



HUMAN RESOURCES AND COUNCIL TAX COMMITTEE

AGENDA

DATE: Monday, 24 September 2018

TIME: 7.30 pm

VENUE: Council Chamber, Council Offices,
Thorpe Road, Weeley, CO16 9AJ

MEMBERSHIP:

Councillor Callender (Chairman)
Councillor Chapman (Vice-Chairman)
Councillor Calver
Councillor Chittock
Councillor Ferguson
Councillor Griffiths

Councillor S Honeywood
Councillor Khan
Councillor King
Councillor Porter
Councillor Raby

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Meeting papers can be provided, on request, in large print, in Braille, or on disc, tape, or in other languages.

For further details and general enquiries about this meeting, contact Debbie Bunce on 01255 686573.

DATE OF PUBLICATION: Wednesday, 12 September 2018



AGENDA

1 Apologies for Absence and Substitutions

The Committee is asked to note any apologies for absence and substitutions received from Members.

2 Minutes of the Final Meeting of the Human Resources Committee held on 1 November 2017 (Pages 1 - 6)

To confirm and sign as a correct record, the minutes of the final meeting of the Human Resources Committee held on 1 November 2017.

3 Minutes of the Final Meeting of the Council Tax Committee held on 21 February 2018 (Pages 7 - 10)

To confirm and sign as a correct record, the minutes of the final meeting of the Council Tax Committee held on 21 February 2018.

4 Declarations of Interest

Councillors are invited to declare any Disclosable Pecuniary Interests or Personal Interest, and the nature of it, in relation to any item on the agenda.

5 Questions on Notice pursuant to Council Procedure Rule 37

Subject to providing two working days' notice, a Member of the Committee may ask the Chairman of the Committee a question on any matter in relation to which the Council has powers or duties which affect the Tendring District **and** which falls within the terms of reference of the Committee.

6 Update on Apprenticeships

The Council's Work Based Learning Manager (Debianne Messenger) will attend the meeting and give an oral update to the Committee on Apprenticeships.

7 Report of Deputy Chief Executive - A.1 - Health and Safety Policy Update (Pages 11 - 34)

To provide an update on the changes to the Health and Safety Policy.

8 Report of Deputy Chief Executive - A.2 - "Time to Change" Employer Pledge Action Plan (Pages 35 - 50)

To present the "Time to Change" Employer Pledge Action Plan to Members of the Human Resources Committee.

9 Report of Deputy Chief Executive - A.3 - Social Media Policy (Pages 51 - 80)

To provide the Committee with an updated Social Media Policy.

10 Report of the Deputy Chief Executive - A.4 - Staff Statistics Report (Pages 81 - 86)

To provide the Committee with updated and current staffing statistics.

**11 Report of Deputy Chief Executive - A.5 - Corporate Information Security Policy
(Pages 87 - 108)**

To adopt the Data Protection and Information Security Policies that will contribute towards corporate legal compliance with the European General Data Protection Regulations and the UK Data Protection Act 2018, which came into force on 25 May 2018.

12 Exclusion of Press and Public

The Committee is asked to consider the following resolution:

“That under Section 100A(4) of the Local Government Act 1972, the press and public be excluded from the meeting during consideration of Agenda Item 13 on the grounds that it involves the likely disclosure of exempt information as defined in the relevant paragraphs of Part 1 of Schedule 12A, as amended, of the Act.”

13 Report of Deputy Chief Executive - B.1 - A Market Forces Report for the Planning Service (Pages 109 - 114)

To put forward proposals for the continuation of the Market Forces Supplement, previously agreed by Human Resources Committee, to support the recruitment and retention of qualified Planning staff.

Date of the Next Scheduled Meeting

The next scheduled meeting of the Human Resources and Council Tax Committee is to be held in the Council Chamber, Council Offices, Thorpe Road, Weeley, CO16 9AJ at 7.30 pm on Wednesday, 20 February 2019.

Information for Visitors

FIRE EVACUATION PROCEDURE

There is no alarm test scheduled for this meeting. In the event of an alarm sounding, please calmly make your way out of any of the fire exits in the hall and follow the exit signs out of the building.

Please heed the instructions given by any member of staff and they will assist you in leaving the building and direct you to the assembly point.

Please do not re-enter the building until you are advised it is safe to do so by the relevant member of staff.

Your calmness and assistance is greatly appreciated.

**MINUTES OF THE MEETING OF THE HUMAN RESOURCES COMMITTEE,
HELD ON WEDNESDAY, 1ST NOVEMBER, 2017 AT 7.30 PM
IN THE COUNCIL CHAMBER, COUNCIL OFFICES, THORPE ROAD, WEELEY,
CO16 9AJ**

Present:	Councillors Callender (Chairman), Chapman (Vice-Chairman), Amos, B E Brown, Bush, Calver, Cossens, Ferguson, Nicholls, Porter, Raby and Skeels (Snr)
Also Present:	None
In Attendance:	Martyn Knappett (Corporate Director (Corporate Services)), Lisa Hastings (Head of Governance and Legal Services), Anastasia Simpson (Head of People, Performance and Projects), Carol Magnus (Organisational Development Manager), Katie Wilkins (Human Resources Operations Manager) and Debiannne Messenger (Work Based Learning Manager)

26. APOLOGIES FOR ABSENCE AND SUBSTITUTIONS

Apologies for absence were submitted on behalf of Councillor King (with no substitute).

27. MINUTES OF THE LAST MEETING

The minutes of the last meeting of the Committee, held on 14 March 2017, were approved as a correct record and signed by the Chairman.

28. DECLARATIONS OF INTEREST

There were none.

29. APPRENTICESHIPS AND CAREER TRACK UPDATE

The Council's Work Based Learning Manager (Debiannne Messenger) provided the Committee with a presentation on Apprenticeships and Career Track within the Council.

The main points covered included:

- (1) What is an Apprenticeship, the Frameworks & Standards;
- (2) Tending statistics including within the District Council, external employers and vacancies;
- (3) Apprentice Reform and the Levy.

With no questions being asked by Members, the Chairman thanked the Work Based Learning Manager for her attendance.

**30. REPORT OF THE CORPORATE DIRECTOR (CORPORATE SERVICES) - A.1 -
STAFF STATISTICS REPORT**

There was submitted a report by the Corporate Director (Corporate Services), presented by the Human Resources Operations Manager (Katie Wilkins), which provided the Committee with updated and current staffing statistics including:

- (1) Number of Staff Employed – Full-Time and Part-Time;
- (2) Gender Profile;
- (3) Age Profile;
- (4) Disability Profile;
- (5) Ethnicity Profile; and
- (6) Sickness Absence (information was included on the management procedures and preventative action taken).

Following discussion it was **RESOLVED** that the contents of the report be noted.

31. REPORT OF THE CORPORATE DIRECTOR (CORPORATE SERVICES) - A.2 - UPDATE ON WORKFORCE HEALTH AND WELLBEING

There was submitted a report by the Corporate Director (Corporate Services), presented by the Human Resources Operations Manager (Katie Wilkins), which presented to the Committee an update on Workforce Health and Wellbeing.

It was reported that “Wellbeing” was defined by the Chartered Institute of Personnel and Development (CIPD) as:

“Creating an environment to promote a state of contentment which allows staff to flourish and achieve their full potential for the benefit of both themselves and the organisation.”

It was further reported that as an employer and ‘community leader’, Tendring District Council considered the health and wellbeing of its staff a priority. With more than 90% of Council staff living in the District, further development of the good practice already in place, both supported the Corporate Plan priorities 2016 – 2020 and the following work streams:-

- Maintaining the Investors in People (IiP) Gold standard – which placed a focus on leadership, continuous improvement and staff engagement.
- The Council’s values and behaviours in respect of working collaboratively and in partnership.

The Committee was informed that building on the good practice to date, the work to increase the number of livewell champions and involve them in the ongoing planning and implementation of a livewell/workwell programme would engage staff and ensure, along with the staff livewell survey that, where possible, agreed actions and activities focused on staff needs and interests.

The Committee was further informed that there was significant evidence to demonstrate that looking after the mental health of employees made clear business sense because it both enhanced morale and productivity amongst the work force. Evidence also had suggested that encouraging staff to be open about their mental health could make a substantial difference to staff wellbeing and retention and sickness absence rates. It

also meant that staff were more likely to seek support, and at an earlier stage. As part of that agenda, over the coming months, Officers in Human Resources would be working towards attaining the Employer Time to Change Pledge.

It was reported that the work for achieving the Employer Time to Change Pledge would include the development of an action plan around mental wellbeing, raising awareness and understanding of mental health issues, including training identified staff as Mental Health First Aiders and general awareness training for line managers and staff. If successful in obtaining the "Pledge", the Council would be sent a Pledge board, that a Senior Officer could sign in front of employees and Members to mark the Council's commitment to this important issue.

It was moved by Councillor Ferguson, seconded by Councillor Chapman and **RESOLVED:**

- (a) that the content of the report be noted; and
- (b) that as part of its planned work, Human Resources Committee supports the proposal to sign the Time to Change Employer Pledge, demonstrating the Council's commitment to further supporting staff and their mental wellbeing.

32. REPORT OF THE CORPORATE DIRECTOR (CORPORATE SERVICES) - A.3 - PAY POLICY STATEMENT 2018/19

There was submitted a report by the Corporate Director (Corporate Services), presented by the Head of People, Performance and Projects (Anastasia Simpson), on the proposed Pay Policy Statement for 2018/2019.

The Committee was reminded that Section 38(1) of the Localism Act 2011 required local authorities to produce a Pay Policy Statement and that those matters which were required to be included in the statutory Pay Policy Statement were as follows:

- A local authority's policy on the level and elements of remuneration for each Chief Officer;
- A local authority's policy on the remuneration of its lowest-paid employees (together with its definition of "lowest-paid employees" and its reasons for adopting that definition);
- A local authority's policy on the relationship between the remuneration of its Chief Officers and other Officers; and
- A local authority's policy on other aspects of Chief Officers' remuneration: remuneration on recruitment increases and additions to remuneration, use of performance related pay and bonuses, termination payments and transparency.

It was reported that the Pay Policy Statement 2018/19 had been designed to give an overview of the Council's framework regarding pay and rewards for staff within the Council. The framework was based on the principle of fairness and that rewards should be proportional to the weight of each role and each individual's performance. The framework aimed to ensure the ability of the Council to recruit talented individuals whilst reassuring the citizens of Tendring that their money was being used efficiently.

Members were reminded that in 2015, the Government had introduced a National Living Wage and with effect from 1 April 2017, employees over the age of 25, would receive £7.50 per hour. Employees under that age would receive £7.05 per hour, or £5.60 per hour if aged between 18 to 20.

The Committee was advised that, although it was recognised that the National Living Wage should be the benchmark for the lowest salaries within the Authority, it was proposed that the Council continued to pay staff SCP 8, which would continue to be £7.90 per hour with effect from 1 April 2018 (which equated to £15,246 per annum).

It was reported that at the current time the NJC Pay Award 2018/19 was yet to be determined as negotiations between the national employers and unions were on-going.

The Committee was informed that other changes relating to pay during 2018 had included the introduction of mandatory gender pay reporting, following the introduction of The Equality Act 2010 (Specific Duties and Public Authorities) Regulations 2017 and the design of a new allowances scheme for standby, callout and overtime. The proposed changes to allowances were currently going through the Council's consultation processes including both individual employees and UNISON, the Council's recognised union.

It was also confirmed that the changes to Off-Payroll working in the public sector (IR35) had been completed during 2017. The changes had appeared to have had little impact on the Council in relation to resourcing specialist skills.

Members raised questions which were responded to by Officers.

Following discussion it was moved by Councillor Bush, seconded by Councillor Ferguson and unanimously:-

RECOMMENDED TO COUNCIL that:

- (a) the Pay Policy Statement 2018/19 as set out at Appendix A be adopted;
- (b) the Council notes that the costs of applying salary payments from SCP8 (£7.90 per hour) on the National Joint Council (NJC) pay spine will be met from existing salary/vacancy provision within budgets.

33. REPORT OF THE CORPORATE DIRECTOR (CORPORATE SERVICES) - A.4 - DISCIPLINARY POLICY RULES AND PROCEDURE UPDATE

There was submitted a report by the Corporate Director (Corporate Services), presented by the Organisational Development Manager (Carol Magnus), on the updated Council's Disciplinary Policy Rules and Procedure.

The Committee's agreement was sought to make some minor amendments to the Council's Disciplinary Policy Rules & Procedure in line with identified best practice and the Council's Constitution and the delegated powers within.

The Committee was informed that the purpose of the update to the Council's Disciplinary Policy Rules and Procedure was principally to reflect changes of procedure in accordance with the ACAS Code of Practice, employment legislation and the

Council's Constitution (regarding delegated powers) including some minor changes to terminology.

Following discussion, it was moved by Councillor Ferguson, seconded by Councillor Chapman and **RESOLVED** that the updated Policy be approved and adopted.

The meeting was declared closed at 8.05 pm

Chairman

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**MINUTES OF THE MEETING OF THE COUNCIL TAX COMMITTEE,
HELD ON WEDNESDAY, 21ST FEBRUARY, 2018 AT 10.00 AM
IN THE CONNAUGHT ROOM . TOWN HALL, STATION ROAD, CO15 1SE**

Present:	Councillors Miles (Chairman), Chittock (Vice-Chair), Nicholls and Whitmore
Also Present:	Councillor Massey
In Attendance:	Richard Bull (Corporate Finance Manager) and Ian Ford (Committee Services Manager)

1. ELECTION OF A VICE-CHAIRMAN OF THE COMMITTEE

The Committee considered electing one of its members to the vacant office of Vice-Chairman of the Committee.

It was moved by Councillor Nicholls, seconded by Councillor Whitmore and:-

RESOLVED that Councillor Chittock be elected Vice-Chairman of the Committee for the remainder of the municipal year.

2. APOLOGIES FOR ABSENCE AND SUBSTITUTIONS

There were no apologies for absence and there were no substitutions.

3. MINUTES OF THE LAST MEETING

The minutes of the meeting of the Committee held on 22 February 2017 were approved as a correct record and signed by the Chairman.

4. DECLARATIONS OF INTEREST

There were no declarations of interest.

**5. REPORT OF CORPORATE DIRECTOR (CORPORATE SERVICES) - A.1 - FORMAL
CONFIRMATION OF COUNCIL TAX AMOUNTS FOR 2018/19 FOLLOWING THE
NOTIFICATION OF THE PRECEPTS FROM THE MAJOR PRECEPTING
AUTHORITIES**

The Committee's confirmation was sought in respect of the final Council Tax amounts for 2018/19 including the precepts issued for 2018/19 by Essex County Council, Essex Police Services and Essex Fire Services.

