

9 October 2025

To Councillors: Chris Woodhouse (Chair), Helen Ball, James Murray, Fiona Deas, Chris Bloor, Maggie Tyrrell, John Reynolds, Chris Davies, Jayne Stansfield and Chris Rowe

Please take notice that a meeting of the **Finance & General Purpose Committee** of Thornbury Town Council will be held in the **Council Chamber of the Town Hall** on **14 October 2024** at **7.30pm**.

Committee members are here by **summoned** to attend the above meeting for the purpose of considering and resolving upon the business to be transacted at the Meeting as set out hereunder.



Hannah Bowden, Chief Executive

Members are reminded that the Council has a general duty to consider the following matters in the exercise of any of its functions: Equal Opportunities (race, gender, sexual orientation, marital status and any disability), Crime & Disorder, Health & Safety, Human Rights and the need to conserve biodiversity.

Public participation: Please note that this meeting is open to the public. Please take note of the guidance notes for public participation [provided](#).

AGENDA

Emergency Evacuation procedure: Please familiarise yourself with the emergency evacuation procedure on display in the Council Chamber and acquaint yourself with the nearest emergency exit. The assembly point, in the event of any evacuation, is the area of pavement opposite the Town Hall, by the noticeboard. If you would not be physically able to use the stairs in the event of a fire, please inform us of your intention to attend this meeting no later than 9.00am on the Monday before, so that appropriate arrangements can be made.

1. To receive apologies for absence
2. To receive any members declarations of interest
3. To receive any representations from the public relating to items on the agenda
4. To approve the minutes of the Finance & General Purpose Committee meeting held on 10 June 2025
5. To consider the following financial matters:
 - 5.1. To approve the Accounts for Payment (updates to be tabled at the meeting) and ratify payments made out of meeting
 - 5.2. To receive Bank Reconciliations for Q1 & Q2
 - 5.3. To receive Equals Card Reports for Q1 & Q2

- 5.4. To receive the Budget Monitoring Reports for Q1 & Q2 and agree any actions**
- 6. To note any officer decisions made under delegated powers**
- 7. To receive the External Audit Report & Certificate for the 2024/25 accounts**
- 8. To review and agree transfer from the General Reserve to Earmarked Reserves**
- 9. To receive the first draft of the 2026/27 budget and agree any actions**
- 10. To review the first draft of the fees and charges for 2026/27 and agree any actions**
- 11. To receive quotes for lease renewals and rental valuations and appoint contractors**
- 12. To receive decorating quotes and appoint contractor**
- 13. To receive Mural Survey results and agree any actions**
- 14. To review and adopt the following policies:**
 - 14.1 Employee Handbook – recommendation from Staffing Committee**
 - 14.2 Appraisal Scheme**
 - 14.3 Menopause Policy**
 - 14.4 Employee Probation Policy**
 - 14.5 Debt Recovery Policy**
 - 14.6 Facility Use Policy**
 - 14.7 Document Retention and Disposal Policy**
 - 14.8 Memorial Trees and Benches**
 - 14.9 Health and Safety Policy**
- 15. To receive reports from the following services:**
 - 15.1 Library Services – Q1**
 - 15.2 Youth Contract - Annual**
 - 15.3 Citizens Advice – Annual**
- 16. To note that the deadline for submission of items to the Clerk for inclusion in the next agenda is 1 December 2025**
- 17. To note the date of the next meeting: 9 December 2025, to be held in the Council Chamber of the Town Hall**

**MINUTES of the meeting of the Finance and General Purpose Committee
held on Tuesday 10th June 2025, at the Town Hall**

Present: Cllr Chris Woodhouse (Chair)
Cllr John Reynolds
Cllr James Murray
Cllr Chris Rowe
Cllr Helen Ball
Cllr Fiona Deas
Cllr Jayne Stansfield
Cllr Chris Bloor
Cllr Chris Rowe

Hannah Bowden (Chief Executive)
1 member of administration staff (minutes)

Non members present: Cllr Gil Gilroy

Absent: Cllr Maggie Tyrrell
Cllr Chris Davies

F&GP2526.1. TO RECEIVE APOLOGIES FOR ABSENCE

Apologies received from Cllrs Chris Davies and Maggie Tyrrell

F&GP2526.2. TO RECEIVE ANY MEMBERS DECLARATIONS OF INTEREST

There were no Councillors' declarations of interest or requests for dispensation.

F&GP2526.3. TO RECEIVE ANY REPRESENTATIONS FROM THE PUBLIC RELATING TO ITEMS ON THE AGENDA

There were no members of the public present. The non-committee member did not address the Council.

F&GP2526.4. TO APPROVE THE MINUTES OF THE FINANCE AND GENERAL PURPOSE COMMITTEE MEETING HELD ON 8 APRIL 2025

It was **RESOLVED** unanimously to approve the minutes of the Finance and General Purpose Committee meeting held on 8 April 2025 and the minutes were signed by the Chair.

F&GP2526.5. TO APPROVE THE MINUTES OF THE FINANCE AND GENERAL PURPOSE COMMITTEE EXTRAORDINARY MEETING HELD ON 6 MAY 2025

It was **RESOLVED** unanimously to approve the minutes of the Finance and General Purpose Committee meeting held on 6 May 2025 and the minutes were signed by the Chair.

F&GP2526.6. TO ELECT A VICE CHAIR OF THE FINANCE AND GENERAL PURPOSE COMMITTEE FOR THE 2025-26 CIVIC YEAR

It was **RESOLVED** unanimously to elect Cllr Chris Rowe to the position of Vice Chair of the Finance and General Purpose Committee for the 2025-26 civic year.

F&GP2526.7. TO APPROVE THE ACCOUNTS FOR PAYMENT AND RATIFY PAYMENTS MADE OUT OF MEETING

It was **RESOLVED** unanimously to pay the Accounts for Payment (as per schedule 1) and the payments made out of meeting were ratified.

F&GP2526.8. TO AGREE THE BUDGET MONITORING REPORTS FOR Q1 BE SENT VIA EMAIL

It was **RESOLVED** unanimously for the Q1 budget monitoring report to be sent to Councillors by email for review. The report will formally recorded at the next scheduled meeting in October.

F&GP2526.9. TO NOTE OFFICER DECISIONS MADE UNDER DELEGATED POWERS

There were no officer decisions made under delegated powers to be noted.

F&GP2526.10. TO RECEIVE MARKET UPDATE FROM CCLA FOR APRIL AND MAY

The Committee received the update from CCLA for April and May. Ratings of the organisation will be monitored.

F&GP2526.11. TO APPOINT AN INTERNAL AUDITOR INCLUDING REVIEW OF INDEPENDENCE AND COMPETENCE

It was **RESOLVED** unanimously to appoint Town and Parish Council Auditors to be the internal auditor for Thornbury Town Council, for the next 3 years. The Council determined the company to be competent and independent of the Council.

F&GP2526.12. TO RATIFY THE APPOINTMENT OF THE INSURER AND NOTE THE POLICY SCHEDULE

It was **RESOLVED** unanimously to ratify the appointment of Zurich as Thornbury Town Council's insurer as per the policy schedule, for a 1 year period, at a cost of £18,610.01.

The Chief Executive reported that officers are exploring software solutions to support the management of the Council's assets, insurance valuations, and facility maintenance.

F&GP2526.13. TO APPROVE THE DD MANDATE

It was **RESOLVED** unanimously to approve the Direct Debit mandate.

F&GP2526.14. TO RECEIVE REPORT AND RATIFY BANKING OF CASH FOUND IN SAFE

The Committee **RESOLVED** unanimously to ratify banking the cash found in the safe and for this to be allocated to 100/1090 - Miscellaneous Income.

F&GP2526.15. TO RECEIVE AND APPROVE REPORT ON CHANGING THE WEBSITE PROVIDER

It was **RESOLVED** unanimously to change website provider when our existing contract runs out in September 2025, to Town and Parish Council Websites, for a set up cost of £799, and an annual cost of £499 thereafter.

F&GP2526.16. TO RECEIVE AN UPDATE ON THE COMMUNITY TOILET SCHEME

The Chief Executive Officer gave an update on the Community Toilet Scheme – 4 venues had been selected; Hawkes House, Papilio at Heritage, The Swan and The Royal George. The Communications Officer is preparing the promotional material including window stickers for advertising the premises participation. The Town Council's website will be updated by the end of the week.

F&GP2526.17. TO RECEIVE AND APPROVE REPORT ON IMPROVING PUBLIC TOILET FACILITIES AT THE PAVILION

A report was received from the Facilities Officer, outlining the background and proposed necessary works to improve the public toilet facilities at the Pavilion. It was **RESOLVED** unanimously to appoint Fastfix Drainage to undertake the works, for a value of £3,400.31 + VAT.

F&GP2526.18. TO RECEIVE REPORT ON ROOFING WORKS FOR BUILDINGS AND APPROVE EXPENDITURE

The Committee received the report on roofing works for the Bakery Annex, Police quarters and porch of the Town Hall. It was **RESOLVED** by a majority, with 1 voting against, to appoint The Roofing Company Bristol to complete with works, for a total value of £22,342 + VAT.

F&GP2526.19. TO RECEIVE UPDATE ON PLANNED PROPERTY MAINTENANCE FOR 2025-26

The Committee received an update on planned property maintenance for 2025-26, including CCTV and security upgrade on 3 sites, roofing works, the start of a 10-20 year refurbishment schedule for the Town Hall which included signage and improving accessibility, the storage container at the Mundy Playing Fields, improving the toilets at the Mundy Playing Fields, and the Chapel refurbishment.

F&GP2526.20. TO RECEIVE ANNUAL REPORTS AS PER TERMS OF SERVICE LEVEL AGREEMENTS FOR:

- **Thornbury and District Heritage Trust**
- **Thornbury Volunteer Centre**

Annual reports, as per terms of service level agreements, were received from the Thornbury and District Heritage Trust and Thornbury Volunteer Centre.

F&GP2526.21. TO REVIEW AND ADOPT THE ANNUAL INVESTMENT STRATEGY

The Committee agreed to amend 5.1 of the policy to: *Long term investments are defined in the Guidance as investments where the Council has no contractual right to repayment within*

12 months, either through the expiry term of the investment or through a non-conditional option. With this amendment, it was **RESOLVED** unanimously to adopt the updated Annual Investment Strategy.

F&GP2526.22. TO REVIEW AND ADOPT THE FOLLOWING POLICIES:

- **Uniform Policy**
- **Mayor's Allowance Policy**
- **IT Usage and Security Policy**
- **Training and Development Policy**
- **Body Worn Cameras Policy**
- **Drone and Model Aircraft Policy**

With minor amendments to the wording of two policies, it was **RESOLVED** unanimously to adopt the Uniform Policy, Mayor's Allowance Policy, IT Usage and Security Policy, Training and Development Policy, Body Worn Cameras Policy and Drone and Model Aircraft Policy.

F&GP2526.23. TO NOTE THAT THE DEADLINE FOR SUBMISSION OF ITEMS TO THE CHIEF EXECUTIVE FOR INCLUSION IN THE NEXT AGENDA IS 9AM ON MONDAY 6 OCTOBER 2025

It was noted that the deadline for submission of items to the Chief Executive for inclusion in the next agenda is 9am on Monday 6 October 2025.

F&GP2526.24. TO NOTE THE DATE OF THE NEXT MEETING: 14 OCTOBER 2025, TO BE HELD IN THE COUNCIL CHAMBER OF THE TOWN HALL

It was noted that the date of the next meeting is 14 October 2025, to be held in the Council Chamber of the Town Hall.

[Meeting closed 20:56.]

SCHEDULE 1 – ACCOUNTS

ACCOUNTS PAID OUT OF MEETING			
		GROSS	NET
UNITY TRUST BANK - CURRENT ACCOUNT	BANK CHARGES	19.05	19.05
UNITY TRUST BANK - WAGES ACCOUNT	BANK CHARGES	6.45	6.45
UNITY TRUST BANK - WAGES ACCOUNT	BANK CHARGES	26.80	26.80
UNITY TRUST BANK - STRIPE ACCOUNT	BANK CHARGES	8.25	8.25
THORNBURY TOWN COUNCIL	PAYROLL - NET SALARIES	25,498.81	25,498.81
THORNBURY TOWN COUNCIL	PAYROLL - HMRC	9,215.12	9,215.12
THORNBURY TOWN COUNCIL	PAYROLL - PENSION	4,969.83	4,969.83
OCTOPUS ENERGY	ELECTRICITY - TOWN HALL (DD)	485.08	404.23
OCTOPUS ENERGY	ELECTRICITY - MPF (DD)	403.02	335.85
OCTOPUS ENERGY	ELECTRICITY - BAKERY ANNEX (DD)	44.53	42.41
OCTOPUS ENERGY	ELECTRICITY - CEMETERY (DD)	51.88	49.41
LLOYDS CREDIT CARD	MONTHLY - CREDIT CARD TRANSACTION PAYMENT (DD £1846.42)	0.00	0.00
EQUALS MONEY PLC	TOP UP FUNDS FOR PRE-PAID PETTY CASH CARDS	500.00	500.00
SCREWFIX	CC1029 - BATHROOM EXTRACTOR FAN PLUS PARTS	190.84	159.01
AMAZON	CC1030 - GAZEBO LIGHTING & CABLE TIES	32.98	27.48
AMAZON	CC1031 - TOILET SEAT, BEAN BAG, BANNER AND SASH	45.67	38.03
AMAZON	CC1032 - ANNUAL PRIME MEMBERSHIP - (FROM 20.05.2023) REF FREE POSTAGE	95.00	95.00
TUDOR ENVIRONMENTAL	CC1033 - WOVEN GEOTEXTILE FABRIC	283.14	235.95
AMAZON	CC1034 - KEY SAFE AND TANK COVER	16.98	14.14
AMAZON	CC1035 - STATIONERY AND HOOVER BAGS	21.54	17.95
AMAZON	CC1036 - METAL PAINT	17.99	14.99
AMAZON	CC1037 - BRACE BRACKETS	27.78	23.14
AMAZON	CC1038 - PAINT AND CLEANING PRODUCTS	69.11	57.58
AMAZON	CC1039 - PAINT AND STATIONERY	50.76	42.29

AMAZON	CC1040 - PAINT	89.95	74.95
GIFFGAFF	CC1041 - MOBILE PHONE MONTHLY TOP UP	6.00	5.00
GIFFGAFF	CC1042 - MOBILE PHONE MONTHLY TOP UP	10.00	8.34
GIFFGAFF	CC1043 - MOBILE PHONE MONTHLY TOP UP	10.00	8.34
GIFFGAFF	CC1044 - MOBILE PHONE MONTHLY TOP UP	8.00	6.67
AMAZON	CC1045 - ACCIDENT REPORT BOOK AND METAL PAINT	191.86	159.86
AMAZON	CC1046 - CLEANING PRODUCTS AND STRIMMER LINE WIRE	150.00	126.23
PDFSAM	CC1047 - ANNUAL PDFSAM SOFTWARE PLAN	57.50	57.50
AMAZON	CC1048 - SIGNAGE AND METAL PAINT	192.68	160.55
AMAZON	CC1049 - OUTDOOR STAFF PROTECTIVE SUNSCREEN	95.38	79.48
AMAZON	CC1050 - CLEANING MATERIALS	49.68	41.40
CHANDOS DELICATESSEN LTD	CATERING - 16.05.2025	180.00	150.00
TURNBERRIES COMMUNITY BUILDING	ROOM HIRE - 13.05.2025	91.00	91.00
SOUTH WEST IN BLOOM	ENTRY FEE FOR PRIDE IN PARKS AWARDS 2025	30.00	30.00
ICCM INSTITUTE OF CEMETERY & CREMATORIUM MANAGEMENT	ANNUAL MEMBERSHIP FEE	105.00	105.00
R W KEMP	PLUMBING WORKS CARRIED OUT AT TOWN HALL	126.75	126.75
AVON DISPLAYS LTD	CUSTOM MADE STICKERS FOR TOILET SCHEME	72.00	60.00
ZURICH MUNICIPAL	ANNUAL INSURANCE FOR TOWN COUNCIL	18,610.01	18,536.46
FOREST OF DEAN STONE FIRMS LIMITED	DEPOSIT FOR MIXED COLOUR SANDSTONE PAVING - CEMETERY CHAPEL	2,185.60	1,821.33
ACCOUNTS NOW DUE FOR PAYMENT - 10 JUNE 2025			
T H WHITE GROUP	REPAIRS TO NEW HOLLAND TRACTOR (OIL LEAK)	1,159.36	966.13
AVON DISPLAYS LTD	SIGNAGE	48.00	40.00
ALAN PRICE GRAVE DIGGER	GRAVE DIGGING - CREMATED REMAINS FILL IN ONLY	50.00	50.00
T H WHITE GROUP	REPAIRS TO RANSOME MOWER - NEW RELAY	290.72	242.27
BIFFA WASTE SERVICES	WASTE DISPOSAL - CEMETERY	157.73	131.44

BIFFA WASTE SERVICES	WASTE DISPOSAL - CEMETERY (ADDITIONAL LOOSE REFUSE)	540.00	450.00
BIFFA WASTE SERVICES	WASTE DISPOSAL - PAVILION	812.99	677.49
BIFFA WASTE SERVICES	WASTE DISPOSAL - BAKERY ANNEX	670.78	558.98
BIFFA WASTE SERVICES	WASTE DISPOSAL - TOWN HALL	281.33	234.44
BIFFA WASTE SERVICES	WASTE DISPOSAL - TOWN HALL (FOOD WASTE)	33.78	28.15
ABBEEY LOOS LIMITED	PORTABLE TOILET HIRE - CHANTRY FIELD SITE	264.00	220.00
SOUTH GLOUCESTERSHIRE COUNCIL	LOCALISM SERVICE CHARGE FOR DOG/WASTE BINS/REWILDING - (APRIL, MAY, JUNE)	3,043.19	2,535.99
WYBONE LTD	ANTI VANDAL LITTER BIN	347.99	289.99
AVON LOCAL COUNCILS ASSOCIATION	CLLR TRAINING - 01.07.25025	45.00	45.00
AVON LOCAL COUNCILS ASSOCIATION	CLLR TRAINING - 01.07.2025	45.00	45.00
AVON LOCAL COUNCILS ASSOCIATION	CLLR TRAINING - 17.07.2025	20.00	20.00
AVON LOCAL COUNCILS ASSOCIATION	CLLR TRAINING - 17.07.25025	20.00	20.00
AVON LOCAL COUNCILS ASSOCIATION	CLLR TRAINING - 17.07.2025	20.00	20.00
RELYON GUARDING	FIRE ALARM RESPONSE - MPF	45.00	37.50
NEWSTEAM GROUP	WEEKLY DELIVERY OF THE THORNBURY GAZETTE - MAY 25	12.50	12.50
HAWKINS GROUND CARE	REPAIRS TO MASPORT MOWER	37.20	31.00
HOLY MOWERS	HAND SHEAR SHARPENING	4.75	4.75
FOREST OF DEAN STONE FIRMS LIMITED	BALANCE PAYMENT FOR MIXED COLOUR SANDSTONE PAVING - CEMETERY CHAPEL	5,099.72	4,249.77
HELYN HAND PAINTED	SIGN WRITING FOR NEW THORNBURY MAYOR	130.00	130.00
ECOTRICITY	MONTHLY GAS SUPPLY - TOWN HALL SITE	303.01	288.58
ECOTRICITY	MONTHLY GAS SUPPLY - MPF PAVILION SITE	64.89	61.80
GLASDON UK LIMITED	CLIFTON PICNIC TABLES X2	1,585.22	1,321.02
GLASDON UK LIMITED	CLIFTON PICNIC TABLES X3	2,377.84	1,981.53
RECYCLED WASTE DOT COM LTD	RECYCLING COLLECTION	90.00	75.00
GLASDON UK LIMITED	CLIFTON PICNIC TABLES X3	2,377.84	1,981.53
KN OFFICE	MONTHLY PHOTOCOPIER METER READING	54.95	45.79
RELYON GUARDING & SECURITY	MONTHLY SECURITY SERVICES AT MPF	552.00	460.00

THORNBURY MOTORS LTD	MONTHLY FUEL EXPENDITURE	354.69	295.58
LOVE THORNBURY	LANTERN FOR VE DAY CELEBRATIONS	360.00	360.00
TOTAL		21,299.48	17,911.23

CC[n] = credit card payment

DD = direct debit

MPF = Mundy Playing Fields

				Equals Pre-Paid Cards			For Month No: 1	
Date	Payee Name	Ref	£ Total Amnt	£ VAT	A/c	Centre	£ Amount	Transaction Detail
01/04/2025	Sullivans Garden Machinery	771	48	8	4450	160	40	5l Engine Oil
02/04/2025	Thornbury Discounts	772	5.99	1	4100	108	4.99	Gorilla Glue
03/04/2025	Horders Thornbury Press	773	4	0.67	4100	108	3.33	Stationery
03/04/2025	SumUP Anne McAlliste	783	18	0	4548	190	18	Thank you Cards - Mayor Awards
07/04/2025	Coop Thornbury	774	3.8	0	4205	108	3.8	Milk
10/04/2025	L E Riddifords	775	20.9	3.48	4541	190	17.42	Refreshments for Green Event
10/04/2025	W H Smith	776	40.8		4105	108	40.8	Stamps
11/04/2025	Hawkins of Thornbury	777	34.47	5.74	4700	160	28.73	Various Paints
15/04/2025	Lees Mend a Shoe	778	19.5	3.25	4450	160	16.25	Keys
16/04/2025	Hawkins of Thornbury	779	17.99	3	4700	160	14.99	Fence Paint
16/04/2025	Hawkins of Thornbury	780	13.66	2.28	4700	160	11.38	Maintenance Supplies
17/04/2025	Coop, Thornbury	781	3.8	0	4205	108	3.8	Milk
30/04/2025	Hawkins of Thornbury	782	11.59	1.93	4700	160	9.66	Various Maintenance supplies
Total Payments for Month			242.5	29.35			213.15	

Balance Carried Forward			548.1					
Cashbook Totals			790.6	29.35			761.25	

		Equals Pre-Paid Cards					For Month No: 2	
Date	Payee Name	Ref	£ Total Amnt	£ VAT	A/c	Centre	£ Amount	Transaction Detail
01/05/2025	Coop Thornbury	784	3.8	0	4205	108	3.8	Milk
12/05/2025	Coop Thornbury	785	6.5	0	4205	108	6.5	Milk
12/05/2025	Thornbury Discount Superstore	786	15.99	2.66	4450	160	13.33	Tools
13/05/2025	Hawkins of Thornbury	787	30.98	5.16	4700	160	25.82	Woodworm Treatment
14/05/2025	Lee's Mend a Shoe	788	10.5	1.75	4700	160	8.75	Key Cutting
14/05/2025	Hard Pressed for Time	789	90	15	4140	110	75	Cleaning Mayoral Robes
15/05/2025	Hawkins of Thornbury	790	80.13	13.36	4700	160	66.77	Maintenance Supplies
19/05/2025	Hawkins of Thornbury	791	38.87	6.48	4700	160	32.39	Maintenance Supplies
21/05/2025	Coop Thornbury	792	6.5	0	4205	108	6.5	Milk
23/05/2025	Highfield Garden Centre	793	189.93	31.66	4150	130	158.27	Plants & Compost
23/05/2025	Thornbury Discount Superstore	794	3.09	0.52	4150	130	2.57	Maintenance Supplies
29/05/2025	Hawkins of Thornbury	795	3	0.5	4150	130	2.5	Bolts for Hanging Baskets
	Total Payments for Month		479.29	77.09			402.2	
	Balance Carried Forward		568.81					
	Cashbook Totals		1048.1	77.09			971.01	

