



27th August 2019

Notice is hereby given that a **MEETING** of the **PROPERTY AND PERSONNEL COMMITTEE** will be held in the **NEW MILLENNIUM CHAMBER, MANOR HOUSE, CHURCH STREET, LITTLEHAMPTON** on **MONDAY 2ND SEPTEMBER 2019** at **6.30PM** to consider matters set out in the following Agenda

Committee: Cllrs Chace (Chair), Baker, C
Blanchard-Cooper, Price,
Rhodes and Squires

PETER HERBERT
Town Clerk

AGENDA

2019/2020

1. EVACUATION PROCEDURES

2. FILMING OF COUNCIL MEETINGS, USE OF SOCIAL MEDIA AND MOBILE PHONES

During this meeting the public are allowed to film the Town Council and Committee meetings and officers only from the front of the public gallery, providing it does not disrupt the meeting. Any items in the Exempt Part of an agenda cannot be filmed. If another member of the public objects to being recorded, the person(s) filming must stop doing so until that member of the public has finished speaking. The use of social media is permitted but Members and the public are requested to switch their mobile devices to silent for the duration of the meeting.

3. APOLOGIES

4. DECLARATIONS OF INTEREST

Members and Officers are reminded to make any declaration of disclosable pecuniary or personal and/or prejudicial interests that they may have in relation to items on this Agenda.

You should declare your interest by stating:

- (a) the item you have the interest in
- (b) whether it is a disclosable pecuniary interest, whereupon you will be taking no part in the discussions on that matter, or
- (c)
 - (i) whether it is a personal interest and the nature of the interest
 - (ii) whether it is also a prejudicial interest
 - (iii) If it is a prejudicial interest, whether you will be exercising your right to speak under PUBLIC FORUM

- Cllr Baker is a Member of Arun District Council
- Cllr C Blanchard-Cooper is a Member of Arun District Council
- Cllr Rhodes is a Member of Arun District Council

These interests only need to be declared at the meeting if there is an agenda item to which they relate.

5. **MINUTES**

To confirm the Minutes of the meeting held on 3rd June 2019, circulated herewith (pages 3 - 5). In accordance with the Town Councils' Standing Orders, Section 9 (a), Members are reminded that no discussion of the draft minutes of a preceding meeting shall take place except in relation to their accuracy.

6. **PUBLIC FORUM**

Members of the public are invited to ask questions or raise issues which are relevant and are the concern of this committee. A period of 15 minutes is allocated for this purpose. If possible, notice of intention to address the committee should be given to the Clerk by noon of the day of the meeting.

7. **CHAIR'S REPORT AND URGENT ITEMS**

8. **OFFICER'S REPORT**

8.1 **Standing Orders / Urgent Actions** – to note the following Urgent Actions:

- Amenity Team Staffing (pages 6 - 8).
- Addition of name to the War Memorial Roll of Honour (pages 9 - 10).

8.2 **Staff Sickness** – report attached (pages 11 - 12).

8.3 **Staffing Update** - report attached (page 13).

8.4 **Annual Training Plan** – report attached (pages 14 - 17).

8.5 **Manor House** – report attached (pages 18 – 21).

8.6 **Audio & Presentation Equipment** – report attached (pages 22 – 23).

8.7 **Volunteer Policy** – Draft Policy attached for approval (pages 24 - 50).

8.8 **Project 82 Building** – Town Clerk to report orally on a meeting with the County Council's Integrated Prevention and Earliest Help Service Lead Officer to discuss the delivery of the Find it out service

8.9 **Keystone Centre** – Oral update

9. **TOWN COUNCIL PRIORITIES**

Oral update from the Town Clerk following Member led exercise to identify priorities for this Council (2019-2023).

10. **FINANCE**

10.1 **Committee Budget Monitor** - report attached (pages 51 - 53).

11. **EXEMPT BUSINESS**

It is **RECOMMENDED** that:

The public and accredited representatives of the press be excluded from the Meeting under Section 100 Local Government Act 1972 due to the confidential nature of the business to be conducted.

MINUTES of a MEETING of the PROPERTY AND PERSONNEL COMMITTEE held in the NEW MILLENNIUM CHAMBER, MANOR HOUSE, CHURCH STREET, LITTLEHAMPTON on MONDAY 3 JUNE 2019 at 6.30PM

Present: Cllrs, Chace (Chair),
C Blanchard-Cooper,
Rhodes and Squires
Cllrs B Blanchard-
Cooper and Molloy
attended as substitutes
for Cllrs Price and
Baker respectively

2019/2020

1. **EVACUATION PROCEDURES**
The evacuation procedures were noted.
2. **FILMING OF COUNCIL MEETINGS USE OF SOCIAL MEDIA AND MOBILE PHONES**
The procedures were noted.
3. **APOLOGIES**
Apologies were received from Councillors Baker and Price.
4. **DECLARATIONS OF INTEREST**
Members and Officers were reminded to make any declarations of disclosable pecuniary or personal and/or prejudicial interests that they might have in relation to items on this Agenda. Councillors B Blanchard-Cooper, C Blanchard-Cooper and Rhodes declared personal interests as Members of Arun District Council relating to the item on the Keystone Centre.
5. **MINUTES**
The Minutes of the Extraordinary meeting held on 19th March 2019 (previously circulated) were confirmed as a true record and signed by the Chair.
6. **PUBLIC FORUM**
One member of the public was in attendance. Mr Ellis raised two questions relating to the town centre. These were about the possibility of linking with LOCA with regard to installing a mural on the side wall to Exotic Pets and also the poor state of some of the empty shops. In noting these comments, Mr Ellis was referred to the meeting of the Policy and Finance Committee the following week which had oversight

of these issues. Mr Ellis also asked the Town Council to consider undertaking a feasibility study with regard to purchasing the Tamarisk Centre to provide a key resource for local people. The Town Clerk responded that he had would include this on the list of possible priorities for the Town Councillors to consider over the summer and that Mr Ellis might wish to comment upon this when the list emerged during the early autumn.

7. CHAIR'S REPORT AND URGENT ITEMS

There were none.

8. OFFICERS REPORT

8.1 Staffing Update

The Committee considered a report (previously circulated) setting out recent changes in staffing, particularly following the Extraordinary meeting of Council on the 30th April 2019. The Town Clerk was pleased to report that interviews for apprentices would be held on 7th June 2019 and that the advertisement for the Community Resources Officer was to be published very shortly. The Museum Curator had now joined the Council and the Town Clerk hoped that she would be introduced to Members prior to the Council meeting at the end of the month. It was **RESOLVED** that:

The report be noted.

8.2 Keystone Centre

The Committee considered a report (previously circulated) updating Members on the progress of the project to build a new Keystone Centre. The Town Clerk reported that following a recent meeting with District Council officers, the specification for the feasibility study needed further work to improve it. This would cause a small delay. It was **RESOLVED** that:

The current position be noted.

8.3 Properties Update

8.3.1 The Town Clerk reported orally on the major pieces of work being undertaken across the Town Council's property portfolio. At the Manor House a maintenance programme was now in place; new CCTV was to be acquired and the dry-stone wall by the Durmersheim Garden would be repaired during the summer. At Rosemead Park the Community Resources Committee would soon be receiving a report looking to replace the play equipment. There were currently no major pieces of work being undertaken or programmed for the Southfields Jubilee Centre.

8.3.2 The War Memorial was the subject of a new three-year maintenance agreement and the Lineside premises, where the Amenity Team were located, had just commenced a ten-year lease. Members had previously heard of the update with regard to the Keystone Centre and the Town Council's policy with regard to maintaining Project 82 was

clarified. The Stage by the Sea remained in good condition although needing to regularly be cleaned of graffiti.

- 8.3.3 Referring to North Littlehampton, the Clerk updated Members on three new allotment sites and emphasised that the Church Land work needed to be expedited as there was a risk of losing the Tesco Bags for Life grant for new disabled plots. The Kingley Gate allotments were now fully occupied, with a waiting list from local residents. It was **RESOLVED** that:

The update with noted.

8.4 HR Training for Councillors

The Committee supported the need for those Members of the Committee and other Members involved either in interviews or appeals, to be better prepared to undertake these tasks and fulfil their role as an employer. It was **RESOLVED** that:

The Town Clerk be asked to arrange appropriate external training during the summer months.

9. FINANCE

9.1 Committee Budget Monitor

The Committee considered a report (previously circulated) highlighting any significant variances from budget and income and expenditure relating to the Committee's budget for 2018/2019 and also the budget figures for 2019/2020. It was **RESOLVED** that:

The report be noted.

10. EXEMPT BUSINESS

There was none.

The meeting closed at 6.58pm

CHAIR

STANDING ORDER 36 – URGENT ACTION

Standing Order 36 states that **“Where an urgent decision is required and it is not possible to call a meeting under either Standing Order 1 or 17”** (which provide for calling extraordinary meetings of Council or Committees), **or the matter is of minor importance, but not previously delegated, the Town Clerk is authorised to make that decision having consulted the respective Chair of the Council or appropriate Committee. Any Urgent Actions shall be reported to the next meeting of Council or the appropriate Committee.”**

WHEN COMPLETING THE CHECKLIST BELOW, THE FOLLOWING ISSUES MUST BE BORNE IN MIND:

- STANDING ORDERS AND FINANCIAL REGULATIONS REMAIN IN FORCE AND MUST BE COMPLIED WITH.
- IN THE ABSENCE OF THE TOWN CLERK, THE FINANCE & RESOURCES MANAGER OR THE SERVICES MANAGER SHALL PROGRESS URGENT ACTIONS. NO OTHER OFFICERS MAY COMMENCE OR UNDERTAKE AN URGENT DECISION PROCEDURE.