The Committee was aware that the District and Parish/Town Council precepts for 2018/19 had been approved, in principle, at the meeting of the Council held on 6 February 2018 and had subsequently come into effect in accordance with the provisions of Budget Policy Framework Procedure Rule 3. Since that date the precepts from the major precepting authorities for 2018/19 had now been received. The table set out below showed the precepts issued for 2018/19 by Essex County Council, Essex Police

Services and Essex Fire Services:

PRECEPTS ON THE COLLECTION FUND

2017/18			2018/19		
45,859.5		Council Tax Base	46,739.5		
Amount	Council Tax		Amount	Council Tax	Change
£'000	£		£'000	£	in Tax %
13,696	298.65	Total Net Budget	13,902	297.45	
(6,249)	(136.26)	Less Government Support/Business Rates	(5,648)	(120.85)	
7,447	162.39	Net District Council Expenditure	8,254	176.60	
(218)	(4.75)	Less Collection Fund (surplus)/deficit	(652)	(13.96)	
7,229	157.64	District Council Services	7,602	162.64	3.17%
6,723	146.61	District General Expenses	7,114	152.19	3.81%
506	11.03	District Special Expenses	488	10.45	-5.26%
7,229	157.64	Council Tax Requirement (TDC)	7,602	162.64	3.17%
1,600	34.88	Parish Council Services	1,697	36.32	4.13%
8,829	192.52	Council Tax Requirement (incl. parishes)	9,299	198.96	3.35%
53,367	1,163.70	County Council Services	57,104	1,221.75	4.99%
3,166	69.03	Essex Fire Services	3,290	70.38	1.96%
7,202	157.05	Essex Police Services	7,900	169.02	7.62%
72,564	1,582.30	Total Average District Tax	77,593	1,660.11	4.92%

	Essex County Council	Essex Fire Services	Essex Police Services
Band	£	£	£
A	814.50	46.92	112.68
B	950.25	54.74	131.46
C	1,086.00	62.56	150.24
D	1,221.75	70.38	169.02
E	1,493.25	86.02	206.58
F	1,764.75	101.66	244.14
G	2,036.25	117.30	281.70
H	2,443.50	140.76	338.04

It was moved by Councillor Chittock, seconded by Councillor Nicholls and:-

RESOLVED that

- (a) the precepts issued by Essex County Council, Essex Police and Essex Fire for 2018/19 be noted; and
- (b) the amounts of Council Tax for 2018/19 for each of the categories of dwellings, as shown in the table set out below, be confirmed:

COUNTY, FIRE, POLICE, DISTRICT AND PARISH/TOWN COUNCIL TAX AMOUNTS 2018/2019

Band	A	B	C	D	E	F	G	H
Multiplier	(6/9)	(7/9)	(8/9)	(9/9)	(11/9)	(13/9)	(15/9)	(18/9)
Parished or Unparished Area								
Unparished Area:								
Clacton	1,087.57	1,268.83	1,450.09	1,631.35	1,993.87	2,356.39	2,718.92	3,262.70
Parishes of:								
Alresford	1,144.05	1,334.73	1,525.40	1,716.08	2,097.43	2,478.78	2,860.13	3,432.16
Ardleigh	1,102.05	1,285.73	1,469.40	1,653.08	2,020.43	2,387.78	2,755.13	3,306.16
Beaumont-cum-Moze	1,096.47	1,279.21	1,461.96	1,644.70	2,010.19	2,375.68	2,741.17	3,289.40
Great Bentley	1,142.23	1,332.60	1,522.97	1,713.34	2,094.08	2,474.82	2,855.57	3,426.68
Little Bentley	1,094.32	1,276.71	1,459.09	1,641.48	2,006.25	2,371.03	2,735.80	3,282.96
Bradfield	1,162.61	1,356.38	1,550.15	1,743.92	2,131.46	2,519.00	2,906.53	3,487.84
Brightlingsea	1,115.17	1,301.03	1,486.89	1,672.75	2,044.47	2,416.19	2,787.92	3,345.50
Great Bromley	1,113.80	1,299.43	1,485.07	1,670.70	2,041.97	2,413.23	2,784.50	3,341.40
Little Bromley	1,086.96	1,268.12	1,449.28	1,630.44	1,992.76	2,355.08	2,717.40	3,260.88
Little Clacton	1,126.87	1,314.69	1,502.50	1,690.31	2,065.93	2,441.56	2,817.18	3,380.62
Elmstead	1,108.31	1,293.03	1,477.75	1,662.47	2,031.91	2,401.35	2,770.78	3,324.94
Frating	1,103.78	1,287.74	1,471.71	1,655.67	2,023.60	2,391.52	2,759.45	3,311.34
Frinton and Walton	1,123.11	1,310.29	1,497.48	1,684.66	2,059.03	2,433.40	2,807.77	3,369.32
Harwich	1,107.56	1,292.15	1,476.75	1,661.34	2,030.53	2,399.71	2,768.90	3,322.68
Lawford	1,112.58	1,298.01	1,483.44	1,668.87	2,039.73	2,410.59	2,781.45	3,337.74
Manningtree	1,097.57	1,280.50	1,463.43	1,646.36	2,012.22	2,378.08	2,743.93	3,292.72
Mistley	1,114.91	1,300.72	1,486.54	1,672.36	2,044.00	2,415.63	2,787.27	3,344.72
Great Oakley	1,110.84	1,295.98	1,481.12	1,666.26	2,036.54	2,406.82	2,777.10	3,332.52
Little Oakley	1,104.37	1,288.43	1,472.49	1,656.55	2,024.67	2,392.79	2,760.92	3,313.10
Ramsey & Parkeston	1,137.63	1,327.24	1,516.84	1,706.45	2,085.66	2,464.87	2,844.08	3,412.90
St Osyth	1,120.00	1,306.67	1,493.33	1,680.00	2,053.33	2,426.67	2,800.00	3,360.00
Tendring	1,104.45	1,288.52	1,472.60	1,656.67	2,024.82	2,392.97	2,761.12	3,313.34
Thorpe-le-Soken	1,113.52	1,299.11	1,484.69	1,670.28	2,041.45	2,412.63	2,783.80	3,340.56
Thorrington	1,103.53	1,287.45	1,471.37	1,655.29	2,023.13	2,390.97	2,758.82	3,310.58
Weeley	1,116.65	1,302.75	1,488.86	1,674.97	2,047.19	2,419.40	2,791.62	3,349.94
Wix	1,124.22	1,311.59	1,498.96	1,686.33	2,061.07	2,435.81	2,810.55	3,372.66
Wrabness	1,094.29	1,276.68	1,459.06	1,641.44	2,006.20	2,370.97	2,735.73	3,282.88

The meeting was declared closed at 10.02 am

Chairman

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HUMAN RESOURCES COMMITTEE

24 SEPTEMBER 2018

REPORT OF DEPUTY CHIEF EXECUTIVE (CORPORATE SERVICES)

A.1 HEALTH AND SAFETY POLICY UPDATE

(Prepared by Clare Lewis)

PART 1 – KEY INFORMATION

PURPOSE OF THE REPORT

To provide an update on the changes to the Health and Safety Policy.

EXECUTIVE SUMMARY

To update Members regarding the changes made to the Council's current Health and Safety policy. The Health and Safety policy was last updated in June 2014.

Health and Safety responsibilities were removed from Environmental Services under Operational Services and transferred to Corporate Services within the Fraud and Risk Team in April 2017.

RECOMMENDATION(S)

It is recommended that:-

- The contents of the Health and Safety Policy 2018 be agreed and adopted.
- That delegation is given to the Deputy Chief Executive to update the policy with any future legislative or best practice changes in consultation with the Fraud and Risk Manager.

PART 2 – IMPLICATIONS OF THE DECISION

DELIVERING PRIORITIES

There have been updates made to the policy to reflect changes in regulations since the last policy was implemented in June 2014.

FINANCE, OTHER RESOURCES AND RISK

No specific risks have been identified. Finance relating to Health and Safety matters is within existing budgets.

LEGAL

The Council has a legal duty of care under The Health and Safety at Work Act 1974, and The Management of Health and Safety at Work Act 1999, and all subsequent legislation to ensure health, safety and welfare of all employees, visitors, contractors and others who may be affected by the council's activities. The council also has a duty to provide a clear and evident commitment regarding all aspects of Health and Safety. This includes ensuring

- adequate funds and resources are made available.
- that risks are identified and monitored

- consultation is carried out with employees when appropriate
- ensuring plant and machinery is provided and maintained
- safe handling and use of substances is considered
- provide necessary training and instruction
- ensure employees are competent in their job role
- maintaining safe and health working conditions
- ensuring that accidents and work related illness are prevented

OTHER IMPLICATIONS

None.

PART 3 – SUPPORTING INFORMATION

LEARNING AND DEVELOPMENT ACTIVITY

The Health and Safety team are committed to identifying gaps in the councils training requirements relating to all Health and Safety matters. Since Health and Safety was moved to Corporate Services in August 2017 a number of Health and Safety related training requirements have been carried out. This ensures the council are complying with the responsibilities of the Health and Safety at Work Act 1974, to provide necessary information, instruction, training and supervision to enable employees to carry out their job role safely.

Failing to provide this training could leave the council open to risk of accident or incident.

The Health and Safety team will continue to identify gaps in the councils training needs relating to Health and Safety to ensure the council is not put at risk of fine by the Health and Safety Executive (HSE) or by prosecution by an employee for a work related incident and to ensure our staff continue to receive the training they need to carry out their role effectively and as safely as possible.

CONCLUSIONS

The policy states that it should be reviewed yearly. This is to ensure that changes in regulations can be amended to ensure the council is up to date with its legal responsibilities.

The following amendments have been made, broken down for your ease of reference.

- 1.1 Additional wording has been added to the statement of intent.
- 2.4 Additional wording added to show that the Chief Executive has overall responsibility for Health and Safety.
 - 2.4.1 Additional bullet point added at the end of the subject.
 - 2.4.3 New wording added to subject.
 - 2.4.4 Additional bullet point added at the end of the subject.
 - 2.4.5 Additional wording added relating to working at height training.
- 2.5 Service managers removed and Head of Departments added.
- 2.5.4 Wording changed to show incident report forms to be emailed to

healthandsafety@tendringdc.gov.uk

- 2.5.4 Data Protection Act 1998 replaced by General Data Protection Regulations 2018.
- 2.5.7 New header and wording.
- 2.8 Additional wording added to statement.
- 2.8 Changes made to the wording on the last two bullet points.
- 3 Safety at work regulations added to header.
- 3 Service managers removed and Head of Departments added.
- 3.2 Service managers removed and Head of Departments added.
- 3.2 Second paragraph wording changed.
- 3.2 Third paragraph wording updated
- 3.3 First bullet changed to include the wording "all relevant staff"
- 3.3 Second bullet changed to include first aid.
- 3.3 Additional paragraph added at the end of the subject.
- 3.4.1 RIDDOR website added
- 3.4.3 Service managers removed and Head of Departments added.
- 3.4.4 Health and safety email added to second paragraph.
- 3.4.5 Details of the personal protective equipment regulation added.
- 3.4.5 Service managers removed and Head of Departments added.
- 3.4.6 First paragraph wording changed.
- 3.4.7 New wording added to subject.
- 3.4.8 New wording added to subject.
- 3.4.10 Regulation details added to header.
- 3.5 Service managers removed and Head of Departments added.
- 3.5.2 Service managers removed and Head of Departments added.
- 3.5.2 Inspection frequency added to paragraph three.

As part of the Council's consultation processes UNISON have been consulted on all updates to the Health and Safety policy as indicated above.

APPENDICES

Health and Safety policy June 2018 (amended)

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Health & Safety Policy

Issued by Corporate Health & Safety 2018

Version History

Version #	Implemented By	Revision Date	Approved By	Approval Date	Reason
1	Steven Rowell	June 2014	Ian Davidson	June 2014	Review
2	Tim Sutton Clare Lewis	January 2018	Ian Davidson	N/A	Review
3	Clare Lewis	June 2018	Ian Davidson		Review

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Statement of Intent

1.1 Statement of Intent by the Chief Executive

Tendring District Council accepts its responsibilities under The Health and Safety at Work Act 1974 and all subsequent legislation to ensure the health, safety, and welfare, of employees, visitors, and others who may be affected by the council's activities, and to provide a clear and evident commitment to create a climate of health and safety awareness in which management objectives and reasonably practicable standards are met or exceeded.

This will be achieved by:

- ensuring adequate funds and resources are available to satisfy health and safety requirements within the Authority;
- providing adequate control of the health and safety risks arising from our work activities;
- consulting with our employees on matters affecting their health and safety;
- providing and maintaining safe plant and equipment;
- ensuring the safe handling and use of substances;
- providing all necessary information, instruction, training, and supervision to enable employees to do their jobs safely;
- ensuring all employees are competent to do their tasks;
- preventing, so far as is reasonably practicable, accidents and cases of work-related ill health; maintaining safe and healthy working conditions;

This policy will be periodically reviewed, or in line with changes to work practices, the working environment and government legislation.

Signature

**Ian Davidson
Chief Executive**

All council employees have a responsibility to comply, so far as is reasonably practicable, with this health and safety policy.

2 Organisation And Responsibilities

2.1 ELECTED COUNCIL

The Elected Council, as the corporate body, will ensure so far as is reasonably practicable:

- That sufficient funds and resources are available to satisfy health and safety requirements within the Authority;
- Ensure sufficient enforcing, supervisory, and advisory staff are in place;

2.3 THE MANAGEMENT TEAM

The Management Team, under the direction of the Chief Executive, has strategic responsibility to ensure the Council as an employer complies with its statutory duties as required by the Health and Safety at Work Act 1974, and to ensure that the organisational structure allows for this policy to be implemented.

2.2 THE CHIEF EXECUTIVE

The Chief Executive has overall and final responsibility for Health and Safety although specific tasks may be delegated to others.

2.4 THE CORPORATE HEALTH and SAFETY TEAM

The Corporate Health and Safety team have responsibility directly to the Chief Executive to ensure the council is aware of its duties under the Health and Safety at Work Act 1974 and to support management in ensuring the required health and safety standards are met or exceeded so as to maintain the authority as a safe and healthy workplace for its employees and others. Corporate Health and Safety responsibilities are outlined in Section 2.4.1 to 2.4.5.

2.4.1 HEALTH AND SAFETY COMPLIANCE AND GOOD PRACTICE

- To ensure The Council complies with the Health and Safety at Work Act 1974 and other relevant statutory legislation and to work to ensure good standards.
- To advise managers and other relevant persons of any new health and safety legislation applicable to their departments and assist in its implementation and ensure the relevant policies and guidance are produced
- To review the Health and Safety Policy and ensure it remains effective.
- To ensure that arrangements exist to provide that employees are conversant with the Health and Safety Policy and any revisions made.
- To stop any work or activity where there is foreseeable or actual risk to life or limb.

2.4.2 ADVICE, GUIDANCE AND CONSULTATION

To provide specialist advice, guidance and support to the Council and employees on all health and safety issues.

- To liaise, consult, and maintain good communications and working relationships with management, employees, appointed safety representatives, Unions and the Health and Safety Executive.
- To ensure that the Health and Safety Committee meets on a quarterly basis and that a recognised trade union safety representative is invited to attend.

2.4.3 INSPECTION AND AUDIT

- To ensure the health and safety performance of the Council is monitored and evaluated.
- To carry out an annual programme of health and safety audits which covers all work areas with an audit report being sent to the Head of Department.
- To monitor and audit Council health and safety policies for their implementation and application.

2.4.4 ACCIDENTS AND INCIDENTS

- To ensure that accidents and incidents are investigated where necessary and action taken to prevent any reoccurrence so far as is reasonably practicable.
- To report incidents of injuries, diseases and dangerous occurrences to the enforcing authority as required by the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 as Amended) (RIDDOR)
- To analyse accident and incident reports and produce statistics in order to initiate such actions as necessary to reduce the likelihood of reoccurrence to the lowest reasonably practicable level.

2.4.5 HEALTH AND SAFETY TRAINING

- To periodically review the TDC 'Introduction to Health and safety' e-learning course to ensure it is up to date with current legislation and to provide 'Manual Handling'/'Handling of Needlesticks and Sharps' training/'Working at Height' when requested. Fire training will be periodically provided to all staff either in-house or through the Fire Service.
- Conflict Management training will be offered to all staff and organised through a third party company periodically.
- Other job specific training will be authorised and organised by the relevant Service Management.

2.5 SERVICE MANAGERS

Service Managers have responsibility for health and safety within their Department and to set a good personal example in all aspects of health and safety. Head of Department responsibilities are outlined in section 2.5.1. To 2.5.7.

2.5.2 ADEQUATE ASSESSMENT AND MONITORING

- To ensure that Departmental risk assessments are completed for all identified hazards, are suitable and sufficient for the work being done, and reviewed whenever there is a change in the work or environment, following an industrial accident, or annually, whichever comes first.
- To ensure that all their staff members are aware of, and understand the hazards and control measures listed in the Department risk assessments.
- Ensure that weekly fire safety checks and monthly health and safety checklists are completed by the Department Safety Representative, and are sent to Corporate Health and Safety within one week of the end of the applicable month and any necessary follow up action is undertaken.
- Ensure that arrangements are in place for employees to report any hazards, shortcomings or deficiencies in relation to health and safety at work and action is taken to address any issues raised where necessary.

2.5.1 COMPLIANCE WITH HEALTH AND SAFETY REQUIREMENTS

- To promote and develop a positive health and safety culture
- To implement the Health and Safety Policy and the associated guidance.
- Ensure that the employees within their service have access to the health and safety policy, that they understand it and their responsibilities.
- To ensure compliance with health and safety legislation and Codes of Practice.
- Include Health and Safety as a specific item on the agenda of department briefings and meetings and sufficient time is allocated to it.

In order to ensure a safe and healthy environment Service Managers should consider disciplinary action against any employee in their department who fail to comply with health and safety requirements. The level of action taken will depend on the severity of the offence or the frequency with which it is committed.

2.5.3 EMERGENCY PROCEDURES

- Ensure that suitable arrangements have been put in place for emergency procedures in case of fire, serious and imminent danger and for the provision of first-aid and first aiders.
- To ensure that employees are familiar with the arrangements.

2.5.4 DEALING WITH ACCIDENTS AND INCIDENTS

- To ensure that all accidents, occupational ill health, dangerous incidents, and acts of violence and aggression are reported.
- To ensure accidents and incidents are fully investigated and any required remedial action taken wherever possible to avoid a repetition.
- Ensure that all accidents are properly recorded on the Council's Incident Report Forms and that they are scanned to **healthandsafety@tendringdc.gov.uk** or sent to the appropriate people as instructed on the front of the Incident Report Book
- To ensure the storage and completion of incident report forms satisfy the current General Data Protection Regulations 2018(GDPR).
- Where such diseases, accidents and dangerous occurrences such as to require notification to the Health and Safety Executive under the Reportable Injuries, Diseases and Dangerous Occurrences Regulations 2013 (as Amended) (RIDDOR), have occurred, they are reported to Corporate Health and Safety by the quickest possible means, e.g. by telephone or email.