THORNBURY TOWN COUNCIL

ACCOUNTS PAID OUT OF MEETING			
		GROSS	NET
UNITY TRUST BANK - CURRENT ACCOUNT	BANK CHARGES	14.55	14.55
UNITY TRUST BANK - CURRENT ACCOUNT	BANK CHARGES	1.20	1.20
UNITY TRUST BANK - WAGES ACCOUNT	BANK CHARGES	6.45	6.45
UNITY TRUST BANK - WAGES ACCOUNT	BANK CHARGES	26.94	26.94
UNITY TRUST BANK - STRIPE ACCOUNT	BANK CHARGES	8.85	8.85
THORNBURY TOWN COUNCIL	PAYROLL - NET SALARIES	27,489.07	27,489.07
THORNBURY TOWN COUNCIL	PAYROLL - HMRC	9,561.65	9,561.65
THORNBURY TOWN COUNCIL	PAYROLL - PENSION	5,198.54	5,198.54
OCTOPUS ENERGY	ELECTRICITY - TOWN HALL (DD)	TBC	TBC
OCTOPUS ENERGY	ELECTRICITY - MPF (DD)	463.75	386.46
OCTOPUS ENERGY	ELECTRICITY - BAKERY ANNEX (DD)	37.75	35.95
OCTOPUS ENERGY	ELECTRICITY - CEMETERY (DD)	53.58	51.03
LLOYDS CREDIT CARD	MONTHLY - CREDIT CARD TRANSACTION PAYMENT (DD @ £)	TBC	TBC
AMAZON	CC1135 - CLEANING PRODUCTS	36.14	30.12
GIFFGAFF	CC1136 - STAFF MOBILE PHONE TOP UP	6.00	5.00
GIFFGAFF	CC1137 - STAFF MOBILE PHONE TOP UP	10.00	8.34
AMAZON	CC1138 - LOCKABLE TOOL CABINETS X2	199.80	166.50
AMAZON	CC1139 - INTERNAL DOOR SIGN HOLDERS X30	318.90	265.80
AMAZON	CC1140 - INTERNAL DOOR SIGN HOLDERS X10	106.30	88.60
AMAZON	CC1141 - STORAGE BOXES, CCTV SIGNAGE AND CLEANING MATERIALS	29.08	24.23
SCREWFIX	CC1142 - FIRE DOOR RETAINER	112.97	94.14
AMAZON	CC1143 - STATIONERY AND HALLOWEEN DECORATIONS	50.96	42.45
AMAZON	CC1144 - CLEANING MATERIALS	130.47	21.76
SCREWFIX	CC1145 - MAINTENANCE SUNDRIES	19.47	16.22
SCREWFIX	CC1146 - SANDING SPONGES	9.79	8.16
X L DISPLAYS	CC1147 - (REPLACEMENT) OUTDOOR SWING SIGN - ST MARYS CHURCHYARD	110.40	92.00
ROYAL MAIL GROUP LTD	CC1148 - POSTAGE FOR RETURNING XL OUTDOOR SWING SIGN - ST MARYS CHURCHYARD	12.60	10.50
TREE MARKER.CO.UK	CC1149 - ALUMINIUM TREE TAGS AND NAILS	35.34	29.45
GIFFGAFF	CC1150 - STAFF MOBILE PHONE TOP UP	10.00	8.34
GIFFGAFF	CC1151 - STAFF MOBILE PHONE TOP UP	8.00	6.67
AMAZON	CC1152 - TROLLEY ON WHEELS	79.99	66.66
HEARTSAFE AED	CC1153 - DEFIB PADS AND PREP KITS FOR DEFIBRILLATOR	404.90	339.90
AMAZON	CC1154 - STATIONERY	53.98	44.98
KN OFFICE SUPPLIES LTD	MONTHLY METER READING CHARGE FOR OFFICE PHOTOCOPIER	48.00	40.00
ARMSTRONG HALL	FUNDS TRANSFERRED FROM CUSTODIAN TRUSTEE HOLDING ACCOUNT	520.77	520.77
JCW WINDOW CLEANING	TOWN HALL WINDOW CLEAN	55.00	55.00
WATER2BUSINESS	WATER AND SEWAGE - TOWN HALL AND MPF SITES	931.17	931.17
WATER2BUSINESS	WATER AND SEWAGE - 67 HIGH STREET SITE	532.35	532.35
VIEW ARCHITECTS	PLANNING APPLICATION FOR MPF MUGA	830.00	691.67
BDO LLP	END OF YEAR AUDIT REVIEW FOR THORNBURY TOWN COUNCIL YEAR ENDING 31 MARCH 2025	2,520.00	2,100.00
ANDERSONS WASTE	EMPTY SEPTIC TANK - CEMETERY SITE (PAYMENT TO BE REFUNDED IN FULL - INCORRECTLY CHARGED)	195.00	195.00
VIEW ARCHITECTS	PLANNING APPLICATION FOR MPF STORAGE UNIT	967.00	805.83
K A B TREE CARE	EMERGENCY TREE WORKS ON FALLEN TREE - MPF SITE	1,020.00	850.00
GRENKE LEASING LTD	QUARTERLY FEE - LEASE OF OFFICE PHOTOCOPIER	271.15	225.96
ACCOUNTS DUE FOR PAYMENT - 14TH OCTOBER 2025			
SOUTH WEST HYGIENE	QTRLY SANITARY BIN DISPOSAL UNIT RENTAL/SERVICE - TOWN HALL SITE	88.59	73.83
SOUTH WEST HYGIENE	QTRLY SANITARY BIN DISPOSAL UNIT RENTAL/SERVICE - MPF SITE	209.62	174.68
BOWCOM	BOWGRASS SUPREME PLUS 10LTRS - MPF SITE	660.00	550.00
PAPILIO AT HERITAGE	COMMUNITY TOILET SCHEME QTR2	200.00	200.00
THE SWAN	COMMUNITY TOILET SCHEME QTR2	250.00	250.00
HAWKES HOUSE	COMMUNITY TOILET SCHEME QTR2	225.00	225.00
THE ROYAL GEORGE	COMMUNITY TOILET SCHEME QTR2	237.50	237.50
ETM RECYCLING LIMITED	8 YARD SKIP HIRE - MIXED CONSTRUCTION & DEMOLITION - MPF SITE	348.00	290.00
NOCTUA ECOLOGY LTD	ECOLOGICAL SURVEYS AT MPF AND DUSK BAT ROOST SURVEY - MARLEY GARAGE MPF	2,992.80	2,494.00
PPL PRS MUSIC LICENCE	ANNUAL MUSIC LICENCE FOR TOWN HALL BUILDING	177.12	147.60
BIG BEAR PROMO	WOODEN CHRISTMAS TREES FOR CHRISTMAS LIGHTS SWITCH ON EVENT	348.00	290.00
DWELLER HILL SOFTWARE	ANNUAL TTC WEBSITE COST AND INITIAL SET UP	799.00	799.00
ALMONDSBURY GARDEN CENTRE	BEDDING PLANTS	399.60	333.00
AIRMEC ESSENTIAL SERVICES LTD	CLEAN AND DECONTAMINATION OF THE GENERAL EXTRACT SYSTEM WITHIN THORNBURY TOWN HALL	1,191.60	993.00
BIFFA WASTE SERVICES	WASTE DISPOSAL - CEMETERY	197.16	164.30
BIFFA WASTE SERVICES	WASTE DISPOSAL - PAVILION	659.17	549.31
BIFFA WASTE SERVICES	WASTE DISPOSAL - BAKERY ANNEX	1,084.86	904.05
BIFFA WASTE SERVICES	WASTE DISPOSAL - TOWN HALL	351.66	293.05
BIFFA WASTE SERVICES	WASTE DISPOSAL - TOWN HALL (FOOD WASTE)	27.02	22.52
BRIGSTOWE MEDIA LTD	HALF PAGE ADVERT IN THORNBURY VOICE - OCTOBER 2025	216.00	180.00
GAP SUPPLIES LTD	MAINTENANCE MATERIALS	56.16	46.80
COMPLETE WEED CONTROL	WORKS INVOLVING REMOVAL OF IVY	120.00	100.00
ABBAY LOOS LTD	MONTHLY PORTABLE TOILET HIRE - CHANTRY FIELD SITE	264.00	220.00
ACCOUNTS DUE FOR PAYMENT TOTAL		11,102.86	9,537.64

Approved by Cllr:

Date:

Seconded by Cllr:

Date:

Authorised By:

Date:

Authorised By:

Date:

Thornbury Town Council Current Year

Bank - Cash and Investment Reconciliation as at 30 April 2025

Confirmed Bank & Investment Balances

Bank Statement Balances

30/04/2025	Unity Current Acct A/C 7635	1,078,419.40
30/04/2025	Petty Cash	548.10
28/04/2025	Lloyds Credit Card	-2,685.66
30/04/2025	Unity Trust Wages A/C 7648	605.62
30/04/2025	CCLA Deposit Funds	1,211,795.03
30/04/2025	Stripe A/C 2659	1,028.75

2,289,711.24

Receipts not on Bank Statement

0.00

Closing Balance

2,289,711.24

All Cash & Bank Accounts

1	Current Bank A/c	1,078,419.40
2	Equals Card	548.10
3	Lloyds Credit Card	-2,685.66
4	Unity Trust Wages 7648	605.62
10	CCLA Deposit Fund	1,211,795.03
11	Stripe A/C 20512659	1,028.75

Other Cash & Bank Balances

0.00

Total Cash & Bank Balances

2,289,711.24

John Reynolds
John Reynolds 28.8.25

Thornbury Town Council Current Year

Bank - Cash and Investment Reconciliation as at 31 May 2025

Confirmed Bank & Investment Balances

Bank Statement Balances

31/05/2025	Unity Current Acct A/C 7635	1,009,254.00
31/05/2025	Petty Cash	568.81
31/05/2025	Lloyds Credit Card	-1,846.42
31/05/2025	Unity Trust Wages A/C 7648	572.37
31/05/2025	CCLA Deposit Funds	1,216,238.96
31/05/2025	Stripe A/C 2659	1,213.35

2,226,001.07

Receipts not on Bank Statement

0.00

Closing Balance

2,226,001.07

All Cash & Bank Accounts

1	Current Bank A/c	1,009,254.00
2	Equals Card	568.81
3	Lloyds Credit Card	-1,846.42
4	Unity Trust Wages 7648	572.37
10	CCLA Deposit Fund	1,216,238.96
11	Stripe A/C 20512659	1,213.35

Other Cash & Bank Balances

0.00

Total Cash & Bank Balances

2,226,001.07

✓ B. L. O. R.

✓ REYNOLDS 28.8.25



Thornbury Town Council Current Year

Bank - Cash and Investment Reconciliation as at 30 June 2025

Confirmed Bank & Investment Balances

Bank Statement Balances

30/06/2025	Unity Current Acct A/C 7635	930,962.93	*
30/06/2025	Petty Cash	490.90	*
26/06/2025	Lloyds Credit Card	-2,412.73	*
30/06/2025	Unity Trust Wages A/C 7648	539.12	*
30/06/2025	CCLA Deposit Funds	1,220,712.74	*
30/06/2025	Stripe A/C 2659	1,444.84	*
		2,151,737.80	

Receipts not on Bank Statement

0.00

Closing Balance

2,151,737.80

All Cash & Bank Accounts

1	Current Bank A/c	930,962.93
2	Equals Card	490.90
3	Lloyds Credit Card	-2,412.73
4	Unity Trust Wages 7648	539.12
10	CCLA Deposit Fund	1,220,712.74
11	Stripe A/C 20512659	1,444.84
Other Cash & Bank Balances		0.00
Total Cash & Bank Balances		2,151,737.80

V. Brown

V. Brown

28.8.25

Thornbury Town Council Current Year

Bank - Cash and Investment Reconciliation as at 31 July 2025

Confirmed Bank & Investment Balances

Bank Statement Balances

31/07/2025	Unity Current Acct A/C 7635	821,834.40
31/07/2025	Petty Cash	734.70
28/07/2025	Lloyds Credit Card	-1,747.68
31/07/2025	Unity Trust Wages A/C 7648	506.01
31/07/2025	CCLA Deposit Funds	1,225,001.95
31/07/2025	Stripe A/C 2659	2,040.49

2,048,369.87

Receipts not on Bank Statement

0.00

Closing Balance

2,048,369.87

All Cash & Bank Accounts

1	Current Bank A/c	821,834.40
2	Equals Card	734.70
3	Lloyds Credit Card	-1,747.68
4	Unity Trust Wages 7648	506.01
10	CCLA Deposit Fund	1,225,001.95
11	Stripe A/C 20512659	2,040.49

Other Cash & Bank Balances

0.00

Total Cash & Bank Balances

2,048,369.87

Thornbury Town Council Current Year

Bank - Cash and Investment Reconciliation as at 31 August 2025

Confirmed Bank & Investment Balances

Bank Statement Balances

31/08/2025	Unity Current Acct A/C 7635	763,540.55
31/08/2025	Petty Cash	680.40
26/08/2025	Lloyds Credit Card	-2,371.67
31/08/2025	Unity Trust Wages A/C 7648	472.90
31/08/2025	CCLA Deposit Funds	1,229,399.79
31/08/2025	Stripe A/C 2659	2,537.50

1,994,259.47

Receipts not on Bank Statement

0.00

Closing Balance

1,994,259.47

All Cash & Bank Accounts

1	Current Bank A/c	763,540.55
2	Equals Card	680.40
3	Lloyds Credit Card	-2,371.67
4	Unity Trust Wages 7648	472.90
10	CCLA Deposit Fund	1,229,399.79
11	Stripe A/C 20512659	2,537.50

Other Cash & Bank Balances

0.00

Total Cash & Bank Balances

1,994,259.47

Thornbury Town Council Current Year

Bank - Cash and Investment Reconciliation as at 30 September 2025

Confirmed Bank & Investment Balances

Bank Statement Balances

30/09/2025	Unity Current Acct A/C 7635	1,176,769.09 ✓
30/09/2025	Petty Cash	460.17 ✓
26/09/2025	Lloyds Credit Card	-1,882.75 ✓
30/09/2025	Unity Trust Wages A/C 7648	439.51 ✓
30/09/2025	CCLA Deposit Funds	1,233,681.53 ✓
30/09/2025	Stripe A/C 2659	2,666.65 ✓
		2,412,134.20

Receipts not on Bank Statement

0.00

Closing Balance

2,412,134.20 ✓ Bal R.

All Cash & Bank Accounts

1	Current Bank A/c	1,176,769.09
2	Equals Card	460.17
3	Lloyds Credit Card	-1,882.75
4	Unity Trust Wages 7648	439.51
10	CCLA Deposit Fund	1,233,681.53
11	Stripe A/C 20512659	2,666.65
Other Cash & Bank Balances		0.00
Total Cash & Bank Balances		2,412,134.20 ✓ Bal R.

✓ Bal R. 30/09/25
J. REYNOLDS

Date: 12/06/2025

Thornbury Town Council Current Year

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Time: 13:49

Cashbook 2

User: 6079.L.PROUT

Equals Pre-Paid Cards

For Month No: 1

Payments for Month 1

Nominal Ledger Analysis

<u>Date</u>	<u>Payee Name</u>	<u>Reference</u>	<u>£ Total Amnt</u>	<u>£ Creditors</u>	<u>£ VAT</u>	<u>A/c</u>	<u>Centre</u>	<u>£ Amount</u>	<u>Transaction Detail</u>
01/04/2025	Sullivans Garden Machinery	771	48.00		8.00	4450	160	40.00	5l Engine Oil
02/04/2025	Thornbury Discounts	772	5.99		1.00	4100	108	4.99	Gorilla Glue
03/04/2025	Horders Thornbury Press	773	4.00		0.67	4100	108	3.33	Stationery
03/04/2025	SumUP Anne McAlliste	783	18.00			4548	190	18.00	Thank you Cards - Mayor Awards
07/04/2025	Coop Thornbury	774	3.80			4205	108	3.80	Milk
10/04/2025	L E Riddifords	775	20.90		3.48	4541	190	17.42	Refreshments for Greer Event
10/04/2025	W H Smith	776	40.80			4105	108	40.80	Stamps
11/04/2025	Hawkins of Thornbury	777	34.47		5.74	4700	160	28.73	Various Paints
15/04/2025	Lees Mend a Shoe	778	19.50		3.25	4450	160	16.25	Keys
16/04/2025	Hawkins of Thornbury	779	17.99		3.00	4700	160	14.99	Fence Paint
16/04/2025	Hawkins of Thornbury	780	13.66		2.28	4700	160	11.38	Maintenance Supplies
17/04/2025	Coop, Thornbury	781	3.80			4205	108	3.80	Milk
30/04/2025	Hawkins of Thornbury	782	11.59		1.93	4700	160	9.66	Various Maintenance Supplies
Total Payments for Month			242.50	0.00	29.35			213.15	
Balance Carried Fwd			548.10						
Cashbook Totals			790.60	0.00	29.35			761.25	

Receipts for Month 1

Nominal Ledger Analysis

Receipt Ref	Name of Payer	£ Amnt Received	£ Debtors	£ VAT	A/c	Centre	£ Amount	Transaction Detail
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Balance Brought Fwd :		790.60					790.60	
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Banked:		0.00						
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		0.00					0.00	
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Total Receipts for Month		0.00	0.00	0.00			0.00	
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Cashbook Totals		790.60	0.00	0.00			790.60	
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Date: 12/06/2025

Thornbury Town Council Current Year

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Time: 13:48

Cashbook 2

User: 6079.L.PROUT

Equals Pre-Paid Cards

For Month No: 2

Payments for Month 2

Nominal Ledger Analysis

<u>Date</u>	<u>Payee Name</u>	<u>Reference</u>	<u>£ Total Amnt</u>	<u>£ Creditors</u>	<u>£ VAT</u>	<u>A/c</u>	<u>Centre</u>	<u>£ Amount</u>	<u>Transaction Detail</u>
01/05/2025	Coop Thornbury	784	3.80			4205	108	3.80	Milk
12/05/2025	Coop Thornbury	785	6.50			4205	108	6.50	Milk
12/05/2025	Thornbury Discount Superstore	786	15.99		2.66	4450	160	13.33	Tools
13/05/2025	Hawkins of Thornbury	787	30.98		5.16	4700	160	25.82	Woodworm Treatment
14/05/2025	Lee's Mend a Shoe	788	10.50		1.75	4700	160	8.75	Key Cutting
14/05/2025	Hard Pressed for Time	789	90.00		15.00	4140	110	75.00	Cleaning Mayoral Robe
15/05/2025	Hawkins of Thornbury	790	80.13		13.36	4700	160	66.77	Maintenance Supplies
19/05/2025	Hawkins of Thornbury	791	38.87		6.48	4700	160	32.39	Maintenance Supplies
21/05/2025	Coop Thornbury	792	6.50			4205	108	6.50	Milk
23/05/2025	Highfield Garden Centre	793	189.93		31.66	4150	130	158.27	Plants & Compost
23/05/2025	Thornbury Discount Superstore	794	3.09		0.52	4150	130	2.57	Maintenance Supplies
29/05/2025	Hawkins of Thornbury	795	3.00		0.50	4150	130	2.50	Bolts for Hanging Baskets
Total Payments for Month			479.29	0.00	77.09			402.20	
Balance Carried Fwd			568.81						
Cashbook Totals			1,048.10	0.00	77.09			971.01	

Date: 12/06/2025

Thornbury Town Council Current Year

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Cashbook 2

User: 6079.L.PROUT

Equals Pre-Paid Cards

For Month No: 2

Receipts for Month 2

Nominal Ledger Analysis

<u>Receipt Ref</u>	<u>Name of Payer</u>	<u>£ Amnt Received</u>	<u>£ Debtors</u>	<u>£ VAT</u>	<u>A/c</u>	<u>Centre</u>	<u>£ Amount</u>	<u>Transaction Detail</u>
Balance Brought Fwd :		548.10					548.10	
Banked: 23/05/2025		500.00						
TRANSFER	Unity Trust Current A/C 7635	500.00			200		500.00	TOP UP FUNDS FOR EQUALS CARDS
Total Receipts for Month		500.00	0.00	0.00			500.00	
Cashbook Totals		1,048.10	0.00	0.00			1,048.10	

Continued on Page 2

Payments for Month 3

Nominal Ledger Analysis

Date	Payee Name	Reference	£ Total Amnt	£ Creditors	£ VAT	A/c	Centre	£ Amount	Transaction Detail
03/06/2025	Hawkins of Thornbury	796	22.74		3.79	4700	160	18.95	Roll Top Bin & Brushes
03/06/2025	Coop Thornbury	797	6.50			4205	108	6.50	Milk
03/06/2025	Gap Supplies	798	52.76		8.79	4700	160	43.97	Maintenance Supplies
03/06/2025	Gap Supplies	799	31.58		5.26	4700	160	26.32	Maintenance Supplies
03/06/2025	Hawkins of Thornbury	796 ADJ	-22.74		-3.79	4150	130	-18.95	Reverse payment incorrect code
03/06/2025	Hawkins of Thornbury	796	22.74		3.79	4150	130	18.95	Roll Top Bin & Brushes
04/06/2025	Hawkings of Thornbury	800	25.93		4.32	4700	160	21.61	Maintenance Supplies
05/06/2025	Gap Supples	801	45.57		7.60	4700	160	37.97	Maintenance Supplies
05/06/2025	Thornbury Mens Shed	802	13.00			4700	160	13.00	Spade Handle
05/06/2025	News 4 U	803	19.20			4090	110	19.20	Gazzette Papers
09/06/2025	Screwfix	804	24.98		4.16	4700	160	20.82	Maintenance Supplies
10/06/2025	Hawkins of Thornbury	805	6.07		1.01	4700	160	5.06	Maintenance Supplies
10/06/2025	Hawkins of Thornbury	806	12.98		2.16	4700	160	10.82	Maintenance Supplies
10/06/2025	Hawkins of Thornbury	807	4.64		0.77	4700	160	3.87	Maintenance Supplies
10/06/2025	Screwfix	808	15.06		2.52	4700	160	12.54	Maintenance Supplies
10/06/2025	Screwfix	809	7.99		1.33	4700	160	6.66	Maintenance Supplies
12/06/2025	Coop	810	5.15			4205	108	5.15	Milk
16/06/2025	Almondsbury Garden Centre	811	15.00		2.50	4150	130	12.50	Compost
24/06/2025	Hawkins of Thornbury	812	12.99		2.16	4150	130	10.83	Maintenance Supplies
24/06/2025	Hawkins Groundcare	813	77.00		12.83	4150	130	64.17	Maintenance Supplies
25/06/2025	Lee's Mend a Shoe	814	25.03		4.17	4150	130	20.86	Key Cutting
26/06/2025	Thornbury Discounts	815	11.98			4150	130	11.98	Maintenance Supplies
26/06/2025	Thornbury Motors Ltd	816	72.30		12.05	4405	120	60.25	5 Ltrs Oil
26/06/2025	Hawkins of Thornbury	817	47.37		7.90	4150	130	39.47	Maintenance Supplies
27/06/2025	Coop	818	4.40			4205	108	4.40	Milk
30/06/2025	AMAZON PRIME	819	17.69		2.95	4150	130	14.74	Maintenance supplies
Total Payments for Month			577.91	0.00	86.27			491.64	
Balance Carried Fwd			490.90						
Cashbook Totals			1,068.81	0.00	86.27			982.54	

Receipts for Month 3**Nominal Ledger Analysis**

<u>Receipt Ref</u>	<u>Name of Payer</u>	<u>£ Amnt Received</u>	<u>£ Debtors</u>	<u>£ VAT</u>	<u>A/c</u>	<u>Centre</u>	<u>£ Amount</u>	<u>Transaction Detail</u>
Balance Brought Fwd :		568.81					568.81	
	Banked: 17/06/2025	500.00						
TRANSFER	Unity Trust Current A/C 7635	500.00			200		500.00	TOP UP FUNDS FOR EQUALS CARD
Total Receipts for Month		500.00	0.00	0.00			500.00	
Cashbook Totals		<u>1,068.81</u>	<u>0.00</u>	<u>0.00</u>			<u>1,068.81</u>	

Payments for Month 4

Nominal Ledger Analysis

Date	Payee Name	Reference	£ Total Amnt	£ Creditors	£ VAT	A/c	Centre	£ Amount	Transaction Detail
01/07/2025	Amazon	829	17.69		2.95	4150	130	14.74	Water Pump
01/07/2025	AMAZON PRIME	CORRECTION	-17.69		-2.95	4150	130	-14.74	WATER PUMP - DUPLICATE ENTRY
02/07/2025	Lees Mend a Shoe	830	3.90		0.65	4150	130	3.25	Key Cutting
03/07/2025	Post Office Ltd	820	87.00			4105	108	87.00	Stamps x 100 2nd Class
03/07/2025	Amazon	831	7.64		1.27	4068	105	6.37	Gardening Gloves
04/07/2025	Savers	832	12.98		2.16	4068	105	10.82	Sun Spray for Outdoor Team
07/07/2025	Co op	821	4.40			4205	108	4.40	Milk
08/07/2025	Thornbury Discounts	822	5.99		1.00	4540	190	4.99	Climate & Nature Event Supplie
08/07/2025	Thornbury Discounts	833	3.50		0.58	4150	130	2.92	Maintenance Supplies
09/07/2025	Hawkins of Thornbury	850	24.82		4.14	4150	130	20.68	Cloths, Dustpan, Brush
10/07/2025	Hawkins of Thornbury	834	43.51		7.25	4150	130	36.26	Garden Pegs
14/07/2025	Horders	823	2.00		0.33	4540	190	1.67	Climate & Nature Event Supplie
14/07/2025	Hawkins of Thornbury	824	5.14		0.86	4540	190	4.28	Climate & Nature Event Supplie
14/07/2025	Thornbury Discounts	825	5.00		0.83	4100	108	4.17	Stationery
14/07/2025	Boots Stores	826	1.50		0.25	4540	190	1.25	Climate & Nature Event Supplie
14/07/2025	GAP Supplies	835	11.88		1.98	4150	130	9.90	Trade Block Brush
14/07/2025	Screwfix	836	84.99		14.16	4150	130	70.83	Adhesive - 12 pack
14/07/2025	Toolstation	837	39.99		6.66	4150	130	33.33	Masonry Paint
15/07/2025	Hawkins of Thornbury	838	26.46		4.41	4150	130	22.05	Maintenance eg paint, clips
16/07/2025	Hawkins of Thornbury	839	8.99		1.50	4150	130	7.49	White Spirit
17/07/2025	Mole Country Stores	840	15.36		2.56	4150	130	12.80	Wooden Rail
17/07/2025	Screwfix	841	108.99		18.17	4450	160	90.82	Makita Grinder
18/07/2025	Co op	827	4.40			4205	108	4.40	Milk
22/07/2025	GAP Supplies	842	9.41		1.57	4150	130	7.84	Nuts and Bolts
22/07/2025	Horders Thornbury Press	843	2.70		0.45	4100	108	2.25	Stationery
22/07/2025	Hawkins of Thornbury	844	6.98		1.16	4150	130	5.82	Wire Wheel & Cup Brush
22/07/2025	Hawkins of Thornbury	845	24.99		4.16	4150	130	20.83	Hammerite Smooth Whit
23/07/2025	GAP Supplies	846	23.07		3.84	4150	130	19.23	Hammer Bits & Pipe
24/07/2025	Dobbies Garden Centre	847	25.48		4.25	4150	130	21.23	Plants
24/07/2025	Screwfix	848	13.99		2.33	4150	130	11.66	Toilet Seat
29/07/2025	Co op	828	2.20			4205	108	2.20	Milk
29/07/2025	Hawkins of Thornbury	849	35.97		6.00	4150	130	29.97	Heavy Duty Brushes
29/07/2025	Screwfix	851	62.98		10.50	4068	105	52.48	Safety Boots
30/07/2025	Screwfix	852	39.99		6.67	4150	130	33.32	MAINTENANCE - WHITE PAINT
Total Payments for Month			756.20	0.00	109.69			646.51	
Balance Carried Fwd			734.70						
Cashbook Totals			1,490.90	0.00	109.69			1,381.21	