1	WHAT DECISION IS REQUIRED?	<p>The Amenity Team are currently understaffed due to the long-term absence of a full-time member of staff since the end of June 2019.</p> <p>Casual cover was built into the staffing budget in 2019/20 to help during peak summer season. By the end of August this ‘cover budget’ will have been spent on a casual covering the absence rather than the peak workload.</p> <p>The return to work of the absent individual is not yet confirmed.</p> <p>There is unspent budget in the A Team staffing budget due to on-costs being less than budgeted for and it is proposed to use this to provide further cover for the A Team from September to November.</p> <p>The decision is therefore to approve stepping outside of agreed staffing structure and change of use of A Team Salary budget.</p>
2	<p>WHY IS THIS DECISION URGENT?</p> <ul style="list-style-type: none"> ➤ WHY SHOULD IT NOT WAIT UNTIL THE NEXT PROGRAMMED MEETING OF COUNCIL OR COMMITTEE? ➤ WHY SHOULD IT NOT WAIT UNTIL AN EXTRAORDINARY MEETING OF COUNCIL OR COMMITTEE IS CALLED? 	<p>There is an urgent need to provide cover for the A Team during peak season and the need to bring some stability to the team who are concerned about workload pressures due to it being peak season and the long-term absence. The casual B Team member of staff is actively seeking work, and by offering some additional hours for the short-term we can secure cover for the A Team.</p>

		The next meeting of Property and Personnel is not until 2 nd September 2019.
3a	WHAT ARE THE FINANCIAL IMPLICATIONS?	Estimated £2,801 (excl on-costs)
3b	HAS A BUDGET BEEN APPROVED?	Yes
3c	WHICH BUDGET ARE YOU RECOMMENDING THE EXPENDITURE TO COME FROM? PLEASE CHECK THAT SUFFICIENT FUNDS ARE AVAILABLE.	A Team Salaries Budget
3d	IS A SUPPLEMENTARY ESTIMATE REQUIRED? (NOTE: IF SO, THIS COULD NECESSITATE A FURTHER URGENT DECISION)	No unless on-cost expenditure changes from current.
3e	IF ANY OF THE FOLLOWING APPLY: 1. A SUPPLEMENTARY ESTIMATE 2. THE USE OF EMR 3. EXPENDITURE OVER £500* APPROVAL OF THE RFO IS REQUIRED. IN THE ABSENCE OF THE RFO THE TOWN CLERK IS THE DEPUTY RFO. *FOR THIS POINT ONLY, IN THE ABSENCE OF THE RFO AND TOWN CLERK, THE ATC CAN GIVE APPROVAL.	
4	IS THE DECISION CONSISTANT WITH COUNCIL POLICIES?	Yes
5a	(COMMITTEE DECISIONS ONLY) IS THIS DECISION A MATTER DELEGATED SOLELY TO ONE COMMITTEE?	Decision delegated to Property and Personnel Committee. This will be taken through the Urgent Action Procedure.
5b	IF NOT, WHICH OTHER COMMITTEES HAVE BEEN OR WILL BE CONSULTED?	
5c	WAS THIS, OR WILL THIS BE THROUGH THE URGENT ACTION PROCEDURE (PLEASE DETAIL)?	
6	HAS THE MATTER BEEN DISCUSSED WITH AGREED CONSULTEES (WARD COUNCILLORS, OTHER LOCAL AUTHORITIES ETC.)? IF NOT, IS THE MATTER SO URGENT THAT THIS IS IMPRACTICAL? IF SO, WHY?	N/A
7	WHAT ALTERNATIVE OPTIONS HAVE BEEN CONSIDERED (BOTH PRACTICAL AND FINANCIAL)?	To not cover absence but then work will not be completed. There are no jobs that can be postponed. Use of external supplier to undertake work.

8	HAS THE PROCUREMENT STRATEGY BEEN FOLLOWED, WHERE EXPENDITURE IS INVOLVED?	N/A
9	BRIEFLY OUTLINE ANY IMPLICATIONS RELATING TO: <ul style="list-style-type: none"> ➤ CRIME AND DISORDER ➤ DISABILITY DISCRIMINATION ➤ HUMAN RIGHTS ACT ➤ FREEDOM OF INFORMATION ➤ DATA PROTECTION ➤ ENVIRONMENTAL IMPACT 	None
10	HAVE APPROPRIATE RISK ASSESSMENTS BEEN UNDERTAKEN?	N/A
11	DATE OF CONSULTATION WITH CHAIR	19/8/19
12	SIGNATURE OF CHAIR	Cllr Chace
13	DATE OF DECISION	19/8/19
14	SIGNATURE OF TOWN CLERK	P Herbert
15	SIGNATURE OF RFO (If required under 3e)	L Chrysostomou
16	DATE REPORTED TO COUNCIL/ COMMITTEE	P&P 2/9/19

STANDING ORDER 36 – URGENT ACTION

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WHEN COMPLETING THE CHECKLIST BELOW, THE FOLLOWING ISSUES MUST BE BORNE IN MIND:

- STANDING ORDERS AND FINANCIAL REGULATIONS REMAIN IN FORCE AND MUST BE COMPLIED WITH.
- IN THE ABSENCE OF THE TOWN CLERK, THE DEPUTY TOWN CLERK OR THE SERVICES MANAGER SHALL PROGRESS URGENT ACTIONS. NO OTHER OFFICERS MAY COMMENCE OR UNDERTAKE AN URGENT DECISION PROCEDURE.

1	WHAT DECISION IS REQUIRED?	Authority to add an additional bronze plaque to the war memorial to pick up a missing name.
2	WHY IS THIS DECISION URGENT? <ul style="list-style-type: none"> ➤ WHY SHOULD IT NOT WAIT UNTIL THE NEXT PROGRAMMED MEETING OF COUNCIL OR COMMITTEE? ➤ WHY SHOULD IT NOT WAIT UNTIL AN EXTRAORDINARY MEETING OF COUNCIL OR COMMITTEE IS CALLED? 	The company that undertake the maintenance of the war memorial can install the plaque and if possible, this will be attended to when they do their next work prior to Armistice Day. In order to have the best chance of achieving this, the plaque needs to be ordered because the Committee meeting on 2nd September would delay the order.
3a	WHAT ARE THE FINANCIAL IMPLICATIONS?	£ 328 + VAT
3b	HAS A BUDGET BEEN APPROVED?	Council has a maintenance budget and earmarked reserve for the memorial.
3c	WHICH BUDGET ARE YOU RECOMMENDING THE EXPENDITURE TO COME FROM? PLEASE CHECK THAT SUFFICIENT FUNDS ARE AVAILABLE.	War memorial maintenance and/or earmarked reserve
3d	IS A SUPPLEMENTARY ESTIMATE REQUIRED? (NOTE: IF SO, THIS COULD NECESSITATE A FURTHER URGENT DECISION)	N/a
3e	IF ANY OF THE FOLLOWING APPLY: 1. A SUPPLEMENTARY ESTIMATE 2. THE USE OF EMR 3. EXPENDITURE OVER £500* APPROVAL OF THE RFO IS REQUIRED. IN THE ABSENCE OF THE RFO THE TOWN CLERK IS THE DEPUTY RFO. *FOR THIS POINT ONLY, IN THE ABSENCE OF THE RFO AND TOWN	N/a

	CLERK, THE ATC CAN GIVE APPROVAL.	
4	IS THE DECISION CONSISTANT WITH COUNCIL POLICIES?	Yes.
5a	(COMMITTEE DECISIONS ONLY) IS THIS DECISION A MATTER DELEGATED SOLELY TO ONE COMMITTEE?	Yes.
5b	IF NOT, WHICH OTHER COMMITTEES HAVE BEEN OR WILL BE CONSULTED?	N/a.
5c	WAS THIS, OR WILL THIS BE THROUGH THE URGENT ACTION PROCEDURE (PLEASE DETAIL)?	N/a.
6	HAS THE MATTER BEEN DISCUSSED WITH AGREED CONSULTEES (WARD COUNCILLORS, OTHER LOCAL AUTHORITIES ETC.)? IF NOT, IS THE MATTER SO URGENT THAT THIS IS IMPRACTICAL? IF SO, WHY?	N/a.
7	WHAT ALTERNATIVE OPTIONS HAVE BEEN CONSIDERED (BOTH PRACTICAL AND FINANCIAL)?	The only other option would be to delay the order until after the Committee has met. This would further shorten the length of time available to get the plaque which can take eight weeks or longer, reducing the chances of getting the plaque in place for Armistice.
8	HAS THE PROCUREMENT STRATEGY BEEN FOLLOWED, WHERE EXPENDITURE IS INVOLVED?	No other quotes have been sought as economies can be achieved by using the War Memorial Restoration Company when they are attending to undertake their maintenance.
9	BRIEFLY OUTLINE ANY IMPLICATIONS RELATING TO: > CRIME AND DISORDER > DISABILITY DISCRIMINATION > HUMAN RIGHTS ACT > FREEDOM OF INFORMATION > DATA PROTECTION > ENVIRONMENTAL IMPACT	None.
10	HAVE APPROPRIATE RISK ASSESSMENTS BEEN UNDERTAKEN?	N/a.
11	DATE OF CONSULTATION WITH CHAIR	22/8/19
12	SIGNATURE OF CHAIR	Cllr Chace
13	DATE OF DECISION	22/8/19
14	SIGNATURE OF TOWN CLERK	P Herbert
15	SIGNATURE OF RFO (If required under 3e)	N/a.
16	DATE REPORTED TO COUNCIL/ COMMITTEE	P&P 2 nd September 2019

LITTLEHAMPTON TOWN COUNCIL

Non-Confidential

Committee: Property and Personnel

Date: 2nd September 2019

Report by: The Town Clerk

Subject: Staff Sickness Report – Quarter 1 2019/20

1. Summary

- 1.1 Members are provided with the staff sickness records for the full year's 2010/11 – 2018/19 and Quarter 1 of 2019/20.