2.5.5 HEALTH AND SAFETY TRAINING

- To ensure that arrangements exist for the identification of the training needs of employees, including individuals having direct responsibilities for health and safety.
- To ensure all office based staff in their department complete the TDC Introduction to Health and Safety e-learning course on the TDC intranet.
- To ensure that employees are consulted before any health and safety responsibilities are allocated to them.
- To ensure that these arrangements extend for the provision of adequate health and safety training on recruitment and when risks to employees change, e.g. when they change job, take up new responsibilities or use different equipment.
- To ensure adequate supervision is provided for employees, giving proper consideration to the difficulty of the tasks and to their level of ability and experience.
- To ensure that any conflict of interest which may arise between the demands of the work and that of health and safety is dealt with in a manner that is not detrimental to the employees or the Council.

2.5.6 SAFE WORKING ENVIRONMENT

- To ensure, with the assistance of Facilities Management where required that equipment, fittings, systems of work, places of work and access to and egress from the workplaces are, so far as reasonably practicable, maintained in a safe condition.
- To promote and maintain a system of good housekeeping.
- To ensure that new plant and equipment is installed and used in compliance with the manufacturer's instructions and with the Provision and Use of Work Equipment Regulations 1998 and The Supply of Machinery (Safety) Regulations 2008.
- To ensure that all planned plant maintenance and statutory and routine inspections are undertaken.
- Ensure that all machinery, electrical appliances and workplace equipment, such as ladders and tools etc. are safe and maintained in a safe and efficient working order.
- To ensure that, where necessary, suitable personal protective equipment is selected, provided and issued.
- Ensure that staff are instructed in the relevant use, care, maintenance and storage of such equipment.
- Ensure that such items are worn when conditions require their use.

2.5.7 NOMINATION OF A DEPARTMENTAL HEALTH AND SAFETY REPRESENTATIVE

- To nominate a person to act as the Departmental Health and Safety Representative and ensure time, resources and training are made available for them to fully undertake their responsibilities.
- To ensure that during their absence another employee undertakes these responsibilities.

2.6 EMPLOYEES

All employees have a responsibility to:

- Read and understand this health and safety policy.
- Take reasonable care of their own health and safety and that of others who may be affected by what they do or don't do whilst at work.
- Notify their line manager of any medical condition that is likely to affect their ability to carry out their duties in a safe manner.
- Not intentionally or recklessly interfere with, or misuse, anything provided in the interest of health and safety at work.
- Maintain good housekeeping practices to keep workplaces in a tidy and safe condition.
- Use only the correct tools and equipment for the job and follow laid down procedures and safe systems of work.
- Use safety equipment and personal protective clothing where required.
- Report immediately to a Manager or Supervisor any hazardous defect in plant, work equipment, material, system of work, safety equipment or personal protective clothing.
- Report all injuries, diseases and dangerous occurrences.
- Not participate in horseplay or other undesirable or potentially dangerous behaviour.
- Be aware of the procedure to follow upon discovering a fire or hearing the alarm and familiarise themselves with the location of the designated assembly points.
- Report immediately to a manager or supervisor any threat of violence or abuse for potential inclusion in the violent person database.

2.7 TRADE UNION SAFETY REPRESENTATIVES

Regulations made by the Secretary of State provide for recognised Trade Unions to appoint Safety Representatives from amongst their colleagues. The Authority will maintain effective joint consultation on health, safety and welfare matters with union appointed Safety Representatives.

Safety Representatives may carry out certain duties for colleagues, including:

- Carrying out regular inspections of the work place.
- Investigate accidents, hazards, dangerous occurrences and complaints made by union members.
- Liaising with management on matters relating to health and safety.
- Representing employees in consultation with Health and Safety Executive (HSE) inspectors.
- Receiving and inspecting information on inspections or relevant documents on health and safety maintained by the Authority.
- Attending safety committees, relevant working parties and the Council Health and Safety Committee.

2.8 DEPARTMENTAL HEALTH and SAFETY REPRESENTATIVES

Each Corporate Director will nominate one or more Departmental Health and Safety Representative to act on their behalf in the implementation, co-ordination and monitoring of health and safety within their Department. Such nominated employees will receive additional training and guidance in order to make a positive contribution to health and safety in their Department.

The responsibilities of the Departmental Health and Safety Representative will include:

- To liaise with the Corporate Health and Safety team over specific health and safety matters and issues within their Department and facilitate and allow time for the annual health and safety inspection.
- To attend and participate in the Council Health and Safety Forum.
- To ensure the Departmental risk assessments are current, and reviewed when there is a significant change to the working environment or practice, following an Industrial injury, or annually, whichever comes first.

3 THE ARRANGEMENTS FOR HEALTH AND SAFETY-

Safety at Work Regulation 1999

Health and safety arrangements have to be in place to ensure that a safe and healthy working environment is provided for the staff of Tendring District Council. These arrangements take into account the health and safety of both staff and others who may be affected by the work of the Council. The arrangements will ensure compliance with the Health and Safety at Work Act 1974 and the relevant legislation made under the Act.

3.1 RISK ASSESSMENT

The majority of health and safety issues will be dealt with by the risk assessment process. Heads of Department are required to ensure that adequate assessments are carried out in their Department.

The risk assessment process will follow the steps below:

- Identify the hazards within the Department.
- Decide whether the hazards present a significant risk to staff and others.
- Record the significant risks.
- Record the control measures in place.
- Decide if the control measures are adequate to reduce the risks to an acceptable level or if additional control measures are required.
- A time limit for the completion of the additional measures must be set.
- Ensure monitoring of the control measures takes place.
- Ensure risk assessments are reviewed if there is a significant change in the work activity or environment, following an industrial injury, or annually, whichever is the sooner.

The Council has a standard form available for completion of risk assessments which is available from the Corporate Health and Safety team or the Council intranet site. Alternative formats may be used if preferred.

3.2 HEALTH and SAFETY CHECKLISTS

The monthly health and safety checklists provide regular checks of health and safety within the departments. They are completed throughout the year to ensure that compliance and good standards are maintained and to assist the Heads of Department in ensuring compliance within their own Department.

The checklists are designed to highlight significant issues that need to be addressed and include weekly fire safety checks. Services have a duty to address the issues highlighted in the checklists and reference can be made to the Corporate Health and Safety team for advice if necessary. Issues that present risks to staff and others must not be ignored.

Checklists should be forwarded to the Corporate Health and Safety team, and copied to the Head of Department, during the first week of the month following the inspection for monitoring and recording on the completion and use of them. Is a significant change in the work activity or environment, following an Industrial injury, or annually, whichever is the sooner. The Council has a standard form available for completion of risk assessments which is available from the Corporate Health and Safety team or the Council intranet site. Alternative formats may be used if preferred.

3.3 TRAINING

Health and safety training is a vital component of good health and safety practice.

There are three formats by which this may occur.

- Training provided internally by the Corporate Health and Safety team for all relevant staff. This includes the 'Introduction to Health and Safety' e-learning course that all office based staff must complete.
- Training delivered by an outside organisation arranged by the Corporate Health and Safety team in conjunction with the Council Health and Safety Forum, , such as Conflict Management training/First Aid. Training arranged by Departments on issues specific only to them with the assistance of the Corporate Health and Safety team if required.

Service Managers will regularly review the training requirements of their staff and allow staff the time required to attend training sessions.

All new staff to the Council will receive an induction session on health and safety. However, this may occur sometime after they have started work, Heads of Department will therefore ensure that during their first week of work new staff are given full instructions on the use of equipment, basic health and safety rules and issues relating to their work, and basic fire safety including the emergency evacuation procedure.

Information is also provided in a basic guide to health and safety which is available for staff.

3.4 PERSONAL SAFETY

3.4.1 ACCIDENTS, INCIDENTS AND THE REPORTING OF INJURIES DISEASES AND DANGEROUS OCCURRENCE REGULATIONS 2013 (RIDDOR)

<http://www.hse.gov.uk/riddor/>

All accidents and incidents to employees and members of the public should be recorded by the completion of a standard Incident Report Form by the person the incident was reported to, their line manager, the department rep, or the first aider attending the scene (if required). Self-duplicating copies of the report should be sent to Corporate Health and Safety and the TDC Insurance officer. Corporate Health and Safety will record all incidents electronically and review them to identify trends in the type of accidents occurring, the frequency, and the places they are occurring, and make recommendations to reduce the overall number of incidents to the lowest reasonably practicable level.

Certain incidents, as detailed in the 'Reporting of injuries, Diseases, and Dangerous Occurrence Regulations 2013'(RIDDOR). Require reporting formally to the Health and Safety Executive. All services must report these types of incidents as soon as possible to the Corporate Health and Safety team who will undertake this reporting.

3.4.2 FIRST AID

Service Managers will ensure that there is sufficient first aid cover in their department for employees and members of the public where applicable, i.e. leisure centre/ Princes Theatre.

First aid boxes complying with the Health and Safety Executive guidance will be provided to each Department as required. The names of trained first aid staff will be displayed on staff notice boards.

3.4.3 MANUAL HANDLING

Manual handling risk assessments will be carried out in all Departments and where possible the risk of injury prevented or reduced to the lowest reasonably practicable level. Basic training and instruction will be provided to all staff, for office based staff this will be provided by their successful completion of the TDC 'Introduction to Health and Safety' e-learning course, for other staff manual handling training will be provided by the Corporate Health and Safety team on request.

Service Managers must ensure that staff have received suitable training, instruction, and information, on manual handling relevant to their job. If more specific training is required Heads of Department must ensure this is provided.

3.4.4 DISPLAY SCREEN USE

Training on the assessment of display screen equipment is provided for all staff that uses a display screen as a significant part of their job through the 'Introduction to Health and Safety' e-learning course. Any members of staff suffering ill-health which may be attributed to the use of display screen equipment should be referred to Corporate Health and safety who will undertake an assessment of their workstation and make recommendations for improvement where possible..

Staff identified as using a display screen are entitled to a free eye examination with the Council's optician and, if required, a free pair of basic spectacles for use with display screen equipment will be provided. Details on the Council's current optical service provider are available through the Corporate Health and Safety team via there email: **healthandsafety@tendringdc.gov.uk**.

3.4.5 PERSONAL PROTECTIVE EQUIPMENT Regulations 2002 (PPE)

Heads of Department will ensure that staff are assessed for their PPE requirements through the risk assessment process and ensure that it is provided and worn in the situation for which it is required. PPE will only be issued if the risk cannot be controlled by any other means. PPE must be suitable for use and fit the individual properly to give suitable protection. All PPE will be provided free of charge to staff, funded by The Council.

3.4.6 NOISE AT WORK

No employee of the Council will be expected to work in excessively noisy environments. Where employees are exposed to high levels of noise an assessment will be carried out and the necessary measures put in place to prevent the risk of hearing damage. This is the responsibility of the Department acting on advice from the Corporate Health and Safety team if required.

Where the risk cannot be eliminated all those employees exposed to noise above the exposure limit value stated in the Control of Noise at Work Regulations 2005 will be screened by Occupational Health under a Health Surveillance programme.

3.4.7 VIOLENCE AT WORK

The Council does not tolerate the threat of, or violence, to staff. A Policy on Violence at Work is in place for all staff. Heads of Department will carry out a risk assessment of their staff in relation to acts of violence and abuse and implement control measures to reduce the risks as far as reasonably practicable. The Violent Person Database is available for staff to access on the TDC intranet to determine if there is a risk with those they are meeting. Suitable and sufficient controls will be implemented by the Service to adequately control the risks.

3.4.8 STRESS AT WORK

Service Managers will carry out an assessment of the levels of stress in their Departments. Suitable control measures must be put in place to reduce the levels of stress, so far as reasonably practicable. Heads of Department and employees must be familiar with the Stress Policy which is displayed on staff notice boards and the TDC intranet site.

3.4.10 CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH Regulation 2002(COSHH)

Service Managers will carry out suitable and sufficient risk assessments covering the use of all hazardous substances in the workplace. The assessments will identify the hazards, use, means of contact, and the actions to be taken to reduce or eliminate the risk. Protocols must be in place to ensure that these actions are carried out. Safety data sheets will be available for all substances used and must be regularly updated. A copy will be readily available for employees using the substances.

3.4.9 LONE WORKING

Service Managers will put in place procedures to ensure that the risks associated with lone working are reduced so far as is reasonably practicable. Procedures must enable staff to be contacted whilst lone working and be able to ensure that their whereabouts can be traced and that their return from lone working occurs at the time stated. Staff have access to the Violent Person Database. Staff must ensure that lone working is not undertaken at premises or with people listed on the database. Staff are not expected to undertake lone working where they believe there to be a risk of violence or abuse and must cease lone working if subjected to this.

3.4.11 NEEDLESTICK

Service Managers will carry out suitable and sufficient risk assessments for exposure to needlestick injuries. The assessments will identify the hazards, means of contact and the actions to be taken to reduce or eliminate the risk. Needlestick training will be provided by the Corporate Health and Safety team on request.

3.4.12 HAND ARM VIBRATION (HAV)

No employee will be exposed to hand arm vibration during the course of their work above the Exposure Limit Value stated in the Control of Vibration at Work Regulations 2005.

Service Managers will carry out suitable and sufficient risk assessments for exposure to vibration at work and introduce controls to eliminate or control the risk to the lowest reasonably practicable level. Where the risk cannot be eliminated all those employees exposed to vibration will be screened by Occupational Health under a Health Surveillance programme.

3.5 PREMISES SAFETY

The following sections 3.5.1. to 3.5.6 are the responsibility of the relevant Heads of Department unless otherwise specified.

3.5.1 FIRE SAFETY

Fire safety standards will be maintained throughout all Council premises according to the Regulatory Reform (Fire Safety) Order 2005.

Monthly fire safety checks in buildings under the control of Facilities Management will be carried out by the Corporate Health and Safety team and recorded. Fire safety in Leisure Centres is incorporated into the monthly Health and safety checklists and sent to Corporate Health and Safety. All identified failings in fire safety must be notified to the Responsible Person named in the Fire Log Book and the Corporate Health and Safety Team immediately and action taken to correct it.

Fire drills will be arranged in all Council premises by the person delegated as the 'Responsible Person', who will be named in the Fire Log Book which is held at each site, as required by the Regulatory Reform (Fire Safety) Order 2005 and monitored by the Corporate Health and Safety team.

Fire safety training is provided through the 'Introduction to Health and Safety' e-learning course with additional by the Corporate Health and Safety team periodically, or on request.

3.5.2 WORKPLACE STANDARDS

The workplace will be maintained to good health and safety standards in compliance with the Workplace (Health, Safety, and Welfare) Regulations 1992.

Heads of Department will ensure that within their own Department, corridors, walkways, staircases, and all work areas, are kept free from obstruction and trip hazards. In addition corridors and staircases must be kept free from combustible items. Adequate lighting, heating, ventilation, and welfare facilities will be provided to offices, toilets and washing facilities specified.

3.5.3 WORK EQUIPMENT

All work equipment will be suitable for its purpose and maintained in good order. It will comply with, and be operated, in accordance with the manufacturer's specification and the Provision and Use of Work Equipment Regulations 1998 (PUWER). Where required, regular maintenance will be carried out on equipment by competent people and a record kept. Equipment must be checked prior to use for any defects. Defects must be reported and equipment taken out of use until the defect is rectified. Specialist equipment will only be operated by authorised, experienced and trained persons.

3.5.4 ELECTRICAL SAFETY

Electrical installations will comply with the Electricity at Work Regulations 1989 and the latest edition of the Institution of Electrical Engineers Regulation's for Electrical Installations (IEE Wiring Regulations). Heads of Department with responsibilities for buildings will ensure that Electrical installations are inspected and tested by a competent person at the frequency recommended by current legislation.

Electrical appliances and portable equipment will be suitable for the job concerned and maintained in good order. No appliance or equipment will be used if defects are found. Any defects to equipment will be reported and the equipment taken out of use until it has been repaired and tested by a competent person.

Relevant Heads of Department will ensure that all portable electrical appliances are tested at intervals relevant to the appliance based on their use and movement according to Health and Safety Executive guidance. The maximum inspection frequency should not exceed three years. Records will be kept of the testing schedule.

3.5.5 ASBESTOS CONTROL

The Council will ensure, so far as is reasonably practicable, that employees and others are not exposed to asbestos fibres. The Heads of Department have responsibility for control measures outlined in the Asbestos Policy and the Corporate Health and Safety team will maintain the Asbestos database of all Council owned buildings. Heads of Department must ensure that all necessary information is passed to the Corporate Health and Safety team as detailed in the policy.

3.5.6 LEGIONELLA CONTROL

The Council will ensure, so far as is reasonably practicable, that employees and others are not exposed to legionella bacteria. Heads of Department with responsibility for buildings will arrange for the buildings to be surveyed by a competent person and introduce controls to eliminate or control the risk of legionella bacteria forming.

3.5.7 MANAGEMENT OF CONTRACTORS

The Service Manager employing a contractor will be responsible for managing the contractor according to the Council's Policy for Managing Contractors for Health and Safety and giving due regard to the safety of council employees who may be at risk from the actions of the contractor, and the safety of the contractor who may be at risk from the actions of the council.

Appendix A2

Summary of significant changes in the updated Health and Safety Policy

Statement of Intent

To be signed by the Chief Executive as confirmation of the Council's commitment to health and safety.

Chief Executive

This has been re-worded to reflect the actual responsibility of this position.