Date: 29/09/2025

Thornbury Town Council Current Year

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Time: 13:46

Cashbook 2

User: L.PROUT

Equals Pre-Paid Cards

For Month No: 4

Receipts for Month 4

Nominal Ledger Analysis

Receipt Ref	Name of Payer	£ Amnt Received	£ Debtors	£ VAT	A/c	Centre	£ Amount	Transaction Detail
Balance Brought Fwd :		490.90					490.90	
	Banked: 10/07/2025	500.00						
TRANSFER	Unity Trust Current A/C 7635	500.00			200		500.00	EQUALS CARD ACCOUNT TOP UP
	Banked: 29/07/2025	500.00						
TRANSFER	Unity Trust Current A/C 7635	500.00			200		500.00	TOP UP FUNDS FOR EQUALS CARD
Total Receipts for Month		1,000.00	0.00	0.00			1,000.00	
Cashbook Totals		1,490.90	0.00	0.00			1,490.90	

Continued on Page 2

Payments for Month 5

Nominal Ledger Analysis

Date	Payee Name	Reference	£ Total Amnt	£ Creditors	£ VAT	A/c	Centre	£ Amount	Transaction Detail
05/08/2025	Co-op Thornbury	853	4.40			4205	108	4.40	Milk
13/08/2025	Co-op Thornbury	854	4.40			4205	108	4.40	Milk
13/08/2025	Hawkins of Thornbury	855	8.85		1.48	4150	130	7.37	Bucket with lid
18/08/2025	Hawkins of Thornbury	856	17.97		3.00	4150	130	14.97	Hammerite paint / Fuses
18/08/2025	Lees Mend a Shoe	858	13.23		2.21	4150	130	11.02	Key Cutting
26/08/2025	Co-op Thornbury	857	5.45			4205	108	5.45	Milk
Total Payments for Month			54.30	0.00	6.69			47.61	
Balance Carried Fwd			680.40						
Cashbook Totals			734.70	0.00	6.69			728.01	

Receipts for Month 5

Nominal Ledger Analysis

Receipt Ref	Name of Payer	£ Amnt Received	£ Debtors	£ VAT	A/c	Centre	£ Amount	Transaction Detail
Balance Brought Fwd :		734.70					734.70	
Banked:		0.00						
			0.00				0.00	
Total Receipts for Month		0.00	0.00	0.00			0.00	
Cashbook Totals		734.70	0.00	0.00			734.70	

Date: 02/10/2025

Thornbury Town Council Current Year

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Cashbook 2

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For Month No: 6

Payments for Month 6

Nominal Ledger Analysis

<u>Date</u>	<u>Payee Name</u>	<u>Reference</u>	<u>£ Total Amnt</u>	<u>£ Creditors</u>	<u>£ VAT</u>	<u>A/c</u>	<u>Centre</u>	<u>£ Amount</u>	<u>Transaction Detail</u>
02/09/2025	Thornbury Discounts	859	6.90		1.15	4150	130	5.75	Maintenance Supplies
02/09/2025	Hawkins of Thornbury	860	6.50		1.08	4150	130	5.42	Mop and Cloths
03/09/2025	Hawkins of Thornbury	861	12.88		2.15	4150	130	10.73	Ground Fleece and Gloves
04/09/2025	Screwfix	862	113.76		18.96	4150	130	94.80	Paint, Work Boots
05/09/2025	Co-op	863	4.40			4205	108	4.40	Milk
18/09/2025	Co-op	864	3.50			4205	108	3.50	Milk
18/09/2025	Hawkins of Thornbury	865	6.63		1.10	4150	130	5.53	Drill Bits, Rawlplugs
30/09/2025	Lees Mend a Shoe	866	14.00		2.33	4150	130	11.67	Key Cutting
30/09/2025	Hawkins of Thornbury	867	29.27		4.88	4150	130	24.39	Peat Free Compost, Cover
30/09/2025	Horders	868	2.90		0.48	4100	108	2.42	Stationery
30/09/2025	Lees Mend a Shoe	869	12.75		2.12	4150	130	10.63	Key Cutting
30/09/2025	Hawkins of Thornbury	870	6.74		1.12	4150	130	5.62	Split Rings, hoop disc
Total Payments for Month			220.23	0.00	35.37			184.86	
Balance Carried Fwd			460.17						
Cashbook Totals			680.40	0.00	35.37			645.03	

Receipts for Month 6**Nominal Ledger Analysis**

<u>Receipt Ref</u>	<u>Name of Payer</u>	<u>£ Amnt Received</u>	<u>£ Debtors</u>	<u>£ VAT</u>	<u>A/c</u>	<u>Centre</u>	<u>£ Amount</u>	<u>Transaction Detail</u>
Balance Brought Fwd :		680.40					680.40	
	Banked:	0.00						
			0.00				0.00	
Total Receipts for Month		0.00	0.00	0.00			0.00	
Cashbook Totals		680.40	0.00	0.00			680.40	

Thornbury Town Council

Detailed Income & Expenditure by Budget Heading 30/06/2025

Cost Centre Report

		Actual Year To Date	Annual Budget	Variance of Annual Total	Committed Expenditure	Funds Available	% Spent	Transfer to/from EMR	Notes
100	Income								
1076	Precept	£ 483,806	£ 967,612	£ 483,806			50.0%		
1090	Interest Received	£ 9,030	£ 62,618	£ 53,588			14.4%		
1110	Over 60's Tea Room	£ 1,160	£ 1,160	£ -			100.0%		
1115	Solar Panels	£ 469	£ 1,035	£ 566			45.3%		
1116	Solar Farm Community Benefit	-£ 2,450	£ 2,722	£ 5,172			-90.0%		Accrual for 2024/25
1150	CIL Income	£ 95,389	£ 75,000	-£ 20,389			127.2%		Under estimated
1300	Mundy Fees	£ 3,765	£ 6,210	£ 2,445			60.6%		
1310	Poulterbrook Fees	£ 260	£ 2,404	£ 2,144			10.8%		
1320	Chantry Fees	£ -	£ 2,917	£ 2,917			0.0%		
1325	Pavilion Hire	£ 1,008	£ 3,726	£ 2,718			27.0%		
1330	Wayleave	£ -	£ 74	£ 74			0.0%		
1400	Cemetery Fees	£ 18,515	£ 50,715	£ 32,200			36.5%		
1415	Chapel Hire	£ -	£ 500	£ 500			0.0%		
1420	Memorial Plaque Service Income	£ 1,876	£ 6,413	£ 4,537			29.3%		
1600	Rent - Flat 67 High Street	£ 2,025	£ 8,100	£ 6,075			25.0%		
1610	Rent - Offices 67 High Street	£ 3,789	£ 15,762	£ 11,973			24.0%		
1630	Rent - V Link Town Hall	£ -	£ 1	£ 1			0.0%		
1640	Rent - Police	-£ 221	£ 14,030	£ 14,251			-1.6%		
1850	Memorial bench/plaque income	£ -	£ 3,528	£ 3,528			0.0%		
1990	Other Income	£ 98	£ 500	£ 402			19.6%		
1995	Tennis Court Income	£ 621	£ 3,033	£ 2,412			20.5%		
	Income :	£ 619,139	£ 1,228,060	£ 608,921	0	0	50.4%	£ -	
104	Councillors								
4020	Expenses	£ -	£ 515	£ 515		515	0.0%		
4070	Chairman's / Mayors Allowance	£ -	£ 1,187	£ 1,187		1,187	0.0%		
4165	IT	£ 24	£ 515	£ 491		491	4.6%		
4235	Elections	£ -	£ 5,000	£ 5,000		5,000	0.0%	£ 5,000	Transfer of funds to Election EMR
4236	Councillor Training	£ 445	£ 500	£ 55		55	88.9%		
	Councillors :- Indirect Expenditure	£ 469	£ 7,717	£ 7,248	0	7,338	4.9%	£ 5,000	
	Transfer to 353 EMR Elections	£ 5,000	£ -	-£ 5,000					
	Net Expenditure	£ 5,469	£ 7,717	£ 2,248					

		Actual Year To Date	Annual Budget	Variance of Annual Total	Committed Expenditure	Funds Available	% Spent	Transfer to/from EMR	Notes
105	Staff Costs								
4000	Staff Salary	£ 52,667	£ 337,628	£ 284,961		284,961	15.6%		
4030	PAYE and NI	£ 18,337	£ 126,143	£ 107,806		107,806	14.5%		
4040	Pension	£ 9,852	£ 87,307	£ 77,455		77,455	11.3%		
4060	Staff other Expenses	£ 180	£ 1,000	£ 820		820	18.0%		
4068	Workwear & PPE	£ 296	£ 1,500	£ 1,204		1,204	19.7%		
4069	Staff Recruitment	£ 2,014	£ 500	-£ 1,514		-1,514	402.8%		Agency fees for C&N Officer, not budgeted
4071	Staff Training	£ 1,470	£ 8,500	£ 7,030		7,030	17.3%		
	Staff Costs :- Indirect Expenditure	£ 84,816	£ 562,578	£ 477,762	0	477,762	15.1%	£ -	
108	Administration								
4100	Stationery	£ 113	£ 618	£ 505		505	18.3%		
4105	Postage	£ 97	£ 250	£ 153		153	38.7%		
4110	Telephone & Broadband	£ 544	£ 2,034	£ 1,490		1,490	26.8%		
4115	Equipment & Furniture	£ 6,472	£ 2,500	-£ 3,972		-3,972	258.9%		Overspend of £6,600 for fire proof storage agreed at F&GP April
4125	Photocopier	£ 548	£ 1,458	£ 910		910	37.6%		
4165	IT	£ 5,458	£ 16,914	£ 11,456		11,456	32.3%		
4185	Communications	£ 180	£ 4,500	£ 4,320		4,320	4.0%		
4205	Refreshments	£ 40	£ 412	£ 372		372	9.8%		
	Administration :- Indirect Expenditure	£ 13,453	£ 28,686	£ 15,233	0	15,233	46.9%	£ -	
110	Central Services								
4075	Bank Charges	£ 158	£ 580	£ 422		422	27.2%		
4080	Audit Fees	-£ 2,200	£ 3,800	£ 6,000		6,000	-57.9%		Accural for audit fees 2024/25
4085	Professional Fees	£ 4,610	£ 10,000	£ 5,390		5,390	46.1%		
4090	Subscriptions & Memberships	£ 2,256	£ 3,667	£ 1,411		1,411	61.5%		
4095	Insurance	£ 19,045	£ 14,859	-£ 4,186		-4,186	128.2%		Underbudgeted due to new contract
4120	Website	£ -	£ 500	£ 500		500	0.0%		
4140	Cleaning Materials	£ 942	£ 3,090	£ 2,148		2,148	30.5%		
4160	Trade Refuse	£ 6,447	£ 16,756	£ 10,309		10,309	38.5%		
4200	Health & Safety	£ 929	£ 11,000	£ 10,071	3,283	6,788	38.3%		

		Actual Year To Date	Annual Budget	Variance of Annual Total	Committed Expenditure	Funds Available	% Spent	Transfer to/from EMR	Notes
4240	Civic Function	£ 130	£ 2,000	£ 1,870		1,870	6.5%		Sign writing
4482	PWLB 504320 - football pitches	£ -	£ 2,625	£ 2,625		2,625	0.0%		Paid in full - no expenditure due this year
4483	PWLB 509410 - Outside Equip	£ -	£ 7,614	£ 7,614		7,614	0.0%		
	Central Services :- Indirect Expenditure	£ 32,407	£ 76,491	£ 44,084	3,283	40,801	46.7%	£ -	
120	Assets and asset maintenance								
4405	Vehicle Maintenance/Tax	£ 652	£ 9,960	£ 9,308		9,308	6.5%		
4411	Maintenance & Repairs	£ 3,815	£ 5,000	£ 1,185		1,185	76.3%		Overspend of £2,285 for replacement tractor tyre's agreed at F&GP April
4487	New Machinery	£ 41,970	£ 40,000	-£ 1,970		-1,970	104.9%		New machine more expensive than estimated
	Assets and asset maintenance :- Indirect	£ 46,437	£ 54,960	£ 8,523	0	8,523	84.5%	£ -	
130	Open Spaces								
4150	Maintenance	£ 1,593	£ 30,000	£ 28,407	3,334	25,073	16.4%		Overspend of £17,000 for hedge works and picnic area agreed at F&GP April
4400	Septic Tank	£ -	£ 600	£ 600		600	0.0%		
4401	Security	£ 1,246	£ 6,962	£ 5,717		5,717	17.9%		
4410	Play Equipment Maintenance	£ 668	£ 45,000	£ 44,332		44,332	1.5%	£ 35,000	Transfer of funds to EMR 355 for Streamleaze playground replacement in 2026/27
4420	Fuel	£ 539	£ 6,000	£ 5,461		5,461	9.0%		
4430	Tennis Courts	£ 646	£ 23,857	£ 23,211	1,150	22,061	7.5%	£ 19,267	Transfer of funds to EMR 351 Tennis Court Maintenance
4432	Sports Pitches	£ 5,310	£ 7,000	£ 1,690	320	1,370	80.4%		
4435	Portable Toilet	£ 650	£ 1,829	£ 1,179		1,179	35.5%		
4440	Skatepark Maintenance	£ -	£ 500	£ 500		500	0.0%		
4445	Tree Works & Inspection	£ 3,600	£ 5,000	£ 1,400		1,400	72.0%		
4490	St Mary's Churchyard	£ 105	£ 80,000	£ 79,895	78,279	1,616	98.0%		
4495	Bedding Plants	£ -	£ 1,158	£ 1,158		1,158	0.0%		
4500	Memorial Plaque Service	£ 443	£ 1,423	£ 980		980	31.2%		
4550	Tree Planting	£ -	£ 3,000	£ 3,000		3,000	0.0%		
4555	Hanging Basket Service	£ 1,406	£ 1,833	£ 427		427	76.7%		

		Actual Year To Date	Annual Budget	Variance of Annual Total	Committed Expenditure	Funds Available	% Spent	Transfer to/from EMR	Notes
4560	Town Hall Planting	£ 934	£ 2,372	£ 1,439		1,439	39.4%		
4580	Grass Cutting SGC	£ 684	£ 2,615	£ 1,931		1,931	26.2%		
4581	Dog Waste Bin Collection SGC	£ 1,852	£ 7,079	£ 5,227		5,227	26.2%		
4585	Floral Displays SGC	£ -	£ 2,575	£ 2,575		2,575	0.0%		
4595	Street Furniture (inc bins)	£ 2,606	£ 17,000	£ 14,394		14,394	15.3%		
	Open Spaces :- Indirect Expenditure	£ 22,283	£ 245,803	£ 223,520	83,083	140,437	42.9%	£ 54,267	
	Transfer to EMR	£ 54,267	£ -	-£ 54,267					
	Net Expenditure	£ 76,550	£ 245,803	£ 169,254					
160	Site & Property								
4145	Lift	£ 405	£ 2,480	£ 2,075		2,075	16.3%		
4170	Water	£ -	£ 5,632	£ 5,632		5,632	0.0%		
4175	Electricity	£ 1,690	£ 10,861	£ 9,171		9,171	15.6%		
4180	Gas	£ 789	£ 2,940	£ 2,151		2,151	26.8%		
4245	Rates	£ 24,689	£ 28,324	£ 3,635		3,635	87.2%		
4250	Clock R&R	£ -	£ 323	£ 323		323	0.0%		
4450	Machine & Tools	£ 7,383	£ 14,408	£ 7,025		7,025	51.2%		Battery powered equipment purchased
4460	Signs	£ 91	£ 2,157	£ 2,066		2,066	4.2%		
4601	Property Maintenance	£ 5,197	£ 50,500	£ 45,303	27,183	18,120	64.1%		Overspend of £22,500 for roof works agreed at F&GP April
	Site & Property :- Indirect Expenditure	£ 40,245	£ 117,625	£ 77,380	27,183	50,197	57.3%	£ -	
180	Grants & SLAs								
4210	Youth SLA	£ 40,898	£ 84,250	£ 43,352		43,352	48.5%		
4220	Grants (out)	£ -	£ 33,500	£ 33,500		33,500	0.0%		
4226	Library Services	£ 4,474	£ 4,474	£ -		0	100.0%		
4228	Service Level Agreements	£ 16,635	£ 35,984	£ 19,349		19,349	46.2%		2 new SLA to be paid
4229	Community Toilet Scheme	£ 60	£ 4,000	£ 3,940		3,940	1.5%		Payments are quaterly in arrears
	Grants & SLAs :- Indirect Expenditure	£ 62,067	£ 162,208	£ 100,141	0	100,141	38.3%	£ -	
190	Projects								
4540	Climate and Nature	£ 219	£ 7,500	£ 7,281		7,281	2.9%		Overspend of £925.50 for swift box and rature reserve launch agreed at F&GP April
4541	Green Projects	£ 17	£ 15,000	£ 14,983		14,983	0.1%		

		Actual Year To Date	Annual Budget	Variance of Annual Total	Committed Expenditure	Funds Available	% Spent	Transfer to/from EMR	Notes
4545	Capital Projects	£ 9,052	£ 335,000	£ 325,948	4,184	313,030	4.0%		
4548	Events & Innovations	£ 756	£ 6,000	£ 5,244		5,244	12.6%		
	Projects :- Indirect Expenditure	£ 10,044	£ 363,500	£ 353,456	4,184	349,272	3.9%	£ -	
	Grand Totals:- Income	£ 619,139	£ 1,228,060	£ 608,921			50.4%		
	Expenditure	£ 320,865	£ 1,619,568	£ 1,298,703	117,734	1,180,969	27.1%		
	Net Income over Expenditure	£ 298,274	-£ 391,508	-£ 689,782					
	Transfer to EMR	-£ 59,267		-£ 59,267					
	Movement to/(from) Gen Reserve	£ 239,007	-£ 391,508	£ 630,515					

Thornbury Town Council
Detailed Income & Expenditure by Budget Heading 30/09/2025
Cost Centre Report

		Actual Year To Date	Annual Budget	Variance of Annual Total	Committed Expenditure	Funds Available	% Spent	Transfer to/from EMR	Notes
100	Income								
1076	Precept	£ 967,612	£ 967,612	£ -			100.0%		
1090	Interest Received	£ 21,999	£ 62,618	£ 40,619			35.1%		
1110	Over 60's Tea Room	£ 1,160	£ 1,160	£ -			100.0%		
1115	Solar Panels	£ 1,019	£ 1,035	£ 16			98.5%		
1116	Solar Farm Community Benefit	£ 2	£ 2,722	£ 2,720			0.1%		Accural due for 2025/26
1150	CIL Income	£ 95,389	£ 75,000	-£ 20,389			127.2%		Under estimated
1300	Mundy Fees	£ 6,040	£ 6,210	£ 170			97.3%		Under estimated
1310	Poulterbrook Fees	£ 715	£ 2,404	£ 1,689			29.7%		
1320	Chantry Fees	£ 2,164	£ 2,917	£ 753			74.2%		
1325	Pavilion Hire	£ 3,275	£ 3,726	£ 451			87.9%		Under estimated
1330	Wayleave	£ -	£ 74	£ 74			0.0%		
1400	Cemetery Fees	£ 31,345	£ 50,715	£ 19,370			61.8%		
1415	Chapel Hire	£ -	£ 500	£ 500			0.0%		
1420	Memorial Plaque Service Income	£ 3,116	£ 6,413	£ 3,297			48.6%		
1600	Rent - Flat 67 High Street	£ 4,050	£ 8,100	£ 4,050			50.0%		
1610	Rent - Offices 67 High Street	£ 7,578	£ 15,762	£ 8,184			48.1%		
1630	Rent - V Link Town Hall	£ -	£ 1	£ 1			0.0%		
1640	Rent - Police	£ 5,975	£ 14,030	£ 8,055			42.6%		
1850	Memorial bench/plaque income	£ -	£ 3,528	£ 3,528			0.0%		
1990	Other Income	£ 107	£ 500	£ 393			21.3%		
1995	Tennis Court Income	£ 1,869	£ 3,033	£ 1,164			61.6%		
	Income :	£ 1,153,415	£ 1,228,060	£ 74,645	£ -	£ -	93.9%	£ -	
104	Councillors								
4020	Expenses	£ -	£ 515	£ 515		£ 515	0.0%		
4070	Chairman's / Mayors Allowance	£ 180	£ 1,187	£ 1,007		£ 1,007	15.2%		
4165	IT	£ 24	£ 515	£ 491		£ 491	4.6%		
4235	Elections	£ -	£ 5,000	£ 5,000		£ 5,000	0.0%	£ 5,000	Transfer of funds to Election EMR
4236	Councillor Training	£ 445	£ 500	£ 55		£ 55	88.9%		
	Councillors :- Indirect Expenditure	£ 649	£ 7,717	£ 7,068	£ -	£ 7,068	8.4%	£ 5,000	

		Actual Year To Date	Annual Budget	Variance of Annual Total	Committed Expenditure	Funds Available	% Spent	Transfer to/from EMR	Notes
	Transfer to 353 EMR Elections	£ 5,000	£ -	-£ 5,000					
	Net Expenditure	£ 5,649	£ 7,717	£ 2,068	£ -	£ 7,068	8.4%		
105	Staff Costs								
4000	Staff Salary	£ 136,210	£ 337,628	£ 201,418		£ 201,418	40.3%		Over budgeted
4030	PAYE and NI	£ 47,155	£ 126,143	£ 78,988		£ 78,988	37.4%		
4040	Pension	£ 25,145	£ 87,307	£ 62,162		£ 62,162	28.8%		
4060	Staff other Expenses	£ 295	£ 1,000	£ 705		£ 705	29.5%		
4068	Workwear & PPE	£ 710	£ 1,500	£ 790		£ 790	47.3%		
4069	Staff Recruitment	£ 2,014	£ 500	-£ 1,514		-£ 1,514	402.8%		Agency fees for C&N Officer
4071	Staff Training	£ 2,709	£ 8,500	£ 5,791		£ 5,791	31.9%		
	Staff Costs :- Indirect Expenditure	£ 214,238	£ 562,578	£ 348,340	£ -	£ 348,340	38.1%	£ -	
108	Administration								
4100	Stationery	£ 144	£ 618	£ 474		£ 474	23.4%		
4105	Postage	£ 352	£ 250	-£ 102		-£ 102	140.8%		Postage for survey
4110	Telephone & Broadband	£ 1,098	£ 2,034	£ 936		£ 936	54.0%		
4115	Equipment & Furniture	£ 6,651	£ 2,500	-£ 4,151		-£ 4,151	266.0%		Overspend of £6,600 for fire proof storage agreed at F&GP April
4125	Photocopier	£ 906	£ 1,458	£ 552		£ 552	62.1%		
4165	IT	£ 7,679	£ 16,914	£ 9,235		£ 9,235	45.4%		
4185	Communications	£ 2,998	£ 4,500	£ 1,502		£ 1,502	66.6%		
4205	Refreshments	£ 74	£ 412	£ 338		£ 338	17.9%		
	Administration :- Indirect Expenditure	£ 19,902	£ 28,686	£ 8,784	£ -	£ 8,784	69.4%	£ -	
110	Central Services								
4075	Bank Charges	£ 347	£ 580	£ 233		£ 233	59.8%		
4080	Audit Fees	-£ 100	£ 3,800	£ 3,900		£ 3,900	-2.6%		Accural for audit fees 2024/25
4085	Professional Fees	£ 4,849	£ 10,000	£ 5,151		£ 5,151	48.5%		
4090	Subscriptions & Memberships	£ 2,267	£ 3,667	£ 1,400		£ 1,400	61.8%		
4095	Insurance	£ 19,045	£ 14,859	-£ 4,186	£ 2,350	-£ 6,536	144.0%		Underbudgeted due to new contract
4120	Website	£ 799	£ 500	-£ 299		-£ 299	159.8%		New site

