee meeting 8 August 2022.

Reviewed Policy & Resources Committee meeting 12 February 2024.

Reviewed Policy & Resources Committee meeting 10th February 2025.

3. RESPONSIBILITIES AND ARRANGEMENTS FOR HEALTH & SAFETY MANAGEMENT

3.1 Crewkerne Town Council

- 3.1.1 The Health and Safety at Work Act 1974 places a statutory duty on all employers to ensure, so far as is reasonably practicable, the safety, health and welfare of all its employees at work and other people who may be affected by their activities, e.g. users, volunteers, Councillors and members of the public.
- 3.1.2 Crewkerne Town Council as the employer, has overall and final responsibility for health and safety matters at all Council-operated premises and for ensuring that health & safety legislation is complied with.
- 3.1.3 Crewkerne Town Council will also ensure that the tenants of Council-owned buildings commit to maintaining compliance with health and safety standards.
- 3.1.4 Crewkerne Town Council will regularly review the operation of its health & safety policy and will ensure that:
- Employees, volunteers and Councillors as appropriate receive sufficient information, training and supervision on health and safety matters
 - risk assessments are undertaken and the results recorded and made available to all employees
 - accidents are investigated to identify the root cause. These are reported to the Council detailing the preventative action implemented.
 - arrangements are in place to monitor the maintenance of the premises and equipment
 - there are adequate arrangements to liaise and co-operate on health and safety matters with other employers at the Town Hall.
- 3.1.5 Day-to-day responsibility for ensuring this policy is put into practice is delegated to the nominated Health & Safety Officer.

3.2 All Employees

- 3.2.1 **All employees must:**
- co-operate with supervisors and managers on health and safety matters
 - be aware of relevant risk assessments and method statements
 - not interfere with anything provided to safeguard their health and safety
 - take reasonable care of their own health and safety and not do anything to endanger others.
 - report all health and safety concerns to the Health and Safety Officer.

3.3 Fire Officer

- 3.3.1 Crewkerne Town Council will appoint the nominated Fire Officer who shall receive appropriate training.
- 3.3.2 The responsibilities of the Fire Officer are to:
- be aware of potential fire hazards and familiar with the location and use of fire-fighting equipment ensuring it is maintained as necessary
 - arrange fire drills and testing of fire alarms and keep records
 - assist with the evacuation of staff and visitors
 - liaise with Emergency Services at the assembly point

- ensure Town Hall staff and volunteers are aware of the fire alarm and drill

FOR DETAILED FIRE SAFETY ARRANGEMENTS SEE SECTION 11.

3.4 First Aid

- 3.4.1 Nominated first aiders will complete Emergency First Aid at Work training provided by a recognised provider. Qualified members of staff are listed on the office and staff room noticeboards.
- 3.4.2 The Health & Safety Officer will ensure that the BS 8599-1 compliant first aid boxes are kept in the designated locations (see Section 13.1) and are regularly checked and correctly stocked.
- 3.4.3 The Health & Safety Officer will ensure that all accidents are recorded using the Council's Accident Report Form, copies of which are kept in the Town Hall offices.

FOR DETAILED FIRST AID AND ACCIDENT ARRANGEMENTS SEE SECTION 13.

3.5 Risk Assessment

- 3.5.1 Crewkerne Town Council will ensure that risk assessments are carried out by competent persons in accordance with the Management of Health & Safety at Work Regulations 1999. Assessments will be documented and made available to all staff.
- 3.5.2 Risk assessments will be reviewed annually to ensure they are suitable and sufficient, ensuring hazards are identified and risk reduced to as low a level as reasonably practicable. Assessments will also be reviewed following significant change in working environment or to practices. Assessments will cover employees and, as appropriate, Councillors and volunteers and all aspects of their Council work wherever this takes place.

FOR DETAILED RISK ASSESSMENT ARRANGEMENTS SEE SECTION 17.

3.6 Training

- 3.6.1 Crewkerne Town Council will ensure that new employees and volunteers receive information and guidance on health and safety as part of their induction.
- 3.6.2 Crewkerne Town Council will ensure the provision of adequate health and safety training for employees and, as appropriate, Councillors and volunteers, including: general health and safety, first aid, manual handling, fire safety, risk assessment. The nominated Health & Safety Officer will also organise training for appropriate use of equipment, and any special training needed to ensure safe systems of work.
- 3.6.3 Any employee, volunteer or Councillor who believes that they have a need for further health and safety training should inform the Health & Safety Officer.