Management Board

Replaced by Management Team.

Corporate Health and Safety

Slight re-wording of responsibilities to reflect the actual duties of this section.

Heads of Service

Replaced by Heads of Department.

Specific duties of the Head of Human resources and Customer Services has been deleted and these duties amalgamated in other sections.

Minor re-wording of duties but no significant changes.

Arrangements

This section has had limited updating of a minor nature in a number of places to ensure it is still fully relevant.

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HUMAN RESOURCES COMMITTEE

24 SEPTEMBER 2018

REPORT OF DEPUTY CHIEF EXECUTIVE (CORPORATE SERVICES)

A.2 'TIME TO CHANGE' EMPLOYER PLEDGE ACTION PLAN

(Report prepared by Katie Wilkins & Anastasia Simpson)

PART 1 – KEY INFORMATION

PURPOSE OF THE REPORT

To present the 'Time to Change' Employer Pledge Action Plan to Members of the Human Resources Committee.

EXECUTIVE SUMMARY

There is significant evidence to demonstrate that looking after the mental health of employees makes clear business sense; mental ill-health is the leading cause of sickness absence in the UK, costing an average of £1,035 per employee, per year (*1 in 4 British workers are affected by conditions like anxiety, depression and stress every year*).

The same evidence reports that tackling the stigma of mental ill-health can make a measurable difference to sickness absence rates, presenteeism levels, staff wellbeing, productivity and retention.

At its meeting on the 1st November 2017, the Human Resources Committee agreed with Officer proposals to start working towards the attainment of the 'Time to Change' Employer Pledge www.time-to-change.org.uk.

Officers have now developed a detailed action plan for submission to the 'Time to Change' organisation (*run by Mind and Rethink Mental Illness*). The plan outlines the Council's current and proposed activity against the **7 key principles** of the pledge, in an attempt to establish change in how the workplace thinks and acts about mental health problems:-

1. Demonstrate senior level buy-in;
2. Demonstrate accountability and recruit Employee Champions;
3. Raise awareness about mental health;
4. Update and implement policies to address mental health problems in the workplace;
5. Ask your employees to share their personal experiences of mental health problems;
6. Equip line managers to have conversations about mental health;
7. Provide information about mental health and signpost to support services.

It is important to note that the action plan should be a 'living' document, which is reviewed regularly and edited as the organisation's plans evolve.

Following submission of the action plan, the 'Time to Change' team will provide detailed feedback within 4 weeks, to which, the Council will have 2 weeks to respond and resubmit the plan (if necessary). Once agreed, the Employer Pledge will be issued.

In achieving the Employer Pledge, the Council are able to demonstrate a commitment to not only change how we think and act about mental health in the workplace but also ensure that employees who are facing these problems feel supported.

RECOMMENDATION(S)

It is recommended:

- (a) that the contents of this report be noted;
- (b) that Members of the Human Resources Committee agree to the submission of the 'Time to Change' Employer Pledge Action Plan, to enable the Council to attain the Employer Pledge.

PART 2 – IMPLICATIONS OF THE DECISION

DELIVERING PRIORITIES

The Council's priorities include:

"Promoting healthier lifestyles and wellbeing" and "supporting improved community health".

FINANCE, OTHER RESOURCES AND RISK

There are no financial or other risks associated with the attainment of the 'Time to Change' Employer Pledge.

Any costs associated with the ongoing training of staff will be met from a designated budget for staff development.

LEGAL

Equalities Act 2010

OTHER IMPLICATIONS

None.

PART 3 – SUPPORTING INFORMATION

BACKGROUND

In November 2017 the Human Resources Committee agreed with Officer proposals to further develop the work around staff health and wellbeing through a focus on mental health. This included a commitment to:-

- Raise awareness and promote positive mental health in the workplace;
- Develop an action plan to include:
 - Training for staff and managers to increase understanding of mental health; what it is, what mental ill health actually means and recognising signs and symptoms.
 - Identify, initially 8 staff to be trained as Mental Health First Aiders (Training provider: Mental Health First Aid England).
 - Further development of the Intranet to enhance the information on mental health e.g. the mental health mapping tool, self-help and where staff can go for further support.
 - Continuation of the conversation around mental health through initiatives as part of TDC's livewell/workwell programme.
 - Signing the Time to Change Employer Pledge.

BACKGROUND PAPERS FOR THE DECISION
<ul style="list-style-type: none">▪ Research Paper: The Management of Mental Health at Work, Dr Maria Hudson (<i>Essex Business School</i>).
APPENDICES
<ul style="list-style-type: none">▪ 'Time to Change' Employer Pledge Action Plan (Appendix A)

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Employer Pledge Action Plan

In order to continue with your request to sign the Employer Pledge, please complete this document and upload it to our website [here](#).

We ask that you submit your plan a **minimum of six weeks** before the date of your pledge signing to allow us time to feedback on your plan and commission your pledge board.

It's not a problem if your action plan is still a draft at this stage. You can add to and develop your plan at any time as we encourage organisations to think about their action plan as a living document.

When you upload your plan to the website you will need the following documents/information:

- Page 39
- The completed Employer Pledge action plan
 - The date and time of your signing
 - Who is signing on behalf of your organisation
 - Where the signing is taking place
 - a copy of your logo in JPG format

You can find a full guide on how to fill out your action plan, along with an explanation of the nine key principles listed in the plan [here](#).

Employer Pledge Action Plan Template

Action plan principle	Activity description	Internal lead(s)	Timescales	Performance measure(s)
	<i>List at least one tangible activity your organisation has planned to tackle mental health stigma and discrimination for each action plan principle.</i>	<i>Outline who is responsible for each activity</i>	<i>Provide planned timescales and dates</i>	<i>Outline how you will monitor impact and success</i>

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<p>Raise awareness about mental health</p> <p>How will you get your employees talking about mental health?</p>	<p>The Council has to date, run a number of programmes to increase awareness about mental health.</p> <p>A total of 32 officers attended one of the Stress Management workshops which were delivered by Health in Mind (<i>via a local partnership arrangement</i>)</p> <p>Feedback included the following:-</p> <ul style="list-style-type: none"> • Informative, clear • Broken down into sessions • Good tips for coping with stress • Ease of delivery • Polite and relatable • Enjoyed aspects of coping techniques • Overview of Cognitive Behavioural Therapy (CBT) • Relevant information • Information on how to change behaviours • Simplistic terms- easy to understand and digest • "Actually made me feel I deal with stress quite well" • Both physical and psychological impacts of stress • Comfortable, friendly manner • The explanation of what stress actually is • Showing the help that is available • Showed signs to recognise stress • Tips on sleep, time management and breathing techniques <p>Continue to work with Provide/Ace/Health in Mind/Inclusive Employers to deliver well-being initiatives for our staff and managers.</p>	<p>Cassie Barrett Public Health Improvement Officer/ Katie Wilkins HR & Business Manager</p>	<p>Partners and TDC Mental Health First Aiders attended Employee Benefits & Livewell event 07/06/18</p>	<p>Evaluation of course content/ event and feedback from Staff/Managers.</p> <p>Evaluation of event/feedback from Staff/Managers.</p>
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	<p>TDC Mental Health First Aiders had a stall at the Employee Benefits Event 07/06/18. This helped raised awareness and encouraged conversations about MH/reducing stigma. MHFA's were also able to discuss the recruitment process for the program.</p> <p>Mental Health First Aid Lite course; an introductory awareness course:-</p> <p>Course covers the following:-</p> <ul style="list-style-type: none"> Identify the discrimination surrounding mental health problems define mental health & some mental health problems relate to people's experiences help support people with mental health problems begin developing a business case for promoting positive mental health in the workplace look after their own mental health <p>A total of 36 officers attended this training</p> <p>Addition of Youth Lite MH Awareness sessions, a special mental health first aid course specifically focussing on mental health and young people.</p> <p>This half day session is open to any staff member with either a professional or a personal interest in the subject.</p> <p>Dementia Friends Training – the organisation has delivered a number of Dementia Friends training events and now has over 100 trained 'Dementia Friends' amongst its workforce.</p> <p>Linked to this, the organisation ran two Virtual Dementia Tour events, allowing staff to experience what it feels like to live with dementia. A</p>	<p>Katie Wilkins HR & Business Manager</p>		
		<p>Carol Magnus OD Manager</p>	<p>Training took place:</p> <p>21/02/18 15/03/18</p>	
		<p>Rebecca Morton Executive Projects Manager</p>	<p>03/07/18 11/07/18</p>	
		<p>Carol Magnus OD Manager</p>	<p>20/10/17</p>	<p>Published calendar of</p>

<p>Page 45</p>	<p>total of 35 officers attended this interactive training.</p> <p>Develop a calendar/action plan of well-being initiatives in line with national initiatives such as, Mental Health Awareness Week/World Mental Health Day. To include; “<i>TDC Wellbeing Week</i>” for staff, possible theme ‘<i>looking after your own MH</i>’ ideas related include, on line training/sessions for staff, possible workshops on nutrition (Public Health Improvement Co-ordinator), exercise/activity (feedback from physical activity survey from Benefits event) and mindfulness session. To be planned/run jointly with MHFA’s and Livewell Champions *to include regular reporting to HR Committee.</p> <p>In consultation with MHFA’s and Livewell Champions to commence Health & Wellbeing action planning for 2019.</p> <p>E-Learning platform to launch late 2018. This will include modules on:</p> <ul style="list-style-type: none"> - An Introduction to Wellbeing - Mindfulness for Wellbeing & Peak Performance, plus a Pocket Book on Mindfulness and links to other mental health resources. 	<p>Carol Magnus OD Manager/ Katie Wilkins HR & Business Manager</p>	<p>EqualiTeas 18/06/18 – 02/07/18</p> <p>MH Awareness Week:14-20 May</p> <p>World MH Day: 10/10/18</p> <p>Oct-Dec 2018</p> <p>Late 2018</p>	<p>events.</p>
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<p>Update and implement policies to address mental health problems in the workplace</p> <p>How easy is it for an employee struggling with a mental health problem, or their line manager, to find out how your organisation will treat them?</p> <p>How can you change your policies to encourage those with mental health problems to come forward?</p>	<p>As well as a designated Mental Well-being area on the intranet (which promotes various tools for mental well-being and third party support), the organisation has the following policies and guidance in place to address mental health problems in the workplace (<i>available to all staff and managers via the organisations intranet/noticeboards/communal areas</i>).</p> <ul style="list-style-type: none"> • Stress Policy (updated: April 2012) • Mental Health at Work Policy (updated: February 2015) • Health & Well-being Policy (updated: April 2012) • Health & Safety Policy (updated: June 2014) • Recruitment & Selection Policy - Disability Confident compliant (updated: November 2017) • Equality & Diversity Policy.(updated: November 2017) • Promoting positive mental health in the workplace (<i>step-by-step guide is written for employers and senior managers</i>) • Guidance for managers, having conversations about mental health • Health & Well-being general guidance for staff and managers. <p>Future activity:- Development of MH & Well-being Strategy.</p>	<p>Katie Wilkins HR & Business Manager</p>	<p>Review of the following Well-being policies to ensure best practice:-</p> <p>Stress Policy: 31.10.18</p> <p>Mental Health at Work Policy: 31.10.18</p> <p>Health & Well-being Policy: 31.01.19</p> <p>MH & Well-being strategy: 31.03.19</p>	<p>Feedback from Staff/Managers</p> <p>Policy Agreed.</p> <p>Policy Agreed.</p> <p>Policy Agreed.</p> <p>Strategy Agreed and Adopted.</p>
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<p>Ask your employees to share their personal experiences of mental health problems</p> <p>How will you get your employees to share their experience of mental health problems at an organisation-wide level? e.g. through intranet posts or newsletters</p>	<p>Work with those staff who have returned to the workplace following a period of absence, or who are currently being supported in the workplace, to encourage them to share their experiences with others.</p> <p>Currently have commitment from two employees who have now returned to the workplace and are receiving ongoing support, to share their experiences, via a blog on the staff intranet.</p> <p>Moving forward, we would like to encourage others to do this via a range of mediums such as Vlogs, an article in the staff bulletin, or attending and speaking at one of the events identified in the well-being calendar.</p>	<p>Katie Wilkins HR & Business Manager</p>	<p>Published blog: 31.12.18</p>	<p>Number of views on page, published comments/ willingness of others to share their experience.</p>
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<p>Equip line managers to have conversations about mental health</p> <p>How will you ensure all of your line managers feel comfortable discussing mental health with their line reports?</p>	<p>TDC recently ran a '<i>Managing Mental Health</i>' workshop which was available to all those with 'management' responsibility for staff. A total of 20 managers went over the 3 sessions.</p> <p>The course content focussed on the practical ways to manage and support positive mental well-being for all staff, including employees who are experiencing stress and distress.</p> <p>Course content included:-</p> <ul style="list-style-type: none"> ▪ The promotion of well-being in the workplace; ▪ The law relating to mental health in the workplace; ▪ Identifying the early warning signs of an employee experiencing mental ill health; ▪ Early steps – monitoring and talking early about mental well-being issues; ▪ Managing an on-going mental health related illness at work; ▪ Best practice in keeping in touch during sickness absence; ▪ Returning to work and making 'reasonable adjustments'; ▪ A 4-stage model for speaking to employees experiencing mental ill health. <p>Published guidance for managers (<i>as referenced above</i>)</p> <ul style="list-style-type: none"> • Promoting positive mental health in the workplace (<i>step-by-step guide is written for employers and senior managers</i>) • Guidance for managers, having conversations about mental health • Health & Well-being general guidance for staff and managers. <p>Future activity: Work with managers and staff to introduce Wellbeing Action plans (WAP's) to support the mental wellbeing of staff at work.</p>	<p>Carol Magnus OD Manager</p>	<p>Training took place:</p> <p>17/01/18 (am) 23/01/18 (am/pm)</p> <p>2019</p>	<p>Course evaluation and Staff/Manager feedback</p>
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	<p>“WAP’s are a personalised, practical tool we can all use, whether we have a mental health problem or not, to help us identify what keeps us well at work, what causes us to become unwell and the support we can receive from our manager to boost our wellbeing or support us through recovery.” MIND (mind.org.uk)</p>		2019	
<p>Provide information about mental health and signpost to support services</p> <p>How will you ensure your employees have easy access to information on mental health and where to find help?</p>	<ul style="list-style-type: none"> • Mental Health Mapping Tool (maps service provision in the Tendring district). Further promotion of this tool in 2019. • Designated Livewell/mental well-being area on Ping! (staff intranet) to include certain Mental Health Apps. • Employee Assistance Programme, which includes an online portal with a range of resources. • Children’s/Young Person’s Mental Health First Aider and resources. • Employee Benefits & Livewell event. • On-line mental health awareness training mandatory for all new staff as part of induction, so this falls in line with physical first aid/other mandatory training. • E Learning platform to include an introduction to wellbeing and links to additional information on mental health. 	Katie Wilkins HR & Business Manager	<p>2019</p> <p>On-going: resources updated and distributed as made available.</p> <p>Late 2018</p>	<p>The number of calls to their Direct Service & Employee Assistance Programme</p> <p>Referrals to Occupational Health</p> <p>Absence Data Trends</p> <p>Output from their Employee Opinion Survey (EOS)</p> <p>Benefits & Wellbeing event attendance and feedback</p>

Tell the world about your Employer Pledge commitment!

Website summary

Once you have signed the Pledge we will add your logo to our pledge wall of [employer case studies](#) within **five working days** of your event. Please supply us with a summary of your pledge commitment and any activity you are planning on doing to accompany your logo. **Please note:** we may edit the text before it is published on the website.

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Have you:

- ✓ Completed your action plan?
- ✓ Written a website summary of your activity?
- ✓ Got a copy of your logo in JPG format?
- ✓ Arranged a date for your signing?
- ✓ Got the name of who is signing the pledge on behalf of your organisation?
- ✓ Arranged a location for the signing?

If the answer to all of the above is yes, please submit this information to our website [here](#).

HUMAN RESOURCES COMMITTEE

24 SEPTEMBER 2018

REPORT OF DEPUTY CHIEF EXECUTIVE (CORPORATE SERVICES)

A.3 **SOCIAL MEDIA POLICY**

(Report prepared by Will Lodge)

PART 1 – KEY INFORMATION

PURPOSE OF THE REPORT

To provide the Committee with an updated Social Media Policy.

EXECUTIVE SUMMARY

The new Social Media Policy aims to codify best practice with regards to the Council's use of social media channels.

It covers broadly three areas: staff members' personal use of social media; use of corporate social media accounts; and processes associated with corporate social media accounts. The Policy specifically sets out that inappropriate use of social media by staff may potentially result in disciplinary action, and what may constitute inappropriate use. Currently any such inappropriate use of social media, either personally or professionally, would be considered in a wider disciplinary context. It also builds in safeguards for the Council by enshrining best practice, such as having multiple account admins, into policy.

RECOMMENDATION(S)

- a) That the Human Resources Committee formally approves and adopts the introduction of the new Officers' Social Media Policy.
- b) That delegation is given to the Deputy Chief Executive to update the policy with any future legislative or best practice changes in consultation with the Council's Communications Manager and the Head of People, Performance and Projects.