2. Recommendation

It is RECOMMENDED that the report be noted.

3. Staff Sickness Records

- 3.1 The figures for self-certificated sickness leave are set out below.

Year	1st Apr-30 th Jun	1 st Jul-30 th Sep	1 st Oct-31 st Dec	1 st Jan-31 st Mar	Average
2010/11	1.56%	2.4%	2.95%	1.95%	2.2%
2011/12	0.77%	1.35%	1.29%	1.56%	1.24%
2012/13	1.11%	0.38%	2.5%	1.94%	1.48%
2013/14	1.49%	1.45%	1.35%	2.09%	1.6%
2014/15	1.26%	1.77%	3.38%	2.7%	2.27%
2015/16	1.17%	2.33%	2.08%	3.06%	2.16%
2016/17	1.09%	0.68%	1.49%	1.86%	1.28%
2017/18	1.06%	0.94%	0.83%	0.92%	0.94%
2018/19	0.85%	0.49%	1.46%	2.01%	1.20%
2019/20	0.56%				

- 3.2 The figure for Quarter 1 in 2019/20 decreased compared to the previous quarter (2018/19 Quarter 4) and is lower than the same period in the previous year (2018/19). 6 members of staff took self-certificated sickness leave (13 last quarter), this equated to 16.5 days/56.17 hours.
- 3.3 The self-certificated sickness leave for this quarter is the lowest compared to the same quarter in the last nine years.

3.4 The figures for certificated sickness leave are set out below.

Year	1st Apr- 30th Jun	1st Jul- 30th Sep	1st Oct- 31st Dec	1st Jan- 31st Mar	Average
2010/11	3.53%	0.66%	2.09%	0.37%	1.66%
2011/12	2.91%	0.32%	2.37%	0.82%	1.6%
2012/13	1.9%	1.02%	1.62%	2.76%	1.8%
2013/14	2.18%	1.84%	0.19%	0.18%	1.1%
2014/15	0	1.1%	0.87%	1.43%	0.85%
2015/16	0.2%	2.89%	1.29%	3.68%	2.01%
2016/17	9.64%	8.09%	1.55%	3.65%	5.73%
2017/18	0.46%	0.13%	0%	0.68%	0.32%
2018/19	0.29%	2.18%	0.88%	0.79%	1.04%
2019/20	1.30%				

3.5 The figure for Quarter 1 in 2019/20 increased compared to the previous quarter (2018/19 Quarter 4). 4 members of staff took certificated sickness leave (1 last quarter), this equated to 23 days/131 hours. 3 of the 4 members of staff returned to work and 1 is still absent.

Peter Herbert
Town Clerk

LITTLEHAMPTON TOWN COUNCIL

Non- Confidential

Committee: Property & Personnel

Date: 2nd September 2019

Report by: Town Clerk

Subject: Staffing Update

1. Summary and Update

1.1 This report sets out the changes in staffing since the Committee met on 3rd June 2019.

1.2 Community Resources Officer and Business Administration Support Apprentice

The Committee and Business Administration Support Apprentice joined the Town Council on 17th June 2019 and will assist in the delivery of the democratic services aspects of the Assistant Town Clerk's (ATC) portfolio.

The Community Resources Officer joined the Town Council on 15th July 2019 and will focus on providing support to the ATC in the delivery of community work and planning.

1.3 Communications, Marketing and Events

The Events and Business Administration Support Apprentice joined the Town Council on 20th June 2019 and will assist in the delivery of the Council's Events Programme.

The Corporate and Business Administration Support Apprentice joined the Town Council on 25th June 2019 and will assist with the work of the Corporate Team, including digital marketing and communications as well as other administrative duties. The Apprenticeship posts are all full time, fixed term contracts of up to two years.

1.4 Administration Team

Following the resignation of Rebekah Newsom, the Council has a vacancy for a Receptionist / Clerical Assistant, afternoons only. A recruitment process is under way and interviews will be held on 30th August 2019. Rebekah joined the Town Council in November 2017 as Committee and Business Administration Support Apprentice and successfully completed her apprenticeship early in May 2019. She leaves the Town Council with our best wishes for the future.

2. Recommendations

The Committee is RECOMMENDED to:
Note the report.

Peter Herbert
Town Clerk

LITTLEHAMPTON TOWN COUNCIL

Non- Confidential

Committee: Property and Personnel

Date: 2nd September 2019

Report of: The Town Clerk

Subject: Staff Training Plan

1. SUMMARY

- 1.1 The Town Council's Staff Training Plan for 2019/20 is attached as Appendix 1 to this report.

2. RECOMMENDATIONS

The Committee is RECOMMENDED to note the report.

3. FINANCIAL IMPLICATIONS

- 3.1 The training budget for 2019/20 is £6,250. An additional £2,000 was added to the training budget to cover planned staff development in 2019/20 and because it was anticipated that around £3,000 would be spent from EMR on essential health and safety training.
- 3.2 There is £5,707 in earmarked reserves for training.
- 3.3 The current training plan (Appendix 1) identifies an estimated cost of £8,749 for planned and completed training in 2019/20. Further training will be identified through appraisals (currently being undertaken) and through the induction of new staff.

Peter Herbert
Town Clerk

Littlehampton Town Council Training Plan 2019/20					
Training Requirement	Staff	Link to Business Plan / Identified Need	Cost	Priority	Action/Progress
Street Works – LA, 01, 02	2 A Team Members	Essential H&S Training	c.£600	High	To be booked
Working at Height & Manual Handling	Various	H&S training	c. £600	Medium	
COSHH	A Team, Caretakers, Museum	Essential H&S Training	c. £495	High	
Lone Working	A Team, Caretakers, Events Team, Other staff	H&S requirement	c.£1,000 Max 12	High	Quotes sought, to be booked
IOSH Working Safely	Various (A Team, Caretakers)	H&S Training need identified	c. £995 Max 10 delegates	High	Suitable course identified, to be booked
PAT Testing	A Team	H&S Training	c. £500	Medium	
Emergency Evacuation Training	All new staff	H&S requirement	In House	High	Complete July/August 2019
Playground Inspection Training	A Team	H&S requirement	ADC	High	Complete April 2019
Roof Safety Training (annual)	A Team	Annual requirement for roof access system	£800	High	Due November 2019
Marketing Qualification	Communications and Marketing Manager	To support delivery of the Communications Strategy and the Council's aim to be digital first	£2,149	High	Booked and due to start Sept 2019
CiLCA	Deputy Town Clerk	CPD	£600	High	Started
All On Mobile	A Team, Admin Team	To support delivery of new IT based Job Ticket System for A Team	In House (DTC/PA to TC)	High	Initial training completed. Ongoing learning.

Bookings Invoice Training	Admin Team	To enable Admin to generate invoices for room hirers	In House	Medium	Complete
Civic Officers Conference	Mayoral & Admin Officer	Development for new staff & to inform Council Policy	£TBC	High	Agreed
Microsoft – Outlook, Word, Excel	AM and possible others	Personal Development	Depends on requirements c. £300 up to 10 people per course (potentially £900)	High	
Management Training	New/existing/aspiring managers	CPD	c. £1,000	Medium	
Reception Training	Apprentices	To provide reception cover	In House	High	Complete
Allotment Database	Community Resources Officer, Assistant Town Clerk	To undertake role	In House	High	
Photocopier Training	Admin – super user training All – training	New photocopier as part of new contract	Ricoh In House	High	Complete
Plan List Training	AB	To undertake task	In House	Medium	Complete
Apprentice Training	3 x Apprentices	As part of apprenticeship training and development is given. Additional training courses may be identified.	In House SIGTA Additional training may be sourced externally	High	Ongoing Part of induction with LTC
New Employee Induction - Training Needs Analysis Required	CRO, Curator	To undertake role	TBC	High	As part of induction

Event Management Health and Safety (SSALC)	KG, CBF	Training for new Event Team	£240	Medium	Complete
Web refresher Training	AH	Communications Strategy – Website	In House	Medium	Complete
Ladder/Steps Training	AM, DT	H&S Training	In House	High	Complete
MODES (collections management system)	Curator Museum Team	To undertake role	c£400 (out of county, inc.travel & accommodation) or c£870 for group of 6 on site	High	Initial in house training provided – more detailed training on functions for Curator and others planned
Handling, packing and storage training	Museum Team	To support delivery of CDP in particular improving collections care	In House	High	
Hazards in Museum Collections	Curator	To support delivery of CDP and to identify possible hazards within the collection	Travel cost only – Free training	Medium	
Identifying and caring for Entomology collections	Museum Team	To support delivery of Places of Science Project (Grant funded) as well as support the delivery of the CDP.	£200 (Grant funded)	High	Booked – October 2019

LITTLEHAMPTON TOWN COUNCIL

Non-Confidential

Committee: Property and Personnel

Date: 2nd September 2019

Report by: The Town Clerk

Subject: Manor House - CCTV, Garden Wall, Heating and Lift

1. Summary

- 1.1 The report provides quotes to replace the CCTV system at Manor House and seeks to approval to appoint Company A and agree to vire £319.37.
- 1.2 This report seeks approval to obtain quotes to undertake the repair work to the garden wall at the front of Manor House.
- 1.3 This report provides information on significant works to the heating at Manor House and installation of a lift pit ladder.