3.7 Personal Protective Equipment (PPE)

- 3.7.1 PPE identified as necessary in any Town Council Risk Assessment will be provided free of charge to relevant employees. PPE should be worn in accordance with training and instructions, kept in good condition and defects reported immediately to the nominated Health & Safety Officer.

- 3.7,2 If a risk assessment indicates that a limb (b) worker requires PPE to carry out their work activities, the Health & Safety Officer must carry out a PPE suitability assessment and the Town Council will provide the PPE free of charge as it does for employees.

4. BUILDINGS

- 4.1** Crewkerne Town Council has a duty to provide a safe and healthy environment for all persons using Town Council operated premises and facilities.

- 4.2** All Town Council staff and Councillors are responsible for identifying actual and potential hazards. Once identified a hazard should be removed. If this is not possible it should be quarantined and immediately reported to the Health & Safety Officer for further action.

4.3 Examples of Hazards

4.3.1 Items Out of Reach:

Chairs or other furniture must not be used to stand on for the purpose of reaching items at height, only approved access equipment (e.g. stepladders) should be used.

4.3.2 Damaged Equipment:

Regular checks should be carried out on equipment, including furniture, for faults, damage, sharp edges etc. Defective items should be removed from use pending repair or replacement.

4.3.3 Damage to the Fabric of Buildings:

Damage to windows, doors, flooring, mains electrical installations etc. may have safety implications and must be reported immediately to the Health & Safety Officer.

5. PASSENGER LIFTS

In accordance with the Lifting Operations and Lifting Equipment Regulations (LOLER) 1998, the Council is required to nominate a duty holder, to ensure that its legal responsibilities are met by ensuring that lifts are thoroughly examined and that they are safe to use. The nominated duty holder is the Health and Safety Officer.

The Health and Safety Officer will ensure that the lifts are inspected, tested and maintained in accordance with the above regulatory requirements and through an approved contractor. These requirements also encompass the emergency call-out facility.

Copies of all lift examination reports are available for inspection in the Council office.

The lift maintenance support contract includes the linking of the lift emergency call-out phone to a 24-hour call centre, which ensures that a duty engineer is despatched promptly to resolve the issue with the lift.

6. GOOD HOUSEKEEPING

6.1 Aisles & Walkways

Aisles & walkways must remain clear of obstructions and all materials and equipment stored securely in safe areas. Items should never be placed immediately in front of, or left obstructing, fire doors, fire exits, fire alarms or fire equipment.

6.2 Smoking

Smoking is not allowed in any Council property or vehicle. This restriction applies not only to cigarettes, cigars and pipes but also to e-cigarettes.

6.3 Overcrowding

The Council will ensure that the working environment is not overcrowded and consultation with staff will take place prior to any changes being made.

6.4 Ventilation

The Town Council will ensure staff are provided with a well-ventilated workplace in which workers have control over the local level of ventilation.

6.5 Temperature

In office workplaces a minimum temperature of 16°C shall be maintained and where possible the maximum temperature not allowed to reach an uncomfortable level.

6.6 Lighting

A suitable and sufficient level of light will be provided in all work areas. If lighting is found to be defective this must be reported to the Health & Safety Officer.

6.7 Noise

The Council will ensure that staff are not exposed to excessive workplace noise levels.

6.8 Equipment Storage and Usage

6.8.1 Equipment must not to be left lying around but should be safely stored.

6.8.2 No wires may be left trailing across floors.

6.8.3 Paraffin, electric bar or propane gas heaters may not be used in Council premises without the written permission of the Health & Safety Officer.

6.9 Maintenance and Electrical Equipment

6.9.1 All building maintenance work shall be carried out by competent persons.

6.9.2 Electrical equipment must always be used in accordance with instructions and defective items isolated, removed from use and the Health & Safety Officer advised.

6.9.3 The Council will ensure that the testing of electrical wiring in properties and Portable Appliance Testing (PAT) are undertaken at the appropriate time intervals.

7. WELFARE ARRANGEMENTS

7.1 Toilet and Washing Facilities

The Town Council will provide suitable and sufficient toilets and washing facilities for staff in accordance with the minimum requirements of Health & Safety legislation.

7.2 Drinking Water

An adequate supply of clean safe drinking water will be provided for all staff.

7.3 Rest Areas

So far as is reasonably practicable, staff will be provided with a rest area away from their usual workstations.