PART 2 – IMPLICATIONS OF THE DECISION

DELIVERING PRIORITIES

The Social Media Policy is part of the wider Communications Strategy of the Council. As such it helps to deliver all of the Council's priorities by providing effective and timely communication of news, events and policies of the Council. By informing people of new ways of working and interacting with the Council it also helps to drive behaviour change, such as the channel shift agenda.

In addition, increased communication of things the Council is doing, and doing well, was a key theme arising from the Local Government Association's Peer Review conducted in February 2018.

FINANCE, OTHER RESOURCES AND RISK

Finance and other resources

There are no finance implications arising from this policy – training is being developed in-house for those who will be using social media. Social media channels are maintained and updated using existing resource.

Risk

The adoption of a Social Media Policy should reduce the reputational risk to the Council by making staff better aware of their responsibilities when using social media, either professionally or personally.

In addition, by enshrining that the Communications Manager and the Head of Service have full administration rights to accounts, it strengthens the Council's resilience in the event of staff absence or departure.

LEGAL

There is no legal requirement to have a Social Media Policy. However, it is considered best practice. The Social Media Policy does uphold legal requirements in other areas, such as those involving Data Protection.

OTHER IMPLICATIONS

Consideration has been given to the implications of the proposed decision in respect of the following and any significant issues are set out below.

Crime and Disorder / Equality and Diversity / Health Inequalities / Area or Ward affected / Consultation/Public Engagement.

Although there are no direct equality or diversity issues, the Policy recognises social media is a good way of potentially getting the Council's message to harder-to-reach communities, thus improving consultation and public engagement.

PART 3 – SUPPORTING INFORMATION

BACKGROUND

The new Social Media Policy aims to codify best practice with regards to the Council's use of social media channels.

It covers broadly three areas: staff members' personal use of social media; use of corporate social media accounts; and processes associated with corporate social media accounts. The Policy specifically sets out that inappropriate use of social media by staff may potentially result in disciplinary action, and what may constitute inappropriate use. Currently any such inappropriate use of social media, either personally or professionally, would be considered in a wider disciplinary context.

The Policy does not seek to control staff members' own personal social media accounts. However, it does remind staff to be careful about what information they share about themselves online, and the potential impact their profile and posts can have not only on themselves, but on the Council.

With regards to business use of social media, the Policy sets out the basic principles the Council – through its staff – should adhere to. This covers areas such as copyright and defamation.

It also builds in safeguards for the Council by enshrining best practice, such as having multiple account admins, into policy. By establishing a clear process for establishing social media channels and running them – such as who is authorised to do so – it allows the Council to speak with a consistent message. The Policy also places an emphasis on training of staff to use social media correctly and effectively, and on managers to identify training needs.

Also attached to this report for reference are the new Social Media Guidelines, which capture essential best practice in the practical use of social media, and the Social Media Strategy, which sets out how the Council will use social media. However, it is the Policy which the Committee is being asked to review, comment on and adopt.

CURRENT POSITION

The Council currently has Social Media Guidelines, which encompass some of the points raised in the new Policy, and in the new Guidelines.

Tendring District Council has a corporate Twitter account, while several services also have Twitter, Facebook and LinkedIn accounts. Work is ongoing to establish a corporate Facebook page by October 2018.

BACKGROUND PAPERS FOR THE DECISION

None

APPENDICES

Appendix 1 – Social Media Policy

Appendix 2 – Social Media Guidelines

Appendix 3 – Social Media Strategy

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Social Media Policy

Issued by – Communications Manager
May 2018

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5.0	Personal Use of Social Media	4-5
6.0	Business use of Social Media	5-6
7.0	Monitoring and Review	6

1.0 POLICY STATEMENT

- 1.1 Tendring District Council (TDC) recognises social media presents opportunities to directly promote its work, share information and engage with residents, visitors and businesses. However, use of social media can pose risks to our reputation as well as risks to confidential information and compliance with legal obligations.
- 1.2 To minimise these risks, maintain productivity of staff, ensure IT resources are used appropriately and to uphold communications standards, employees must adhere to this policy.
- 1.3 This policy should be read in conjunction with TDC's Social Media Guidelines and Social Media Strategy documents.
- 1.4 This policy and the guidelines aim to promote the appropriate use of social media to further the Council's Corporate Plan objectives, and use best practice in doing so.

2.0 SCOPE OF THE POLICY

- 2.1 This policy covers all individuals working at all levels and grades for Tendring District Council, and volunteers.
- 2.2 Third parties who have access to our social media accounts are also required to comply with this policy.
- 2.3 This policy deals with all forms of social media, including Facebook, Twitter, YouTube and LinkedIn, as well as blogs and wikis.
- 2.4 It applies to both business and personal use of social media, whether or not within working hours and regardless of whether or not TDC IT equipment is used to access social media.
- 2.5 Breach of this policy may result in disciplinary action up to and including dismissal.
- 2.6 Staff may be required to remove posts deemed to constitute a breach of this policy. Failure to comply may in itself result in disciplinary action.

3.0 ROLES AND RESPONSIBILITIES

- 3.1 The Communications Manager is the lead officer for this policy, but will work in conjunction with the Head of IT and the Human Resources department.
- 3.2 Regular reviews of this policy will be conducted by the Communications Manager, in conjunction with the TDC Communications Group.
- 3.3 Corporate Directors, delegating on a day-to-day basis to Heads of Service, with a specific social media account within their area are responsible for ensuring all staff operate within the bounds of this policy, and that all staff understand the expected standards. They should also identify training needs where necessary.
- 3.4 All staff, including third party contractors, who use TDC social media accounts for their work are to be particularly aware of this policy.

3.5 All staff have a duty to comply with this policy with regard to personal use.

4.0 RELATED POLICIES

- 4.1 This policy should be read in conjunction with the IT Strategy, Communications Strategy, Social Media Guidelines and Branding Guidelines.
- 4.2 At all times thought must also be given to the Council's policy on data protection and how this will apply.
- 4.3 The Council's standard policies on anti-bullying, discrimination, and ethical practices, confidentiality apply equally to social media as they do elsewhere.
- 4.4 Social media should not be used to research prospective employees of the Council, beyond the scope set out by Human Resources.
- 4.5 Staff should never provide references for other individuals on social media, as these can be attributed to the Council and create legal liability.
- 4.6 Social media should never be used in a way that breaches any of our other policies.

5.0 PERSONAL USE OF SOCIAL MEDIA

- 5.1 TDC recognises that employees' personal social media accounts can generate benefits to the Council, by using it to promote the Council's work, discovering content to improve how they deliver their role, and gain an understanding of community issues and opinion.
- 5.2 In accordance with the Council's IT policies, staff are able to use Council equipment to access the internet outside normal working hours. This policy also applies to the use of social media.
- 5.3 Employees should not engage in activities on the internet which may bring the Council into disrepute.
- 5.4 Staff should not allow online activities to interfere with your day job.
Unless you are using social media to directly support you in your work, you should only access sites outside of your normal working hours.
- 5.5 The Council logo should not be used on personal accounts.
- 5.6 If staff identify themselves as a Council employee on social media, they must ensure their profile and related content is consistent with how they wish to present themselves to colleagues and customers – and is consistent with this policy.
- 5.7 Should staff identify themselves as a Council employee in their account information, they should consider including a disclaimer that views expressed are their own; but should be aware this does not provide an exemption from compliance with this policy.
- 5.8 Employees must not reveal information confidential to the Council, or publish comments on your work or services offered by the Council.

- 5.9 Employees must not make any offensive or derogatory remarks about the Council, Councillors or other members of staff as this could amount to cyber-bullying or defamation and result in disciplinary action.
- 5.10 If staff use their personal account or apps to administer Council accounts, they must ensure at all times that content is posted from the correct account.
- 5.11 Should an employee see content on social media which disparages or reflects poorly on TDC, contact your manager, the relevant service area manager, and/or the Communications Manager. All staff are responsible for protecting the reputation of the Council.
- 5.12 Employees are not permitted to add business contacts made during the course of employment to personal social media accounts. It is at their personal discretion whether to accept invites made by business contacts to their personal accounts, but due consideration to this policy is strongly advised in this event.
- 5.13 Employees are encouraged to share Council posts on their own social media accounts.

6.0 BUSINESS USE OF SOCIAL MEDIA

- 6.1 New social media accounts should not be set up without approval from the Head of Service/Corporate Director and the Communications Manager.
- 6.2 If your duties require you to speak on behalf of the organisation in a social media environment, you must seek approval for such communication from your manager OR the Communications Manager, who may require you to undergo training before you do so and impose certain requirements and restrictions.
- 6.3 Likewise, if you are contacted for comments about the organisation for publication anywhere, including in any social media outlet, direct the enquiry to the Communications Manager and do not respond without approval, unless specifically tasked with dealing with such enquiries.
- 6.4 Staff must not post anything which could be deemed defamatory, inappropriate, or which could incur liability. If in doubt advice must be sought from a senior manager or the Communications Manager.
- 6.5 Staff should not broadcast personal views using the Council's social media accounts.
- 6.6 Employees should not post any party political content from Council accounts. Content which may be deemed 'small p' political should not be posted without extremely careful consideration.
- 6.7 Careful consideration must be given to copyright issues. If staff are using material protected by copyright, written consent to use such material must be obtained and kept on file, before it is posted.
- 6.8 Employees are expected to uphold the Council's standards for timely responses to social media enquiries as they would with a contact made to TDC by phone, email or website.

- 6.9 Employees are not expected to monitor or respond to social media enquiries outside of working hours, and are advised against doing so except in exceptional circumstances.
- 6.10 Social media accounts should be protected by strong passwords, which are only shared with authorised users and changed when users change.
- 6.11 The responsible person for each account is responsible for ensuring the list of those with access is regularly reviewed and kept up-to-date; particular regard must be given to employees leaving the Council.
- 6.12 The responsible person, a senior manager in the relevant department, and the Communications Manager, must always have full admin rights and/or passwords to accounts.

7.0 MONITORING AND REVIEW OF THIS POLICY

- 7.1 The Communications Manager, in conjunction with the TDC Communications Group, the Head of IT, Head of Commercial and Customer Services and the HR Committee, is responsible for reviewing this policy annually.
- 7.2 The Communications Manager, in conjunction with the TDC Communications Group, the Head of IT, Head of Commercial and Customer Services and the HR Committee, is responsible for monitoring compliance with this policy, and its effectiveness.
- 7.3 TDC IT and internet resources are provided for legitimate business use, and the Council therefore reserves the right to monitor how social networks are used and accessed through these resources. Any such monitoring will only be carried out by authorised staff.
- 7.4 Staff are invited to comment on this policy and suggest improvements by contacting the Communications Manager.

Social Media Guidelines



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Introduction

Social media is the term commonly given to websites and online tools (such as Facebook and Twitter) which allow users to interact with each other in some way – by sharing information, opinions, knowledge and interests. As the name implies, social media involves the building of communities or networks, encouraging participation and engagement.

The use of social media presents exciting opportunities for the Council to have conversations with the wider community in order to share news, provide information on services, and seek opinions from our residents and service users. Alongside these opportunities it must be recognised that there are risks attached to the use of social media. Distribution of material cannot be controlled. Once posted to an initial target audience, material can be posted anywhere through the networks of each individual in that audience and beyond. It is therefore important that users of social media understand the pitfalls as well as the benefits of the technology.

Tendring District Council (TDC) has a corporate Twitter account with over 5,800 followers, enabling immediate responses to enquiries received in this way and providing two-way communication. Recent tweets are featured on the home pages of Ping! and the TDC website.

The Facebook logo, consisting of the word "facebook" in white lowercase letters on a blue rectangular background.The YouTube logo, featuring the word "You" in black and "Tube" in white inside a red rounded rectangle.The Digg logo, featuring the word "digg" in a stylized, blue, blocky font.The Twitter logo, featuring the word "twitter" in a light blue, lowercase, sans-serif font.The Foursquare logo, featuring the word "foursquare" in a blue, lowercase, sans-serif font.The Flickr logo, featuring the word "flickr" in a blue, lowercase, sans-serif font.The WordPress logo, featuring a circular icon with a 'W' and the word "WORDPRESS" in a blue, uppercase, sans-serif font.The LinkedIn logo, featuring the word "Linked" in black and "in" in white inside a blue square.

Introduction (continued)

There are a number of Facebook pages for various Council services in operation, to give up to date information on events and services we provide. For example, the Leisure Centre Facebook Pages are used to inform customers of class and timetable changes and receive feedback from them. The Princes Theatre Facebook group has over 5,600 likes and has become an invaluable tool for raising awareness of various events and shows the theatre hosts to large numbers instantaneously. This provides an excellent communication portal for customers to express opinions as well as ask questions.

TDC is committed to improving the quality and interest of the posts and timeliness of updating through these channels of communication, which will in turn lead to messages being spread by word of mouth and to get a two-way dialogue developing. This will help us to understand who is interacting with us and what they are interested in. This knowledge can then help us to develop and market our products such as leisure facilities, theatre productions and business help, and to engage with a wider customer base.

Social media channels are an important vehicle for the Council to connect with a wider range of groups such as young people or those who may be dissatisfied with the Council. It forms part of the Channel Shift agenda, encouraging people to interact with the Council using online means—which can deliver financial savings in interaction costs, or drive customers to use income-generating services.

There are specific safeguarding issues that employees who work closely with children or vulnerable adults need to be aware of. Any employee with concerns regarding these service users should seek further advice from their line manager, both for the protection of their service users and themselves.

These guidelines have been introduced to ensure appropriate, legal and effective use of Facebook and Twitter as communication channels for Tendring District Council.

These guidelines should be read in conjunction with the Council's Social Media Policy, IT monitoring, IT security, Internet and e-mail policies and the Corporate Communications Strategy.



Aims

- To provide guidance to our staff on the use of social media in relation to the Council.
- To ensure that any Council communication through social media meets legal requirements and is consistent with other communication activities.
- To ensure that all the Council's social media sites are easily identifiable as originating from the Council and correctly apply the Council's logo and brand guidelines.
- To protect the reputation of the Council while embracing the possibilities of social media as a communication channel.

Principles

These principles apply to your online participation and set out the standards of behaviour expected as an employee of the Council. Remember - you should participate in the same way as you would with other media or public forums.

- ✓ **Be professional** - remember that you are an ambassador for the Council.
- ✓ **Be responsible** - be honest at all times and when you gain insight; share it with others where appropriate.
- ✓ **Be credible** - be accurate, fair, and thorough and make sure you are doing the right thing.

Always remember that participation online results in your comments being permanently available and open to being republished in other media. Never give out personal details like home address and phone numbers. Also be aware that you may attract media interest, so proceed with care whether you are participating in a business or a personal capacity. If you have any doubts, take advice from your line manager or Communications representative. Stay within the legal framework and be aware that libel, defamation, copyright and data protection laws apply.

Guidelines - Council-run Channels

Staff wishing to use social media as a channel for a project or campaign must first discuss and agree this with their Corporate Director to ensure that there is a clear purpose and content is suitable for the target audience.

- Social media channels featuring the Council's logo or branding must comply with branding guidelines.
- The use of the Council logo or branding on social media channels must be authorised prior to publication by the Communications Manager.
- If you come across a group using the Tendring brand and/or Logo which you know not to be run by the Council, please contact the Communications & Public Relations Manager.
- Contact details or photos of service users or staff should not be included without first obtaining their permission.

Please ensure that you comply fully with this Guidance at all times whilst using any forms of Social Media whilst carrying out your work.

If you have any queries please contact your line manager, departmental Communications Representative, Corporate Director, or the Communications Manager.

Failure to maintain high standards could result in the channel being removed.

Officer Authorisation

Function-specific Social Media accounts and profiles must be agreed by the relevant Corporate Director in consultation with the Communications Manager prior to being set up to ensure that they can be properly resourced and managed. A Senior Manager appropriate to the function will act as “responsible officer” for each account and will be required to monitor content and use of the account, and to identify the officers to be authorised to post/tweet.

Current social media accounts in use within Tendring District Council are:

Accounts	Twitter/Facebook	Responsible Officer	Admins
Corporate	@Tendring_DC	Will Lodge	Matt Cattermole James Mealing
Princes Theatre	@PrincesTheatre Princes Theatre	Kai Aberdeen Wendy Bilsby	Melissa Leek Billy Harvey
TDC Leisure Centres	@CentresTDC Tendring Leisure Centres	Mike Carran	Jeanette Thomasson
Clacton Air Show	@ClactonAirShow	Sarah Daniells	Jo Needham Emma Woods
Essex Sunshine Coast	Essex Sunshine Coast	Mike Carran	Emma Woods
Recycling	@TendringRecycle	Jonathan Hamlet	Shelley Correia-Bird
Careline	@Tend_Careline	Mark Westall	Claire Ellington
Beside the Seaside	Clacton Sea and Beach Festival		
Jobs and Careers Fair	Tendring Jobs & Careers Fair	Christian Bone	Nancy Sword

Authorised staff are provided with this guidance document to ensure the integrity of the Council is upheld at all times. They are required to sign to confirm that they adhere to this Guidance.