2. Recommendation

The Committee is RECOMMENDED to:

- 2.1 Agree the replacement CCTV with the preferred supplier and approve expenditure as set out in 6.1-6.2
- 2.2 Agree that further quotes be obtained to repair the garden wall and a supplier appointed in accordance with financial regulations (4.1-4.2).
- 2.3 Note the works and related expenditure to the heating and lift at Manor House (5 and 6.6-6.7).

3. CCTV

- 3.1 This Committee previously agreed £4,000 to replace the CCTV cameras and equipment at Manor House, to provide better quality images that better serve the purpose of preventing and detecting crime.
- 3.2 Following that decision quotes were obtained from three different companies to replace the CCTV (Appendix 1).
- 3.3 It is recommended to go with the cheapest option, Company A. The financial implications of this option are detailed in 6.1-6.2.

4. Garden Wall

- 4.1 It was previously agreed by this Committee to undertake in-house repairs to the garden wall at the front of Manor House, using the expertise available within the Amenity Team. Unfortunately, due to staff absence, it has not been possible for the A Team to undertake this work. An initial quote has been sought to repair the wall to the drive (£2,370) and a quote to repair the cracked brick wall at the end of the drive (£165).
- 4.2 In order to undertake these works this summer/autumn it is recommended that Committee agree for further quotes to be obtained and a supplier agreed in accordance with financial regulations. The financial implications of this option are detailed in 6.3-6.5.

5. Heating and Lift

- 5.1 A faulty radiator valve required replacement. Consideration was given to replacing only one valve, but as several others do not work or are faulty (for example when adjusted to control temperature they fail, resulting in repair work being required), at £540.55 for one replacement valve, it would only take eight more faulty valves to incur the same expenditure as replacing all 86 valves in Manor House. The installation of 86 new thermostatic radiator valves will enable the Council to better control heating in the Manor House bringing both economic and environmental benefits. In addition, the new valves enable easier isolation for more efficient maintenance in the future. This work is due to take place week commencing 26th August 2019. The financial implications of this are detailed in 6.6.
- 5.2 In addition to the valves being replaced, at the same time a leak to the heating system and a broken boiler fan are also being replaced. The financial implications of this are detailed in 6.6.
- 5.3 A recent inspection of the lift to the New Millenium Chamber has identified the need to install a ladder in the lift pit to enable maintenance work to be carried out. The financial implication of this are detailed in 6.7

6. Financial Implications

All figures exclude VAT, which is reclaimable.

6.1 CCTV

The installation cost is £4,319.37.

- 6.2 The Town Council currently has £4,000 in the Manor House Security budget allocated for CCTV replacement. Committee are therefore recommended to agree to vire the remainder of the costs from the Manor House Maintenance budget.

6.3 Garden wall

An initial quote of £2,370 and £165 has been received.

- 6.4 The Town Council currently has £20,000 in the Manor House Maintenance Budget. £3,910 of this has already been spent, a further £4,637 is committed for heating work, £890 for the lift pit ladder and the budget is set to earmark underspends at the end of the financial year for future liabilities.
- 6.5 The Town Council currently has £16,619 in Manor House Building Maintenance earmarked reserves.
- 6.6 Heating
The total cost of the heating works is £4,637.33 (86 new radiator valves £4,050 + repair leak £45.83 + a new boiler fan £541.50). This can be met from the Manor House Building Maintenance Budget.
- 6.7 The cost of installing the lift pit ladder is £890.10

Peter Herbert
Town Clerk

CCTV Replacement for Manor House			
	Company A	Company B	Company C
Details from quote:	Dahua. Advise white cameras to stand out.	resolution 1920x1080	Dahua. Cameras 1/3" 4 megapixel colour 12vdc AHD
No. of cameras - Internal		12	10 (relocate 1)
No. of cameras - external	19	9	7
Additional internal camera			1
Recorder	32 channel recorder 24TB. Remote viewing from computers or mobile devices.	HD Digital Video Recorder (DVR) & 28" viewing monitor. Network point to be provided to allow remote viewing, networking and mobile app.	32 channel hybrid 16TB hardrive (analogue high definition). Connected to network. Can be viewed from any computer, on network or remotely (need fixed IP).
Training	Will show 1 person	Yes	Yes
Warranty	1 year	1 year	1 year
TOTAL COST	£4,319.37	£8,360.00	£6,824.00

LITTLEHAMPTON TOWN COUNCIL

Non-Confidential

Committee: Property and Personnel
Date: 2nd September 2019
Report by: The Town Clerk
Subject: Audio and Presentation Equipment

1. Summary

- 1.1 The Manor House has a total of three rooms which are used to facilitate meetings of the Town Council and can be hired out. This Committee was asked in September 2018 to review the set-up arrangements for the PA system and display equipment in the New Millennium Chamber (NMC). Members agreed options to upgrade the audio and presentation equipment in the NMC be included as part of the 2019/20 budget. The report sets out research that has been undertaken to upgrade and / or replace the equipment in these areas for consideration.

2. Recommendation

The Committee is **RECOMMENDED** to:

- 1) Delegate authority to the Town Clerk, in consultation with the Chair of the Committee to progress these works. This can be met from within the allocated budget.

3. Background and Update

The New Millennium Chamber

- 3.1 The current hearing loop system in the NMC was fitted in 2012 and is supplemented by a laptop, portable screen and projector to make presentations. This room is also hired out for ceremonies, large meetings and used by the Town Council for Committee meetings and Full Council. Regarding ceremonial bookings, increasingly, hirers prefer to supply music using mobile phones which is best facilitated via a Bluetooth connection which the current system does not have.
- 4.1 In addition, a recent inspection has highlighted that the speakers in the NMC need replacing as they no longer work properly. It should be noted that the replacements will need to be compatible with the existing PA system which, although working well, needs a new wireless transmitter to support the hearing loop. Further investigations also noted that a trolley for the projector should be

purchased to help hirers and staff make presentations and would save furniture being used to facilitate this resource.

- 3.3** A variety of options have been researched for the PA system. Display equipment and speakers are also in need of updating because the speakers are beginning to deteriorate with one speaker having already failed. The system itself needs to be more adaptable to meet the needs of hirers and is very complicated to use. Research into how the audio and presentation equipment might be improved has therefore focussed on updating the PA system, including Bluetooth connectivity, microphones, replacing the speakers and providing a trolley for the projector. It should be noted that updating the speakers will necessitate the replacement of all four in the NMC in order that they remain visually acceptable and technically compatible with the PA system. The table below sets the options explored.

	Company A	Company B	Company C
Speakers	£619	£500	£300
Rack & Control	£1,851	£1,212	£1,989
Installation	£605	Not quoted for	£850
	£3,075	£1,712 (note they have not provided installation quote)	£3,139

- 3.4** It is recommended that the PA system is upgraded to include Bluetooth connectivity and the speakers replaced. Members will want to consider that the above table are estimated costs therefore the quotes may change.

4. Financial Implications

- 4.1** The potential costs of replacing the audio and presentation in the NMC range as explained in this report from a minimum of £1,770 (all equipment without labour). The replacement of the PA system, including Bluetooth, replacing microphones, speakers and providing a projector trolley could cost up to a maximum of £3,200 (all equipment including labour).

- 4.2** This can be met from the Manor House Equipment Maintenance budget.

Peter Herbert
Town Clerk

Volunteering Policy

Date	please insert date of adoption
Document Number	9
Edition Number	1
Replaces	New Policy
Policy Maker	Laura Chrysostomou, Deputy Town Clerk and RFO
Responsibility	Property and Personnel
Resolution Number	please insert resolution number from minutes
Review Cycle	Every 3 years

This information pack contains:

Volunteering Policy and Procedures
Policy No. 9
Procedure No. 9.1 – Volunteer Roles
Procedure No. 9.2 – Recruitment
Procedure No. 9.3 – Induction and Training
Procedure No. 9.4 – Availability for work
Procedure No. 9.5 – Leaving
Procedure No. 9.6 – Confidentiality and Data Protection
Procedure No. 9.7 – Support, Review and Problem Solving
Procedure No. 9.8 – Exit Procedure
Procedure No. 9.9 – Volunteer Records
Appendix No. 9.1 – Volunteer Role Description Template
Appendix No. 9.2 – Volunteer Recruitment Flow Chart
Appendix No. 9.3 – Volunteer Application Form
Appendix No. 9.4 – Volunteer Reference Request Form
Appendix No. 9.5 – Induction and Training Checklist
Appendix No. 9.6 – Volunteer Agreement

Appendix No. 9.7 – Confidentiality Statement
Appendix No. 9.8 – Personal Details Form
Appendix No. 9.9 – Exit Letter
Appendix No. 9.10 – Exit Questionnaire

Volunteer Policy

1. Introduction

Littlehampton Town Council is committed to providing, maintaining and developing services and local initiatives which will improve the quality of life of the residents of Littlehampton & Wick. The Town Council values the diverse and various contributions made by volunteers and views their roles as complementary to those of paid staff. The Council recognises the benefits of volunteering including encouraging personal and community responsibility and the potential to lead to better employment chances and increased wellbeing.