7.4 New and Expectant Mothers

When an employee provides written notification to the Council stating that she is pregnant, or that she has given birth within the past six months or that she is breastfeeding, the Council will undertake a review of the relevant workplace risk assessment(s), to identify any risks to the health and safety of a new or expectant mother, or that of her baby, and to take any necessary preventive and protective measures to reduce or control any risks identified. In the case of a pregnant or new mother, the Council will undertake an individual risk assessment which will be reviewed on a monthly basis.

Suitable rest facilities will be provided for pregnant and breastfeeding employees.

7.5 Hours of Work

Employees should not work excessively long hours and must take adequate breaks for meals and rest.

8. PERSONAL SAFETY

8.1 In the Office Environment

It is in the nature of the organisation's work that staff or volunteers may on occasion deal with public and find themselves exposed to a potentially confrontational or threatening situation. Should staff feel uneasy, uncomfortable, threatened, abused or assaulted whilst dealing with a member of the public they have the right to refuse to continue further such dealings. In these situations the Town Council will support the decision of the staff member.

8.2 Working Away from the Office

8.2.1 Staff working away from the office should advise colleagues where they will be and for approximately how long. If plans change significantly, this information should be communicated back to colleagues.

8.2.2 Staff should make clear who they wish informed (outside of work) in the event of an emergency and how they can normally be contacted.

8.3 Lone Working of Grounds Maintenance Staff

8.3.1 Grounds staff should only work alone outdoors during daylight hours and be familiar with the findings and actions of the Lone Working Risk Assessment.

8.3.2 Staff have access to first aid kits kept in the Grounds & Amenities workshop and vehicles. Emergency first aid training is provided to at least one member of the team and a mobile phone is provided to enable contact in an emergency.

8.4. Holding or Carrying Money or Valuables for the Council

8.4.1 Staff should not carry significant amounts of cash to the bank and visits to the bank should not be at a regular time.

8.4.2 Cash amounts, over and above that required for petty cash, should not be kept in the Town Hall.

8.4.3 Under no circumstances should staff put their safety at risk on account of Crewkerne Town Council.

8.5 Personal Awareness

- 8.5.1 **Be prepared.** Do you know who to contact and what to do if a difficult situation arises? The Town Clerk or Deputy Clerk should be contacted.
- 8.5.2 **Be observant.** Notice everything around you - exit doors, telephones, windows, sources of help. This will make you more aware of your surroundings and help you escape if you need to.
- 8.5.3 **Assess potential risks.** Avoid dangerous short cuts, walk facing the traffic on the street side of pavements, at night think about where you park your car for your safety.

8.6 In Dealing with Aggression

- 8.6.1 **Try to stay calm** if someone is starting to get angry. Your body language, voice and response can help to defuse a situation. Take a deep breath, keep your voice on an even keel, and try to help.
- 8.6.2 **Offer an angry person a range of options** from which they can choose the one they prefer. They will find it difficult to stay angry.
- 8.6.3 **Are you the best person to deal with this situation?** Obtain help from the Town Clerk, or others.

8.7 Reporting and Recording

- 8.7.1 All incidents of aggression should be reported to the Town Clerk and recorded in the accident book.
- 8.7.2 Employers have a legal responsibility to provide a safe working environment. Staff should report any situation in the workplace which is a threat to personal wellbeing. Talking about fear and other problems related to bullying, aggression or harassment are not marks of failure but good practice. A serious incident, even if it results in no physical harm, may cause feelings of anxiety, panic or distress which can carry on long afterwards. Crewkerne Town Council recognises this and will provide a suitable and appropriate level of support.
- 8.7.3 Records of accidents and near misses will be kept for five years.

9. HOMEWORKING

Should employees carry out work for the Council at home then all health and safety rules and guidance in this policy will apply as they do in the workplace.

10. DISPLAY SCREEN EQUIPMENT (DSE)

10.1 General

- 10.1.1 It is the policy of the Council to comply with the law as set out in the Health and Safety (Display Screen Equipment) Regulations 1992.
- 10.1.2 DSE assessments will be carried out for all staff using display screen equipment for more than 1 hour a day to ensure compliance with the regulations.

10.2 Nature and Organisation of the Work

- 10.2.1 Suitable adjustable seating will be provided to all DSE users.

- 10.2.2 Staff will take regular breaks (at least 10 minutes away for every hour at the screen). Short frequent breaks are more satisfactory than occasional longer breaks.