Roles & Responsibilities

Corporate Directors are responsible for ensuring that employees are aware of their work related and personal responsibilities.

All managers are responsible for ensuring that their staff understand the Social Media Policy and these guidelines, and for giving advice where employees are unsure of appropriate content.

The Communications Group is responsible for reviewing these guidelines on a regular basis to ensure it remains fit for purpose, and for promoting them with their individual service.



Monitoring

Employees' use of social networking sites may be monitored in accordance with the Council's IT Monitoring Policy.

Inappropriate posting / tweeting on behalf of the Council, or excessive non-Council related use may result in disciplinary action and/or the removal of access to these facilities. Any inappropriate posts / tweets will be removed without prior notice.

Responding

Employees are only expected to monitor and respond to social media enquiries during working hours. Responding ad hoc outside of these times risks weakening the public's expectation of response times.

All enquiries should be responded to promptly. This may involve a holding response until more detailed information can be obtained and shared.



Social media - the basics



Here are some handy tips which work across all social media:

- Content is king, and therefore must be quality. Engaging posts ALWAYS have an image, and video is strongly encouraged. Keep your text concise—if you want people to read more, include a link to a website so they have the option of wading through text
- Good content is tailored to your channel—a good Twitter post is not the same as a good Facebook post, do not be tempted to copy and paste your message between social media channels. Don't post on one just because you did the other, think about what you hope to benefit.
- If you're unsure, don't post it. Err on the side of caution.
- Be thoughtful and polite. You are the face of the Council.
- But, you can also have fun. If the person messaging/posting to you uses emojis, and there is an appropriate one to respond with, go for it. Likewise share a joke—just always be mindful of other ways of interpreting what you are saying.
- Look out for security threats. Phishing attempts, dodgy links, are all present on social media.
- Don't make promises without checking. Unless you've got the specific go-ahead, the most you should promise is to look into something.
- Handle complex queries using other channels. If an enquiry is complicated, steer the discussion onto phone or email.
- Don't escalate things—it can easily spiral out of control
- Don't just wade in—it is often tempting, especially when people are being negative, to jump in on the defensive. Often it is best to sit back, and others will defend the Council for you. However, correcting inaccuracies can sometimes be helpful.
- Do share posts from partner organisations—they support us, and we should support them, for example Essex Police, ECFRS, Essex Highways. But only do so if their post meets our guidelines.
- Likewise, do tag in other organisations if they are better placed to answer an enquiry.

Getting Started with Facebook



Before you create a Facebook Account there are a few things to think about and take note of:

- In most cases the corporate Facebook page should be utilised, rather than a new one created. Consider if an event may be more appropriate than a page.
- What you would like the page to be called, and what information will you want to include? Think about what you would like the end part of your web address to be after **http//** - for example <http://www.facebook.com/<whatyouwanthere>>.
- Ensure the page is set up correctly. Consider auto-replies for messages, disabling external comments and posts. Make sure you have a plan to keep the page populated—think about scheduling posts and a forward plan for content.
- You can post links, photographs and videos to your page, the same as on your personal wall. This is not your personal wall. Do ensure that everything you post is appropriate.
- You can, for example, delete a photograph you've posted in the wrong place. However, the way Facebook works means that your photograph will already have been posted into the Facebook news feed of everyone following your page. They may have already seen it before you delete it. Assume, therefore, that nothing can be deleted.
- You are still a representative of the Council when posting information, photographs etc. on our Facebook pages. Spellcheck your posts and check them for grammar. Never use text speak. Do not replace letters with numbers. Do not drop random E's or O's.
- If you wish to promote your new page by linking to it on other Council pages please contact your departmental or the corporate Website editors who will assist you with this. It is not appropriate to do this more than once a week, nor if your last link is still the last thing on the wall. You will annoy people and destroy any goodwill built up.
- Remember your audience. The tone of your words will help specific people understand your point. Use short, engaging posts, and consider use of images and video too.
- Never write anything on Facebook which you would not say to someone's face.
- Do not get into an argument on Facebook. If you feel a situation is descending into confrontation, ask the poster to use more private means of communicating with your departmental area such as telephone or email.

Getting Started with Facebook (continued)

- If someone is abusive, racist, sexist or in any other way inappropriate, please contact your line manager or a member of the Communications Group for advice. If necessary, we will report the person for inappropriate behaviour for you. If you are ever unsure of how to deal with a situation on Facebook, please contact your line manager, a member of the Communications Group, or the Communications Manager.
- Be aware that the people you are communicating with might have literacy issues, be dyslexic or not have English as their first language. Do always be patient.
- Do not outreach beyond Council pages unless explicitly authorised to do so.

Getting Started with Twitter



Before you create a Twitter Account there are a few things to think about and take note of:

- When setting up a Twitter account for the first time, you will be asked to choose a username. Choose wisely, you cannot change your mind. The longer the username, the fewer letters you can type into the Twitter update box, which means less space to tell people about your event.
- You can delete a tweet but there is no guarantee no one will have seen it in the time it takes you to delete it. Just because it doesn't exist any more doesn't mean there might not be a PR fallout because of it.
- It is unlikely that you will be able to monitor your Twitter account 24/7 – please ensure you say so in your bio.
- If someone asks you to comment on any news stories, please refer them to the Communications and PR Manager.
- Never use text speak. Do not replace words with numbers and do not randomly drop an E or an O. Even on Twitter we are communicating on behalf of Tendring District Council and will be judged as such.
- If you pass details of your account to someone else if you are on leave, ensure that person has used Twitter before, that they have understood these guidelines and that their written communication skills are up to it. It is better to have no updates than ones which misrepresent the Council. A better alternative, though, is to schedule posts for during your absence.

Getting Started with Twitter (continued)

- Don't get into a fight on Twitter. If the tone of a discussion is going downwards, take it off Twitter and onto a more appropriate communication channel such as email or telephone.
- Be aware of other people wanting to re-tweet (pass on) your tweets. If you're posting about an event, keep it concise. You have 280 characters to play with—consider therefore use of images, e.g. photos of a full statement, or the use of a thread.
- If re-tweeting (RT) a partner organisation, that is fine. Consider whether it may be more appropriate to RT with a comment to add a TDC communication.
- If someone is asking for information, pointing them to a link which explains in detail is fine. Not everything can be answered in 280 characters. Likewise, re-direct them to a relevant organisation if TDC is not responsible.
- If you are tweeting from a public meeting, always be impartial. You are an observer when tweeting information on, not a participant.
- If you have committed to tweeting from a public meeting and are unable to due to reception issues, contact someone outside the meeting to post your apologies for you.
- Don't 'spam' people. In other words, don't send 6 updates in quick succession when you can fit your message into 1. The 6 updates won't appear in other people's streams in succession, instead they'll make no sense as other peoples updates appear in between yours. Alternatively, consider a thread or using a #hashtag
- Don't butt into other people's conversations unless you've spoken to at least one of the participants before. If you have something really important to say, send a Direct Message.
- Don't post too many updates per day. If you have a lot to say, consider whether Twitter is the best communication channel to say it with.



Getting Started with Twitter (continued)

- Don't send a batch of updates every morning and then say nothing again all day. People are likely to ignore 6 tweets from the same account all at once, assuming it's just 'spam'. If you have a lot of short messages regarding different events, for example, consider using *Tweetdeck*^a or something similar to send pre-typed updates at certain times of day.
- Never ever write anything in reply to someone you wouldn't say to their face.
- Engaging with people is encouraged. Spending hours trying to placate the same person is not. If someone is persistently either complaining or asking questions, Twitter is not the best communication channel to use. Ask them to either telephone or email the relevant point of contact in your service area.
- People will talk back to you. If you are comfortable answering their questions or dealing with their complaints, then it is fine for you to do so. If you are not, refer them to the usual point of contact for complaints in your service area.
- Be aware that the people you are communicating with might have literacy issues, be dyslexic or not have English as their first language. Try to be patient.
- People will sometimes be rude. You do not have to interact with anyone making racist or sexist remarks or those being abusive. There is a *Block*^b function on Twitter, use it, and make a quick record of the date and circumstances, just in case.
- Do not respond to political tweets. This is a corporate, non-political account.
- If you are ever unsure of how to respond to a tweet, contact the Communications team who will be happy to advise you.

^a *Tweetdeck is an application which runs from your PC which allows you to read your tweets, instead of using <http://www.twitter.com> – for more information see <http://www.tweetdeck.com> or contact the Communications Team.*

^b *The Block feature is built in to Tweetdeck – hover over the user's icon, left click the icon in the bottom right hand corner (a cog), select User and then click on Block in the menu which appears. At <http://www.twitter.com> enter the users name as <http://www.twitter.com/<user>> and select Block from there.*

Contacts

We're here
to help!

Website Editors	Tel	Website Editors	Tel
Helena Ashby	6178	Ryan Jenkins	6336
Sianie Biswell	6342	Lisa Leggett	6507
Matt Cattermole	6552	Sally Leonard	6701
Shelley Correia-Bird	6130	Will Lodge	6338
Sarah Creelman	6133	Sharon Martin	6698
Lauren Cuthbert	6309	Janice McGovern	6659
Sam Dearsley	6940	James Mealing	6335
Tommy Draper	6494	Eve Ramsden	6227
Charlotte Dunwell	6334	Tony Read	6162
Callum Fenton-Jones	6567	Laura Richardson	6355
Sam Franklin	6622	Lizzie Ridout	6340
Lauren Gifford	6457	Nancy Sword	6139
Vicky Harrington	6026	Wendy Townsend	6764
Emma Haward	6907	Katie Wilkins	6315

Communications Group Members	Tel
Will Lodge	6338
Matt Cattermole	6552
Shelley Correia-Bird	6130
Rob Goswell	6780
Billy Harvey	6668
Sharon Harwood-Bee	6596
Lisa Leggett	6507
James Mealing	6335
Nikki Nepean	6984
Emma Norton	6490
Barbara Pole	6230
Lizzie Ridout	6340
Nancy Sword	6139
Martin Webb	6176
Katie Wilkins	6315
Sam Wright	6249

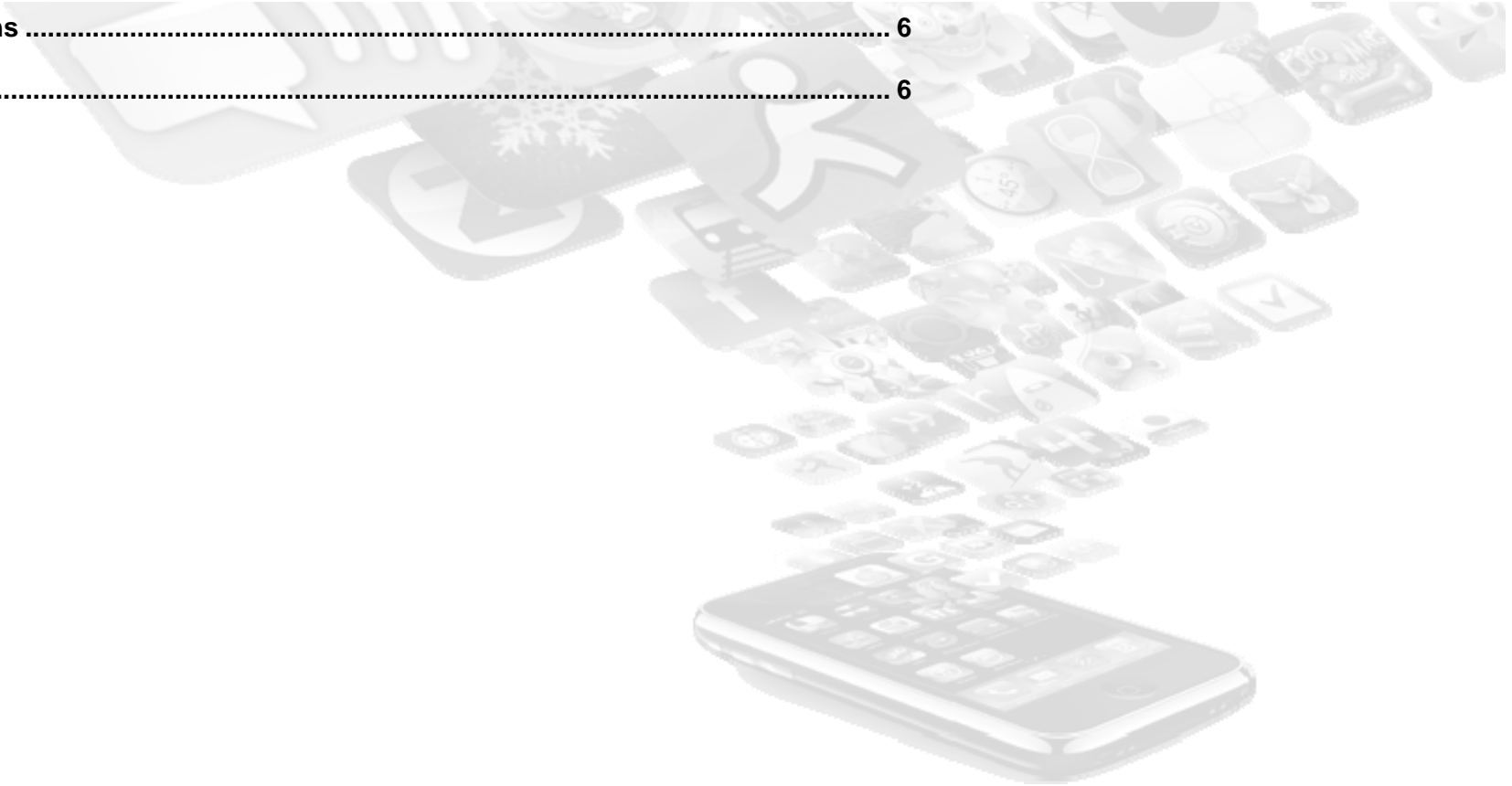
Social Media Strategy

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Reactive actions	6
Monitoring	6



Introduction

This strategy sets out how Tendring District Council will use its social media channels to maximum effect in its aims of engaging with a wider audience.

It should be read in conjunction with the Council's Social Media Policy (which sets out the rules for social media use) and the Social Media Guidelines (which provide best practice on producing strong, engaging content).

It focuses on Facebook and Twitter, as the Council's two primary social media channels. YouTube is used as a supporting tool for video content.

The Facebook logo, consisting of the word "facebook" in white lowercase letters on a blue rectangular background.The YouTube logo, featuring the word "You" in black and "Tube" in white on a red rounded rectangle.The Digg logo, featuring the word "digg" in a stylized blue font with a 3D effect.The Twitter logo, featuring the word "twitter" in a light blue, lowercase, rounded font.The Flickr logo, featuring the word "flickr" in blue lowercase letters with a pink "r" and a small trademark symbol.The Foursquare logo, featuring the word "foursquare" in a blue, lowercase, rounded font.The LinkedIn logo, featuring the word "Linked" in black and "in" in white on a blue square background.

Proactive posts

Social media offers an opportunity to promote the work of the Council to a wider audience than is reached by traditional methods, such as press releases.

Frequency – On both Facebook and Twitter, several posts should be done each day (with a few less at weekends). Scheduling tools should be used to do these throughout the day, with a focus on key times (6-7am, 12-1pm, 6-9pm) for the strongest messages.

Key messages – To begin with, this will be co-ordinated by the Communications Team. Using the Communications Group calendar and with input from team reps, messages around key themes can be posted weekly. Going forward, individual services will be asked to ‘buy’ into the process and schedule their own messages directly, which can then be approved by the Communications Team. The Communications Team will rule over any scheduling conflicts.

Additional posts – Top up posts can be delivered during the working week, such as posts around press releases, issues that arise, or emergency planning incidents.

‘Roving’ posts/community engagement – Some staff roles may lend themselves to posting directly from ‘on the ground’, particularly to show them around the District or tackling a particular issue. These may include, but are not limited to, Dog Wardens, Beach Patrol or Enforcement Officers. Those who indicate a willingness to do so must first obtain approval from the Communications Manager, who will check that this is appropriate, and to assess any training needs before posting commences.

Sharing – Under the Social Media Policy, staff are encouraged to share Council posts on their own timelines or into community groups they are part of. However, the Communications Team will undertake to share posts with relevant community groups, where appropriate to do so.



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Sharing (external) – The Council will share relevant messages from partners, if appropriate to do so and if they align with the Council's own Corporate Plan or Community Leadership objectives.



Reactive actions

Reactive actions

Social media also provides a new channel for customers to engage directly with the Council, which should be promoted under the channel shift agenda.

Customer services – The new customer services team, once established, will be responsible for responding to enquiries made via direct messages. They will have the knowledge to respond directly, or to connect with the right people to get a response.

Operating hours – Accounts will clearly state they are monitored only within office hours. On Facebook an auto-reply will be set up indicating this for any messages received out-of-hours. Ad hoc responses by staff outside of working hours is discouraged outside of Council events, as it risks setting a precedent and leave customers expecting a response sooner than is practicable.