This Policy and Procedure pack details the key elements of Volunteering for the Town Council, which are:

- The Volunteer Agreement
- Availability for Work / Leaving
- Confidentiality and Data Protection
- Volunteer Roles
- Recruitment Process
- Induction and Training
- Support and Review
- Volunteer records

This policy will be underpinned by procedural guidance to staff on the recruitment, induction and supervision of volunteers undertaking work for or on behalf of Littlehampton Town Council. This guidance will be issued by the Town Clerk and added as additional procedures/appendices.

The policy does not apply to work experience students, visiting researchers or internships.

1.1. Definition of Volunteering

Volunteering is defined as 'any activity that involves spending time, unpaid, doing something that aims to benefit the environment or someone (individuals or groups) other than, or in addition to, close relatives. Volunteering must be a choice freely made by each individual' (Volunteering England).

2. Volunteering at Littlehampton Town Council

Volunteer roles should complement the work of paid staff. Volunteers should not be used in place of paid staff and will not be used to cover sick or annual leave. A volunteer is not bound contractually and should not therefore be under obligation to work. Equally, the Council is not obliged to provide volunteering opportunities.

Volunteering positions should be of benefit to the Town Council and its stakeholders. Although a person might volunteer in order to learn and gain work experience, the main focus for undertaking volunteer work would usually be to benefit others and contribute to the community.

A volunteer role description will be developed for each agreed volunteering opportunity and approval of these role descriptions is delegated to the Town Clerk. Any new volunteer role must first be approved by the Town Clerk.

2.1. The Volunteer Agreement

What we offer volunteers

- Volunteering experience that are rewarding, meaningful and safe for volunteers
- Volunteer training to enable role to be carried out efficiently and safely
- Trial period of 1-3 months with regular support and discussion
- Access to a named member of staff for support and supervision, including an opportunity to give and receive feedback
- Treatment in accordance with equalities policies
- To be treated with courtesy and fairness
- Reimbursement of travel expenses when required to travel for volunteer role
- Volunteers covered by Littlehampton Town Council Public Liability Insurance Policy

What we ask of volunteers

- To agree a realistic time commitment
- To let the Council know in advance if they cannot attend an arranged session or carry out their volunteering commitment. Failure to inform the Council of non-attendance will result in the volunteering role being reviewed
- Wear a volunteer or visitor badge and lanyard whilst volunteering to be identifiable to staff, councillors and customers
- To attend training as required
- To abide by the Role Description for their volunteering role
- To discuss any concerns with the named member of staff
- To observe confidentiality/data protection principles as required for role
- No drugs, alcohol or smoking whilst undertaking role
- Equalities and Diversity - To treat everyone they meet with respect, understanding and dignity regardless of race; gender; disability; sexual orientation; gender identity; religion or belief and age and not make jokes or comments which could be found offensive
- Customer Focused Service – They must ensure that at all time they are polite, friendly and courteous
- Abide by Littlehampton Town Council policies
- Treat staff, other volunteers and members of the public with courtesy and fairness at all times

Volunteer Procedures and Guidance

1. Volunteer Roles

A volunteer role description will be developed for each agreed volunteering opportunity using the template at Appendix 1. Approval of individual volunteer role descriptions is delegated to the Town Clerk. Any new volunteer role must first be approved by the Town Clerk.

Current volunteer roles include:

- Collections Documentation Volunteers – work with the museum team to enrich the documentation of the museum collection. Working specifically on the documentation project they work through items of the collection which have not been added to the Collections Management System. Their duties include computer work and digitising the collection either through scanning or photography. They often work in front of the public within the Butterworth gallery
- Collections Care Volunteers – work with the museum team to take care of the collections stored within the museum stores and within the galleries. Their work varies from conservation cleaning, environmental monitoring and rehousing collection to professional museum standards. They work mostly behind the scenes but will take part in some conservation in action where this is necessary.
- Museum Engagement Volunteers – focus on engagement within the museum. Their role can often be less regular than other volunteering roles as their work focuses on the programme of exhibitions, events and school activities that take place within the museum. This might include talks or walks, family activities or object handling. Their work involves working with the public and engaging with a variety of audiences.
- Research Enquiry Volunteers – work with the museum team on the enquiry service. The museum receives many historical enquiries into the history of Littlehampton. Enquiry volunteers work to answer each enquiry and provide any relevant information we might have. They also help to facilitate research visits ensuring that the collection needed is accessible and ready to be used, providing support where needed.
- Allotment Site Representatives – to act as point of contact and liaison for the Town Council with the allotment tenants and allotment site associations, assisting with the dissemination of information (e.g. safety, security, events, works) and representing the views of allotment tenants at the Allotments Working Group. The representatives also assist with monitoring the content of the site notice boards, occasionally meet with council officers during site inspections relating to specific issues and report any problems to the Council (e.g. security, vandalism, tenant disputes etc).
- Noticeboard and Information Volunteer – to update the Town Council’s noticeboards and disseminate notices and leaflets for the Town Council to local businesses.

2. Recruitment process (see Appendix 2 for flow chart)

Some volunteer roles may be ongoing and have a rolling recruitment (e.g. Research Enquiry Volunteers). Other volunteer roles may be project specific (e.g. Museum Engagement Volunteers).

All volunteer recruitments must be authorised by the Town Clerk or in his/her absence the Deputy Town Clerk or Assistant Town Clerk.

When undertaking volunteer recruitment, staff must adhere to the Town Councils equal opportunities and diversity policy.

The minimum age for volunteers depends on the role and should be stated in the role description. The minimum age could be 14, 16 or 18.

2.1 Advertising and application

Most volunteers are recruited through recruitment drives, Town Council events or enquiries to the Town Council.

Roles can also be advertised through VAAC (Voluntary Action Arun and Chichester) and educational establishments such as Chichester University.

Volunteers can apply in writing by completing an application form (Appendix 3). The volunteer application form can be downloaded via the website, emailed or posted to the prospective volunteer or they can pick up a copy in person from Reception. It should be returned by email, post or in person.

Role descriptions will be made available on the website.

Enquiries from prospective volunteers will be answered within five working days, either with a holding email or; if there is role capacity an invitation to an informal discussion.

The application form requests:

- Name / Address / Email (if applicable) / Phone number
- The name, address and email of two referees, who know the applicant well (ideally for more than 1 year), e.g. previous employer, neighbour, head teacher, previous volunteering project, etc. This cannot be a relative.

Volunteers need two satisfactory written or email references. References from previous employers, volunteer supervisors or tutors are always preferable; however, in some circumstances character references will be considered. If the applicant has a social worker, care worker, probation officer or other professional working with them, they should be included as one of the referees. The references should be obtained using the volunteer reference form (Appendix 4) and checked before the volunteer starts and a copy kept on file in the personnel cupboard.

The volunteer must provide one proof of identity – this is to be scanned and kept with their records.

The Volunteer Role Description must state if the role requires a Disclosure and Barring Service (DBS) check and the Deputy Town Clerk will need to undertake this.

2.2 Informal Discussion

If the candidate's references are satisfactory then you can meet them for an Informal Discussion. The informal discussion is a chance for the applicant to find out more about the volunteering role; and for you to find out why they are interested in volunteering for the Town Council.

Customer focus and service delivery is vital to the Town Council; our customers expect excellent customer service from staff and volunteers alike. Therefore, it is important that the most suitable role is found for the volunteer, and that the volunteer meets all the criteria set out in the role description. The informal discussion is not a guarantee that a volunteering role will be offered.

The informal discussion has no set questions beyond "why do you want to volunteer for the Town Council" and in this way it differs from an interview. The potential volunteer is not expected to have prepared for this meeting in the way that you might expect a job applicant to prepare for an interview. The informal discussion is a friendly chat with the potential volunteer; an opportunity for the supervisor to expand upon the role description and assess if the potential volunteer has the skills and experience needed to undertake the role and any potential support that may be required.

Read through the role description with them; explain what each of the tasks means, giving examples of how the role will be carried out; possible issues and scenarios. Where relevant give them a tour of the services (for example the Museum and stores). Give them a chance to ask questions and consider whether they are friendly and approachable and gauge their interest and abilities.

If you decide that the candidate can - with training - undertake the volunteering role; their references are satisfactory, and they have relevant I.D. then you can proceed with the volunteer induction and training. If it is more mutually convenient arrange a start date for their induction and basic training.