10.3 Equipment

Crewkerne Town Council will ensure provision of:

- VDUs with adjustable screen supports.
- suitable DSE equipment cleaning materials to maintain hygiene.
- adjustable keyboards to enable correct operator working posture
- anti-glare screens to minimise operator eye strain.
- adequate workstation space.

10.4 Maintenance

Copies of equipment manufacturers' operation and maintenance instructions will be held and the Council will ensure that maintenance is carried out where appropriate.

10.5 Eye and Eyesight Tests

Staff using DSE are entitled to request and receive eyesight tests paid for by the Council together with basic frames and lenses if required specifically for DSE work.

10.6 Work Related Upper Limb Disorders

Work Related Upper Limb Disorders are often associated with work using Display Screen Equipment. Staff will be provided with compliant DSE equipment and seating to enable the setting up of comfortable operator workstations. This will help prevent the development of Upper Limb Disorders, however staff should also contribute to their own safety and welfare by:

- avoiding sitting in the same position for long periods
- adjusting equipment and furniture to appropriate and comfortable positions
- taking regular rest breaks from display screen work (at least 10 minutes away from the screen in every hour) by doing other work tasks.

11. FIRE SAFETY

11.1 General

- 11.1.1 It is the responsibility of all staff, volunteers and Councillors working in Council premises to be aware of potential fire hazards and be familiar with the location of fire exits and assembly points.
- 11.1.2 Access to escape doors, extinguishers and other fire-fighting equipment must not be obstructed. The Fire Officer has the authority to remove such obstructions. He/she will arrange staff training, as necessary, for use of such equipment.

11.2 Fire Drills

- 11.2.1 The Fire Officer is responsible for arranging fire drills to take place at intervals, reviewing the success of the evacuation and making recommendations for improved practices to ensure the effectiveness of the evacuation procedures.
- 11.2.2 Fire drill instructions will be part of the induction process for all new staff and volunteers.

- 11.2.3 Alarms: the Fire Officer will ensure fire alarms are tested regularly and records kept and that the fire alarm system is properly maintained.
- 11.2.4 Emergency Lights: the Fire Officer will ensure that emergency lights are tested regularly and records kept, and that the emergency lights are properly maintained.

12. HYGIENE

- 12.1 Staff must keep all areas (particularly food and drink preparation) clean and tidy.
- 12.2 W.C.s must be cleaned regularly and kept in a hygienic condition.
- 12.3 All wash basins should have a supply of hot water, hand wash and towels or dryers.
- 12.4 Sanitary towel bins should be provided, emptied and sanitised regularly by contractors.

13. ACCIDENT, INCIDENT AND NEAR MISS REPORTING

13.1 First Aid

- 13.1.1 Emergency First Aid supplies are contained in clearly marked First Aid Kits which are located in the Town Council offices, the Council's workshop premises and the grounds and amenities vehicles.
- 13.1.2 At least one employee in the Town Council Offices and also in the Grounds and Amenities team will be trained as a First Aider.
- 13.1.3 All staff should know the location of first aid kits and who their first aider is.
- 13.1.4 Details of all first aid treatment must be recorded using the Council's Accident Report Form, copies of which are held in the Town Hall and Lodge offices.

13.2 Accidents and Emergencies

- 13.2.1 All accidents, incidents and near misses must be reported to the Town Clerk and recorded using the Council's Accident Report Form located in the Town Hall offices. Incidents and occurrences (Near Misses) which have the potential to result in harm should also be recorded.
- 13.2.2 It is the Health & Safety Officer's responsibility to investigate the cause of accidents, incidents and near misses, to identify the root cause, ensuring that any necessary corrective or preventative action is taken. The results of the root cause for an accident, incident or near miss should be reported to the Town Clerk.
- 13.2.3 The Health & Safety Officer is responsible for the reporting of work-related accidents, occupational diseases and specified dangerous occurrences (near misses) defined within the Reporting of Injuries, Diseases & Dangerous Occurrences Regulations 2013 (RIDDOR).

14. CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH (COSHH)

14.1 General Statement

- 14.1.1 Under the Control of Substances Hazardous to Health (COSHH) Regulations 2002 (as amended), employers have a duty to assess the risks related to hazardous

substances. In accordance with the Approved Code of Practice this assessment will be carried out and documented by a nominated competent person.