		Actual Year To Date	Annual Budget	Variance of Annual Total	Committed Expenditure	Funds Available	% Spent	Transfer to/from EMR	Notes
4140	Cleaning Materials	£ 1,641	£ 3,090	£ 1,449		£ 1,449	53.1%		
4160	Trade Refuse	£ 12,607	£ 16,756	£ 4,149		£ 4,149	75.2%		New addition with food waste
4200	Health & Safety	£ 2,466	£ 11,000	£ 8,534	£ 5,269	£ 3,265	70.3%		
4240	Civic Function	£ 723	£ 2,000	£ 1,277		£ 1,277	36.1%		Sign writing
4482	PWLB 504320 - football pitches	£ -	£ 2,625	£ 2,625		£ 2,625	0.0%		Paid in full - no expenditure due this year
4483	PWLB 509410 - Outside Equip	£ 3,807	£ 7,614	£ 3,807		£ 3,807	50.0%		
	Central Services :- Indirect Expenditure	£ 48,451	£ 76,491	£ 28,040	£ 7,619	£ 20,421	73.3%	£ -	
	120 Assets and asset maintenance								
4405	Vehicle Maintenance/Tax	£ 692	£ 9,960	£ 9,268		£ 9,268	6.9%		
4411	Maintenance & Repairs	£ 5,284	£ 5,000	-£ 284	£ 1,347	-£ 1,631	132.6%		Overspend of £2,285 for replacement tractor tyre's agreed at F&GP April
4487	New Machinery	£ 41,970	£ 40,000	-£ 1,970		-£ 1,970	104.9%		New machine more expensive than estimated
	Assets and asset maintenance :- Indirect	£ 47,946	£ 54,960	£ 7,014	£ 1,347	£ 5,667	89.7%	£ -	
	130 Open Spaces								
4150	Maintenance	£ 22,455	£ 30,000	£ 7,545		£ 7,545	74.8%		Overspend of £17,000 for hedge works and picnic area agreed at F&GP April
4400	Septic Tank	£ 585	£ 600	£ 15		£ 15	97.5%		
4401	Security	£ 2,500	£ 6,962	£ 4,462		£ 4,462	35.9%		
4410	Play Equipment Maintenance	£ 1,288	£ 45,000	£ 43,712	£ 745	£ 42,967	4.5%	£ 35,000	Transfer of funds to EMR 355 for Streamleaze playground replacement in 2026/27
4420	Fuel	£ 1,227	£ 6,000	£ 4,773		£ 4,773	20.5%		
4430	Tennis Courts	£ 1,796	£ 23,857	£ 22,061		£ 22,061	7.5%	£ 19,267	Transfer of funds to EMR 351 Tennis Court Maintenance
4432	Sports Pitches	£ 8,065	£ 7,000	-£ 1,065		-£ 1,065	115.2%		
4435	Portable Toilet	£ 1,090	£ 1,829	£ 739		£ 739	59.6%		
4440	Skatepark Maintenance	£ 265	£ 500	£ 235		£ 235	53.0%		

		Actual Year To Date	Annual Budget	Variance of Annual Total	Committed Expenditure	Funds Available	% Spent	Transfer to/from EMR	Notes
4445	Tree Works & Inspection	£ 4,450	£ 5,000	£ 550	£ 1,600	-£ 1,050	121.0%		Storms have caused emergency works
4490	St Mary's Churchyard	£ 5,285	£ 80,000	£ 74,715	£ 74,349	£ 366	99.5%		
4495	Bedding Plants	£ 333	£ 1,158	£ 825		£ 825	28.8%		
4500	Memorial Plaque Service	£ 1,150	£ 1,423	£ 273		£ 273	80.8%		
4550	Tree Planting	£ -	£ 3,000	£ 3,000		£ 3,000	0.0%		Not expecting to spend this year
4555	Hanging Basket Service	£ 1,406	£ 1,833	£ 427		£ 427	76.7%		
4560	Town Hall Planting	£ 934	£ 2,372	£ 1,439		£ 1,439	39.4%		
4580	Grass Cutting SGC	£ 1,368	£ 2,615	£ 1,247		£ 1,247	52.3%		
4581	Dog Waste Bin Collection SGC	£ 3,704	£ 7,079	£ 3,375		£ 3,375	52.3%		
4585	Floral Displays SGC	£ -	£ 2,575	£ 2,575		£ 2,575	0.0%		
4595	Street Furniture (inc bins)	£ 3,612	£ 17,000	£ 13,388	£ 1,544	£ 11,843	30.3%		
	Open Spaces :- Indirect Expenditure	£ 61,513	£ 245,803	£ 184,291	£ 78,238	£ 106,052	56.9%	£ 54,267	
	Transfer to EMR	£ 54,267	£ -	-£ 54,267					
	Net Expenditure	£ 115,780	£ 245,803	£ 130,024					
160	Site & Property								
4145	Lift	£ 405	£ 2,480	£ 2,075		£ 2,075	16.3%		
4170	Water	£ 1,623	£ 5,632	£ 4,009		£ 4,009	28.8%		
4175	Electricity	£ 4,097	£ 10,861	£ 6,764		£ 6,764	37.7%		
4180	Gas	£ 1,214	£ 2,940	£ 1,726		£ 1,726	41.3%		
4245	Rates	£ 24,689	£ 28,324	£ 3,635		£ 3,635	87.2%		
4250	Clock R&R	£ -	£ 323	£ 323		£ 323	0.0%		
4450	Machine & Tools	£ 9,463	£ 14,408	£ 4,945		£ 4,945	65.7%		
4460	Signs	£ 266	£ 2,157	£ 1,891		£ 1,891	12.3%		
4601	Property Maintenance	£ 20,583	£ 50,500	£ 29,917	£ 15,001	£ 14,915	70.5%		Overspend of £22,500 for roof works agreed at F&GP April
	Site & Property :- Indirect Expenditure	£ 62,340	£ 117,625	£ 55,285	£ 15,001	£ 40,283	65.8%	£ -	
180	Grants & SLAs								
4210	Youth SLA	£ 40,898	£ 84,250	£ 43,352		£ 43,352	48.5%		
4220	Grants (out)	£ 21,109	£ 33,500	£ 12,391		£ 12,391	63.0%		
4226	Library Services	£ 4,474	£ 4,474	£ -		£ -	100.0%		
4228	Service Level Agreements	£ 48,770	£ 35,984	-£ 12,786		-£ 12,786	135.5%		Over payment

		Actual Year To Date	Annual Budget	Variance of Annual Total	Committed Expenditure	Funds Available	% Spent	Transfer to/from EMR	Notes
4229	Community Toilet Scheme	£ 608	£ 4,000	£ 3,392		£ 3,392	15.2%		Payments are quaterly in arrears
	Grants & SLAs :- Indirect Expenditure	£ 115,859	£ 162,208	£ 46,349	£ -	£ 46,349	71.4%	£ -	
190	Projects								
4540	Climate and Nature	£ 548	£ 7,500	£ 6,952	£ 2,170	£ 4,783	36.2%		Overspend of £925.50 for swift box and nature reserve launch agreed at F&GP April
4541	Green Projects	£ 50	£ 15,000	£ 14,950		£ 14,950	0.3%		
4545	Capital Projects	£ 14,810	£ 335,000	£ 320,190	£ 4,900	£ 315,290	5.9%		
4548	Events & Innovations	£ 1,209	£ 6,000	£ 4,791		£ 4,791	20.1%		
	Projects :- Indirect Expenditure	£ 16,617	£ 363,500	£ 346,883	£ 7,070	£ 339,814	6.5%	£ -	
	Grand Totals:- Income	£ 1,153,413	£ 1,228,060	£ 74,647			93.90%		
	Expenditure	£ 587,610	£ 1,619,568	£ 1,031,958	£ 109,276	£ 922,682	43.00%		
	Net Income over Expenditure	£ 565,803	-£ 391,508	-£ 957,311					
	Transfer to EMR	-£ 59,267		£ 59,267					
	Movement to/(from) Gen Reserve	£ 506,536	-£ 391,508	-£ 898,044					

THORNBURY TOWN COUNCIL

Officers' Decisions Made Under Delegated Authority

Officers Decisions Made Under Delegated Powers

See "Background" for full details of items to be captured here, but this includes officer decisions to "award a contract or incur expenditure which has a value of £3000 or more".

DATE	DECISION TAKEN	AMOUNT £ (IF APPLICABLE)	REASON FOR DECISION	ANY ALTERNATIVES CONSIDERED AND REJECTED	ANY RELEVANT COUNCILLOR CONFLICT OF INTEREST	AUTHORISED BY	MEETING TO REPORT TO	ACCOUNTING CODES
07.10.2025	67a High Street - Repair leaking roof	£3,825.13	Health and Safety - A water leak has damaged Artex ceiling that may contain asbestos. Internal works has been instructed and are under the threshold.	Urgent due to Health & Safety	NA	Chief Executive	F&GP	160/4601 - Property Maintenance

Section 3 – External Auditor’s Report and Certificate 2024/25

In respect of

ENThornbury Town CouncilTY

1 Respective responsibilities of the auditor and the authority

Our responsibility as auditors to complete a **limited assurance review** is set out by the National Audit Office (NAO). A limited assurance review is **not a full statutory audit**, it does not constitute an audit carried out in accordance with International Standards on Auditing (UK & Ireland) and hence it **does not** provide the same level of assurance that such an audit would. The UK Government has determined that a lower level of assurance than that provided by a full statutory audit is appropriate for those local public bodies with the lowest levels of spending.

Under a limited assurance review, the auditor is responsible for reviewing Sections 1 and 2 of the Annual Governance and Accountability Return in accordance with NAO Auditor Guidance Note 02 (AGN 02 as issued by the NAO on behalf of the Comptroller and Auditor General. AGN 02 is available from the NAO website – <https://www.nao.org.uk/code-audit-practice/guidance-and-information-for-auditors/> .

This authority is responsible for ensuring that its financial management is adequate and effective and that it has a sound system of internal control. The authority prepares an Annual Governance and Accountability Return in accordance with *Proper Practices* which:

- summarises the accounting records for the year ended 31 March 2025; and
- confirms and provides assurance on those matters that are relevant to our duties and responsibilities as external auditors.

2 External auditor’s limited assurance opinion 2024/25

On the basis of our review of Sections 1 and 2 of the Annual Governance and Accountability Return, in our opinion the information in Sections 1 and 2 of the Annual Governance and Accountability Return is in accordance with Proper Practices and no other matters have come to our attention giving cause for concern that relevant legislation and regulatory requirements have not been met.

(continue on a separate sheet if required)

Other matters not affecting our opinion which we draw to the attention of the authority:

None

(continue on a separate sheet if required)

3 External auditor certificate 2024/25

We certify that we have completed our review of Sections 1 and 2 of the Annual Governance and Accountability Return, and discharged our responsibilities under the Local Audit and Accountability Act 2014, for the year ended 31 March 2025.

External Auditor Name

ENBDO LLP Southampton INTERNAL AUDITOR

External Auditor Signature

DocuSigned by:
BDO LLP
467DFB746A8A428...

Date

15 September 2025

ALLOCATING GENERAL RESERVE				
Account		Forecast end of 2025/26	Allocation	Actual Closing Balance
321	EMR Cemetery	19,999.76		19,999.76
329	EMR - Land and Property Mainte	129,335.58		129,335.58
330	EMR CIL 19/20	0.00		0.00
331	EMR Equipment	3,919.14	1,080.86	5,000.00
334	EMR CIL 20/21	90,441.24		90,441.24
338	EMR CIL 21/22	138,412.92		138,412.92
339	EMR Coronation Events 2023	7,390.59	2,609.41	10,000.00
340	EMR St Mary's Churchyard	7,500.00	2,500.00	10,000.00
341	EMR War memorial	25,000.00		25,000.00
342	EMR Capital Projects	176,407.80	101,064.55	277,472.35
343	EMR Professional Fees	20,000.00		20,000.00
344	EMR CIL 23/24	194,694.50		194,694.50
345	EMR Councillor IT equipment	1,259.37		1,259.37
346	EMR Staff IT replacement fund	3,266.00		3,266.00
348	EMR Communications	3,806.00		3,806.00
349	EMR Tree Works	6,630.00		6,630.00
350	EMR Solar Farm Income	7,105.71		7,105.71
351	EMR Tennis Court Maintenance	38,784.67		38,784.67
352	EMR Capital Receipts	800.00		800.00
354	EMR CIL 24/25	326,357.00		326,357.00
353	EMR Elections	5,000.00		5,000.00
355	EMR Playground Equipment	35,000.00		35,000.00
TBC	EMR CIL 25/26	75,000.00		75,000.00
TBC	EMR Lift Replacement	1,480.00		1,480.00
TBC	EMR Staffing Cost Contingency	0.00	95,000	95,000.00
TOTALS		1,317,590.28	202,254.82	1,519,845.10

General Reserve balance 01.04.2025 516,108

3 months of running expenditure 313,853

Surplus of General Reserve 202,255

Allocation 202,254.82

Surplus of General Reserve 0.00

Report to Full Council

Report Title: Decorating Quotes

Prepared by: Hannah Bowden, Chief Executive

Meeting Date: 08.10.2025

Status: For action/For Information



Detail

The Facilities Officer is currently developing a comprehensive maintenance programme for the Town Hall. In the interim, it is recommended that the first phase of decorating focuses on high-traffic areas. The following quotations have been obtained for the specified locations:

- Ground Floor Corridor
- Main Staircase
- First Floor Corridor
- Three 1st Floor WCs
- Back Staircase

In accordance with the Council's Financial Regulations, three quotations have been obtained for consideration:

N Russell Decorating: £6,508.33 (plus VAT)

NKS Contracts: £6,824 (plus VAT)

A.H.S. Building Group Ltd: £5,384 (plus VAT)

Expenditure will be allocated to 160/4061 (Property Maintenance), for which budget provision is available.

Recommendations

To appoint A.H.S. Building Group Ltd to complete the decoration of the ground floor corridor, main staircase, first floor corridor, three 1st floor WCs, back staircase at the Town Hall at a total cost of £5,384 + VAT.

Implications

Financial: The cost recommended is considered reasonable and the expense will be within the budget for Property Maintenance.

Environmental: Painting the walls of a staircase and corridor has minimal environmental impact, limited mainly to asking the contractor to use low-VOC paints, ensuring good ventilation, and disposing of waste materials responsibly.

Legal: In compliance with Financial Regulations.



Employee Handbook October 2025

WELCOME AND INTRODUCTION

Welcome to Thornbury Town Council (referred to throughout this handbook as “We” or “the Council”). Our strength as a Council is due to the skills and abilities of colleagues like you. We look forward to a long and successful working relationship with you and sincerely hope that your time with us is enjoyable and rewarding.

This handbook

This handbook is designed to explain the way in which we work and to set out the key procedures, rules and policies designed to ensure an efficient workplace and a safe and supportive environment for all employees. The contents of this handbook do not form part of the terms of your contract of employment unless otherwise stated. The Council may need to alter or amend any policy or procedure contained in this handbook to ensure that it remains relevant and consistent with the needs of the business. Any such change will be notified to all employees and an up-to-date copy of this handbook can be obtained from the Deputy Clerk.

The Council recognises the ‘Green Book’ which includes enhancements above the statutory minimum to certain employee benefits. These additional benefits are mainly detailed within your contract of employment, however if detailed within this handbook, they will be clearly identifiable.

We do expect you to comply with the requirements set out in this handbook and failure to do so may lead to disciplinary action; in appropriate cases, up to and including dismissal.

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1

KEY PRINCIPLES

This section sets out some of the key commitments made by the Council to its employees – and the key commitments expected from employees in return.

1.1 Council Code of Conduct

The behaviour of employees is central to the continued success of the Council. This handbook sets out a number of requirements aimed at ensuring the smooth running of the Council and the fair treatment of all employees. A number of these are so important that any breach of them will amount to gross misconduct and these are clearly identified throughout the handbook. Your attention is drawn in particular to the following:

- The rules on gifts and hospitality;
- The policy on smoking;
- The policy on alcohol and drugs;
- The policies on driving and the use of Council vehicles;
- The policy regarding social media; and
- The rules concerning the use of computers, the internet and email.

1.2 Health and Safety

The primary duty owed to you by the Council is to ensure that you are safe while you are at work. Similarly all employees are obliged to carry out their duties in a safe and responsible manner that does not risk harm to either themselves, their colleagues or any other person.

A detailed health and safety policy/handbook identifying the roles and responsibilities of key staff members for ensuring that the Council meets its commitment to health and safety is available from the Deputy Clerk. In addition there is information on health and safety displayed throughout our premises.

Detailed risk assessments have been carried out on all aspects of the Council's activities and steps have been taken to ensure that all work can be done safely. Any employee who is concerned that any aspect of the Council's activities poses a risk to health and safety should report this to the nearest available manager immediately. Genuine concerns about health and safety will always be treated with the utmost seriousness and be thoroughly investigated.

Employees are required to comply with all instructions rules and procedures concerning matters of health and safety. Failure to do so may amount to gross misconduct. In particular, where employees are required to wear personal protective equipment such as hard hats, protective footwear or high visibility clothing then failure to do so will be treated as gross misconduct which will usually result in dismissal.

1.3 Ethical Conduct

The Council aims for the highest possible standards of ethical conduct in all of its activities and expects the conduct of individual employees to reflect this. We take a zero-tolerance approach to bribery and corruption and are committed to acting professionally, fairly and with integrity in all our business dealings and relationships. Breach of this policy or dishonesty of any kind will be treated as a serious disciplinary matter, which may amount to gross misconduct and therefore to dismissal without notice.

Gifts and Hospitality

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

All gifts and hospitality given or received, of whatever value, must be entered in the Register kept by the management team.

No personal gifts with an actual or reasonably estimated value exceeding £10 should be accepted from a client/customer, supplier or potential supplier without express permission from the Chief Executive.

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

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

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

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

Bribery

Bribe means a financial or other inducement or reward for action which is illegal, unethical, a breach of trust or improper in any way. Bribes can take the form of money, gifts, loans, fees, hospitality, services, discounts, the award of a contract or any other advantage or benefit.

Bribery includes offering, promising, giving, accepting or seeking a bribe.

All forms of bribery are strictly prohibited. If you are unsure about whether a particular act constitutes bribery, raise it with your manager or the Chief Executive.

Specifically, you must not:

- give or offer any payment, gift, hospitality or other benefit in the expectation that a business advantage will be received in return, or to reward any business received;
- accept any offer from a third party that you know or suspect is made with the expectation that we will provide a business advantage for them or anyone else;
- give or offer any payment (sometimes called a facilitation payment) to a government official in any country to facilitate or speed up a routine or necessary procedure;

You must not threaten or retaliate against another person who has refused to offer or accept a bribe or who has raised concerns about possible bribery or corruption.

If you are offered a bribe, or are asked to make one, or if you suspect that any bribery, corruption or other breach of this policy has occurred or may occur, you must notify your manager or the Chief Executive as soon as possible.

1.4 Whistleblowing

The Council encourages employees to raise any concerns that they may have about any suspected wrongdoing at any level within the business. Wrongdoing in this context means any breach of a legal obligation, risk to health and safety, a criminal offence being committed, a miscarriage of justice occurring or likely to occur, damage to the environment, or an attempt to conceal any of the above.

Any initial concern should be raised with the Chief Executive. However, if this is not appropriate, then you should contact another member of the management team who will ensure that your concern is properly addressed.

Employees who raise a concern are entitled not to be subjected to any detriment as a result, provided that the employee reasonably believes that the subject of the disclosure is in the public interest and the employee reasonably believes that the information disclosed or any allegation contained in it are substantially true.

Colleagues must not threaten or retaliate against whistleblowers in any way. If anyone is found to be involved in such conduct, they may be subject to disciplinary action. If you believe that you have suffered any such treatment as a whistleblower, you should inform the Chief Executive immediately. If the matter is not remedied, you should raise it formally using our Grievance Procedure.

Even if your concern proves to be unfounded, you will be protected against any reprisals from your manager, colleagues or any other employee of the business. Making a deliberately false allegation, however, against the Council, a fellow employee or any other person will be treated as an act of gross misconduct which will usually result in dismissal.

If you are the subject of an allegation of wrongdoing, then you will be informed of the allegation and given every opportunity to explain the situation and put your side of the story. Disciplinary action will only be taken following a full investigation in accordance with the disciplinary procedure.

1.5 Good Faith and Loyalty

The employment relationship is one built on trust and we all have a mutual interest in making the relationship a success. The Council has a duty to provide reasonable support to employees and employees have a duty of good faith towards the Council.

In practice this means not doing anything that undermines the Council's position by acting in competition with it, providing information to competitors or undermining the Council's standing with clients/customers, fellow employees and members of the public.

1.6 Data Protection

We will process personal data and sensitive personal data (also known as 'special categories of personal data') relating to you in accordance with our Data Protection Policy and our Data Protection Privacy Notice (provided to you separately), as well as in accordance with the relevant data protection legislation.

We may monitor staff in accordance with our policies relating to email, internet and communications systems and monitoring at work, as detailed in this Employee Handbook and in accordance with the relevant data protection legislation.

You will comply with your obligations under our Information and Data Protection Policy and other relevant policies as directed including in relation to IT and communications systems, social media, information security, Failure to do so may be dealt with under our disciplinary procedure and, in serious cases, may be treated as gross misconduct leading to summary dismissal..

1.7 Environmental Statement

In the undertaking of their daily duties, we accept that all staff associated with the Council will have an influence on the environment. We will commit to adopting working practices that will help to have a positive effect, assist towards continued environmental improvement, prevent pollution and reduce unavoidable negative influences caused by our working practices.

The Council therefore maintains a policy of 'minimum waste' which is essential to the cost effective and efficient running of all our operations. Every employee has a responsibility to promote this policy by taking extra care when carrying out normal duties to avoid unnecessary or extravagant use of services, materials, lights, heating, water etc.

2

HOW WE DO THINGS

This section deals with some important administrative requirements to do with your employment and sets out the standards the Council expects of employees in various situations.

2.1 Proof of Identity

The Council is legally obliged to ensure that all employees are permitted to work in the UK. It is a condition of your employment that you comply with all reasonable requests to provide details of your identity, right to work in the UK and place of residence. This will include allowing the Council to take copies of your passport or other appropriate documents and to check their authenticity. Copies of any such documents will be kept in your personnel file for such a period as is deemed necessary in compliance with current data protection laws.

The Council may dismiss any employee who cannot demonstrate that they are legally entitled to work in the United Kingdom.

2.2 Dress Code

All employees should dress in a manner appropriate to the work that they do. Key factors include whether or not the employee meets clients or customers and whether the requirements of health and safety require particular clothing. How you dress is largely a matter of common sense. If your manager feels that you are dressing in an inappropriate way they may ask you to dress differently the next time you come into work. A persistent refusal to comply with a reasonable standard set by a manager will amount to misconduct.

Where an employee dresses in a completely inappropriate way, for example, by wearing clothing with offensive images or slogans, then they may be sent home to change. Any time taken to go home and change will be unpaid.

Employees Required to wear Uniform

If you are provided with specific uniform for your role, you will be expected to wear this at all times whilst at work, especially if you may come into contact with the public in the performance of your duties. Please refer to the Uniform Policy which provides further details, including what uniform you will be supplied with.

You must ensure you look presentable for work and your uniform is maintained in a good condition. If you lose your uniform, or do not look after it, then the Council will be entitled to make a deduction from your remuneration to cover the cost of replacing this. General wear and tear will be taken into account, and the Council may exercise its discretion to replace uniform.

Personal Protective Equipment

If you are provided with any Personal Protective Equipment (PPE) you must ensure you wear this at all times where it is required, especially in any designated area which may pose additional risk. Failure to do so is likely to result in disciplinary action.

2.3 Timekeeping

Good timekeeping is essential in any team; however, we recognise the commitment that staff dedicate to their duties and therefore are happy to show some flexibility in terms of time keeping. This having been said, any employee who is seen to abuse this goodwill, will be spoken to. Persistent abuse of this goodwill will likely result in disciplinary action.

If you accrue time off in lieu at any point, the Council may ask you to record your arrival and departure times on a timesheet and may keep such records of your working time as it considers appropriate. Deliberate failure to complete timesheets accurately may be treated as gross misconduct.

Where it is clear that you are going to be late for work you must contact your manager or the Chief Executive as soon as possible to explain the situation and give an estimate of your arrival time. You must make every effort to talk to your manager directly rather than leave a message with colleagues or send an email or text message.

If personal or domestic circumstances make it difficult for you to attend work on time then you should discuss this with the Chief Executive or Deputy Clerk. In some cases, the Council may be able to accommodate a reasonable need for flexibility, but this will be subject to the needs of the business and the need to avoid placing an unfair burden on your colleagues (see Section 4).

2.4 Adverse Weather and Traffic Disruption

Adverse Weather

Adverse weather conditions can cause road closures and public transport disruption.

The Council's primary duty is to provide a safe place of work. If adverse weather means that this cannot be achieved and the workplace needs to close, then all employees will be sent home or told not to come in. In these circumstances, where possible, employees may be required to work from home and will be paid as normal. If home working is not a suitable alternative arrangement, employees will be paid in full for any working time that they have lost.

If the need to close the workplace persists, the Council may invoke any lay-off clause in employees' contracts.

Traffic Disruption

We understand that events such as industrial action, road traffic accidents and road works can cause difficulties for employees attempting to travel into the workplace. In these circumstances we are prepared to take a flexible approach to working arrangements while still keeping the business running as effectively as possible.

You must make a genuine effort to report for work at your normal start time. You may need to leave home earlier to give yourself extra time for the journey or taking an alternative route. Travel on foot or by bicycle should be considered where appropriate and safe.

If you are unable to get into work, you should check the situation throughout the day in case it improves. Information may be available from local radio stations, the police, transport providers or the internet. If conditions improve sufficiently to allow you to travel in to work, you should report this to your manager and attend work unless told otherwise.