If you are unsure about the candidate's suitability it is advisable to seek a second opinion. Finish the informal discussion with a polite "thank you we will let you know" and seek guidance from your Line Manager.

If necessary, a trial day can be arranged if either party is unsure of suitability for the role.

It is important for both the Council and the candidate that we ensure they are suitable for the role. An unsuitable appointment can be detrimental to the individual, the Council and staff so it is better to make the right decision from the outset.

This is not a formal process and no paperwork is completed. Feedback can be offered to unsuccessful applicants.

3. Induction and Training

On their first day volunteers are given role specific **Induction** and **Training**. Induction and training can follow directly from the Informal Discussion if you decide that the candidate can - with training - undertake the volunteering role. It is important that you read through the Induction and Training documents before you meet with the volunteer to ensure you have any necessary paperwork.

Inductions are a chance for the volunteer to learn more about their role as well as learning about working within the building.

A set induction and training process should be followed using the provided checklist (Appendix 5). It is important that the volunteer knows where they can go for support as well as knowing important health and safety information.

Before a volunteer commences volunteering they must complete:

- The Volunteer Agreement (Appendix 6)
- The Volunteer Confidentiality Statement (Appendix 7)
- The Personal Details Form (Appendix 8)

Give the volunteer a copy of each explaining what they mean as part of the induction process. Keep copies for our records with a copy of their I.D. and references.

3.1 Health and Safety

The Town Council is committed to safeguarding the health, safety and welfare of its visitors, staff and volunteers. It is essential that volunteers are informed of relevant health and safety procedures that may affect them whilst performing their role. Staff should ensure that the induction checklist is completed and signed and that the volunteer is comfortable. This should be performed on their first day.

If the volunteer is under 18 years old or a disabled person you must undertake a risk assessment.

4. Availability for Work

Volunteers are asked to inform their supervisor if they will not be available for work due to illness, holidays or for any other reason. It is helpful if volunteers can give their supervisor as much notice as possible so that cover may be arranged if necessary.

There may be occasions when volunteers may wish to take a break for a period of time and we will respect this.

5. Leaving

The volunteer is free to leave at any time. Any notice that is received would be appreciated to allow us time to plan and put in place cover arrangements where necessary.

If the volunteering project ends and volunteers want to volunteer again they can do so. If the break is under 12 months they would not need to reapply; only have a discussion with their supervisor. If the break is more than 12 months, it would be advisable to seek a new reference.

Where appropriate, the role and position of the volunteer may be terminated by a Senior Manager at one week's notice, or immediately, where behaviour equivalent to gross misconduct has occurred. In all cases the volunteer will be entitled to an explanation of the decision and action taken. For more information on the Resolution of Problems and complaints procedure please see page 9-10.)

6. Confidentiality and Data Protection

Volunteers should regard all information they have access to or are given as a result of their volunteering as being confidential unless advised otherwise. No information should be released to a third party without first seeking the agreement of your supervisor and/or the individual concerned, as appropriate. All volunteers are asked to sign a Confidentiality Statement (Appendix 7).

Volunteers should not disclose personal details (home address, telephone number etc) to customers but should use the Town Council address if an address has to be given.

The Town Council will treat such personal data about volunteers in accordance with the Data Protection Act.

Volunteers are asked not to make any statements or communicate with the media about their volunteering role experiences with the Town Council without first talking to their named contact. Media contact could be made through discussions with newspapers and by email, telephone, fax, letter, text, Facebook, Twitter or other internet social networking sites.

7. Support and review

All volunteering is on a trial basis. The length of the trial is decided by the supervisor for that role and is usually 1-3 months. The volunteer is given regular opportunities to meet with their supervisor to discuss how the placement is progressing. If, after the trial period, the volunteer and supervisor are both happy with progress the role can be made permanent; if the supervisor or volunteer have any concerns the trial period may be extended or ended.

Where there are a number of volunteers, such as in the Museum Service, consider holding an annual Review and Support Meeting. These are team meetings; all the volunteers performing similar roles are invited. These meetings are social, encourage team building and are an opportunity for volunteers to share experiences and skills. Review and Support Meetings are an opportunity to embed the Town Councils ethos, share information, and have refresher training. Speakers can be invited (e.g. Historian for Museum Volunteer meetings). Most importantly they are a chance to thank the volunteers for their contribution.

7.1 Resolution of problems

Littlehampton Town Council recognises that problems can arise and we aim to identify and resolve these problems at the earliest stage. Volunteers who have a problem of any kind should discuss it in the first instance with their Supervisor.

Matters unresolved by an informal approach may need to follow the formal procedure outlined below.

If a volunteer makes a complaint

Stage 1: Verbal complaint

Initial complaints, whether against a member of staff, the organisation, a customer or another volunteer, should be discussed by the volunteer with their supervisor. During this meeting the volunteer can be accompanied by a nominated person of their choice. If the issue cannot be resolved at this stage, then the volunteer should make a formal complaint in writing to an appropriate Manager.

Stage 2: In writing

Volunteers making a complaint in writing should do so within a calendar month of the issue arising. A Manager should respond within 10 working days of receipt of the letter.

Stage 3: Right to appeal

If the volunteer is not satisfied with the outcome, they can appeal in writing to a Senior Manager. The Senior Manager will need to respond within 10 working days of receipt of the letter, and their decision is final.

If someone complains about a volunteer

Stage 1: Verbal discussion

The supervisor should discuss the complaint with the volunteer and identify goals that will help the volunteer to fulfil their role, and offer extra support, supervision and training where necessary. A deadline should be set for reviewing the situation. The complainant should be kept informed of the measures being taken to resolve the situation where appropriate.

Stage 2: Written warning

If the issue has not been resolved by the verbal discussion or the review, the supervisor can issue the volunteer with a written warning outlining the reason for the complaint. The volunteer has the right to state their case, which could be to the supervisor or the appropriate Manager and be accompanied by a person of their choice. Depending on the nature of the complaint, further objectives might be set, and help offered to the volunteer. The decision to dismiss a volunteer should be a last resort. If necessary, the appropriate Senior Management Team member, after consultation with the supervisor, will meet the volunteer to tell them.

Stage 3: Right to appeal

If a volunteer has been dismissed, they can appeal against the decision in writing to a Senior Manager. The Senior Manager must respond within 10 working days from receipt of the letter, and their decision is final.

Immediate Suspension

There are some occasions in which volunteers can be suspended immediately while an investigation is carried out. These include, but are not limited to, acts that constitute gross misconduct, eg. theft, assault, act of violence, malicious damage, deliberate falsification of documents, harassment or being under the influence of drugs or alcohol. The decision to suspend a volunteer will be taken by a Senior Manager and must be confirmed to the volunteer in writing.

8. Exit Procedures

When a volunteer decides to leave the organisation, their contribution should be recognised. A thank you letter should be sent to the volunteer, signed by the Town Clerk. A copy of the letter can be found in Appendix 9.

An exit interview should also be completed with the volunteer by the supervisor. This will ask the volunteer for feedback on their volunteering experience in order to allow improvements to be made. A copy of the Exit Questionnaire to be used can be found in Appendix 10.

9. Volunteer Records

Copies of:

- Signed Volunteer Agreement
- Signed Confidentiality Statement
- Personal Details Form
- Proof of I.D.
- Two references
- Any Risk Assessments

should be kept on the volunteer's record in a secure confidential location while the volunteer remains volunteering and for three years after they leave.



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Town Clerk - Peter Herbert

Template Volunteer Role Description: Title

Summary

Headline information about the role and purpose

What does the role involve? (Brief description of the role including bullet points outlining tasks)

The role includes tasks such as / Tasks will vary from week to week depending on what needs doing and as your skill develops but will include tasks such as:

- Task 1
- Task 2 etc

This role will suit people who: (List possible interests/skills/experience e.g:)

- Have an interest in Littlehampton, its heritage or museums
- Are self-motivated and able to work in small groups
- Have a friendly and approachable manner
- Have an excellent eye for detail/ability to record information accurately
- Are happy to use computers to assist your work/have experience using Microsoft Excel
- Are willing to learn
- Reliable and punctual timekeeping

Frequency and Location:

How often will the volunteer be required and where will they be based?

Induction, training and support.

There is an induction and training procedure as part of becoming a volunteer with Littlehampton Town Council.

You will be supervised in your role by a nominated member of staff, who is responsible for your day to day volunteering needs and will be available to help you in your volunteering journey.

What's in it for you: (detail how the role will benefit the volunteer, what will the volunteer gain?)