14.1.2 The COSHH nominated person will be responsible for carrying out this assessment.

14.1.3 Following this assessment, in accordance with the Approved Code of Practice (ACOP) Crewkerne Town Council will ensure:

- action is taken to remove, so far as is reasonably practicable, any known hazardous substance from the process and/or the work environment and find a safe substitute
- that no substance will be used without reference to the assessment and manufacturers safety data sheets (SDS)
- known hazardous substances shall be handled, contained and enclosed according to the SDS and the COSHH assessment
- that appropriate, as detailed in the SDS, personal protective equipment (PPE) is issued to staff

14.2 Monitoring

Should a member of staff or volunteer be exposed to a hazardous substance, they will be advised to visit their doctor for professional advice. As a further precaution they will be monitored whilst within the workplace by the Health and Safety Officer to ensure no ongoing health issues are present.

14.3 Removal, Substitution, Enclosure and Protection

Wherever possible the use of hazardous substances in the workplace will be avoided and non-hazardous materials will be sought and used. When a hazardous substance cannot be substituted it must be used according to the manufacturer's instructions (the MSDS) and the COSHH assessment. Where possible, hazardous substances should be handled in a contained or enclosed manner away from other workers. Protection including PPE will be made available and used.

15. LIFTING AND HANDLING

- 15.1 Staff and volunteers will receive instruction in Manual Handling best practice, this will include lifting and moving techniques and assessment of loads. Wherever possible assistance from others should be sought and lifting aids used. A correct approach to manual handling lessens the effort required and reduces risk of injury.
- 15.2 Any injury, suffered as a result of manual handling must be reported and details recorded in the Accident Book.

16. STRESS MANAGEMENT

- 16.1 Stress is a serious issue and may result in staff suffering complex medical issues. It may be work related or have its origins outside the workplace but the effects can be the same. There can be a serious impact on quality of life for individuals and disruption to their work. Colleagues may be adversely affected and the effectiveness of an organisation compromised.
- 16.2 Stress in the workplace is a hazard that must be dealt with like any other and the responsibility for reducing it lies both with employer and employee.
- 16.3 Crewkerne Town Council will endeavour to remove the potential causes of stress in the workplace and promote a low stress working environment. It aims to:
- create opportunities for staff to contribute in the planning and organisation of their own jobs

- ensure staff have work targets that are stretching but reasonable
 - implement effective policies and procedures for dealing with bullying and any form of harassment
 - encourage good communications between staff and management
 - promote the maintenance of a supportive culture in the workplace
 - where appropriate take into consideration employees' personal situation/problems at home
 - facilitate employee involvement during any period of change.
- 16.4 The Town Council will ensure as far as is reasonably practicable that its policies, working practices and conditions of employment support this commitment.
- 16.5 Staff and volunteers should plan and organise their work in a way which will minimise the potential for development of stress in themselves or others.
- 16.6 Employees should respect co-workers and ensure that interpersonal conflict is avoided or dealt with sensibly.
- 16.7 Should any member of staff feel that they are suffering from work related stress they should discuss this with their line manager at the earliest opportunity. Where reasonable and practicable the Town Council will seek to provide assistance to the employee.

17. RISK ASSESSMENTS

- **What is a Risk Assessment?**

Risk assessment is a process by which hazards are identified, who might suffer harm and the level of harm/risk calculated. Where possible, hazards will be removed to eliminate or reduce risk but where this is not possible the residual risk must be managed in so far as is reasonably practicable. The risk assessment will detail how the remaining risk is to be mitigated and what must be done to facilitate this. The assessment is in short 'a process of careful examination of what, in your work, could cause harm to people' the aim is to make sure that no one gets hurt or becomes ill.

- **Carrying out a Risk Assessment:**

Carrying out a risk assessment is a relatively straightforward process, simply a careful examination of what could cause harm to people, and what precautions need to be taken.

The HSE proscribes a 'Five Step' process:

- **Step One – Identify the hazards**
- **Step Two – identify who is at risk**
- **Step Three – Evaluate the risks and decide on precautions**
- **Step Four – Record your findings**
- **Step Five - Review your assessment**

Other considerations:

- * If you share premises with other groups, it is a **legal requirement** that you all co-operate with each other in carrying out assessments.
- * If your workers have a trade union health and safety representative, you should consult with them before and after the risk assessment process.

Crewkerne Town Council has undertaken risk assessments, copies of which are held in the Town Hall offices.

18. CONTACTS

Health and Safety Executive:

For further information, advice and guidance concerning Health & Safety visit the Health & Safety Executive website www.hse.gov.uk.