Delayed Return from holidays

You should make every effort to return to work as planned at the end of any period of authorised annual leave and should ensure that travel arrangements are made that would best ensure this is possible. However, we recognise that employees may be delayed when returning from holidays due to flight cancellations/ delays.

If you are unable to travel into work

If the workplace is open, it is the responsibility of employees to attend work if they possibly can. Employees who are absent from work due to adverse weather or travel disruptions are not entitled to be paid for the time lost.

Where it is clear that you are not going to be able to get to work you must contact your manager or the Chief Executive as soon as possible to explain the situation. You must make every effort to talk to your manager directly rather than leave a message with colleagues or send an email or text message.

If you are unable to attend work due to severe weather or other travel difficulties then you will be required to take time from your annual leave allowance to cover any absence or to take unpaid time off by agreement with your manager

There may be circumstances in which employees are able to work at home or from an alternative place of work, if available, but this will be entirely at the discretion of the Council. If you do this, you will receive your normal pay.

If travel disruption or adverse weather causes you to arrive at work late or requires you to leave work early you will usually be expected to make up any lost time.

2.5 Rest Breaks

The Council encourages all employees to take full advantage of scheduled rest breaks. These are provided not only for comfort, but also to protect the health of employees and prevent excessive fatigue from causing accidents.

A rest break should be taken away from your workstation wherever possible. If you leave the premises, you should bear in mind the time that it will take you to return from the break so that you can ensure that you begin work again on time.

Different areas of the business may have different arrangements for ad hoc breaks such as to make a cup of tea or coffee. These arrangements are in place to ensure the smooth running of the business and to prevent putting unfair pressure on colleagues. You are required to comply with any requirements relating to such breaks as may be in place from time to time.

2.6 Smoking

The Council operates a smoke-free workplace. Smoking (which includes the use of e-cigarettes and personal vapes) is therefore strictly prohibited throughout all Council premises, including any Council vehicle.

Smoking is only permitted during designated break times and in the designated outside areas.

2.7 Computer Use - Including the use of Email/Internet

It is very important that the Council is able to keep its data secure and ensure that computer systems are used only for their proper purpose. To assist with this, all employees are required to comply with instructions that may be issued from time to time regarding the use of Council-owned computers or systems.

You should ensure that when leaving your workstation for any lengthy period, that you lock your terminal, or log off if appropriate.

You must not attach any device to Council IT equipment without authorisation from the Chief Executive and you must not open attachments or click on links unless you know you can trust the source. Council portable IT devices must be kept secure and password protected at all times.

Your computer password is an important piece of confidential information and you should treat it that way. Do not share it with others, and make sure that it is not written down anywhere where an unauthorised person can find it.

Unauthorised access to any of the Council's systems will amount to gross misconduct.

Internet Use

Employees with access to the internet on Council-owned devices should use that access responsibly.

Personal use during working hours will be treated as misconduct. From time to time the Council may block access to sites which it considers inappropriate but whether or not a specific site has been blocked, employees must not use the internet to view or download offensive or sexually explicit material. Any attempt to do so may, depending on the circumstances, amount to gross misconduct leading to dismissal.

Employees must not download any software, plugins or extensions on to Council-owned devices unless this is first cleared by an appropriate manager. Employees should also refrain from downloading music, video or any other entertainment content on any Council-owned device.

Firewalls and anti-virus software may be used to protect the Council's systems. These must not be disabled or switched off without express permission from management.

Email

All email correspondence should be dealt with in the same professional and diligent manner as any other form of correspondence.

If you have a Council email account, you should be mindful of the fact that any email that you send will be identifiable as coming from the Council. You should therefore take care not to send anything via email that may reflect badly on the Council. In particular, you must not send content of a sexual, racist or discriminatory nature, junk mail, chain letters, cartoons or jokes from any email address associated with work.

Using a Council/work email address to send inappropriate material, including content of a sexual, racist, discriminatory or harassing nature, is strictly prohibited and may amount to gross misconduct resulting in summary dismissal. Should you receive any offensive or inappropriate content via email you should inform a member of management of this as soon as possible so that they can ensure that it is removed from the system. You should also report such breaches in accordance with our Harassment and Bullying or Grievance policies.

You should also take care that emails will be seen only by the person intended. Particular care should be taken when sending confidential information that the email has been correctly addressed, marked 'private' / 'confidential' and not copied in to those not authorised to see the information. Sending confidential information via email without proper authorisation or without taking sufficient care to ensure that it is properly protected will be treated as misconduct.

Privacy

Monitoring of email and internet usage may take place without notice. You should have no expectation of privacy in respect of personal and business use of email and the internet whilst at work.

Your work email remains the property of the Council and therefore you should not use your Council email to send or receive any information that you regard as private. The Council may, in the course of its business, read emails that you have sent or received - although in the absence of evidence of wrongdoing the Council will try to avoid reading personal emails if possible.

2.8 Social Media

An employee's behaviour on any social networking or other internet site must be consistent with the behaviour required of employees generally. Where it is possible for users of a social media site to ascertain who you work for, then you should take particular care not to behave in a way which reflects badly on the Council.

You must avoid making any social media communications that could damage our business interests or reputation, even indirectly. You must not use social media to:

- defame or disparage or make any other inappropriate comment about us, our staff or any customer, client or other third party;
- harass (including sexually harass), bully or unlawfully discriminate against staff, customers, clients or other third parties;
- make false or misleading statements; or
- impersonate colleagues or third parties.

Because social media interactions can be copied and widely disseminated in a way that you may not be able to control, the Council will take a particularly serious view of any misconduct that occurs through the use of social media.

You should make it clear in social media postings, or on your personal profile, that you are speaking on your own behalf. Write in the first person and use a personal email address. Be respectful to others when making any statement on social media and be aware that you are personally responsible for all communications which will be published on the internet for anyone to see.

You must not operate a social media account or profile or express an opinion that purports to be operated/made on behalf of the Council without express permission to do so from your manager. You must not comment on social media about sensitive business-related topics, such as our performance, or do anything to jeopardise our trade secrets, confidential information and intellectual property. You must not include our logos or other trade marks in any social media posting or in your profile on any social media.

You should not attempt to access social networking sites, such as Facebook/X (formerly known as Twitter) or similar on Council computers. This includes during break times.

Any misuse of social media that you see should be reported to your manager.

Breach of this policy may result in disciplinary action up to and including dismissal. You may be required to remove any social media content that we consider constitutes a breach of this policy. Failure to comply with such a request may in itself result in disciplinary action.

2.9 Telephones

Council telephones must be used for legitimate business purposes only.

Calls and texts on personal mobile phones should wherever possible be restricted to formal rest breaks.

2.10 Alcohol and Drugs

The Council's approach to the consumption of alcohol, drugs and other substances (including new psychoactive substances) that have intoxicating and/or behaviour-altering effects or impair judgement (referred to in this policy as "other substances") is based on the need to ensure a safe and productive working environment. Because of the serious nature of the risks posed by the abuse of alcohol, drugs and other substances in the workplace, any breach of the rules in this area will be treated as gross misconduct which will usually result in dismissal.

An employee will be regarded as 'under the influence' of alcohol, drugs or other substances if their behaviour, speech, ability to concentrate or otherwise perform their duties is in any way affected. An employee will also be regarded as under the influence if they fail a drug, other substance or alcohol test.

Dependency

Employees who have a dependency on alcohol, drugs or other substances may be offered support and encouraged to seek appropriate counselling or medical help. Absence arising from treatment or counselling related to drug, alcohol or other substance abuse will be treated as sickness absence under the Council's sickness absence procedure. However, while the Council will always try to be supportive toward employees with a drug, alcohol or other substance problem, this will not prevent disciplinary action being taken when employees act in breach of the rules laid out in this policy.

Wherever an employee informs the Council that they have a drug, alcohol or other substance problem this will, as far as possible, be treated in the utmost confidence. However the Council may need to disclose particular circumstances to managers, regulatory authorities or others should this be necessary to ensure safety or compliance with legal requirements.

Drugs

The consumption, storage, distribution or sale of illegal drugs or any other behaviour-altering and/or intoxicating substance, including new psychoactive substances, on Council premises or during working time is strictly prohibited. The Council will report any illegal activities to the police or other relevant authorities.

You must not present yourself for work under the influence of illegal drugs or any other substance taken for non-medical purposes.

Medicines and Prescription Drugs

If you are taking prescription drugs or any other medicine that may affect your performance at work or your ability to carry out any of your duties, then you must inform your manager or the Chief Executive Clerk of this so that steps can be taken to ensure that the work can be done safely. It is your responsibility, when beginning any course of medication, to check whether it may adversely affect your ability to work.

Alcohol

Consumption of even a small amount of alcohol may be sufficient to adversely affect the work of an employee and could pose a risk to health and safety. Remember that alcohol remains in the bloodstream for up to 24 hours following consumption and that the consumption of a significant amount of alcohol in the evening may leave you unfit to work in the morning.

You must not present yourself for work under the influence of alcohol.

You must not consume any alcohol during working time, lunchtime or during any break unless this has been specifically authorised by your manager.

Where alcohol is available at Council organised events or occasions when you are representing the Council – even outside working hours - it is important to behave responsibly and not drink to excess. Behaviour that reflects badly on the Council will be a disciplinary matter and in serious cases may amount to gross misconduct.

2.11 Driving

Where driving is required as part of your job, it is your responsibility to ensure that you are legally qualified to drive.

Licences will go through the Council inspection procedure which requires us to check individual licences once a year with the DVLA, or as otherwise requested. The Council will require you to share your driving licence information by supplying it with your driving licence number and a check code provided by the DVLA. If you receive any points on your licence you must inform the Council of this immediately.

If you use your own vehicle to drive on Council/work-related business, it is your responsibility to arrange to be insured for that business use as the Employer will not be liable for any costs in the event of an accident. The Council may require you at any time/annually to allow a copy of your insurance and any MOT test certificate to be made and kept in our records.

You are responsible for any driving offences committed while driving as part of your duties, including any parking fines. Dangerous, careless, inconsiderate or aggressive driving as well as causing a risk to others can be damaging to the Council's reputation and can amount to gross misconduct. If you are banned from driving for any reason, the Council is not obliged to find alternative work for you and may choose to dismiss you if the ban renders you incapable of performing your duties as required.

It is illegal to use your mobile phone whilst driving. This includes texting, etc.

Employees should **never** use their mobile phone whilst driving on Council business unless they do so on a properly installed hands-free system and traffic conditions mean that it is safe to do so. In most cases, it would be preferable to make any calls when the vehicle is stationary.

Any journey carried out on Council business must be scheduled in such a way as to allow adequate rest breaks – usually one break of 15 minutes for two hours of driving. Where possible, driving on Council business should be avoided either late at night or very early in the morning.

Safety is the Council's prime responsibility and you should not be required to compromise safety in any way when driving on Council business. If you are concerned about any driving requirements you may have, then you should discuss these with your manager or the Chief Executive and appropriate arrangements will be made to ensure that any work-related journey can be completed safely.

Council Vehicles

If a Council vehicle is provided to you as part of your contract of employment or you are required to drive a Council vehicle as part of your job, it is your responsibility to take care of the vehicle, keeping it in a clean and roadworthy condition, including checking the oil/water levels are at the required levels. You should report any damage or fault immediately. The Council will arrange for appropriate maintenance or servicing to be carried out. If you incur any reasonable expenses in connection with the vehicle then these will be reimbursed, but you must check with your manager or the Chief Executive first and comply fully with our expenses policy. The Council will not be obliged to reimburse any expenses incurred without authorisation.

Any personal use of a Council vehicle, other than a vehicle provided for your exclusive use as part of your contract is at the sole discretion of the Council and must in any event be kept within reasonable limits. Your manager may at any time instruct you not to use – or to cease using - a Council vehicle for private purposes.

If you have possession of a Council vehicle overnight or at the weekend then you must ensure that it is securely parked in an appropriate location. In general, equipment or stock should not be left in a vehicle overnight. Where this is unavoidable then you must ensure that the vehicle is parked in a locked garage. If this is not possible then you should discuss appropriate parking and security arrangements with your manager or the Chief Executive .

2.12 Expenses

You will be reimbursed for authorised and legitimate expenditure reasonably incurred in the course of the proper performance of your duties, i.e. travel, accommodation, agreed out-of-pocket expenditure.

In order to claim expenses you must complete an expense claim form and support the claim by submitting valid receipts.

2.13 Council Property

You are not permitted to use Council property for any purpose other than its intended use. Council property must not be removed from the premises unless with prior approval.

Damage to Council Property

Any damage to or loss of Council property must be immediately reported to your manager.

If, following an investigation, it is found that as a result of your carelessness, negligence or failure to comply with Council procedures, or by wilful act, the Council suffers loss or damage of cash, stock, fixtures and fittings or property (including vehicles), this will be construed as serious breach of the rules, which could result in your summary dismissal on grounds of gross misconduct.

You may also be liable to pay the full, or part, cost of making good the Council's loss in respect of cash, stock, fixtures and fittings, or property (including vehicles).

In the event that the Council makes a claim to its insurers, for repair or replacement, or other losses incurred, it reserves the right to require you to pay any insurance excess that may accrue.

It is an express term of your contract of employment that if Council property is damaged, lost or stolen through your negligence or fault, then the Council may deduct the cost of repair or replacement from your salary.

Before any decision is made to deduct, the matter will be fully investigated and you will be given an opportunity to state your case and appeal any decision.

Return of Council Property

Upon termination of employment for whatever reason, you must return to the Council all property belonging to the Council including Council vehicle, computer, equipment, keys, records and documents, within your possession or control belonging or relating to the affairs and business of the Council and its customers.

The Council may deduct the cost of replacement of any items not returned, or repair of items that are returned damaged, on termination of your employment from your salary or any monies owed to you.

Employees' Property

The Council does not accept liability for any loss of, or damage to, property that you bring onto the premises. You are requested not to bring personal items of value onto the premises, and in particular, not to leave any items overnight.

Any loss or theft of items must be reported to your manager.

Lost Property

If you find any items of lost property they should be handed to your immediate Manager, who will retain the items for three weeks. The property will either be handed over to the police or disposed of accordingly.

2.14 General

Statements to the Media

Any statements to reporters from newspapers, radio, television etc. in relation to our business will be given only by Management.

Parking

If parking is provided by the Council, all cars parked in such parking areas are parked at the owner's risk and must be parked so as not to obstruct access. It is your responsibility to ensure that your vehicle is parked in a safe area.

3

ABSENCE

This section sets out the approach the Council takes when you are unable to attend work, are taking annual leave or need time off.

3.1 Unauthorised Absence

Employees who deliberately fail to attend work without proper excuse or in breach of management instructions will be committing gross misconduct which could result in dismissal without notice or payment in lieu.

3.2 Medical Appointments

In general, appointments to see a GP, dentist or optician should be made for outside working hours. Paid leave will not normally be granted for non-emergency visits.

The Council appreciates that it is not always possible to avoid appointments during the working day and will judge each case individually in deciding whether any paid time off should be granted. In most cases, employees will be required either to use part of their annual holiday entitlement or to make up any lost time.

Employees who have a medical condition which will require regular appointments during the working day should discuss their situation with their manager so that appropriate arrangements can be made.

You may be required to provide evidence of any appointment for which time off is needed.

Necessary paid time off will be granted for cancer screening.

3.3 Ante-natal Care/Adoption Appointments

Pregnancy Related Appointments

Employees who are pregnant are entitled to paid-time off to attend ante-natal appointments provided that attendance is based on medical advice. For second and subsequent appointments you may be required to produce an appointment card or similar evidence of the date and time of the appointment.

While there is no limit on the number of appointments that an employee can attend, the Council does have the right to refuse time off where it is reasonable to do so. Employees are therefore expected to take reasonable steps to arrange antenatal appointments at a time that will require the minimum amount of time off. Part-time workers should attempt to arrange appointments for days when they are not required to work and all employees should try to avoid appointments in the middle of the working day in order to minimise disruption.

If your partner is pregnant, you are entitled to unpaid time off for up to two antenatal appointments. If you wish to exercise this right you should notify your manager of the date and time of the appointment. You may be asked to provide written evidence that an appropriate appointment has in fact been made.

Adoption Appointments

Employees who are adopting on their own, or have elected to be the primary adopter may take paid time off to attend up to five adoption appointments in certain circumstances.

If you are the partner of the primary adopter, you may take unpaid time off on up to two occasions to attend an adoption appointment.

3.4 Sickness Absence

Regular and reliable attendance at work is an important commitment that the Council asks all employees to make. Unjustified or excessive absence can put unfair pressure on colleagues and seriously damage the Council's business, to everybody's detriment.

Nevertheless the Council will always try to be supportive when an employee is genuinely too ill to attend work. This policy sets out the Council's approach and the steps that you need to take if you are off sick.

Infectious Disease

An employee who is prevented from attending work because of contact with infectious disease shall be entitled to receive normal pay whilst absent from work in consequence of this. The period of absence on this account shall not be reckoned against the employee's entitlements under this scheme.

If an employee contracts an industrial disease, or is involved in an accident or assault arising out of, or in the normal course of their employment, this will be considered entirely separately from normal sickness absence and therefore will not be off set against an employee's sick pay entitlement under the sick pay scheme.

Reporting Sickness Absence

If you are too ill to come into work you should personally inform your manager or the Chief Executive of this fact as soon as possible and in any event by no later than 1 hour after your start time. The following details should be provided:

- The nature of your illness or injury.
- The expected length of your absence from work.
- Contact details.
- Any outstanding or urgent work that requires attention.

When you phone in sick you must make every effort to speak to your manager directly. Do not simply leave a message with a colleague or send an email or text. If you need to leave a message for your manager then they may contact you during the day to discuss your absence with you.

It is important that you keep in touch with your manager about the likely length of your absence so that appropriate arrangements can be made for cover and you should phone in sick on every day of your absence unless either you have previously informed your manager that you will be off sick for a particular period of time or your absence is certified by a 'Fit Note' (Form Med 3 or Med 10).

Hangovers are not regarded as legitimate reasons to take sickness absence. Absence by reason of hangovers will be regarded as a disciplinary offence which may result in dismissal without notice or payment in lieu. You should also be aware of the rules governing the consumption of alcohol set out in the Alcohol and Drugs Policy.

The Council requires any absence of more than a week to be certified by a 'Fit Note' (Forms Med 3 or Med 10). Uncertified absence may be treated as misconduct and will not be paid.

Where any period of sickness absence occurs immediately before or immediately after a period of annual leave then the Council may require such absence to be certified by a Fit Note at your own expense.

Where you are absent for an extended period of time (three weeks or more)) or where you have high levels of short-term absences the Council may refer you to an occupational health professional or seek a medical report from your GP. The purpose of this will be to ascertain when you are likely to be able to return to work and to identify any measures that can be taken to help you return as soon as possible.

Employees who are off sick should not undertake any activities likely to be detrimental to their recovery and should cooperate with the appropriate medical professionals in taking steps to ensure that their recovery is as swift as possible.

The Council will maintain regular contact with employees who are off sick for an extended period.

Employees will be required to attend a return to work meeting after any period of sickness absence. The purpose of the meeting is to check on the employee's general health and wellbeing, to catch up with regards to anything that the employee may have missed, and to discuss whether there are any concerns in respect of absence levels.

Annual Leave and Sickness Absence

Employees may request annual leave during any period of sickness absence in the normal way. If you intend to spend any time away from home during your sickness absence you should inform your manager of this fact in advance and provide contact details. The Council does not expect employees to take holidays while off sick. In exceptional cases only, where this may assist in an employee's recovery, the Council may agree to holidays being taken during sick leave. It is essential however that any such holidays are agreed in advance with the Council following the normal holiday request procedure.

Phased Return to Work

As an employee recovers from illness or injury it may be possible for them to undertake a limited range of duties as a preparation for returning to normal work. The Council will try whenever appropriate in light of medical advice to allow for a phased return to work from any long-term illness. This may involve reducing the employee's hours, or the scope of their duties or both. The purpose of a phased return, however, is to provide a bridge between sickness absence and normal working and so any such arrangements will be time-limited and will not normally extend over more than three months.

Alternative Work

The Council may consider agreeing changes to an employee's duties or other working arrangements when it becomes clear that due to sickness or injury they will not be able to return to normal working. Any such changes will be subject to the needs of the business and there is no guarantee that permanent arrangements of this sort will be possible.

Where duties or working hours are varied in this way then the job being done by the employee will need to be reassessed to determine the appropriate level of remuneration. This will then need to be agreed with the employee. If an agreement is not reached then the Council may proceed to dismiss the employee in accordance with the procedure for long-term sickness absence.

Disability and Reasonable Adjustments

The Council is committed to making reasonable adjustments to an employee's duties or working arrangements where they would otherwise suffer a disadvantage arising from any disability.

In order to make appropriate adjustments the Council needs to know about any disability the employee may have. Employees who feel that they may require an adjustment should discuss their situation with their manager. Any such discussions will be in the strictest confidence although when an adjustment is made it may be necessary to inform other employees of the reason for this. The extent to which details of any disability will be discussed with other employees will be agreed as part of the process of making the adjustment itself.

The purpose of any adjustment will be to ensure that the employee can work effectively in an appropriate role and on appropriate terms and conditions. The Council is not obliged to maintain an employee's level of pay if hours are reduced or the employee is moved to a less senior role as a result of any adjustment. Nor will the Council agree to an adjustment which will not result in a commercially practicable working arrangement.

Sick Pay

If you are sick we will pay you Statutory Sick Pay (SSP), if you are eligible. Details of your entitlement to sick pay are contained within your contract of employment.

Contractual Sick Pay

In addition to Statutory Sick Pay (SSP) the Council also offers an enhanced Sick pay scheme in line with the Green book provisions. If you are absent from work due to sickness or injury and you comply with the requirements set out above including the notification and certification requirements, you will be entitled to the following Sick Pay in any rolling 12 month period (pro-rated for part time staff)::

- During the 1st year of service: 1 month's full pay, which after having completed 4 months continuous service, also increases by 2 months' half pay;
- During the 2nd year of continuous service: 2 months' full pay and 2 months' half pay;
- During the 3rd year of continuous service, 4 months' full pay and 4 months' half pay;

- During the 4th and 5th years of continuous service, 5 months' full pay and 5 months' half pay; and
- After 5 years' continuous service, an employee would be entitled to 6 months' full pay and 6 months' half pay.

NB: 'Full Pay' period = Sick Pay shall include SSP and any Incapacity Benefit, Employment and Support Allowance or equivalent social security benefit.

'Half Pay' period = Half pay plus SSP and Incapacity Benefit, Employment and Support Allowance or equivalent social security benefit, so long as this total does not exceed an employee's normal pay.

The period during which sick pay shall be paid, and the rate of sick pay, in respect of any period of absence shall be calculated by deducting from your entitlement on the first day, the aggregate of periods of paid absence during the twelve months immediately preceding the first day of absence.

For the purposes of sick pay, normal pay includes all earnings that would be paid during a period of normal working, but excluding any payments not made on a regular basis.

If you exhaust or do not qualify for the sick pay entitlement above you will receive any SSP entitlement. For the purposes of SSP your qualifying days shall be your normal working days. SSP is not payable for the first three days of absence (waiting days).

The payment of sick pay is dependent on you keeping the Council informed in relation to your absence and complying in full with the requirements of this policy. You will not be entitled to Council sick pay if you refuse to cooperate with referrals to occupational health or other measures aimed at helping you to return to work. The fact that an employee has not exhausted Council sick pay will not prevent the Council from proceeding to dismissal under the procedure for dealing with long-term absence described in Section 5.2.

If your sickness absence is the result of reckless behaviour on your own part – such as participation in a high-risk sport or arising from disorderly conduct - then any payment of Council sick pay will be entirely at the Council's discretion.

3.5 Jury Service/Other Time Off

There are a number of circumstances in which employees have a right to time off from work either with or without pay. These include jury service and certain public duties such as serving as a local councillor, magistrate or school governor. Where a need for such time off arises you should discuss the matter with your manager or the Chief Executive who will consider what arrangements should be put in place.

While the Council will do its best to accommodate time off in these circumstances, the requirements of an employee's role may mean that the amount of time off granted may be limited.

Where serving on a jury would lead to a level of absence that would be detrimental to the business, the Council may require you to seek a deferment.

Employees undertaking jury service or serving on public bodies, or undertaking public duties, will be entitled to paid time off. Where an allowance is available for loss of earnings, the employee should claim and pay the allowance to the employing authority.

3.6 Compassionate/Bereavement Leave

In the event an employee suffers a bereavement in their family, the Council will exercise its discretion to allow reasonable time off to attend a funeral. What is reasonable will be determined on a case by case basis and the type of leave, whether paid or unpaid, will depend on the circumstances and the relationship the employee had with the individual.

In addition, there may be occasions where it may be necessary for an employee to take compassionate leave. Again, this will be considered on a case by case basis and dependant on circumstances, may be paid or unpaid.

An employee will not be eligible to receive paid bereavement or compassionate time-off benefits while off, or absent from work because of holiday, sickness (paid or unpaid) or for any other reason.

3.7 Parental Bereavement Leave

Employees are entitled to statutory parental bereavement leave (SPBL) if a child for whom they have or were due to have parental responsibility has died or been stillborn after 24 weeks of pregnancy.

Leave can be taken as one week, two consecutive weeks, or two separate weeks, at any time within the first 56 weeks after the child's death.