Challenging misinformation – As a general principle it is usually best not to respond to smaller errors communicated by the public. It is not time-efficient, and frequently unnecessary as others will respond on the Council's behalf. However, in instances of wide-spread misinformation or major factual errors, the Communications Team (working with the relevant service) may issue a clarification statement on social media.

Monitoring

The Communications Team will monitor social media channels, though as per the Social Media Policy all staff are expected to flag up any potential issues they see.



HUMAN RESOURCES COMMITTEE

24 SEPTEMBER 2018

REPORT OF DEPUTY CHIEF EXECUTIVE (CORPORATE SERVICES)

A.4 STAFF STATISTICS REPORT

(Report prepared by Anastasia Simpson and Katie Wilkins)

PART 1 – KEY INFORMATION

PURPOSE OF THE REPORT
To provide the Committee with updated and current staffing statistics.
EXECUTIVE SUMMARY
<p>The analysis of workforce data provides Members with statistics relating to the staff employed within the Council, and how this compares to the Tendring district and national averages.</p> <p>Tendring District Council currently has 477 FTE (full time equivalent) employees. The FTE figure equates to 744 employees in total (including Casual Staff and Career Track Learners) this is made up of 362 full time and 382 part time staff.</p>
RECOMMENDATION(S)
<p>It is recommended:</p> <p>That the contents of this report be noted.</p>

PART 2 – IMPLICATIONS OF THE DECISION

DELIVERING PRIORITIES
Current staffing statistics demonstrate that Tendring employs above the local average for both disability and ethnicity. Flexible working opportunities have also ensured that the female proportion of the workforce has been retained in line with the district trend. Such positive profiles demonstrate our intention to ' <i>recognise the diversity and equality of individuals</i> ' as detailed in our ' <i>Values</i> ' within the Corporate Plan.
FINANCE, OTHER RESOURCES AND RISK
There are no direct financial implications.
LEGAL
It is good practice for the Council to regularly monitor its workforce, and ensure compliance with the Equalities Act 2010.
OTHER IMPLICATIONS
None.

PART 3 – SUPPORTING INFORMATION

BACKGROUND

Human Resources works with a software package called Teamspirit. This database allows us to capture the Council's employee's personal data, to enable regular monitoring of the workforce profile. As Teamspirit is also used by the Council's Payroll Services, the information is now integrated between both employment and payroll functions. The database monitors the workforce as a whole, capturing data on all 'employees' which includes Career Track Learners and those staff on Casual employment contracts.

Workforce Statistics

The Council's workforce of 744 staff (*of which, 510 are fully contracted staff, 19 are Career Track Learners in full time employment, and 215 staff are employed on a casual basis*), has a high number of Tendring residents, with only 57 staff (7.7%) living outside of the District. This demonstrates that the Council is seen as a positive employer among local residents. Staff, who work within the community that they live, will also have a personal interest in the services provided by the Council.

Of those employed, 418 are female (56%) and 326 are male (44%). This indicates that the Council is attracting and retaining women in the workplace, and that employment practices are supportive of families and work life balance. The latest data published in the Nomis Official Labour Market Statistics report states that 84.7% of the male population and 67.7 % of the female population in Tendring are 'economically active'.

Of the 744 staff employed, 362 are full time, of which 181 are male (50%) and 181 are female (50%). Of the remaining 382 part time staff, 145 are male (38%) and 237 are female (62%).

Under new legislation that came into effect in April 2017, UK employers with over 250 employees are required to publish their gender pay gap. The gender pay gap is a mathematical indicator of the gender balance within an organisation. It measures the difference between the average earnings of all male and female employees, irrespective of their role or seniority.

Our gender pay gap figures have been calculated in line with the regulations set out in the gender pay gap reporting legislation. We are pleased to report that our gender pay gap is significantly lower than the UK average of 18%. At the time of reporting the female mean hourly rate is 5.2% higher than the male mean hourly rate and the female median hourly rate is 13.6% higher than the male median hourly rate.

Age Profile

As we are measuring a complete workforce, we are able to see a wider spectrum of ages across the organisation, with the employee age range being from 16 to 79. The highest ratio of staff is falling within the 51 to 60 age bracket and the next highest age range being 21 to 30 years. However, this is closely followed by the age range 41 to 50 years.

Disability Profile

Of the 510 contracted staff (excluding apprentices), 18 have self-declared that they have a

disability.

Since 1998, the Council has been awarded the Two Ticks Disability accreditation year on year for its positive employment practices. In 2016, the Government made a commitment to halve the employment gap for disabled people with the introduction of the new *Disability Confident Scheme, this builds on the best practices of the 'Two Ticks' model. Tendring was awarded Disability Confident Leader Status in November 2017. This requires an employer to be Disability Confident as recognised by their peers, local community and disabled people. As a 'Disability Confident Leader' Tendring has made a commitment to support other employers in the district to become 'Disability Confident'.

**Disability Confident encompasses a number of voluntary commitments to encourage employers to recruit, retain and develop disabled staff, such as offering work experience opportunities and implementing a flexible recruitment process.*

Ethnicity Profile

Of those staff who have declared their ethnicity, 6 declared they were of an ethnic origin other than 'White British'. The 2011 Census statistics show that in Tendring 2.4% of residents declared themselves as being from a minority ethnic group. Therefore, the Council fairly represents the community with the diversity within its workforce.

Sickness Absence

The 2016 CIPD (*Chartered Institute of Personnel and Development*) Absence Management report, demonstrated national absence levels in Local Government at 10.5 days per employee. The reported absence figure for the Council in 2017/18 was 10.27 days. Long term absence was reported at 7.69 days and short term absence 2.58 days, which shows the rate to be just below the national level in Local Government. The current absence figure of 10.08 days demonstrates a slight decrease on the 2017/18 reported figure, with long term absence being 7.39 days and short term absence 2.69 days.

Sickness absence continues to be actively managed; the majority of the Council's 4th Tier Managers have now undertaken the Absence Management training programme, which incorporated the practical application of the Council's procedures (including use of return to work interviews and sickness alerts/triggers). Practical options to reduce viral short term sickness absence continue to be explored, including the placement of hand sanitisers in communal areas and the provision of flu vaccinations for staff.

The Council also supports its employees' health and well-being, including: new Employee Assistance Programme (launched 1st April 2018), flexible working options, corporate gym membership and access to an occupational health specialist.

The additional benefits offered via the proposed EAP include the following:-

- Practical consultation and information for managers and staff (including advice for managers who may be concerned about a staff member);
- Childcare referrals & support;

- Eldercare referrals & support;
- Debt management & finances;
- Legal guidance;
- Counselling service, including family and relationship counselling;
- Factsheets & information packs;
- Online resources.

Finally, the Council also works in partnership with Provide (a 'Community Interest Company' with a focus on health and social care) to deliver a Health and Wellbeing programme for staff via Livewell Champions and is currently working with regional employers to identify best practice in managing absence.

BACKGROUND PAPERS FOR THE DECISION

Profile of Tendring May 2016

Teamspirit report

Nomis Official Labour Market Statistics Report

CIPD Annual Absence Management Survey 2016

APPENDICES

Appendix A – Staffing Data

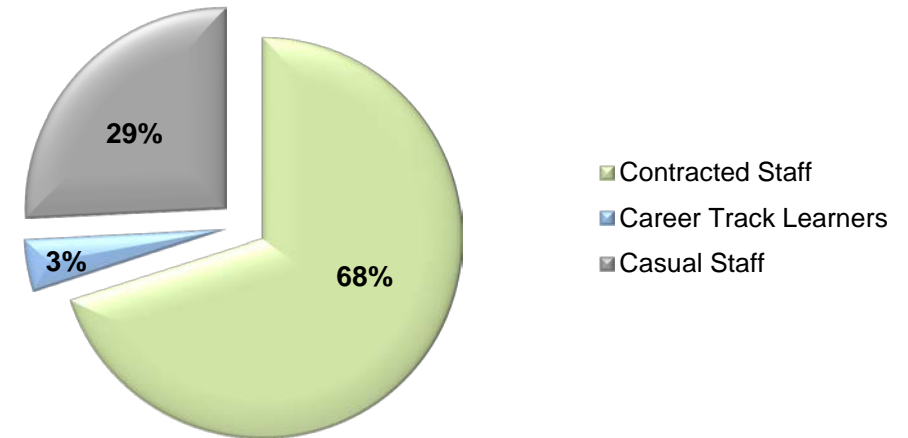
Number of Employees (including Career Track Learners)

Total workforce	744	
Female	418	56%
Male	326	44%

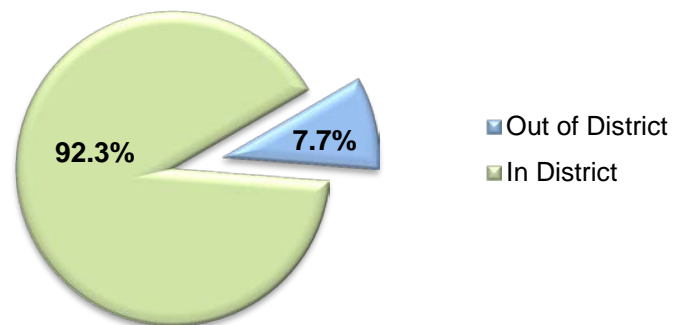
Full Time	362	
Female	181	50%
Male	181	50%

Part Time	382	
Female	237	62%
Male	145	38%

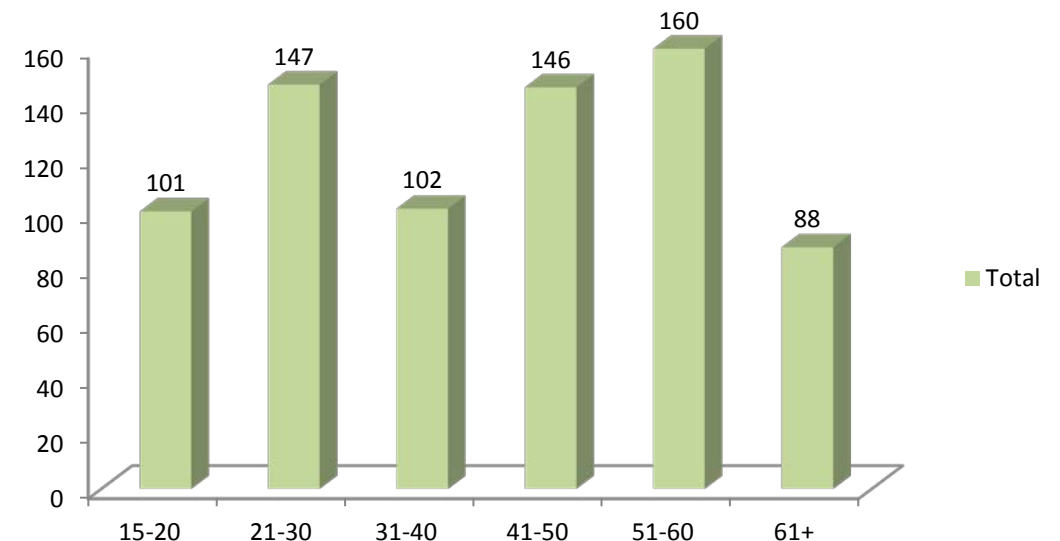
Tending Staffing Statistics
(total of 744 Officers)



Those working and residing in our District
(total of 744 Officers)



Age Profiles for TDC Staff



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HUMAN RESOURCES COMMITTEE

24 SEPTEMBER 2018

REPORT OF THE DEPUTY CHIEF EXECUTIVE

CORPORATE INFORMATION SECURITY POLICY REPORT

(Report prepared by Judy Barker & Sam Wright)

PART 1 – KEY INFORMATION

PURPOSE OF THE REPORT

To adopt the Data Protection and Information Security Policies that will contribute towards corporate legal compliance with the European General Data Protection Regulations and the UK Data Protection Act 2108, which came into force on 25 May 2018.

EXECUTIVE SUMMARY

These policies have been created to provide a statement of corporate compliance and assurance that the Council recognises and meets its obligations in this regard.

This report recommends that the Corporate Information Security Policy and the Data Protection Policy (Appendices A & B to this report) are endorsed and adopted. These policies will replace the existing outdated policies which will then be withdrawn from publication.

The Information Security Policy (Appendix A) is a replacement policy that addresses and correctly reflects the new legislative references and adopt the standard format of other policies. In addition it clearly defines the various roles and responsibilities of our Information Governance structure and our obligations when processing valuable data and using corporate IT services.

Below is a summary of the changes to achieve a legislative compliant Data Protection Policy (Appendix B) :-

- Reinforces the need for us to share data in order to protect the public funds we administer by preventing and detecting fraud;
- Updates the legal Principles to include the need to be transparent about how and why we process personal information;
- Reinforces the need to comply with our corporate retention policy to ensure we do not store information for longer than is necessary for the purpose it was collected;
- Explains the requirement to appoint a Data Protection Officer and what the role involves;
- Supports the need for appropriate security measures, including impact risk assessments;
- Highlights the updated Rights for individuals, such as the right to be informed, right to rectification, etc.
- Identifies the need for a lawful basis or, if none exists, the need to obtain informed and explicit consent for processing; and
- Covers the mandatory reporting of any 'serious' data breaches that meet the Information Commissioner's (ICO) criteria.

RECOMMENDATION(S)

It is recommended that:-

- a) The Corporate Information Security Policy (Appendix A) is approved and adopted with immediate effect.
- b) The Data Protection Policy (Appendix B) is approved and adopted with immediate effect.
- c) That delegation be given to the Information Governance Policy Unit to update these policies with any future legislative and/or administrative changes to ensure they continue to be fit for purpose and to meet legal compliance requirements.

PART 2 – IMPLICATIONS OF THE DECISION

DELIVERING PRIORITIES

Adoption of the new policies will update the existing outdated policies which do not comply with current legislative requirements.

These data protection and security policies form two key strands of the Council's IT and our use and secure storage of data in compliance with latest legislation. As such they are integral to the delivery of our stated Corporate Plan priority of "Delivery of high quality, affordable services" and specifically address; transforming the way we work, the IT improvement programme, engagement with the community and improving customer access to services. They are also key to practical delivery of the adopted customer service strategy.

From an equality impact assessment perspective the safe storage and legitimate use of sensitive and personal data in compliance with new UK and European data protection legislation clearly relates to all groups equally, and to their benefit.

FINANCE, OTHER RESOURCES AND RISK

The adoption of these new policies does not create any additional funding requirement.

Empowerment of minor information governance and IT security policy changes to the Information Governance Policy Unit, chaired by the Portfolio Holder for Finance and Corporate Resources, will reduce the burden and frequency of calling together the HR Committee for minor policy document updates/ revisions and minimise non-compliance risks.

LEGAL

Information security policy refers to the defence of information and/or information systems from unauthorised or unintended access, destruction, disruption or tampering. It is essential that our organisation acts appropriately with the information we obtain, hold and process. Confidentiality, integrity and availability of information must be proportionate and appropriate to maintain services.

The Data Protection Act 2018 requires the Council to collect, process, share and dispose of personal information securely and correctly. This Council recognises that the lawful and

correct treatment of personal information is essential to the delivery of successful operations to our customers and maintaining the confidence of the individuals to whom the data relates (internally and externally).

The Council requires all of its employees, elected members and third parties operating on our behalf to comply with this policy and to cooperate with all measures and procedures in place to ensure legal compliance.

OTHER IMPLICATIONS

None.

PART 3 – SUPPORTING INFORMATION

BACKGROUND

May 2018 saw the introduction of new European and UK Data Protection laws to ensure that the privacy rights of individuals continue to be adequately protected in the current climate of digital processing of information, including the processing of biometric and genetic data.

The European General Data Protection Regulation (GDPR) applies to all EU Member States and protects the privacy rights of all citizens of the EU. The Data Protection Act 2018 incorporates all aspects of the GDPR but includes the legal derogations required to address UK law and to protect the rights of UK citizens following its departure from the European Union.

BACKGROUND PAPERS FOR THE DECISION

None.

APPENDICES

Appendix A – Corporate Information Security Policy

Appendix B – Data Protection Policy

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Corporate Information Security Policy

October 2018

Version Control Sheet

Title	Corporate Information Security Policy
Author	Sam Wright, Cyber Security & Systems Manager Judy Barker, Information Governance & IT Services Manager
Approved by	IGPU & HR Committee, Approval & Adoption
Date	May 2018
Version Number	1
Status	DRAFT
Review Frequency	Annually or as required to meet changes in legislation
Next Review Date	October 2019

Amendment History / Change Record

Date	Version	Key Changes / Sections Amended	Amended By
16/03/17	0.1	1 st draft following amendments to EOLP base policies	Sam Wright
26/09/17	0.2	2 nd draft incorporating amendments from feedback and recommendations	Sam Wright / Judy Barker
17/05/18	1	Final review before submission for approval and adoption	Sam Wright / Judy Barker

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1. Introduction

Information is essential to delivering services to our residents, businesses and visitors. Their availability, integrity, security and confidentiality are essential to maintain service levels, legal compliance and the public image/perception of the Council.

It is important that our customers are able to trust Tendring District Council to act appropriately when obtaining and holding information and when using the authority's facilities. It is also important that information owned by other organisations made available to Tendring District Council is treated appropriately by the Council. The same applies to information we share with others under Information Sharing Protocols (ISP).