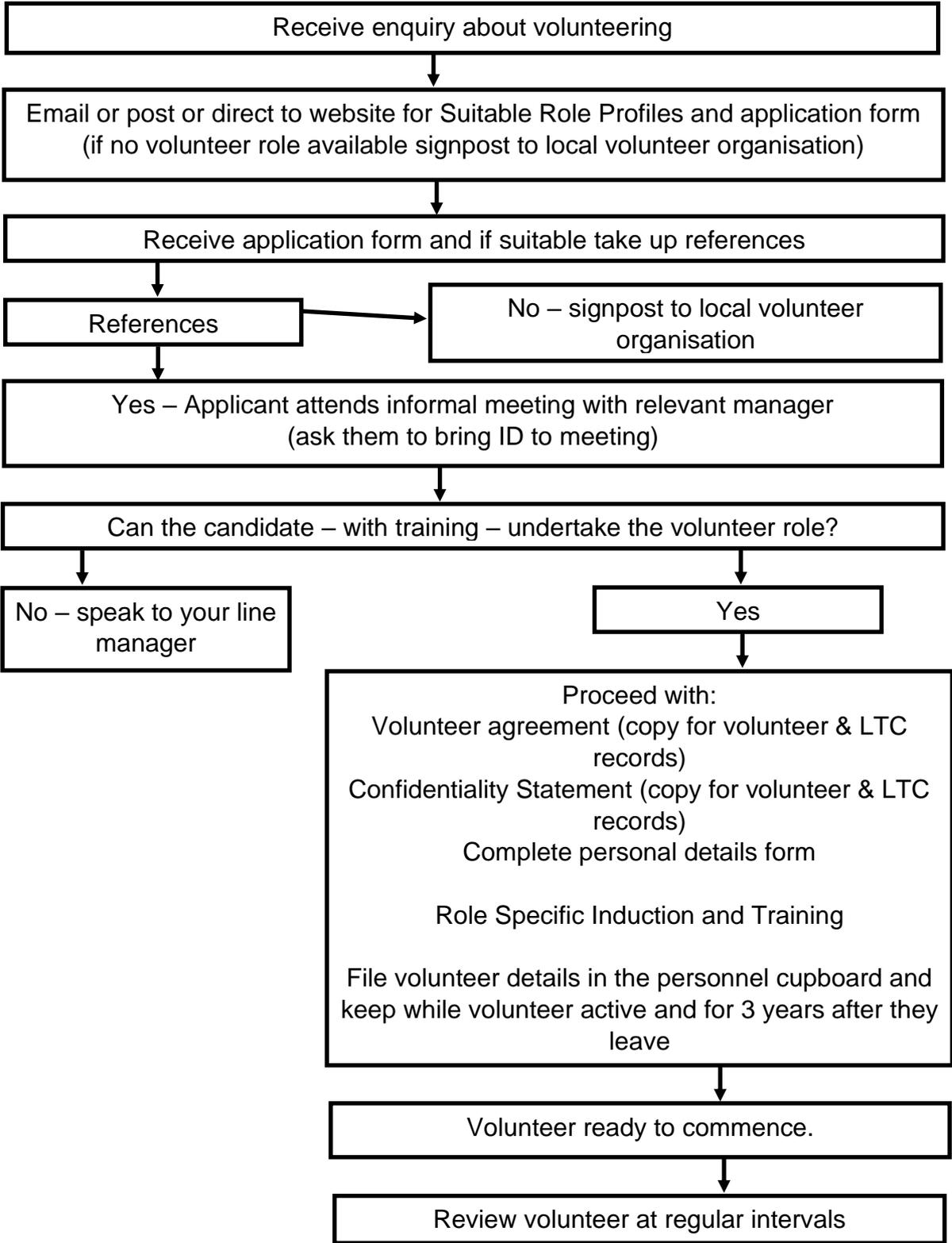
Volunteering with us you will:

- Meet new people and become part of a fun and friendly team
- Learn about XX
- A chance to learn and develop skills (e.g. IT skills)

About the organisation

What does the volunteer need to know about the organisation? A brief history or important information

Volunteer Recruitment Process Flow Chart



All relevant paperwork and procedures can be found saved on the G Drive



Manor House- Church Street- Littlehampton- West Sussex BN17 SEW
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Town Clerk - **Peter Herbert**

Volunteer Application Form

Private & Confidential

Thank you for expressing an interest in volunteering for Littlehampton Town Council. We will use this form to help us decide your suitability for the role, so please ensure that it is accurate and complete.

The information you provide on this form will be used in accordance with the Data Protection Act and your form will be retained for six months from the date we receive it. The application form of those who take up a volunteering role with us will form part of their personnel file and may be used for several related purposes to that volunteering role

Name:

Address:

Tel:

Email:

Do you have any particular skills or experience that you feel would be relevant to this type of voluntary work?

This can include life experience as well any formal qualifications and work experience.

Why do you want to volunteer at Littlehampton Town Council/Museum, and what are your interests?

Please provide as much detail as you can.

When are you available to volunteer?

Please tick the days of the week that are suitable and indicate when you are available for each.

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Morning (9am-12pm)	No Museum Team					
Afternoon (12pm – 4pm)	No Museum Team					

Please give the names, addresses and contact details of two referees who would be willing to comment on your suitability as a volunteer with us e.g. previous employer, neighbour, head teacher, previous volunteering project, etc. Please note that this cannot be a relative.

Referee 1	Referee 2
Name:	Name:
Address:	Address:
Email Address	Email Address
Phone Number:	Phone Number:
In what capacity do you know this person:	In what capacity do you know this person:

Your details will be held by Littlehampton Town Council for the sole purpose of administering your position. Upon ending your position, this data will be kept on file for 3 years. Should you wish to withdraw, amend, review or receive a copy of your details please contact the Town Council on 01903 732063 or email admin@littlehampton-tc.gov.uk.

I consent to my details being stored by Littlehampton Town Council in accordance with their retention schedule and the details described above (Please sign and date if you agree):

Sign:	Date:
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Please return your completed form using the details listed at the top of this form.

Thank you for completing this form.
We will be in touch as soon as possible



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Town Clerk - Peter Herbert

Volunteer Reference Form

Reference for:

Address:

The person named above has applied for a volunteer role with Littlehampton Town Council / Museum. We are seeking a reference in respect of this person, who has given his/her consent for us to approach you for this purpose.

We would be grateful if you could answer the following questions as fully as possible:

Referees Name:

Referees Address:

Please refer to the attached role description before answering the following questions.
If preferred please don't hesitate to phone.

1. In what capacity do you know the person named above?

2. How long have you known the above person?

3. Please comment on the suitability of this person to volunteer with our organisation

4. From your knowledge of this person, are there any reasons why he/she should not be involved in the volunteer tasks described in the attached role description?

5. Are there any additional comments you wish to make?

Thank You

Please return in the envelope provided or return via email.

Any information that you choose to give us will be treated in the strictest confidence, however an applicant about whom references have been obtained and placed on a file would have the right to access to them. In these circumstances, however, we are entitled under the Data Protection Act to decline to disclose the reference if it reveals the identity of another individual (eg author of the reference) unless either that individual's identity can be concealed or the individual has consented to the disclosure of the reference.



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Town Clerk - Peter Herbert

Volunteer Induction and Training Checklist

Name	
Volunteer Role	
Supervisor/Named Contact	
Location	
Start Date	

Prior to Induction	Date Completed and Initials
Provide copy of Role Description	
Ensure appropriate checks are satisfactory i.e. 2 references, I.D, DBS if required	
Email all staff to let them know volunteer will be joining, what volunteer role they will be fulfilling	

Induction	Date Completed and Initials
Introduction to Council, mission statement, websites, newsletters, social media	
Attendance and point of contact	
Security of personal belongings	
No drugs, alcohol or smoking whilst volunteering	
Hospitality and gifts	
Volunteers are asked not to make any statements or communicate with the media about their volunteering role experiences with the Town Council without first talking to their named contact. Media contact could be made through discussions with newspapers and by email, telephone, fax, letter, text, Facebook, Twitter or other internet social networking sites	
Complaint and resolution process for volunteers (see Volunteer Policy and Procedure Pack for process)	
Tour of building and facilities	
Emergency evacuation procedures (give copy of leaflet)	
Signing in, visitors' badge and lanyard	
Introductions – who's who	
First aid box, first aider and incident reporting	
Health and safety including where applicable: manual handling, working at heights, workstation/display screen equipment assessment	
Consider any reasonable adjustments for disabilities. Contact Senior Manager with any queries.	

Volunteer Agreement Signed	
Confidentiality Agreement Signed	
Personal Details Form Completed	

Training for Role – Points to Cover:

- Role Description – use this to inform the role specific training required, referring to existing procedures/guides/flow charts where applicable
- Equipment to be used explained
- Communicate council standards for emails/letters/filing
- Stationary, printing, laminating
- Telephones, speed dial, internal numbers
- Use of computers, to be used for Council related tasks only

Signed:

Date:

Name (please print):

Induction and Training completed by:

Date:

Signed:



Manor House- Church Street- Littlehampton- West Sussex BN17 SEW
 Telephone: 01903 732063 • Facsimile: 01903 731690
 ltc@littlehampton-tc.gov.uk • www.littlehampton-tc.gov.uk

Town Clerk - Peter Herbert

Volunteer Agreement

Littlehampton Town Council values the diverse and various contributions made by volunteers and views their roles as complementary to those of paid staff.

Any potential volunteer will have references taken up, and for certain roles, a Disclosure and Barring service check will be required to protect both volunteers and clients.

All volunteering is on a trial basis and is usually 1-3 months. The volunteer is given regular opportunities to meet with their supervisor to discuss how the placement is progressing. If, after the trial period, the volunteer and supervisor are both happy with progress the role can be made permanent; if the supervisor or volunteer have any concerns the trial period may be extended or ended.