Notification

During the first eight weeks after a child has died, you, or someone on your behalf as necessary, need only give notice to the Council to take SPBL before you are due to start work on the first day of leave. If you have already started work, then officially your SPBL period will start on the following day. If you want to cancel it at any time during the first seven weeks you can do so as long as it has not started.

After eight weeks, you need to give at least a week's notice to the Council to take SPBL. You can cancel it with a week's notice, or re-book it by giving a week's notice.

When giving notice to take SPBL, you must tell the Council: the date of the child's death; when you want your leave to begin; and whether you want to take 1 or 2 weeks leave). You can give notice by telephone or by email or by letter.

Parental Bereavement Pay

To qualify for statutory parental bereavement pay (SPBP) during such leave you must have at least six months' continuous employment and normal weekly earnings of at least the lower earnings limit. It is paid at the same rate as other statutory family leave pay, which is subject to change every year. You can check the most up-to-date figure with your manager.

To claim SPBP, you must confirm the following information in writing within 28 days of starting any period of SPBL: your name; your entitlement to SPBP; the dates of SPBL you want to claim the pay for; the date of the child's death; and your relationship to the child. You can provide this information at the same time as giving notice to take SPBL, as set out above, so long as it is in writing.

Other leave entitlements

In addition to parental bereavement leave, if you qualified for:

- maternity or paternity leave and pay and your child has died or been stillborn, you are still entitled to such leave and pay.
- adoption leave and pay, then the adoption leave entitlement runs for another eight weeks from the end of the week in which the child died (unless it would already have ended sooner).

If your planned period of SPBL coincides with another statutory family leave right, your SPBL will end at the start of that other leave. If you wish to take SPBL at the end of the other statutory family leave period, then a fresh notice to take the leave will be required, as per the above notice requirements.

Compassionate or Dependants leave may be available under our Compassionate or Dependants Leave Policy at our discretion. Please speak to your manager if you require time off in addition to parental bereavement leave.

3.8 Emergency Time Off for Dependants

The Council recognises that situations arise where you need to take time off work to deal with an emergency involving someone who depends on you. Your husband, wife or partner, child or parent, or someone living with you as part of your family can all be considered as depending on you. Others who rely solely on you for help in an emergency may also qualify. For further detail as to who counts as depending on you and guidance on individual circumstances, please speak to your manager.

Provided the reasons for such a request are genuine and you inform the Council as soon as possible that you need this time off, you will be allowed reasonable unpaid time off work to deal with such emergencies.

The right to time off only covers emergencies. If you know in advance that you are going to need time off, you will not qualify for this type of leave and you therefore should arrange this with the Council by taking another form of leave, such as annual leave, parental leave etc.

If an emergency occurs and it is not possible for you to inform your manager in advance of any absence you should contact your manager as soon as possible to inform them of the situation. Appropriate arrangements may then be put in place.

If you suffer some other personal emergency you should talk to your manager or the Chief Executive who will discuss what arrangements can be made to grant you compassionate leave. These arrangements will always be at the discretion of the Council and will depend on the circumstances of the case and the impact that any absence on your part may have on the business. However, the Council will be sympathetic to your need for time off (which may be paid or unpaid at our discretion) to deal with the situation and make any arrangements that may be necessary.

3.9 Annual Leave

Your individual holiday entitlement, including the calculation of any holiday pay, is set out in your contract of employment. This section of the handbook outlines the general approach taken by the Council to requests for annual leave.

All annual leave must be agreed in advance with your manager or the Chief Executive . You should not make firm travel plans or commitments until a request for leave has been granted and the Council will not take such plans into account when dealing with conflicting holiday requests.

Further, no more than two consecutive weeks' holiday can be taken at one time. In certain circumstances, and at the discretion of the business, a longer period may be permitted. If this is required, you should discuss this with the Chief Executive, to establish whether this can be accommodated.

What notice do I need to give?

All requests for leave should be made at least 4 weeks in advance. The means of requesting leave may change from time to time and you should comply with whatever procedure is in place at the time of the request.

Your manager may refuse any request for leave if it would result in the workplace being understaffed or otherwise prejudice the business. Leave is likely to be refused if it is requested for a particularly busy period or a time when other employees have already had leave approved.

Certain times of year are particularly popular times for requesting holiday. Generally, subject to the needs of the business, leave will be granted on a first come first served basis, but exceptions may be made in the interests of ensuring that holiday is spread through the year on a fair and equitable basis.

Our Holiday Year

All employees are encouraged to take their full holiday entitlement during the holiday year. Details of how your holiday year runs will be contained in your contract and will be either from the start of your birth month for 12 months or the date of the start of your contract for 12 months. However, it is your responsibility to schedule your holiday so that it can be taken at an appropriate time.

Employees will not usually be permitted to carry over holiday entitlement into the following holiday year unless you have been prevented from taking it in the relevant holiday year by one of the following: a period of sickness absence or statutory maternity, paternity, adoption, shared parental, parental bereavement leave, carer's, or neonatal care leave.

In cases of sickness absence, carry-over is limited to four weeks' holiday per year less any leave taken during the holiday year that has just ended. Any such carried over holiday which is not taken within eighteen months of the end of the relevant holiday year will be lost.

In certain circumstances, at the Council's discretion and subject to certain rules, the carrying over of a maximum of 5 days annual leave may be allowed,

If you do not take your annual leave within the leave year in which it accrued, you will lose the right to take it, unless one of the carry forward provisions referred to above applies.

Employees who leave their employment during the course of a holiday year will be entitled to a pro-rata payment reflecting leave accrued but not taken. Where an employee has, at the time their employment ends, taken a larger proportion of their leave entitlement than the proportion of the holiday year that has expired, then a deduction will be made from the final payment of salary to reflect the holiday which has been taken but not accrued.

The Council may insist on annual leave being taken at particular times depending on the needs of the business and these are set out in your contract of employment. Alternatively, we will give reasonable notice of any such requirement (the length of the notice given will be at least twice the duration of the leave the Council requires the employee to take).

The Council may require annual leave to be taken during the notice period of any employee who has resigned or been dismissed.

3.10 Reserve Forces

The Council supports employees who are also member of the reserve forces. Such employees have specific entitlements relating to time off including arrangements for them returning to work after a period of deployment. Employees who are members of the reserve forces or who are considering joining should discuss the implications with their manager.

3.11 Carer's Leave

All employees are entitled to one week's unpaid leave in any 12-month period to provide or arrange care for a dependant with a long term care need. A "week" for these purposes will be equal in duration to the period you are normally expected to work in a week at the time of making the request. How that is calculated will depend on whether you have non-variable or variable hours of work.

A dependant is:

- your spouse, civil partner, child or parent;
- someone who lives in the same household as you, otherwise than by reason of being your boarder, employee, lodger or tenant, or;
- anybody else who reasonably relies on you to provide or arrange their care.

A dependant has a long-term care need if:

- they have an illness or injury (whether physical or mental) that requires, or is likely to require, care for more than three months,
- they have a disability for the purposes of the Equality Act 2010, or
- they require care for a reason connected with their old age.

The minimum period of carer's leave that can be taken at one time is half a working day, with the maximum period being one continuous week. Leave need not be taken on continuous days.

You must give notice of your request to take a period of carer's leave. This can relate to all or part of the leave to which you are entitled. The notice must:

- Specify that you are entitled to take carer's leave;
- Specify the days on which you would like to take carer's leave and if you will take a full or a half day; and
- Be given with the following minimum notice periods depending on how many days of leave you want to take:
 - Half a day to 1 day - 3 days' notice;
 - 1.5 to 2 days - 4 days' notice;
 - 2.5 to 3 days - 6 days' notice;
 - 3.5 to 4 days - 8 days' notice;
 - 4.5 to 5 days - 10 days' notice; or
 - 6 days (if you work 6 days a week) - 12 days' notice.

The notice does not need to be in writing, but it would be helpful if it was in order to maintain an accurate record of what is being requested.

The Council may, in our absolute discretion, waive the notice length requirement above, and as long as the other requirements are met, the request will be treated as one for carer's leave.

If the Council reasonably considers that the operation of the business would be unduly disrupted if your request was granted, we may postpone the start of the carer's leave after consulting with you to agree an alternative date(s) which is/are no later than one month after the earliest day or half day of the request. In these circumstances, the Council will give written notice to you of the postponement, setting out the reason for the postponement and the agreed dates you can take the leave. This notice will be given no later than the earlier of: (a) seven days after your notice was given to the Council, or (b) before the earliest day or half day requested in your notice.

4

FLEXIBLE WORKING AND FAMILY RELATED LEAVE

The Council understands the particular issues faced by employees trying to balance their work and family life. This section sets out the Council's policies in this area and the specific rights given to new parents.

4.1 Flexible Working

The Council will try, subject to the needs of the business, to accommodate requests from employees who wish to make changes to their working hours or place of work.

Requests for a change in working arrangements can be made by any employee. Two requests per employee may be made in any 12 month period (which includes requests that have been withdrawn). However, you may have only one live request for flexible working with the Council at any one time. The request must:

1. be made in writing and state this is a flexible working request;
2. be dated.
3. set out the change requested, including when you would like the change to come into effect; and
4. set out if and when you have made a previous request for flexible working to the Council.

When a request is received, the employee will be invited to a meeting to discuss the potential change.

The meeting will normally be conducted by the employee's manager.

You are entitled to be accompanied by a fellow employee to assist in making any representations that may be appropriate.

The application may be refused on one or more of several grounds, these being that the proposed changes will result in:

- a burden of additional cost;
- a detrimental effect on ability to meet customer demand;
- an inability to re-organise work among existing staff;
- an inability to recruit additional staff;
- a detrimental effect on quality;
- a detrimental effect on performance;
- an insufficiency of work during the periods you propose to work;
- a planned structural change; and
- any other ground allowed by regulations.

Before refusing a request, the Council will consult with you to discuss the application further, which may include exploring any alternatives that may be available. If no agreement is reached and the request is rejected, this will be confirmed in writing and your terms and conditions will remain unchanged, subject to your right to appeal the decision. The process (including any appeal) will be concluded within 2 months of the request being made, unless a longer period is agreed.

Any meetings should take place in a spirit of cooperation with both sides seeking to reach agreement on an appropriate way forward.

Any change in working arrangements which results from this process will be confirmed to you in writing.

This policy will not prevent managers agreeing to ad hoc arrangements from time to time. However, any such arrangement will not amount to a variation in your terms and conditions of employment unless specifically agreed to the contrary and confirmed in writing. The Council may terminate any such ad hoc agreement at any time and require you to revert to your agreed working arrangements.

As there will inevitably be a limit to the amount of flexibility the Council can tolerate without detriment to its interests, employees must accept that the fact that a particular working arrangement has been granted to one employee does not oblige the Council to grant it to another.

4.2 Maternity Leave

All employees who give birth are entitled to take maternity leave which lasts for a maximum of 52 weeks. Employees with at least 26 week's continuous service immediately before the 15th week prior to the expected week of childbirth will also be entitled to be paid Statutory Maternity pay (SMP) for up to 39 weeks of their absence. Because this is a statutory payment there are a number of procedural requirements that must be met in order to make sure that an employee qualifies. The most important requirements are set out below, but if you have any doubts about the rules that apply you should speak to a member of the management team who will make sure that you have all the appropriate information.

Notification

To qualify for maternity leave you must provide the Council, no later than the end of the 15th week before your EWC (when you are approximately 6 months' pregnant) with the following information:

1. that you are pregnant;
2. the date of the week your baby is due (your expected week of childbirth or EWC);
3. when you intend your maternity leave to start (this date can be changed later – see below); and
4. you must also provide the Council with the original Maternity Certificate (MAT B1) issued by your doctor.

In some circumstances the Council may be able to accept other medical evidence of when your baby is due, so if there is any difficulty in providing the MATB1 certificate you should discuss this with your manager.

If you intend to take advantage of the right to shared parental leave, you should inform the Council of this fact at the same time as you notify the intended start date of your leave.

Start of Maternity Leave

Generally it is up to you to decide when to start your maternity leave. However, your leave cannot begin any earlier than the beginning of the 11th week before your EWC.

Where it is safe to do so, you may choose to continue working right up to your child's birth. However, your maternity leave will begin automatically if you are off sick for a pregnancy-related reason at any stage in the four weeks immediately before your EWC.

If your baby is born before the date that you have notified as the start date for your maternity leave then your maternity leave will begin on the day following the birth.

You may change the date on which you intend to start your maternity leave, but you must notify the Council of your new start date at least 28 days before the original date given (or the new date, if that is sooner). If there is a reason why you cannot give this notice then you should explain the situation to an appropriate manager and the Council will attempt to accommodate your changed circumstances. However, the Council may need to insist on delaying the start of your leave until at least 28 days have passed since your notification of a changed date.

When your baby is born you should inform the Council of this fact as soon as is reasonable practicable.

Duration of Maternity Leave

The standard length of maternity leave is 52 weeks. Once you indicate the intended start date of your leave, the Council will send you a written notification of your expected date of return.

Unless you give due notice to the Council of an earlier date of return, it will be assumed that you intend to take your full 52-week entitlement and you will not be expected back at work before your leave ends. You do not then have to give any notice of your return although it would be sensible to contact your manager some time in advance to discuss any arrangements that may need to be made.

At the end of your maternity leave you are generally entitled to return to the same job as you had before your leave began. If you are away for more than 26 weeks, however, there may be circumstances in which that is not reasonably practicable. In that case, the Council will provide you with a suitable and appropriate role at the same level of seniority and on no-less favourable terms and conditions.

Dismissal or Resignation

While on maternity leave you remain employed by the Council and bound by your contract of employment. If you decide that you want to leave your employment you will need to submit your resignation in the normal way.

The Council will not dismiss you for any reason related to your pregnancy or your exercise of any right which arises from it. However, if separate circumstances require your dismissal (for instance, because of redundancy) then that will bring your maternity leave to an end.

If your position becomes redundant during your maternity leave then you will be offered any suitable alternative work that is available.

Enhanced Maternity Pay

The Council offers enhanced maternity pay in line with the provisions of the Green book. An employee who meets the other qualifying criteria listed in this policy, and who have more than one year's continuous service at the point of the 11th week before the expected week of childbirth will be entitled to enhanced Maternity pay as follows:

- 6 weeks' leave payable at 90% of normal pay offset against SMP;
- 12 weeks' leave payable at 50% of normal pay, plus Statutory Maternity Pay at the relevant rate; (capped at 100% of normal pay) and provided the employee declares in writing she intends to return to work*; and
- 21 weeks' leave payable at the relevant rate of SMP

NB: Normal pay includes all earnings that would be paid during a period of normal working, but excluding any payments not made on a regular basis. Any reference above to SMP is replaced by any Maternity Allowance and any dependant's allowances if the employee is not eligible for SMP.

* Payments made by the Council during maternity leave under the second bullet point above shall be made on the understanding that the employee will return to employment for a period of at least three months, which may be varied by the Council on good cause being shown and, in the event of her not doing so, she shall refund the monies paid, or such part thereof, if any, as the Council may decide.

Statutory Maternity Pay

Statutory Maternity Pay (SMP) is paid to employees who have at least 26 weeks' service immediately before the 15th week before the expected week of childbirth and whose pay is above the Lower Earnings Limit for paying National Insurance Contributions (this changes each year). Employees who earn below that amount may be entitled to a state benefit called Maternity Allowance. The Council will provide you with an appropriate form to help you claim this, where appropriate.

To pay SMP, the Council needs to be given at least 28 days' notice that you intend to claim it. This will normally be given when you inform the Council of your intended start date for maternity leave. If it is not possible to give 28 days' notice, you should give as much notice as is reasonably practicable.

SMP is paid for a maximum total of 39 weeks. The first 6 weeks are paid at 90 per cent of your normal weekly earnings (this is based on an average of your total earnings in the eight weeks immediately preceding the 14th week before your expected week of childbirth) and the remaining 33 weeks are paid at a flat rate specified in legislation (this changes each year).

Your entitlement to SMP will be affected if you undertake any paid work (other than 'Keeping in Touch' days, described below) or are taken into legal custody at any time during your period of SMP entitlement. You should inform the Council immediately of any such change in your circumstances.

Returning to Work Early

Not every employee will want to take the full 52 weeks of maternity leave. Some may simply want to return to work early and others may wish (with their partner) to take advantage of the right to shared parental leave (see below).

In order to make arrangements to accommodate an early return the Council is entitled to ask for 8 weeks' notice of the new date, and if that is not given may delay your return until 8 weeks have passed since your notification.

In any event the law requires that you must not be permitted to return to work during the two weeks immediately following the birth.

Returning to Work Late

Following your maternity leave, you are required to return to work on the date notified to you as your expected date of return. If you are unwell on that date then you should follow the sickness absence reporting procedure set out in Section 3.4 of this handbook.

If you are entitled to begin some other period of leave (such as annual leave or parental leave) then you should ensure that you have followed the appropriate procedure for taking such leave as set out in this handbook.

Maternity Suspension (Health and Safety Reasons)

Depending on the nature of your job, there may be circumstances in which it is unsafe for you to continue working while you are pregnant. In some circumstances the law requires a pregnant employee to be suspended on full pay or transferred to alternative duties. Jobs which may come under this category are identified in the risk assessments that the Council has carried out under its health and safety policy. If you are affected by any health and safety issues connected with your pregnancy then the Council will discuss any detailed arrangements that need to be made until it is safe for you to return to your original duties.

Maternity Support Leave

Paid Maternity Support Leave of 5 days will also be granted to the child's father or the partner or the nominated carer of the expectant mother at or around the time of the birth. A nominated carer is the person nominated by the mother to assist in the care of the child and to provide support to the mother at or around the time of the birth.

4.3 Adoption Leave

Employees who are matched with a child for adoption may be entitled to take up to 52 weeks' adoption leave.

Adoption leave is also available to individuals fostering a child under the "Fostering for Adoption" scheme.

Where two parents are adopting a child, only one of them may take adoption leave, and the other (regardless of gender) is entitled to take paternity leave. If both adoptive parents qualify, they may each take shared parental leave.

The arrangements for taking adoption leave are similar to the arrangements for taking maternity leave, but there are several important differences. The key ones are set out below, but if you believe you are entitled to adoption leave you should discuss the situation with an appropriate manager who will ensure that you have all the necessary information.

Notification

If you intend to take adoption leave you should notify the Council of this within seven days of being notified that you have been matched with a child for adoption (or as soon as is reasonably practicable).

Your notification should set out:

- the date when the child is expected to be placed with you; and
- the date when you want to start your adoption leave.

As with maternity leave, you can change your mind about the start date provided the Council is given at least 28 days – or as much notice as is reasonably practicable.

The Council is entitled to require proof of the adoption which usually takes the form of a matching certificate provided by the agency placing the child.

Adoption leave is the same in duration as that of maternity leave and will last for 52 weeks unless you choose to return early or take advantage of shared parental leave. You may choose to start the leave from the date when the child is placed with you or at any time in the preceding two weeks.

If, for any reason, the placement is brought to an end – for example because the match turns out to be unsuitable – then adoption leave will continue for 8 weeks beyond the end of the placement. After that period you will be expected to return to work as normal.

Statutory Adoption Pay

The arrangements for statutory adoption pay are similar to those for SMP (set out above).

Enhanced Adoption Pay

The Council offers enhanced Adoption pay in line with the provisions of the Green book. An employee who meets the other qualifying criteria listed in this policy, and who have more than one year's continuous service at the point of the 11th week before the expected week of childbirth will be entitled to enhanced Adoption pay as follows:

weeks' leave payable at 90% of normal weekly earnings;

12 weeks' leave payable at 50% of normal weekly earnings, plus Statutory Adoption Pay (SAP) at the relevant rate (capped at 100% of normal pay); and

21 weeks' leave payable at the relevant rate of SAP

NB: Normal pay includes all earnings that would be paid during a period of normal working, but excluding any payments not made on a regular basis.

Returning to Work Following Adoption Leave

Your return to work at the end of your adoption leave is on the same basis as for the end of maternity leave (set out above).

4.4 Paternity Leave

Employees with 26 weeks' continuous service, either ending with the 15th week before the expected week of childbirth or ending the week in which agency notifies you have been matched with a child, will be entitled to take paternity leave if they expect to have parental responsibility for a child and they are either the mother's partner or one of the adoptive parents. The purpose of the leave must be either to care for the child or to provide support for the child's mother or adoptive parent. This policy relates to a child whose expected week of childbirth (EWC) is after 6 April 2024 or whose placement date, or expected date of entry into Great Britain for adoption, is on or after 6 April 2024. For a child whose EWC or placement date is before this, please speak to your manager in order to discuss your rights regarding paternity leave. There are a number of administrative requirements that must be met in relation to taking paternity leave and employees should discuss their plans with their manager at as early a stage as possible. The following paragraphs set out the basic requirements, but there are additional requirements that must be met when adopting a child from overseas and employees in this position should talk to their manager who will make sure that full information is provided.

Employees entitled to take paternity leave are entitled to two weeks of leave, which can be taken as two consecutive weeks, or two non-consecutive blocks of one week..

Paternity leave cannot start before a child is born or placed and must be taken at some stage within the first year following birth or adoption (except when the child is born prematurely in which case the leave must be taken within the 52 weeks following the expected week of childbirth).

Most new parents choose to begin paternity leave on the date their child is born, but you may if you wish begin the leave at any time you choose provided that the whole of the leave is taken by the end of that year.

. In order to qualify for paternity leave with regards to birth, you must notify the Council at least 15 weeks before the expected week of your child's birth, and give at least 28 days' notice before the date you would like to take each period of leave. For adoption cases, you must notify the Council within 7 days of having been notified that a child will be placed for adoption. Your notification should specify how much leave you intend to take and when you intend the leave to begin. Should your plans change, you will need to give the Council 28 days' notice of any revision.

Paternity leave is payable at the statutory rate, which is subject to change every year. You can check the most up-to-date figure with the Chief Executive.

Maternity Support Leave

Paid Maternity support leave of 5 days (deemed inclusive of any statutory paternity pay) will also be granted to the child's father or the partner or the nominated carer of the expectant mother at or around the time of the birth. A nominated carer is the person nominated by the mother to assist in the care of the child and to provide support to the mother at or around the time of the birth.

Adoption Support Leave

Paid Adoption support leave of 5 days (deemed inclusive of any statutory paternity pay) will also be granted to the partner or the nominated carer of the primary adopter at or around the time of placement. A nominated carer is the person nominated by the primary adopter to assist in the care of the child and to provide support to the primary adopter at or around the time of placement.

4.5 Parental Leave

Parental leave is a flexible form of unpaid leave designed to help employees spend time caring for their children. Parental leave can be taken up until the child's 18th birthday and is available to employees who have at least one year's service and who have formal parental responsibility for a child.

The basic entitlement is to 18 weeks of unpaid leave in respect of each child.

Parental leave must usually be taken in blocks of one week or more and no more than four weeks' leave will be granted in a single year. However, more flexibility is available in respect of disabled children and you should discuss your requirements with the Chief Executive if this applies to you.

A request to take parental leave should be submitted 21 days in advance. While the Council will always try to accommodate requests for parental leave, it has the right to postpone any leave for up to six months in order to accommodate business need.

No postponement will be required if you choose to take your first instalment of leave immediately after the birth or adoption of your child. In such circumstances you need only inform the Council of your intention 21 days before the expected date of birth or placement. The leave will then begin automatically when your child is born or placed with you.

Parental leave is an entitlement that can be transferred from one employment to another. You may therefore join the Council with some outstanding parental leave attaching to a particular child. In such circumstances you should be aware that the qualifying period for taking parental leave still applies and you will need to have been employed for at least one year before you can resume taking parental leave.

4.6 Shared Parental Leave

Shared parental leave is a flexible form of leave available to both parents designed to encourage shared parenting in the first year of a child's life. It allows a more flexible pattern of leave than the traditional arrangement under which the mother takes extensive maternity leave and the father takes a short period of paternity leave.

Employees who give birth or adopt remain entitled to take the full 52 weeks of leave if they choose to do so and the arrangements described above for maternity and adoption leave continue to apply. However, an employee may choose to share part of that leave with their partner provided that certain qualifying conditions are met. When leave is shared in this way, there is no need for the 'primary' leave taker to have returned to work. Both parents can be on leave at the same time, provided that the combined amount of leave taken by the parents does not exceed 52 weeks and provided that all of the leave is taken before the end of 52 weeks following the birth of the child or its placement for adoption.

Generally, parents will qualify for shared parental leave provided that both are working and that each has at least 26 weeks' service with their respective employers. To exercise the right, both parents must inform their employer that they intend to take shared parental leave – usually at the same time as the employer is notified that an employee is pregnant or plans to adopt. They must also give an indication of the pattern of leave that they propose to take.

A parent proposing to take a period of shared parental leave must give the Council 8 weeks' notice of any such leave. Depending on the circumstances, it may be possible for the Shared Parental Leave to be taken in intermittent blocks, with one parent returning to work for a time before taking another period of shared parental leave. Such an arrangement can only be made with the agreement of the Council. While every effort will be made to accommodate the needs of individual employees, the Council may insist on shared parental leave being taken in a single instalment. Any decision as to whether to permit intermittent periods of leave is entirely at the Council's discretion.

An employee absent on shared parental leave will be entitled to a weekly payment equivalent to the lower fixed rate of SMP. The number of weeks for which payment will be made will vary depending on the amount of SMP paid to the mother while on maternity leave. Essentially, if the mother ends (or proposes to end) her leave with 10 weeks of SMP entitlement remaining, the parent taking shared parental leave will be entitled to be paid for the first 10 weeks of leave.