This Corporate Information Security Policy is supported by further policies, procedures, standards and guidelines. In addition to the Council's policy, users who are granted access to information owned by other organisations will be subject to the policy requirements of the information owners. Details of these policies should be provided before access is granted.

Information security refers to the defence of information and/or information systems from unauthorised or unintended access, destruction, disruption or tampering. It is essential that our organisation acts appropriately with the information we obtain, hold and process. Confidentiality, integrity and availability of information must be proportionate and appropriate to maintain services. We must provide assurance to our customers and partners that we meet all legal obligations under information governance legislation (such as Data Protection Act, General Data Protection Regulations, Freedom of Information & Environmental Information Regulations) and any other legal requirement.

2. Policy Statement and Scope

This policy applies to everyone who accesses any information that the organisation holds and are required to familiarise themselves with the content of these policy statements and their responsibilities in relation to information security.

Tendring District Council commits to informing all employees, members, voluntary workers, agency staff, contractors and other third parties of their obligations before they are authorised to access systems and information and then subsequently at regular intervals thereafter. Other organisations granted access to information held by the Council must abide by this policy.

All individuals who access information have a personal responsibility to ensure that they comply with this policy.

This policy will be reviewed by the Information Governance Policy Unit in accordance with its IT Policy Review Schedule.

3. Obligations

You must;

- Only access systems and information for which you are authorised to use/view, including reports and paper documents.
- Only use systems and information for the purposes for which it was collected.
- Comply with all applicable legislation and regulations.
- Comply with controls communicated by the Information Owner / System Sponsor.
- Comply with all Tendring District Council policies, standards, procedures and guidelines, and the policies and requirements of other organisations when granted access to their information.

- Not disclose confidential or sensitive (Special Category) information to anyone without a lawful basis to do so and the permission of the Information Owner / System Sponsor.
- Ensure confidential or sensitive (Special Category) information is protected from view by unauthorised individuals.
- Not attempt to disable or bypass any security features which have been implemented.
- Not copy, transmit or store information to unauthorised devices or locations (physical or digital).
- Ensure appropriate levels of security are in place on devices and in locations to provide adequate protection for information. e.g. The more sensitive the data, the higher levels of security required.
- Protect information from unauthorised access, use, disclosure, modification, destruction or interference.
- Keep passwords secret and do not allow anyone else to use your access to systems and accounts.
- Notify the IT Service Desk promptly of any actual or suspected breach, weakness or perceived risk associated with Information Security and buildings (e.g. break in, loss/theft of a device or file).
- Co-operate with compliance, monitoring, investigatory or audit activities.

4. Roles and Responsibilities

The Organisation

- Corporate Compliance with laws governing the processing and use of information.
- Tendring District Council has an Information Security / Information Management Incident Reporting and Response procedure to comply with legislative requirements.

The Chief Executive

- Ultimately responsible for ensuring that all information is appropriately protected.

Senior Information Risk Owner (SIRO)

- Assures information security within the organisation.
- Ensures appropriate internal compliance audits.
- Owns the Corporate Information Security Policy.
- Promotes information security at executive management level.
- Provides an annual statement about the security of information assets.

Information Governance Policy Unit (IGPU) & Information Security Management Team (ISMT)

- IGPU has overall responsibility for the development and/or adoption of new policies, procedures and standards affecting information governance including consideration of risk assessments and risk ratings identified by the Information Security Management Team.
- ISMT has responsibility for implementing directives made by IGPU and overseeing all information security related projects, working closely with internal audit and the Corporate Data Protection Manager.

Cyber Security Manager

- Ensures annual IT Health Checks are conducted by suitably certified parties to meet Public Services Network (PSN) and other security requirements.

- Maintain a current knowledge of security issues, standards, threats and vulnerabilities.
- Manages the remediation and mitigation of identified IT security vulnerabilities.
- Manages the investigation and mitigation of information breaches.
- Promotes the requirement to assess risks, implement controls, including Privacy Impact Assessments (PIA's) and the incorporation of Privacy By Design and Privacy By Default in all new procurement or development initiatives.
- Work closely with the Data Protection Manager on all aspects of Information Security and to support legal compliance.

Data Protection Manager

- Be involved in all aspects relating to the protection of personal data and the Rights of data subjects.
- Maintain a current knowledge of legislative requirements.
- Ensure compliance is managed.
- Provide advice and guidance.
- Liaise and cooperate with the UK Information Commissioners Office (ICO) and be identified as the single point of contact for the Council.
- Manage the creation and ongoing maintenance of the corporate information asset register and Privacy Notice(s) based on information provided by the business.
- Work closely with the Cyber Security Manager on all aspects relating to the security of Personal Information.

Information Owners / System Sponsors

- Assess the risks to the information they are responsible for by conducting and maintaining appropriate Privacy Impact Assessments (PIAs).
- Ensure adequate measures are in place to protect the information they are responsible for, taking consideration of the sensitivity and value of the information.
- Communicate the personal data processing requirements of the business to the Data Protection Manager.
- Communicate the protection controls to authorised users and ensure controls are followed.
- Ensure that authorised users attend suitable training to maintain appropriate levels of knowledge.

Directors, Managers and Line Managers

- Ensure their employees are fully conversant with this policy and all associated standards, procedures, guidelines and relevant legislation; and are aware of the consequences of non-compliance.
- Develop procedures, processes and practices which comply with this policy for use in their business areas.
- Ensure that all external agents and third parties defined in the 'Policy Statement and Scope' section above are aware of the requirement to comply.
- Ensure their employees complete all mandatory training required by the Council.
- Ensure that Information Owners / System Sponsors within their business area maintain adequate levels of knowledge to comply with the requirements of this role.
- Ensure all employees are aware of how to access this policy, associated standards and guidelines; including those employees without access to the Councils network and applications.

Employees

- Take responsibility for familiarising themselves with this policy and understand their personal responsibilities and obligations.
- Undertake their duties in accordance with this policy and all other applicable supporting policies, standards and guidelines. Take responsibility for the management of relevant third parties and ensure they comply with this Policy.
- Ensure any compliance issues and/or training needs are raised with their Manager.

5. Applicable Legislation

- Data Protection
- Computer Misuse
- Copyright, Patents & Designs
- Companies Act
- Freedom of Information (FOI)
- Environmental Information Regulations (EIR)
- Privacy and Electronic Communications Regulations (PECR)
- Police & Criminal Justice Legislation

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Data Protection Policy

May 2018

Version Control Sheet

Title	Data Protection Policy (incorporating requirements of European General Data Protection Regulations 2018 and UK Data Protection Act 2018)
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Date	Version	Key Changes / Sections Amended	Amended By
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1. Introduction

This is a statement of the Data Protection Policy adopted by Tendring District Council.

The Council needs to collect and process personal information about individuals so that it can operate and provide services. Personal Data includes information relating to current, past and present employees, elected members, suppliers, residents and other members of the public with whom it communicates. The Council is also required by law to collect and use some types of information to comply with the rules of government departments.

The Data Protection Act 2018 (incorporating the European General Data Protection Regulation (**GDPR**)), replaced the previous Data Protection Act 1998 (**DPA**) on **25 May 2018** but **continues** to serve the purpose **of protecting the privacy rights of living individuals**. The Act requires the secure and lawful collection, processing, sharing and disposal of personal information whether on paper (including handwritten notes), in electronic form, or recorded on other material such as CCTV images and voice recordings.

As the GDPR is a Regulation, it will not be separately interpreted into the domestic laws of each member state. However, each member state's activities will be controlled by a supervisory authority within the country where the greatest percentage of the processing takes place. This will continue to be the UK Information Commissioner's Office (ICO) for Great Britain and is incorporated into the Data Protection Act 2018.

2. Policy Statement and Scope

The Council is required by law to protect the public funds it administers. In order to meet this obligation this will include sharing information internally and externally to prevent and detect fraud, improve the way it delivers services and for the purpose of performing any of its statutory enforcement duties. This will also include sharing information with other bodies responsible for auditing and administering public funds. All personal information will be processed in accordance with the provisions of the Data Protection Act.

The Act requires the Council to collect, process, share and dispose of personal information securely and correctly. This Council recognises that the lawful and correct treatment of personal information is essential to the delivery of successful operations to our customers and maintaining the confidence of the individuals to whom the data relates (internally and externally).

The Council requires all of its employees, elected members and third parties operating on our behalf to comply with this policy and to cooperate with all measures and procedures in place to ensure legal compliance.

To this end, this organisation fully endorses and adheres to the principles of data protection.

3. The Principles

The Principles relate to the processing of personal data stating that it shall be:-

- Processed lawfully, fairly and **in a transparent manner** in relation to the data subject ('lawfulness, fairness and transparency'); **(Principle 1)**
- Collected for specified, **explicit and legitimate** purposes and not further processed in a manner that is incompatible with those purposes; (further processing for archiving purposes in the public interest, scientific or historical research purpose or statistical purposes, shall not be considered to be incompatible with the initial purpose); **(Principle 2)**
- Adequate, relevant and limited to **what is necessary** in relation to the purposes for which they are processed ('data minimisation'); **(Principle 3)**
- Accurate and, where necessary, kept up to date; every reasonable step must be taken to ensure that personal data that are inaccurate, having regard to the purposes for which they are processed, are **erased or rectified without delay** ('accuracy') **(Principle 4)**
- Kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed; personal data may be stored for longer periods as long as the personal data will be processed solely for archiving purposes in the public interest, scientific or historical or statistical research purposes, as long as they are subject to implementation of the appropriate technical and organisational measures (e.g. anonymisation) required to safeguard the rights and freedoms of the data subject under this legislation ('storage limitation'); **(Principles 5 & 6).**
- Processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures ('integrity and confidentiality') **(Principle 7)**

Note: GDPR compliance is required by every organisation that offers goods and services to people in the European Union (EU), or that collect and analyses data tied to EU residents. The GDPR applies no matter where the organisation (the controller) is located. The UK Data Protection Act exists to protect the privacy rights of UK citizens.

4. Data Protection Officer

4.1. Requirement & Role

The law requires all public authorities to designate a Data Protection Officer. A summary of the responsibilities of this role are to:-

- Inform and advise the controller (the Council), and its employees who carry out processing, of their obligations;
- Monitor compliance, with the Act and policies of the controller in relation to the protection of personal data, including the assignment of responsibilities, awareness-raising and training of staff involved in processing operations, and the related audits;
- Provide advice where requested as regards the data protection impact assessment and monitor its performance;
- Cooperate with the supervisory authority (UK Information Commissioner); and

- Act as the contact point for all issues relating to the processing of personal information.

4.2. Contact details

The contact details of the council's Data Protection Officer are published in the Privacy Notice.

4.3. Training and Awareness

The Council has an obligation to ensure its staff are trained in their obligations and responsibilities in the handling and security of personal information. The council has a mandated data protection awareness programme in place to deliver this requirement.

5. Security and Information We Hold

5.1. Privacy Notice

The Council's privacy notice is published on the council's website. A paper copy is also held at each public reception area. A link to the privacy notice is included in the automatic footer which is added to all external emails.

In addition to this the council will ensure it has a process in place to ensure fair processing of information is always carried out at the point personal information is collected from individuals. The council's privacy notice will:-

- Include details regarding the organisation and contact information for the Council's Data Protection Officer;
- Be accessible, transparent and written in plain English so that they are easily understood;
- Contain sufficient detail so that it is clear to individuals that the collection, processing and purpose of personal data concerning them is explicit and legitimate;
- Include details of the rights of individuals and how they can exercise those rights;
- Confirm that data will only be kept for as long as necessary (i.e. in accordance with statutory timeframes and the Council's information retention policy);
- Provide an undertaking that every reasonable step will be taken to ensure that inaccurate personal data will be rectified or deleted.

5.2. Security and Privacy Impact Risk Assessment

The council will undertake a Data Protection Impact Assessment when:

- Using new technologies
- The processing is likely to result in a high risk to the rights and freedoms of individuals

6. Rights of Individuals

6.1. Summary of Rights

- The right to be informed
- The right of access (see Section 6.2 below)
- The right to rectification
- The right to erasure
- The right to restrict processing
- The right to data portability
- The right to object
- Rights related to automated decision making and profiling

6.2. Requests for disclosure of Personal Information (Right of Access)

All individuals have a right of access to their own personal information. Any request by an individual for access to their own information must be considered a Right of Access request under this legislation. Normal, day to day transaction type enquiries will continue to be handled by the relevant business area; but all other requests for personal information will be managed centrally by the Data Protection Officer to ensure that statutory deadlines are achieved. An example of when this would apply is shown below.

Example :- a housing tenant requests the outstanding balance on their account – this would be a normal business transaction. If the same tenant asks for a copy of all the records associated with their tenancy, including emails and file notes, plus copies of everything that Revenues and Benefits hold, then this will be managed centrally by the Data Protection Officer.

7. Legal Basis for Processing Personal Data

7.1. Lawful Processing

The Council will only process personal data if **at least one** of the following applies:

- (a) the data subject has given consent to the processing of his or her personal data for one or more specific purposes;
- (b) processing is necessary for the performance of a contract to which the data subject is party, or in order to take steps at the request of the data subject prior to entering into a contract;
- (c) processing is necessary for compliance with a legal obligation (UK Law) to which the controller is subject;
- (d) processing is necessary in order to protect the vital interests of the data subject or of another natural person;
- (e) processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller (under UK Law);
- (f) processing is necessary for the purposes of the legitimate interests pursued by the controller (the Council) or by a third party, except where such interests are

overridden by the interests or fundamental rights and freedoms of the data subject which require protection of personal data, in particular where the data subject is a child. However, this point (f) shall not apply to processing carried out by public authorities in the performance of their tasks (see Statutory Obligations)

Please note that, where the processing of data is for a purpose other than that for which it was collected and the data subject's consent has not been obtained, the Council is required to consider the following to ensure that the proposed additional processing purpose is compatible with the purpose for which it was initially collected. The outcome of this consideration will be documented along with the reasons why. This file note will be retained as evidence of the decision.

- Any link between the purposes for which the personal data have been collected and the purposes of the intended further processing;
- The context in which the personal data have been collected, in particular regarding the relationship between data subjects and the controller;
- The nature of the personal data, in particular whether special categories (formally referred to Sensitive Personal Data) of personal data are processed or whether personal data related to criminal convictions and offences are processed and the possible consequences of the intended further processing for the data subjects themselves;
- The existence of appropriate safeguards, which may include encryption or pseudonymisation.

7.2. Statutory Obligations

Local authorities are bound by statute and their functions and obligations are set out in numerous Acts of Parliament, many of which have associated legal duties.

Any and all processing of personal data in order to carry out any statutory obligation will be undertaken in compliance with the requirements of the relevant legislation governing the statutory obligation and the principles of the data protection.

7.3. Information Sharing Protocols

Where a decision has been made to engage with the regular and/or systematic sharing of personal data, an Information Sharing Protocol and associated agreement will be specified for each sharing purpose. A privacy impact assessment may be required to identify and mitigate the risks involved.

7.4. Consent

Where the processing of personal information is not carried out to comply with a statutory or legal obligation, then consent may need to be obtained from the data subject involved.

The consent must be a freely given, specific, informed and unambiguous statement of the data subjects agreement to the processing. Consent will not be assumed to be provided by silence or a non-response to a request.

The consent will be recorded in writing or by electronic means. If a verbal consent statement is unavoidable it will be recorded and witnessed for future review.

In order to be 'freely given' it is important to seek consent only where the processing is optional, as consent can also be withdrawn at any time.

7.5. Processing of Children's Data

Specific protection of the personal data relating to children is essential as they may be less aware of the risks, consequences and safeguards concerned and their rights in relation to the processing of personal data.

Such specific protection will particularly apply to the use of personal data for the purposes of marketing or creating personality or user profiles; for example in the collection and processing of personal data for use in relation to services being offered directly to a child (e.g. leisure), and parental consent will be sought where it is appropriate to do so, based on the service and/or the age of the child.

The consent of the holder of parental responsibility should not be necessary in the context of preventive or counselling services offered directly to a child.

7.6. Retention of Information

Data Protection legislation does not provide specific retention periods for personal data. However, in order to comply with the Principles, data must only be retained for as long as is necessary to fulfil the purpose for which it was collected. Statutory obligations to retain data for longer will be complied with.

The Council's Corporate Retention Policy and associated Schedule will provide guidance in this regard.

8. International transfers

Where regular transfers of personal data are required outside of the UK, suitable international transfer agreements will be set up to include the use of binding corporate rules. Measures will be put in place to protect all essential principles and enforceable rights to ensure appropriate safeguards for transfers or categories of transfers of personal data.

9. Breaches and/or Complaints

If any potential breach of data protection is suspected or identified, the Information Security Incident Response Procedure will be followed. This process will ensure a rapid response by the appropriate resources within the Council to look into the incident.

Any complaint received regarding the Council's handling of personal data should be directed to the Data Protection Officer.

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By virtue of paragraph(s) 2 of Part 1 of Schedule 12A
of the Local Government Act 1972.

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