What we offer volunteers

- Training to enable the role to be carried out efficiently and safely
- Trial period of 1-3 months with regular support and discussion before role is made permanent
- Access to a named member of staff for support and supervision, including an opportunity to give and receive feedback
- Treatment in accordance with equalities policies
- To be treated with courtesy and fairness
- Volunteers covered by Littlehampton Town Council Public Liability Insurance Policy

What we ask of volunteers

- To agree a realistic time commitment
- To let the Council know in advance if they cannot attend an arranged session or carry out their volunteering commitment. Failure to inform the Council of non-attendance will result in your volunteering role being reviewed
- Wear a visitors/volunteer badge and lanyard whilst volunteering to identify you to staff and visitors
- To attend training as required
- To abide by the Role Description for your volunteering role

- To discuss any concerns with the named member of staff
- To observe confidentiality/data protection principles as required for role
- No drugs, alcohol or smoking whilst undertaking role
- Equalities and Diversity - Please treat everyone you meet with respect, understanding and dignity regardless of race; gender; disability; sexual orientation; gender identity; religion or belief and age and do not make jokes or comments which could be found offensive
- Visitor Focused Service – Please ensure that at all time you are polite, friendly and courteous.
- Abide by Littlehampton Town Council policies
- Treat staff, other volunteers and members of the public with courtesy and fairness at all times

Disclaimer

This form of agreement does not constitute any form of contract nor is it a statement of terms and conditions of service between Littlehampton Town Council and the volunteer

Trial period months

Review dates.....

Volunteer

Staff Lead

Signed.....

Signed.....

Date.....

Date.....

Name.....

Name.....



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Confidentiality Statement

If you have access to Littlehampton Town Council information while volunteering you will need to sign this statement during your induction whilst accompanied by your supervisor.

During your volunteering you may have access to information that the Council collects as part of its work or through direct conversation with a customer. This information should never be passed on to any unauthorised person whilst volunteering for the department **or at any time from then on.**

This includes holding discussions with colleagues concerning visitors in any situation where the conversation may be overheard.

You have a duty, in line with the Data Protection Act 2018, and the Computer Misuse Act 1990, to ensure data held manually, on computer, microfiche and CCTV is kept confidential and not transferred from its original form.

Any breach of confidentiality by volunteers may result in the ending of your volunteer role.

Any such breach may also lead to either criminal or civil action for damages, prosecution or to restrain an individual.

I have read and understand the above Confidentiality Statement and agree to adhere to this.

Signed:

Date:

Name (please print):

Role:

Supervisor's name:

Signature:

Date:



**Littlehampton
Town Council**

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Town Clerk - **Peter Herbert**

Confidential – Personal Details Form

Title (Mr. Mrs. etc) _____

Full Name _____

Full address and
Postcode. _____

Home Tel. No. _____

Mobile (if any) _____

Usual Work No. _____

First Person to Contact in an Emergency Name _____

Address _____

_____ Tel. No. (Including code) _____

Relationship _____

Second Person to Contact in an Emergency Name _____

Address _____

_____ Tel. No. (Including code) _____

Relationship _____

Any other information _____



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Town Clerk - **Peter Herbert**

Dear

I would like to take this opportunity to say a big thank you for volunteering your time at Littlehampton Town Council. We could not do what we do without the help and support of volunteers and we are truly grateful for your contribution during your time with us. **(make specific reference to their role and their work).**

We would like to make sure that we create a warm and welcoming environment for our volunteers and are always looking for ways to improve, so we would be grateful if you could complete the enclosed exit questionnaire. We really value your opinions and would love to hear about your time at Littlehampton Town Council.

Once again thank you so much for everything you have done and contributed to during your time here, we hope that you will keep in touch.

Yours sincerely

The Town Clerk



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Volunteer Exit Questionnaire

We really appreciate the contribution you've made whilst you've been volunteering with us. To help us to continue to improve the experience for future volunteers, we would really appreciate you taking a few minutes to give us your feedback.

Your Name:	
Your Volunteer Role:	
What have you enjoyed most about your volunteering?	<input type="checkbox"/> Getting involved in something I care about <input type="checkbox"/> Getting to know more about the work of the museum <input type="checkbox"/> Working with museum collections <input type="checkbox"/> Meeting new people <input type="checkbox"/> Learning new skills <input type="checkbox"/> Other (please give details)
What experience have you enjoyed most whilst volunteering with the Town Council in the last year?	
Why was this and what made it so memorable?	
Please let us know why you have decided to stop your volunteering?	<input type="checkbox"/> Moving away <input type="checkbox"/> Got a related employed position <input type="checkbox"/> Change in personal circumstances <input type="checkbox"/> Ill Health <input type="checkbox"/> Other (please give details)
Please give details of anything you think could improve the volunteering experience at the Town Council.	
Please provide any additional comments you feel appropriate.	

LITTLEHAMPTON TOWN COUNCIL

Non-Confidential

Committee: Property and Personnel

Date: 2nd September 2019

Report by: Town Clerk

Subject: Finance Report

1. Summary

- 1.1 This report highlights any significant variances from budget in Income and Expenditure relating to the Property and Personnel (P&P) Committee's budget for 2019/20. Actual figures are shown in Appendix 1.
- 1.2 Variances that have been the subject of individual periodic reports are not reported on.

2. Recommendations

The Committee is RECOMMENDED to note the report.

3. Budget Monitor

- 3.1 Members are reminded that Income and Expenditure is not always received, or paid out, evenly throughout the year. Therefore fluctuations will occur as to the percentage of the budget used even when the Income or Expenditure is expected to be in line with the budget by the end of the financial year.

3.2 Central Administration & Support Services

- 3.2.1 £8,290 has already been spent on IT from a budget of £15,787. This includes payments for some annual contracts such as software licences and support. It also includes £1,250 for annual website hosting and £2,583 for website support, which will be met from the General Reserve as previously agreed by the Policy and Finance Committee as part of the new website project.
- 3.2.2 £1,200 has been spent on recruitment from a £3,000 budget.

3.3 Amenity Team

- 3.3.1 £533.32 has been spent from EMR for leasing the electric van.

3.4 Manor House

- 3.4.1 £3,910 has been spent from the Maintenance budget of £20,000. This includes £1,298 on rectification works following the 5-year electrical inspection. £767 has been spent on repairing the car park barrier. Further expenditure of £4,637 has been committed for significant works to the heating system, repair of a leak to the system and a replacement fan for one of the boilers. This is the subject of a separate report on this agenda. In addition, £890 needs to be spent on installing a lift pit ladder. It should be noted that the

Maintenance budget was set at £20,000 to allow for funds to be earmarked at year end. Manor House Building Maintenance EMR is currently £16,619.

- 3.4.2 The car parking income target for 2019/20 is slightly under as one hirer did not take up their space. This space has now been hired out and the income adjusted as they started part way through the financial year.
- 3.4.3 Income has been received for a regular substantial room hire booking and this has contributed to higher than expected income for room hire at this point in the year. This regular hirer is booked again from September and has praised the administration and caretaking teams for the excellent service received. The catering and equipment hire income is slightly lower than expected at this point in the year.

Income	Budget 2019/20 £	Income 2019/20 £	Expected Income £	Variance £
Car Parking	4,500	4,433	4,500	(68)
Room Hire	12,485	8,956	4,203	4,753
Catering Income	1,700	473	567	(94)
Equipment hire	1,000	174	333	(159)
Total	19,685	14,036	9,603	4,432

3.5 Street Lighting

- 3.5.1 The street light maintenance agreement is paid in one lump at the year end. The 2018/19 agreement has just been paid and was £1,092.84.

3.6 Southfields Jubilee Centre

- 3.6.1 Expenditure is in line with expectations; there are no significant variances to report.

3.7 Project 82 (Building Maintenance)

- 3.7.1 £640 has been spent on rectification work following the 5-year electrical inspection.

3.8 Museum (Building Maintenance)

- 3.8.1 Expenditure is in line with expectations.

3.9 Memorial Maintenance

- 3.9.1 This is a three-year contract and was renewed in March 2019. £1,800 is earmarked annually for the contract renewal.

Peter Herbert
Town Clerk

LITTLEHAMPTON TOWN COUNCIL

BUDGET REPORT 2019/20

PROPERTY & PERSONNEL COMMITTEE MEETING 2nd Sept 2019

SERVICE		Actual I & E as at 12/08/2019	Budget 2018/19
		£	£
CENTRAL ADMIN & SUPPORT SERVICES	Expenditure	11,305	34,370
	Income	-	-
AMENITY TEAM (incl. Street Scene)	Expenditure	28,783	62,980
	Income	439	2,000
MANOR HOUSE	Expenditure	39,088	113,525
	Income	14,036	19,810
STREET LIGHTING	Expenditure	181	1,790
	Income	-	610
SOUTHFIELDS JUBILEE CENTRE	Expenditure	16,473	34,791
PROJECT 82 BUILDING MAINT	Expenditure	640	750
MUSEUM BUILDING MAINT	Expenditure	-	700
MEMORIAL MAINTENANCE	Expenditure	154	1,800

Total Expenditure 96,470 248,906

Total Income 14,475 22,420

Net Expenditure 81,996 226,486

ONLY THE PART OF THE BUDGET THAT P&P IS RESPONSIBLE FOR IS SHOWN
FIGURES DO NOT INCLUDE SALARIES, RECHARGES FROM CENTRAL ADMIN, A TEAM
OR MANOR HOUSE

In addition to the above budgeted expenditure the following has been spent from
Earmarked Reserves

Electric Van Rental 533.32

533.32