Because of the number of options available, shared parental leave can be quite a complicated entitlement. If you want to take advantage of shared parental leave you should discuss this with the Chief Executive who will check that you qualify and help guide you through the procedure.

4.7 Keeping in Touch Days/Shared Parental Leave Days

Employees during a period of maternity and adoption leave are entitled to 10 keeping in touch days (KIT days). These allow the employee to attend work to catch up on the latest developments, undergo training or some other development activity, or to take part in important meetings without losing their right to subsequent pay entitlements. Employees on shared parental leave are also entitled to 20 shared parental leave in touch days (SPLIT days).

KIT days and SPLIT days are entirely voluntary and employees will not be required to take part, nor is the Council under any obligation to arrange for KIT or SPLIT days. Payment, or equivalent paid time off in lieu for working on such days, will be as agreed between the Council and the employee at the time the KIT or SPLIT day is arranged, but will be deemed inclusive of any statutory pay entitlement and will not be less than the national minimum wage.

4.8 During Maternity/Adoption or Shared Parental Leave

The Council is keen to keep in touch with employees who are on extended periods of leave, to inform them of any news and consult them over any changes which may take place in the business. However, we appreciate that many employees would prefer to be left alone at this very important time in their lives. In order to get the balance right, your manager may, before your leave begins, discuss with you how best we can keep in touch while you are away.

Please be aware, however, that if an important issue arises on which you need to be consulted, the Council may have a legal obligation to discuss the issue with you and keep you informed.

4.9 Neonatal Care Leave

This policy is intended to reflect the statutory provisions and provides guidelines only. If there is any conflict between this policy and the statutory provisions, the latter will prevail.

Employees are entitled to statutory neonatal care leave (SNCL) if a child born on or after 6 April 2025, for whom they have parental responsibility, is receiving, or has received, "neonatal care" which started within 28 days of birth and has lasted for seven full consecutive days, not counting the day on which the care starts (and in adoption cases, not counting any time spent in neonatal care before being placed/entering GB) (the "qualifying period"). "Neonatal care" means medical care in hospital or any continuing hospital outpatient care (including monitoring and home visits from healthcare professionals directed by a consultant and arranged by the hospital), or palliative/end-of-life care. The SNCL must be taken for the purpose of caring for the child (save for a subsequent bereavement).

SNCL can be taken in weekly blocks for every uninterrupted week their child received neonatal care, starting no earlier than the day after the qualifying period (as above), up to a maximum of 12 weeks, and must be taken within 68 weeks of the birth. So, for the first week of SNCL taken, the earliest it can start is on day 9 of being in neonatal care.

Up until the 7th day after the child stops receiving neonatal care (including if it stops but starts again within 28 days of birth and providing the qualifying period is met), the weekly blocks can be taken either continuously or non-continuously. After that, the weekly blocks must be taken continuously.

Notification

Up until the 7th day after the child stops receiving neonatal care you only need to give notice to us to take SNCL before you are due to start work on the first day of each week of leave or, where this is not possible, as soon as reasonably practicable. If you have already started work, then officially your SNCL period will start on the following day.

When giving notice you must specify: the child's date of birth; in adoption cases, the date of placement or the date the child entered GB; the date(s) the child started to receive neonatal care; if it stopped, the date(s) it ended; the date(s) you wish SNCL to begin and how many weeks for; confirmation you are taking the leave to care for the child; and if it is the first notice for that child, confirmation you meet the eligibility requirements as to family relationship with the child.

Where the neonatal care is ongoing, you must notify us of the date the care ends, as soon as is reasonably practicable. If the child starts to receive neonatal care again, you must notify us of the start date and the end date, as soon as reasonably practicable in each case.

You can give the above notice by telephone or by email or by letter. However, if telephoning, it would be helpful if it was subsequently put in writing at least within 28 days of the first day of your SNCL in order to maintain an accurate record of what is

being requested, and in any event must be done so if claiming statutory neonatal care pay (see below).

After 7 days after the child stops receiving neonatal care, you need to give us at least 15 days notice if you want to take a single week of SNCL, or at least 28 days notice if you want to take two or more consecutive weeks' of SNCL. The notice must be in writing and specify the same information as set out above. You can cancel it and/or rebook it with the same amount of notice.

Neonatal Care Pay

To qualify for statutory neonatal care pay (SNCP) during SNCL, you must have average weekly earnings of at least the lower earnings limit and at least 26 weeks' continuous employment by the end of the relevant week, which is: the 15th week before the expected week of childbirth (in birth and surrogacy cases); the week in which the adoption agency or local authority notified you of a match (in UK adoption cases); or the week before the neonatal care starts (in any other case). You will already meet these criteria if you have qualified for statutory maternity/paternity/adoption/shared parental pay. It is paid at the same rate as statutory paternity pay, which is subject to change every year. You can check the most up-to-date figure with your manager.

Up until the 7th day after the child stops receiving neonatal care, to claim SNCP you must give notice in writing stating the week(s) in respect of which the payments are to be made and with the same information specified as when claiming SNCL, within 28 days of starting any period of SNCL you are claiming SNCP for. You can provide this information at the same time as giving notice to take SNCL, so long as it is in writing.

After 7 days after the child stops receiving neonatal care, to claim SNCP you must give us the same amount of notice and same information, in writing, as you must give if you want to take SNCL and state the week(s) in respect of which payments are to be made.

Interaction with other family leave

SNCL is in addition to other forms of statutory leave, so long as it is taken within 68 weeks of the child's birth. So, for example, if you are taking maternity / adoption / paternity leave, you may add a period of SNCL onto the end of that leave. It acts as a "top up" to give back an amount of statutory family leave that an employee has effectively lost while their child is receiving neonatal care.

If your SNCL is interrupted by the start of another pre-booked period of statutory family leave (such as paternity leave, parental leave or shared parental leave) then the interrupted SNCL period will resume straight away after the end the other leave, provided the neonatal care is still ongoing or has ended within the last week. If the neonatal care ended more than a week ago, the remainder of the interrupted NCL must be taken consecutively with any further period of NCL that you are intending to take. Also, if the neonatal care ended more than a week ago and you want to book NCL, you should ensure that it will not be interrupted by the start of another period of family leave you have booked.

5

HOW WE RESOLVE ISSUES

When problems arise in the employment relationship it is important that they are dealt with fairly and promptly. This section sets out the procedures that the Council will follow in such cases.

Recording of meetings: Due to the confidential nature of disciplinary and grievance proceedings you must not make electronic or audio recordings of any meetings or hearings conducted under the procedures set out in section 5. You should ensure that any companion you may bring with you to such meetings is also aware of this rule.

5.1 Performance Improvement Procedure

It is in everybody's interest for employees to perform well at their jobs and the Council aims to ensure that all employees are given the support needed to ensure that they do so. Where there are issues with performance then the employee should receive feedback from their manager setting out any concerns. Discussions should take place about how that performance can be improved. This procedure is designed to be used when such informal discussions do not lead to the employee's performance improving to an acceptable level.

Where an employee's poor performance is believed to be the result of deliberate neglect, or where serious errors have been made to the detriment of the Council then it may be more appropriate to use the disciplinary procedure. Which procedure to use shall be at the discretion of the Council.

The Council also reserves the right not to follow this procedure in full for employees who are within their first two years of employment with the Council.

The Right to be Accompanied

Employees are entitled to be accompanied at any formal meeting held under this procedure by a fellow employee or trade union official of their choice. The Council will provide any chosen companions with appropriate paid time off to allow them to attend the meeting. It is, however, up to the employee in question to arrange for a companion to attend the meeting.

If your chosen companion cannot attend on the day scheduled for the meeting then the Council will agree a new date. This will usually be within 5 working days of the date originally scheduled. If your companion is not available within that timescale then you may need to find someone else to take their place.

The Companion's role is to advise you during the meeting and make representations on your behalf. However, both you and your companion are required to cooperate in ensuring a fair and efficient meeting. The companion is not entitled to answer questions on your behalf.

Stage One

The employee's manager will inform them of the nature of the problem and confirm this in writing. The employee will be invited to a formal performance management hearing to discuss the issues raised by the manager's concerns. The invitation will set out the respects in which the employee's manager believes that the employee's performance still falls short of an acceptable standard. The hearing will be conducted by the employee's manager and will consider any representations the employee may make about their performance, whether it needs to be improved, and if so what steps can be taken to help the employee reach the appropriate level.

Following discussion of the problem, the manager may choose to take no further action; to refer the matter for investigation under the disciplinary procedure (if it appears the issues are linked to conduct rather than performance) or to issue a written warning and Performance Improvement Plan which will remain current for a period of 12 months.

Performance Improvement Plan

A Performance Improvement Plan (PIP) is a series of measures designed to help improve the employee's performance. Each measure will ideally be agreed with the employee, though the Council reserves the right to insist on any aspect of the PIP in the absence of such agreement.

Each PIP will be tailored to the particular situation, but will contain the following elements:

Timescale: The overall timescale in which the necessary improvement must be achieved will be set out, together with the timescale for reaching individual milestones where appropriate.

Targets: The PIP will specify the particular areas in which improvement is needed and set out how and on what criteria the employee's performance will be assessed. Where appropriate, specific targets will be set which will need to be achieved either by the end of the plan or at identifiable stages within it.

Measures: The PIP will specify what measures will be taken by the Council to support the employee in improving their performance. Such measures may include training, additional supervision, the reallocation of other duties, or the provision of additional support from colleagues.

Feedback: As part of the PIP the employee will be given regular feedback from their manager indicating the extent to which the employee is on track to deliver the improvements set out in the plan

If at any stage the Council feels that the PIP is not progressing in a satisfactory way, a further meeting may be held with the employee to discuss the issue. As a result of such a meeting the employer may amend or extend any part of the plan.

Review

At the end of the PIP the employee's performance will be reviewed. If satisfactory progress has been made the employee will be notified of this fact in writing. If the manager feels that progress has been insufficient then they may decide to extend and/or amend the PIP to such extent as seems appropriate. Alternatively the manager may refer the matter to a meeting under Stage Two of this procedure.

Following the successful completion of a PIP the employee's performance will continue to be monitored. If at any stage during the lifetime of the first written warning, the employee's performance again starts to fall short of an acceptable standard, their manager may decide to institute stage two of this procedure.

Stage Two

If a PIP has not led to sufficient improvement in the employee's performance, the employee will be invited to attend a formal performance management hearing. The invitation will set out the respects in which the manager believes that the employee's performance still falls short of an acceptable standard.

The hearing will be conducted by a member of the senior management team.

At the hearing, the employee will be given an opportunity to respond to any criticism of their performance and to make representations about any aspect of the way in which the process has been managed.

If the hearing concludes that reasonable steps have been taken which should have allowed the employee to perform to an acceptable standard but that these measures have not worked then a **formal final warning** may be issued. The warning will explain the nature of the improvement which is required in the employee's performance and state that the improvement must be immediate and sustained. It will also explain that if this improvement does not take place then the employee may be dismissed. Where it is appropriate, the warning may be accompanied by an extended or revised PIP.

The warning will remain current for a period of 12 months, after which time it will cease to have effect.

Stage Three

If an employee has been issued with a warning under Stage Two which remains current, and the appropriate manager believes that the employee's performance is still not acceptable then the matter may be referred to a further performance management hearing.

The employee will be informed in writing of the grounds of which the hearing is being convened and in particular will be told of the respects in which their performance continues to fall below an acceptable standard.

The hearing will be conducted by an appropriate manager.

At the meeting the employee will be able to respond to any criticisms made of their performance and make representations about how the situation should be treated.

The manager conducting the meeting may take such action as is judged appropriate up to and including a decision to dismiss the employee.

Any dismissal under this procedure will be with notice or payment in lieu of notice and the decision to dismiss together with the reasons for dismissal will be set out in writing and sent to the employee.

Appeals

An employee may appeal against any decision taken under this procedure. The appeal should be submitted in writing stating your full grounds of appeal within one week of the decision being communicated. An appeal hearing will then be convened to consider the matter. Any PIP that is in force, together with any measures or objectives included within it, will continue in place during the appeal process.

The outcome of the appeal will be confirmed to the employee in writing explaining the grounds of which the decision was reached. The outcome of the appeal will be final.

Redeployment

There may be circumstances in which it becomes clear that an employee would be better suited to a different role within the Council. However, any offer to redeploy the employee will be entirely at the Council's discretion and will only be made when the Council is confident that the employee will be able to perform well in the redeployed role and where there is a suitable available vacancy.

Redeployment may be offered as an alternative to dismissal where the Council is satisfied that the employee should no longer be allowed to continue to work in their current role. While the employee is free to refuse any offer of redeployment, the only alternative available in these circumstances will usually be dismissal.

5.2 Sickness Absence Procedure

The Council may need to dismiss an employee whose attendance does not meet an acceptable standard either because of a long-term absence or because of a series of short-term absences. Such dismissals do not depend on any wrongdoing on the employee's part and do not mean that the Council does not accept that their absences are genuinely due to illness or injury. Rather, dismissal is recognition that unfortunately the employee is no longer able to perform their role, or attend work on a sufficiently regular basis to make their continued employment a viable option.

Short-term Absence

An employee who the Council considers to have an excessive sickness absence record will be spoken to informally and usually have specific attendance targets set and be advised if these are breached, they will be invited to a meeting to discuss their attendance. The meeting will usually be conducted by the employee's manager and the employee will have a right to be accompanied by a fellow employee or a trade union official on the same basis as set out in the performance management procedure.

At the meeting the employee will be asked to explain the level of their absence. Where there is any indication that the absences are caused by an underlying medical condition then the matter may be dealt with under the procedure for long-term absence set out below. The Council may also seek medical evidence from either the employee's doctor or an occupational health specialist in which case the meeting will be adjourned for a report to be obtained.

Subject to any medical evidence, the manager conducting this first-stage meeting may decide to issue a warning to the employee setting out the Council's expectations regarding attendance and indicating the level of improvement needed. A review period will normally be set which may range from one month to 12 months depending on the circumstances.

If the employee's attendance does not improve to the extent required they may at any stage in the review period be invited to attend a second-stage meeting to discuss the matter. The meeting will again be conducted by the manager and the employee will be entitled to be accompanied by a fellow employee or trade union official. This meeting may result in an extension of the review period or the issuing of a final written warning requiring the employee's attendance to improve and setting out the level of improvement required over a specified period of up to one year.

If the employee does not meet this standard and there is no underlying condition where reasonable adjustments would assist the employee to attend then they may be dismissed. A final meeting will be convened which shall be conducted by a manager with appropriate authority to dismiss and will consider any representations made by or on behalf of the employee who will once again have the right to be accompanied by a fellow employee or trade union official.

Any dismissal arising out of this meeting will be with notice.

There is a right of appeal against a decision to dismiss which must be exercised in writing stating your full grounds for appeal within one week of the decision being communicated.

Long-term Sickness Absence

Where an employee is absent for an extended period – or it is clear that their absence is likely to continue for some time – then the Council will want to investigate the prospects for their return and consider what actions can be taken to facilitate this. The extent to which the Council can continue to accommodate an employee's absence will depend on a range of factors, including the role of the employee and the prevailing circumstances of the business.

The Council may seek medical advice as to the employee's condition either from the appropriate professionals caring for the employee or from a specialist occupational health practitioner. The focus will be on ascertaining when the employee will be able to return to work and what steps the Council can take to facilitate this.

An employee is not obliged to consent to any medical reports or records being shared with the Council as part of this process. However, in the absence of medical evidence the Council will have to work on the basis of what information is available in reaching its decision.

One or more meetings will be arranged with the employee to discuss their condition, the prospects for any return to work, and whether anything more can be done by the Council to help. The employee will be entitled to be accompanied at the meeting by a fellow employee or trade union official.

Every effort will be made to make suitable arrangements for the meeting to allow the employee to attend. Where the employee is simply too ill to take part in the process, however, the Council may proceed to dismissal in the absence of a meeting taking into account any representations made on the employee's behalf.

Where it appears that the employee will be unable to return to work within a reasonable time frame then the Council may need to consider dismissal. Any dismissal will be with notice.

There is a right of appeal against a decision to dismiss which must be exercised within one week of the decision being communicated. You should submit your appeal in writing stating your full grounds for appeal.

5.3 Disciplinary Procedure

The Council always tries to deal with disciplinary issues fairly and promptly. This procedure sets out the framework under which allegations of misconduct will be investigated and considered. While the procedure set out in this policy will be appropriate in most cases, there may be situations in which it is not practicable to comply with a particular requirement of it. When this happens the Council will do its best to deal with the matter fairly and will pay particular attention to the need to give the employee every opportunity to explain their version of events.

The Council reserves the right not to follow this procedure in full for employees who are within their first two years of employment with the Council.

Definition of Misconduct

Behaviour which is disruptive, disrespectful to colleagues, or which falls short of the requirements set out in this handbook will be treated as misconduct under the disciplinary procedure. While employees will not usually be dismissed for a first offence a failure to remedy the behaviour or to adhere to required standards may ultimately lead to dismissal once appropriate warnings have been given.

Definition of Gross Misconduct

Gross misconduct is behaviour which is fundamentally at odds with the employee's duty to the Council and their colleagues. In accordance with the disciplinary procedure, gross misconduct will usually result in dismissal without notice, or payment in lieu of notice, even in cases of a first offence.

It is not possible to list every example of gross misconduct which may arise, but the following provides an illustration of the sort of conduct that will normally fall into this category – some of which are then explained in more detail below:

- Theft;
- Fraud, forgery or other dishonesty, including fabrication of expense claims and time sheets;
- Unlawful discrimination, harassment, including sexual harassment, or Victimisation;
- Refusal to carry out reasonable instructions;
- Violent or intimidating behaviour;
- Wilful damage to property;
- Causing loss, damage or injury through serious negligence;
- Serious misuse of our property or name;
- Serious insubordination;

- Reckless behaviour posing a risk to health and safety;
- Any act or omission constituting serious or gross negligence/or dereliction of duty;
- Sleeping on duty;
- Bringing the organisation into serious disrepute;
- Unauthorised use or disclosure of confidential information or failure to ensure that confidential information in your possession is kept secure;
- Recording audio and/or video of any meeting, conversation or discussion with another person or people without the express prior consent of the person or people being recorded;
- Making untrue allegations in bad faith against a colleague;
- Making a disclosure of false or misleading information under our Whistleblowing Policy maliciously, for personal gain, or otherwise in bad faith;
- Any illegal act during working time or on Council premises; and
- Any act described as gross misconduct elsewhere in this handbook.

Dishonesty

It is important to stress that any form of dishonesty, however minor, will be regarded as gross misconduct. This includes theft of property, whether belonging to the Council, colleagues or any third party. However, it also includes an employee seeking to gain any advantage through deception - such as making a false claim for expenses or overtime, falsely claiming to be sick or falsely claiming to have completed a particular task.

It does not matter if any amount of money at issue is small. The Council regards any dishonesty by employees as gross misconduct which will usually result in dismissal.

Refusal to carry out instructions

The Council expects employees to work in a spirit of cooperation with their colleagues and managers for the good of the business as a whole. Employees are required to carry out their managers' instructions and a deliberate and wilful refusal to do so will be gross misconduct.

If you believe that you have been instructed to do something that does not fall within your duties or which is in some other way unreasonable then the appropriate way of dealing with this is to raise a grievance under the grievance procedure (see Section 5.4). However, doing so will not prevent a refusal to carry out an instruction from amounting to gross misconduct if it is found to have been a reasonable one in all the circumstances.

Informal Action

Most minor acts of misconduct can be dealt with informally through discussions between an employee and their manager. This may consist of management guidance or an informal warning given orally or in writing. These steps are an everyday part of the management process and no formal procedure needs to be followed in respect of them.

Where informal action of this kind fails to resolve an issue, or where the misconduct alleged is considered too serious, then the matter will be dealt with formally under this procedure.

Investigation

If it is alleged that you have committed misconduct, an appropriate investigation will be carried out aimed at gathering all of the relevant evidence. You may be interviewed as part of this investigation and will have the opportunity to point the investigator towards any evidence that you feel is relevant. The right to be accompanied (see below) does not apply to any investigatory interview.

Suspension

If an allegation of misconduct is made against you, then you may be suspended from your duties on full pay while the matter is being dealt with. The Council will make every effort to ensure that any period of suspension is kept as short as possible. The purpose of a suspension is either to allow an unhindered investigation to take place, or to protect the interests of the Council and its employees. During any period of suspension you may be instructed not to contact other members of staff except for the purposes of preparing for any disciplinary hearing, where specific arrangements will be made with you. This is not a disciplinary sanction and should not be seen as a predetermination of any disciplinary process.

Hearing

Once the investigation has been carried out, the investigating officer will make a decision about whether there is sufficient evidence to warrant a disciplinary hearing. If there is you will be informed of this and an appropriate date for the hearing will be arranged. This will take place within normal working hours wherever possible.

To ensure that you have adequate time to prepare for the hearing, the Council will provide you in advance with a copy of all of the written evidence that will be considered at the hearing. In exceptional cases the Council may need to withhold the identities of certain witnesses or hold back sensitive items of evidence. This will only be done where it is considered necessary to protect individuals or the essential interests of the Council and every effort will be made to ensure that you are given as much information as possible so that a fair hearing can be conducted.

You will be given sufficient notice of any hearing to allow you to prepare for it. While this will vary from case to case, the Council will generally try to give at least two days' notice of any hearing and in complicated cases a longer period of notice may be given.

The purpose of the hearing will be to consider the evidence gathered during the investigation and to consider any representations made by you or on your behalf. The hearing will be conducted by an appropriate manager who, wherever possible, has not previously been involved in the case and who was not responsible for carrying out the investigation.

The Right to be Accompanied

Employees are entitled to be accompanied at any disciplinary hearing by a fellow employee or trade union official of their choice. The Council will provide any chosen companion with appropriate paid time off to allow them to attend the hearing. It is, however, up to the employee in question to arrange for a companion to attend the hearing.

If your chosen companion cannot attend on the day scheduled for the hearing then the Council will agree a new date. This will usually be within 5 working days of the date originally scheduled. If your companion is not available within that timescale then you may need to find someone else to take their place.

The companion's role is to advise you during the hearing and make representations on your behalf; it is not to answer questions for you. However, both you and your companion are required to cooperate in ensuring a fair and efficient hearing. The companion cannot answer questions on your behalf.

Evidence

The hearing will consider any evidence you choose to present. Should witnesses be prepared to appear on your behalf they will be permitted to do so provided that their evidence is relevant to the issues that need to be decided. The Council will not compel or require any employee to appear as a witness on your behalf and in most circumstances evidence arising from the investigation will be presented in written form. You will be entitled to challenge any of the evidence presented but will not be entitled to cross-examine witnesses.

Disciplinary Action

After considering all of the evidence, including any submissions made by you or on your behalf, the manager conducting the hearing will decide on the outcome. If misconduct is found to have taken place then the usual outcome will be a **written warning** which will be placed on your personnel file.

A warning will stay active for a period of 1 year, after which it will not be taken into account in any future disciplinary action.

If however a further instance of misconduct is found to have occurred (in accordance with this procedure) during the currency of a warning – or if any misconduct is considered to be serious enough to warrant it – then, subject to the formal process above being followed, you will be issued with a **final written warning**.

A **final written warning** will usually remain active for one year, but a longer period may be specified if the manager conducting the hearing feels that the circumstances warrant it.

An employee who is found to have committed further misconduct during a period covered by a final written warning will, following a hearing conducted in accordance with this procedure, generally be dismissed.

Dismissal

An employee will not normally be dismissed under this procedure for a single instance of misconduct unless a final written warning is already in place. However, where gross misconduct is found to have occurred then dismissal without notice or payment in lieu will be the usual outcome.

Gross misconduct is misconduct that is so serious that it fundamentally undermines the relationship between employer and employee. If you are accused of gross misconduct this will be made clear when you are invited to a disciplinary hearing. A wide range of behaviours can amount to gross misconduct but the most common involve dishonesty, violent or aggressive behaviour, the wilful destruction of Council property or a deliberate refusal to obey a reasonable instruction.

Appeal

An employee may appeal against the outcome of a disciplinary hearing by doing so in writing stating your full grounds of appeal within one week of being notified of the outcome. The person to whom an appeal should be directed will be detailed in the disciplinary outcome letter. An appeal hearing will be convened and conducted by an appropriate member of the senior management team.

The appeal will consider any grounds the employee chooses to put forward and they will have the same right to be accompanied as at a disciplinary hearing. The result of the appeal hearing will be final.

Employee Absence

It is important that disciplinary issues are dealt with promptly. The Council may therefore need to proceed with a disciplinary hearing even if the employee is absent due to ill health or simply does not attend. Before hearing the matter in an employee's absence, the Council will attempt to arrange the hearing in such a way that the employee will be able to attend or to submit written representations to the hearing and/or to arrange for an appropriate representative to attend the hearing on their behalf.

5.4 Grievance Procedure

The Council aims to be responsive to concerns raised by employees and if you are unhappy with something affecting you at work you are encouraged to raise this with the town clerk. If that is not possible then you should speak to a member of the management team who will try to assist you in resolving any issue you may have. The following procedure is designed to be used when these informal attempts to resolve any dispute have not been successful.

Any written complaint or grievance raised which alleges that a member or co-opted member of the authority has failed to comply with the authority's Code of Conduct will be dealt with under the Code of Conduct Procedure.

