

Sandy Town Council

To: Cllrs N Aldis, T Cole, A M Hill (Chairman), W Jackson, C Osborne,
M Pettitt, S Sutton
c.c. P Blaine, T Knagg, G Leach, M Scott, D Sharman, P Sharman,
J Sparrow

You are hereby summoned to attend a meeting of the Human Resources Committee of Sandy Town Council to be held in the Council Chamber at 10, Cambridge Road, Sandy, Bedfordshire on Monday 3rd July 2017 commencing at 7.30pm.

Chris Robson

Town Clerk
10 Cambridge Road
Sandy, SG19 1JE
01767 681491
27 June 2017

A G E N D A

1 Apologies for absence

2 Declarations of interest

Under the Localism Act 2011 members of Council are not required to make oral declarations of interest at meetings but may not participate in discussion or voting on any items of business in which they have a Declarable Pecuniary Interest (DPI) and under Sandy Town Council's Standing Orders must leave the room for the duration of all discussion on such items. (All members' register of interests are available on the Sandy Town Council website or on application to the Clerk.)

*This item is included on the agenda to enable members to declare new DPIs and also **those who wish to do so** may draw attention to their stated DPIs and also any non-declarable personal interests which they have declared under Sandy Town Council's adopted Code of Conduct and which may be relevant to items on the agenda.*

- i) Disclosable Pecuniary Interests*
- ii) Non-disclosable Interests*
- iii) Dispensations*

3 Election of Vice Chair

To receive nominations and elect a Vice Chair for the municipal year 2017/18.

4 Minutes of Previous Meeting

To consider the minutes of the Human Resources Committee held on Monday 6 March 2017 and to approve them as a correct record of proceedings.

Previously
circulated

Sandy Town Council

5 Public Participation Session

Members of the public may ask questions or make representations to the committee about items of business which are on the agenda.

6 Health and Safety/Accident Report

To receive and note an accident report.

Appendix I

7 Training

To receive a report on staff and Councillor training undertaken since the last committee meeting.

Appendix II

8 Emergency Contacts

To receive and consider a report from the Town Clerk on out of hours emergency contacts and response.

Appendix III

9 Automatic Email Query Responses

To receive a report from the Town Clerk on the setting up of automatic responses to emails received by the Council.

Appendix IV

10 Chairman's Items

11 Date of Next meeting: 18 September 2017

12 COMMITTEE IN PRIVATE SESSION

RECOMMENDED In terms of Schedule 12a of the Local Government Act 1972, the following items will be likely to disclose exempt information relating to establishment and contractual matters and it is, therefore, RECOMMENDED that pursuant to the provisions of the Public Bodies (admissions to Meetings) Act 1960 the public and press be excluded.

13 Staffing Matters

To receive a staffing report from the Town Clerk.

Confidential

AGENDA ITEM 6**SANDY TOWN COUNCIL****COMMITTEE:** Human Resources**DATE:** 3 July 2017**AUTHOR:** Town Clerk**SUBJECT:** Health and Safety/Accident Report

The following accidents have been recorded since the last meeting of the committee;

Date	IP	Nature of Injury	Nature of Accident	RIDDOR Y/N	Actions
31/05/17	Administrator	Head injury	Hit head on sharp end of shelf at photocopying area – causing large bump on left side of head and tingling afterwards	N	Injury monitored.

SANDY TOWN COUNCIL**COMMITTEE: Human Resources****DATE: 3 July 2017****AUTHOR: Town Clerk****SUBJECT: Training**

The following training has been completed by Staff since the last meeting;

Date	Training	Participants	Cost
June 2017	ILCA Module 1	Anne Elliott-Flockhart Val McFarlane	NA
April 2017	NALC Conference	Cllr M Hill	NA
April 2017	Operation Inspections of Play Equipment	Colin Eaton	NA

CiLCA

The Clerk needs to re-submit sections of the portfolio following the first referral. To aid in ensuring the submissions are made as soon as possible, the Clerk wishes to take some time off (2 days) for study leave. Study leave is not currently covered by the Council's Training Statement of Intent. It is proposed to take Tuesday 11th and Thursday 13th of July as study days.

AGENDA ITEM 8

SANDY TOWN COUNCIL

COMMITTEE: Human Resources

DATE: 3 July 2017

AUTHOR: Town Clerk

SUBJECT: Emergency Cover and Response

1. Summary

1.1 The Chairman of the Human Resources committee asked that the Clerk produce a brief report on the procedure for dealing with out of hours emergency calls. Recently out of hour calls have been as a result of alarm activation at Council premises.

1.2 The report is for members information. The committee is asked to consider the current arrangements and whether any changes are required.

2. Information

2.1 The Council has an ongoing contract with a security company. The company are engaged to respond to alarm call outs for the Council's alarmed premises.

2.2 If an alarm is activated the alarm company, ADT, alert the security company who attend the scene. The security company will check the building, internally and externally, assess the situation and consider appropriate action.

2.3 If there is clear evidence of a break in on arriving at the site, the alarm company will call the police and then the designated Council contacts.

2.4 The designated contacts are the Town Clerk and the Grounds Team Leader, who are both key holders for Council premises.

2.5 If the alarm activation appears to be a false alarm the security officer will check the premises are secure and reset the alarm. If the alarm re-set fails, the security officer will contact ADT who may request that a representative from Sandy Town Council is present to talk through re-booting/fixing the alarm. At this point the designated contacts would be called and attend.

3. Recommendation

3.1 That two Councillors are nominated to be additional contacts for the Clerk to call in case quick attendance is needed and the Grounds Team Leader and Clerk are unable to attend.

AGENDA ITEM 9

SANDY TOWN COUNCIL

COMMITTEE: Human Resources
DATE: 3 July 2017
AUTHOR: Town Clerk
SUBJECT: Automatic Email Query Responses

1. Summary

- 1.1 A Member of Council asked that the Human Resources Committee consider setting up an automatic response to emails from the public received by the Town Council. The majority of these emails are about services, such as litter, trees and grass cutting and fall under 'complaints'.

2. Information

- 2.1 The Town Council's Complaints Policy states that a response to a complaint will be made within 10 working days. This is not linked to the email query section of the Town Council's website and the public would not automatically be aware that this is the Council's Policy.
- 2.2 Communication via the Council's website is received by the admin@sandytowncouncil.gov.uk email address. This is the same address that is advertised on our website, any publications and the Council's letterhead.
- 2.3 Complaints emails are responded to as soon as possible within the 10 days. If a matter needs to be researched, such as land ownership and responsibilities, the complainant is informed of the potential delay.
- 2.4 Many organisations, including Local Authorities such as Central Bedfordshire Council, have automatic responses to emails as standard practice. The benefits to automatic responses are that the enquirer gets immediate acknowledgement that their email has been received and information on response times.
- 2.5 It should be noted that while all emails received should be acknowledged they may not require a further response if the Council has been copied in to an email intended for another recipient, such as Central Bedfordshire Council.

3. Recommendations

3.1 That the Sandy Town Council admin email address has an automatic email response for all incoming emails.

3.2 That the automatic response reads as;

'Thank you for emailing Sandy Town Council. Please take this email as acknowledgment that your email has been received by the administration team. Your query will be looked into and if a response is required we will contact you as soon as possible, and within 10 working days.

If the matter is an emergency please contact the office directly on 01767 681 491'