Crewkerne Town Council					
Schedule for Review of Town Council Policies and Procedures					
Category	Policy/procedure	Date last reviewed	Frequency of review	Date of next review	Comments
Core policies	Financial Regulations	May-25	Annually	May-26	
	Standing Orders	May-25	Annually	May-26	
	Code of Conduct	May-25	4 yearly	May-26	
Social media/communications policies	Media policy	Aug-22	4 yearly	Aug-26	
	Website policy	Oct-22	4 yearly	Oct-26	
	Social Media policy	Oct-21	4 yearly	Oct-29	
	Abusive, unreasonable and vexatious complaints policy	Feb-23	4 yearly	Feb-27	
	Customer Service Policy	Jun-23	4 yearly	Jun-27	
	Complaints Policy	Jun-23	4 yearly	Jun-28	
	Community Engagement Strategy	Oct-22	4 yearly	Oct-26	
Finance policies	Investment and Borrowing Management policy	Oct-24	Annually	Oct-26	
	Strategic and Financial Risk Register	Feb-26	Annually	Feb-27	
	Delegation to Officers policy	Jul-23	4 yearly	Jul-27	
	Grant Applications policy	Jun-24	4 yearly	Jun-28	
Policies relating to staff	Staff Handbook now *containing: Training Policy Disciplinary, Grievance & Capability Procedures Protocol for Cllr-Employee relations Equalities and Diversity Policy Appraisals Policy Whistleblowing Sickness Absence Policy Dignity at Work Policy Time off in Lieu (TOIL) policy	Jun-25	Annually	Jun-26	*Staff Handbook adopted June 2025 now covers those areas listed which were previously standalone policies, plus new policies relating to harrassment, paternity leave, carer's leave etc.
	Use of Council vehicles policy	Oct-23	4 yearly	Oct-27	
	Employer Pensions Discretions Policy	Mar-25	4 yearly	Mar-29	
Policies relating to management of information	Data protection policy	May-18	4 yearly	Oct-29	
	Information security policy	Jun-24	4 yearly	Jun-28	
	Subject Access Request policy	Oct-23	4 yearly	Oct-27	
	Freedom of Information Model Pub'n Scheme	Feb-23	4 yearly	Feb-27	
	Records management policy	Feb-23	4 yearly	Feb-27	
	CCTV Policy	Oct-21	4 yearly	Oct-29	
	Accessibility Statement	Feb-22	4 yearly	Feb-26	
	Privacy Notice	Feb-22	4 yearly	Feb-26	
	Recording, Filming and Photography at Council Meetings Policy	Feb-22	4 yearly	Feb-26	
Policies relating to Health & Safety and compliance	Legionella Written Control Scheme	Feb-25	2 yearly	Feb-27	
	Health & Safety policy	Feb-25	Annually	Feb-26	
Miscellaneous	Allotments policy	Jun-25	4 yearly	Jun-29	
	Flag Flying and Logo policy	Jun-24	4 yearly	Jun-28	
	Child and vulnerable person protection policy	Jun-17	4 yearly	Oct-29	
	Open Spaces Management Policy	Dec-23	4 yearly	Dec-29	
	Co-option Policy	Jun-24	4 yearly	Jun-28	
	Memorial Benches and Trees Policy	Jun-25	4 yearly	Jun-29	
	Customer Care Tree Policy	Oct-23	4 yearly	Oct-27	
	Martyn's Law	Feb-26	Annually	Feb-27	
	Volunteer Management Policy	Oct-25	4 yearly	Oct-29	
Committee Terms of Reference	Planning & Highways Committee ToR	Feb-24	4 yearly	Feb-28	
	Policy & Resources Committee ToR	Oct-23	4 yearly	Oct-27	
	Amenities Committee ToR	Dec-21	4 yearly	Dec-29	
	Joint Burial Committee ToR	Feb-23	4 yearly	Feb-27	
	Staffing Sub-Committee ToR	Oct-23	4 yearly	Oct-27	
SUGGESTED POLICIES FOR FUTURE ADOPTION	Business Continuity Procedure				
	Data Breach Policy				
	Data Privacy Impact Assessment				

All policies should be reviewed at least once in each cycle of Council, and more frequently should changes to legislation require.

	Identifies policies on the next P&R agenda for review
	Identifies policies which have been reviewed within required timescales
	Identifies policies which need to be reviewed