Examples of issues that could be dealt with under the grievance procedure include:

- a) terms and conditions of employment;
- b) health and safety;
- c) work relations;
- d) bullying and harassment;
- e) new working practices;
- f) working environment;

- g) organisational change; and
- h) discrimination.

The Grievance Procedure should not be used to complain about issues which do not directly relate to, or impact on, you and your work/ working environment.

The Grievance Procedure should not be used to complain about disciplinary action, reasonable action taken under the Performance Management Procedure or Sickness Absence Procedure. Any such complaints should be dealt with under the relevant appeal procedure.

Raising a Grievance

If you feel that the matter needs to be raised formally you should raise a grievance by making a written complaint, stating that it is being made under this procedure. You should give as much information about your grievance, including any relevant dates and times, as you can, so as to allow for any investigation into your concerns to take place.

A grievance will normally be dealt with by the Chief Executive and should be addressed to them directly. In the case of the Chief Executive this should be addressed to the Staffing Committee on a formal basis. Where the grievance is directly concerned with your manager's behaviour, however, you should submit your grievance to another member of the management team who will arrange for somebody who is not directly involved in the issue to deal with it. There are multiple routes for raising a grievance and these can include the Chief Executive, the Deputy Clerk, your supervisor, the Chair of Council or the Vice-Chair of Council, depending on who you feel most comfortable submitting the initial grievance to.

Grievance Hearing

A grievance hearing will then be arranged so that you can explain the issue and suggest how it can be resolved. There may be some cases where your grievance can be dealt with in writing, subject to your agreement. You will have the right to be accompanied by a fellow employee or trade union official to any grievance hearing. The manager conducting the hearing will consider what you have said and may either deal with the matter immediately or decide to carry out further investigations. In that case the hearing will be adjourned until the investigation has been completed.

Once the investigations are concluded, if new information comes to light, if it is considered appropriate, you may be invited to a reconvened meeting, to have the opportunity to consider and respond to the findings of the investigation. Following this a decision on the outcome of your grievance will be made.

Allegations of Misconduct

Where an employee is making allegations of misconduct on the part of other employees then the Council may need to carry out an investigation into the allegations and pursue the matter through the disciplinary procedure. Where this happens the grievance will be held over until the disciplinary process has been concluded and it may not be possible for the Council to provide you with specific detail in relation to what disciplinary action, if any, has been taken.

Relationship with Other Procedures

Where your grievance relates to the conduct of other procedures such as the disciplinary or performance management procedures then the Council may choose to either delay the consideration of the grievance until that procedure has been completed or to deal with the grievance in the course of that procedure or by way of appeal if that appears to be a fairer or more straightforward way of dealing with the issue.

Appeals

If you are dissatisfied with the outcome of a grievance then you may appeal. You should submit your appeal in writing stating your full grounds of appeal within one week of being informed of the outcome of your grievance. Your appeal should be directed to the person named in the grievance outcome letter. An appeal hearing will then be convened and conducted by an appropriate member of the senior management team. You will have the right to be accompanied at the appeal by a fellow employee or trade union official. The outcome of any appeal will be final.

6

EQUAL OPPORTUNITIES, DIVERSITY & INCLUSION

6.1 Equal Opportunities Statement

We are committed to encouraging equality, diversity and inclusion among our workforce, The aim is for our workforce to be truly representative of all sections of society and our customers, and for each employee to feel respected and able to give their best.

We are fully committed to:

- Treating all of our employees and job applicants equally in all aspects of employment including: recruitment and selection, promotion, transfer, opportunities for training, pay and benefits, other terms of employment, discipline, selection for redundancy and dismissal.
- Creating a working environment that is free of bullying, harassment, victimisation, and unlawful discrimination, promoting dignity and respect for all, and where individual differences and the contributions of all staff are recognised and valued.
- Training managers and all other employees about their rights and responsibilities under this equal opportunities, diversity & inclusion policy.
- Employing, training and promoting employees on the basis of their experience, abilities and qualifications, without regard to race, religion or belief, sex, sexual orientation, pregnancy or maternity, gender reassignment, age, marriage and civil partnership or disability. In this policy these are known as the "Protected Characteristics".
- Making opportunities for training, development and progress available to all employees, who will be helped and encouraged to develop their full potential, so their talents and resources can be fully utilised to maximise the efficiency of the Council.
- Complying with our obligations under the Equality Act 2010 in respect of our Public Sector Equality Duties to:
 - Have 'due regard' to the need to eliminate discrimination, harassment and victimisation
 - Have 'due regard' to the need to advance equality of opportunity
 - Have 'due regard' to the need to foster good relations
 - Publish equality information
 - Publish equality objectives.

We will not condone any form of bullying, harassment, or unlawful discrimination whether engaged in by employees or by outside third parties who do business with us, such as clients, customers, contractors and suppliers.

Employees have a duty to co-operate with us to ensure that this policy is effective in ensuring equal opportunities and in preventing discrimination, harassment or bullying.

Action will be taken under our Disciplinary Procedure against any employee who is found to have committed an act of improper or unlawful discrimination, harassment, bullying or intimidation. Serious breaches of this policy will be treated as potential gross misconduct and could render the employee liable to summary dismissal.

All employees should understand they, as well as the Council, can be held liable for acts of bullying, harassment, victimisation and unlawful discrimination, in the course of their employment, against fellow employees, customers, suppliers and the public.

You should draw to the attention of the Chief Executive to any suspected discriminatory acts or practices or suspected cases of harassment. You must not victimise or retaliate against an employee who has made allegations or complaints of discrimination or harassment or who has provided information about such discrimination or harassment. Such behaviour will be treated as potential gross misconduct. Employees should support colleagues who suffer such treatment and are making a complaint.

Discrimination

You must not unlawfully discriminate against or harass other people, including current and former employees, job applicants, clients, customers, suppliers and visitors. This applies in the workplace, outside the workplace (when dealing with customers, suppliers or other work-related contacts or when wearing a work uniform), and on work-related trips or events including social events.

The following forms of discrimination are prohibited under this policy and are unlawful:

- Direct discrimination – when someone is treated less favourably than another person because of a Protected Characteristic.
- Indirect discrimination - occurs where an individual's employment is subject to an unjustified provision criterion or practice which e.g. one sex or race or nationality or age group finds more difficult to meet, although on the face of it the provision, criterion or practice is 'neutral'.
- Associative discrimination or discrimination by association – direct discrimination against someone because they associate with another person who possesses a Protected Characteristic.
- Discrimination by perception – direct discrimination against someone because it is thought that they possess a particular Protected Characteristic even if they do not actually possess it.
- Harassment – unwanted conduct related to a relevant Protected Characteristic which has the purpose or effect of violating an individual's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that individual. You may complain of such offensive behaviour even if it is not directed towards you personally.
- Victimisation – when an employee is treated less favourably because they have made or supported a complaint or raised a grievance about unlawful discrimination or are suspected of doing so.
- Disability discrimination: this includes direct and indirect discrimination, any unjustified unfavourable treatment because of something arising in consequence of a disability, and failure to make reasonable adjustments to alleviate disadvantages caused by a disability.

Our Commitment

Recruitment

The recruitment process will be conducted in such a way as to result in the selection of the most suitable person for the job in terms of relevant abilities and qualifications. We are committed to applying our equal opportunities policy statement at all stages of recruitment and selection.

Recruitment publicity will aim to positively encourage applications from all suitably qualified people when advertising job vacancies, in order to attract applications from all sections of the community.

Where vacancies may be filled by promotion or transfer, they will be published to all eligible employees in such a way that they do not restrict applications from employees with a particular Protected Characteristics. However, where having regard to the nature and context of the work, having a particular Protected Characteristics is an occupational requirement and that occupational requirement is a proportionate means of achieving a legitimate aim, we will apply that requirement to the job role and this may therefore be specified in the advertisement.

The selection process will be carried out consistently for all jobs at all levels. We will ensure that this equal opportunities policy is available to all staff, and in particular is given to all staff with responsibility for recruitment, selection and promotion.

The selection of new staff will be based on job requirements and the individual's suitability and ability to do, or to train for, the job in question. Person specification and job descriptions will be limited to those requirements that are necessary for the effective performance of the job. Candidates for employment, promotion or transfer will be assessed objectively against the requirements of the job.

With disabled job applicants, we will have regard to our duty to make reasonable adjustments to work provisions, criteria and practices or to physical features of work premises or to provide auxiliary aids or services in order to ensure that the disabled person is not placed at a substantial disadvantage in comparison with persons who are not disabled.

All applications will be processed consistently. The staff responsible for short listing, interviewing and selecting candidates will be clearly informed of the selection criteria and of the need for their consistent application. All questions that are put to the applicants will relate to the requirements of the job.

Training, transfer and promotion

We will take such measures as may be necessary to ensure the proper training, supervision and instruction for all managers in order to familiarise them with our policy on equal opportunities, and in order to help them identify discriminatory acts or practices and to ensure that they promote equal opportunity within the departments for which they are responsible. The training will also enable managers to deal more effectively with complaints of bullying and harassment.

We will also provide training to all employees to help them understand their rights and responsibilities under the equal opportunities and anti-harassment policies and what they can do to create a work environment that is free of bullying and harassment.

All persons responsible for selecting new employees, employees for training or employees for transfer or promotion to other jobs will be instructed not to discriminate because of one or more of the Protected Characteristics. Where a promotional system is in operation, the assessment criteria will be examined to ensure that they are not discriminatory. The promotional system will be checked from time to time in order to assess how it is working in practice.

When a group of workers who predominantly have a particular Protected Characteristic appear to be excluded from access to promotion, transfer and training and to other benefits, our systems and procedures will be reviewed to ensure there is no unlawful discrimination.

Terms of employment, benefits, facilities and services

All terms of employment, benefits, facilities and service will be reviewed from time to time, in order to ensure that there is no unlawful discrimination on the grounds of one or more of the Protected Characteristics.

Equal pay and equality of terms

We are committed to equal pay in employment. We believe our male and female employees should receive equal pay for like work, work rated as equivalent or work of equal value. In order to achieve this, we will endeavour to maintain a pay system that is transparent, free from bias and based on objective criteria.

Disabilities

If you are disabled or become disabled, we encourage you to tell us about your condition so that we can support you as appropriate.

If you experience difficulties at work because of your disability, you may wish to contact your manager or the Chief Executive to discuss any reasonable adjustments that would help overcome or minimise the difficulty. Your manager or the Chief Executive may wish to consult with you and your medical adviser about possible adjustments. We will consider the matter carefully and try to accommodate your needs within reason. If we consider a particular adjustment would not be reasonable we will explain our reasons and try to find an alternative solution where possible.

We will monitor the physical features of our premises to consider whether they might place anyone with a disability at a substantial disadvantage. Where necessary, we will take reasonable steps to improve access.

6.2 Menopause Policy

We are committed to supporting staff affected by the menopause. We recognise that many members of staff will experience the menopause and that, for some, menopause will have an adverse impact on their working lives.

All women will experience menopause at some point during their life. Menopause can also impact trans and non-binary people who may not identify as female. Most of those who experience menopause will do so between the ages of 45 and 55. However, some start experiencing symptoms much earlier. Often, symptoms last between four to eight years, but they can continue for longer.

The majority of those going through menopause will experience some symptoms, although everyone is different and symptoms can fluctuate. Symptoms can include, but

are not limited to, sleeplessness, hot flushes, memory loss or poor concentration, headaches, muscle and joint pains, depression and anxiety.

Menopause is preceded by perimenopause, during which the body prepares itself for menopause. Perimenopause can also last several years and can involve similar symptoms to menopause itself. For the purpose of this policy, any reference to menopause includes perimenopause.

Open Conversations

Menopause is not just an issue for women. All staff should be aware of menopause so that they can support those experiencing it or otherwise affected by it.

We encourage an environment in which colleagues can have open conversations about menopause. We expect all staff to be supportive of colleagues who may be affected by menopause in the workplace.

Anyone affected by menopause should feel confident to talk to their manager or the Chief Executive about their symptoms and the support they may need to reduce the difficulties menopause can cause them at work.

Managers and the Chief Executive should be ready to have open conversations with staff about menopause and what support is available. These conversations should be treated sensitively and any information provided should be handled confidentially and in accordance with our Data Protection Policy.

Risk Assessments

We are committed to ensuring the health and safety of all our staff and will consider any aspects of the working environment that may worsen menopausal symptoms. This may include identifying and addressing specific risks to the health and well-being of those experiencing menopause.

Support and Adjustments

While many who experience menopause are able to carry on their working lives as normal, we recognise that others may benefit from adjustments to their working conditions to mitigate the impact of menopause symptoms on their work. If you believe that you would benefit from adjustments or other support, you should speak to your manager or the Chief Executive.

Physical adjustments could include temperature control, provision of electric fans or access to rest facilities. Depending on individual and business needs, adjustments such as flexible working, we may also consider more frequent rest breaks or changes to work allocation. These are examples only and not an exhaustive list.

We may refer you to a doctor nominated by us or seek medical advice from your GP to better understand any adjustments and other support that may help alleviate symptoms affecting you at work.

If you need additional support, you also have access to our confidential employee support helpline. We provide all employees with a confidential counselling service over the telephone which is open 24 hours a day, seven days a week, and available on 0117 934 2121.

6.3 Bullying and Harassment

We are committed to providing a working environment free from harassment and bullying, which includes sexual harassment, and ensuring all staff are treated, and treat others, with dignity and respect. This includes harassment or bullying which occurs at work and out of the workplace, such as on business trips or at work-related events or social functions or on social media.

It covers harassment and bullying by staff (which may include consultants, contractors and agency workers) and also by third parties such as clients, customers, suppliers or visitors to our premises.

We have carried out an assessment to assess the risk of sexual harassment (including third party sexual harassment) and other different forms of harassment occurring in our workforce, including in different roles, the steps we could take to reduce those risks and which of those possible steps are reasonable. This risk assessment will be reviewed annually.

What is harassment?

Harassment is any unwanted physical, verbal or non-verbal **conduct** that has the purpose or effect of violating a person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for them. A single incident can amount to harassment. Harassment can occur whether or not it is intended to be offensive, as it is the effect on the victim which is important, not whether or not the perpetrator intended to harass them. Harassment or bullying is unacceptable even if it is unintentional.

Unlawful harassment may involve **conduct**:

- **related to a protected characteristic** of age, disability, gender reassignment, marital or civil partner status, pregnancy or maternity, race, colour, nationality, ethnic or national origin, religion or belief, sex or sexual orientation;
- of a sexual nature (**sexual harassment**); or
- of **treating someone less favourably because they have submitted, or refused to submit to, sexual harassment or harassment related to sex or gender reassignment** e.g. where a manager gives a junior employee a poor performance review because they rejected the manager's sexual advances.

Harassment is unacceptable even if it does not fall within any of these categories.

Harassment may include (this is a non-exhaustive list), for example:

- a. racist, sexist, homophobic or ageist jokes, or derogatory or stereotypical remarks about a particular ethnic or religious group, religion or belief, or gender;
- b. disclosing or threatening to disclose someone's sexual orientation or gender identity against their wishes;
- c. offensive e-mails, text messages or social media content; or
- d. mocking, mimicking or belittling a person's disability.

Sexual harassment does not need to be sexually motivated; it only needs to be sexual in nature and may include (this is a non-exhaustive list), for example:

- a. unwanted physical conduct or "horseplay", including touching, pinching, pushing and grabbing;
- b. continued suggestions for sexual activity after it has been made clear that such suggestions are unwelcome;
- c. sending or displaying material that is pornographic or that some people may find offensive (including emails, text messages, video clips and images sent by mobile phone or posted on the internet);
- d. unwelcome sexual advances or suggestive behaviour (which the harasser may perceive as harmless);
- e. intrusive questions about a person's private or sex life or a person discussing their own sex life; or
- f. sending sexually explicit e-mails or text messages or sexual posts/contact on social media.

A person may be harassed even if they were not the intended "target". For example, a person may be harassed by racist jokes about a different ethnic group if the jokes create an offensive environment; or sexually harassed by pornographic images displayed on a colleague's computer in the workplace.

What is victimisation?

Victimisation includes subjecting a person to a detriment because they have done, or are suspected of doing or intending to do, any of the following protected acts:

- a. Bringing proceedings under the Equality Act 2010.
- b. Giving evidence or information in connection with proceedings under the Equality Act 2010.
- c. Doing any other thing for the purposes of or in connection with the Equality Act 2010.
- d. Alleging that a person has contravened the Equality Act 2010.

Victimisation may include (this is a non-exhaustive list), for example:

- a. Denying someone an opportunity because it is suspected that they intend to make a complaint about harassment/sexual harassment.
- b. Excluding someone because they have raised a grievance about harassment/sexual harassment.
- c. Failing to promote someone because they accompanied another staff member to a grievance meeting.
- d. Dismissing someone because they gave evidence on behalf of another staff member at an employment tribunal hearing.

Harassment/sexual harassment and victimisation are unlawful and will not be tolerated. The law requires employers to take reasonable steps to prevent sexual harassment of workers in the course of their employment. All staff are encouraged to report any harassment/sexual harassment or victimisation they are a victim of, or witness, in accordance with this policy. Harassment/sexual harassment or victimisation may lead to disciplinary action up to and including dismissal without notice if they are committed:

- a. In a work situation.
- b. During any situation related to work, such as at a social event with colleagues.
- c. Against a colleague or other person connected to us outside of a work situation, including on social media.
- d. Against anyone outside of a work situation where the incident is relevant to your suitability to carry out your role.

We will take into account any aggravating factors, such as abuse of power over a more junior colleague, when deciding the appropriate disciplinary action to take.

If any harassment/sexual harassment or victimisation of staff occurs, we will take steps to remedy any complaints and to prevent it happening again. Action may include updating relevant policies, providing further staff training and taking disciplinary action against the perpetrator.

What is third-party harassment?

Third-party harassment occurs where a person is harassed/sexually harassed by someone who does not work for, and who is not an agent of, the same employer, but with whom they have come into contact during the course of their employment. Third-party harassment could include, for example, derogatory comments about a person's age, disability, pregnancy, colour, religion or belief, sex or sexual orientation, or unwelcome sexual advances, from a client, customer, supplier or visitor visiting the employer's premises, or where a person is visiting a client, customer or supplier's premises or other location in the course of their employment.

While an individual cannot bring a claim for third-party harassment alone, it can still result in legal liability when raised in other types of claim and will not be tolerated. The law requires employers to take reasonable steps to prevent sexual harassment by third parties. All staff are encouraged to report any third-party harassment they are a victim of, or witness, in accordance with this policy. Any harassment by a member of staff against a third-party may lead to disciplinary action up to and including dismissal.

We will take active steps to try to prevent third-party harassment of staff. Action may include: warning notices to customers/third parties information in terms and conditions; providing regular training for managers and staff to raise awareness of rights related to sexual harassment and of this policy; provide specific training for managers to support them in dealing with complaints; take steps to minimise occasions where staff work alone; where possible ensure that lone workers have additional support; carry out a risk assessment when planning events attended by clients/customers and/or suppliers. If any third-party harassment of staff occurs, we will take steps to remedy any complaints and to prevent it happening again. Action may include warning the harasser about their behaviour, banning them from our premises, reporting any criminal acts to the police, and sharing information with other branches of the business.

What is bullying?

Bullying is offensive, intimidating, malicious or insulting behaviour involving the misuse of power that can make a person feel vulnerable, upset, humiliated, undermined or threatened. Power does not always mean being in a position of authority, but can include both personal strength and the power to coerce through fear or intimidation.

Bullying can take the form of physical, verbal and non-verbal conduct. Bullying may include (this is a non-exhaustive list), for example:

- a. physical or psychological threats;
- b. overbearing and intimidating levels of supervision;
- c. inappropriate derogatory remarks about someone's performance.

However, legitimate, reasonable and constructive criticism of a worker's performance or behaviour, or reasonable instructions given to workers in the course of their employment, will not amount to bullying on their own.

If you are being harassed/sexually harassed/victimised/bullied

If you are being harassed/sexually harassed/victimised/bullied, consider whether you feel able to raise the problem informally with the person responsible. You should explain clearly to them that their behaviour is not welcome or makes you uncomfortable. If this is too difficult or embarrassing, you should speak to someone in authority that you feel comfortable talking to. This can include your supervisor, your manager, the Chief Executive, the Deputy Clerk. They can provide confidential advice and assistance in resolving the issue informally or formally. If informal steps are not appropriate, or have not been successful, you should raise the matter formally under our **Grievance Procedure** and it will be dealt with under that procedure, taking into account the below.

We will investigate complaints in a timely and confidential manner. The investigation will be conducted by someone with appropriate experience and no prior involvement in the complaint, where possible. Details of the investigation and the names of the person making the complaint and the person accused must only be disclosed on a "need to know" basis. We will consider whether any steps are necessary to manage any ongoing relationship and/or to provide protection between you and between other staff and the person accused during the investigation.

If the harasser or bully is a third party such as a customer, supplier or other visitor, we will consider what action may be appropriate to protect you and other staff pending the outcome of the investigation, bearing in mind the reasonable needs of the business and the rights of that person. Where appropriate, we will attempt to discuss the matter with the third party.

Once the investigation is complete, we will inform you of our decision. If we consider that there is a case to answer and the harasser or bully is an employee, the matter will be dealt with under the Disciplinary Procedure as a case of possible misconduct or gross misconduct. The outcome of our investigation may be put on hold while disciplinary action is taken. Where the disciplinary outcome is that harassment/sexual harassment/victimisation/bullying occurred, prompt action will be taken to address it. We will also consider what additional measures need to be taken to prevent future sexual harassment of staff.

Whether or not your complaint is upheld, we will consider how best to manage any ongoing working relationship between you and the person concerned.

Protection and support for those involved

Staff who make complaints, report that they have witnessed wrongdoing, or who participate in good faith in any investigation must not suffer any form of retaliation or victimisation as a result. Anyone found to have retaliated against or victimised someone in this way will be subject to disciplinary action under our Disciplinary Procedure.

We will review this policy regularly and monitor its effectiveness. This will include monitoring the treatment and outcomes of any complaints of harassment, sexual harassment or victimisation we receive to ensure that they are properly investigated and resolved, those who report or act as witnesses are not victimised, repeat offenders are dealt with appropriately, cultural clashes are identified and resolved and workforce training is targeted where needed.

We offer access to confidential employee support/counselling, which is available on request for anyone affected by, or accused of, harassment/sexual harassment or bullying. The helpline number is 0117 934 2121 and is available 24 hours a day, seven days a week.

Support and guidance can also be obtained from the following external services:

- a. The Equality Advisory and Support Service (www.equalityadvisoryservice.com).
- b. Protect (www.protect-advice.org.uk).
- c. Victim support (www.victimsupport.org.uk).
- d. Rights of women (England and Wales) (www.rightsofwomen.org.uk)

Record-keeping

Information about a complaint by or about a staff member may be placed on their personnel file, along with a record of the outcome and of any notes or other documents compiled during the process. These will be processed in accordance with our Data Protection Policy.

6.4 Monitoring equal opportunities and dignity at work

We will regularly monitor the effects of selection decisions and personnel and pay practices and procedures in order to assess whether equal opportunity and dignity at work are being achieved. This will also involve considering any possible indirectly discriminatory effects of its working practices. If changes are required, we will implement them. We will also make reasonable adjustments to its standard working practices to overcome barriers caused by disability.

Breaches of this Policy

We take a strict approach to breaches of this policy, which will be dealt with in accordance with our Disciplinary Procedure. Serious cases of discrimination may amount to gross misconduct resulting in dismissal.

If you believe that you have suffered discrimination you can raise the matter through our Grievance Procedure or Bullying & Harassment Procedure. Complaints will be treated in confidence and investigated as appropriate.

You must not be victimised or retaliated against for complaining about discrimination. However, making a false allegation deliberately will be treated as misconduct and dealt with under our Disciplinary Procedure.

Related Policies

This policy is supported by the following other policies and procedures (in the Employee Handbook):

- (a) Grievance Procedure.
- (b) Disciplinary Procedure.
- (c) Flexible Working Procedure.
- (d) Maternity, Paternity, Adoption and Shared Parental Leave Policies.
- (e) Parental Leave Policy.
- (f) Time Off for Dependants Policy.
- (g) Data Protection Policy.

EMPLOYEE HANDBOOK RECEIPT

This Handbook has been drawn up by the Council to provide you with information on employment policies and procedures.

The policies and procedures contained within this handbook do not form part of your contract of employment; therefore the Council reserves the right to make amendments as necessary, for example reflecting changes to the law. Any change will be communicated to all staff. However, you are expected to read and comply with the policies and procedures contained within this handbook. Failure to do so could result in disciplinary action.

If you have any questions or any part of the Handbook is unclear to you, please do not hesitate to raise any queries with a member of management.

I acknowledge I have read and understood the policies and procedures contained within this handbook

Received by (Employee)

Signed

Date



STAFF APPRAISAL SCHEME

Date Adopted: 14 October 2025

Meeting: Finance & General Purpose Committee

Next Review Date: October 2028

Supersedes: Staff Appraisal Scheme Policy 29 September 2022

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1. AIMS OF THE APPRAISAL SCHEME

- 1.1 The Council's Appraisal Scheme is designed to promote both the development needs of the Council and its employees, in the context of reviewing past priorities and achievements. In addition, it allows employees to consider obstacles to success and helps them to find ways of removing them.
- 1.2 All performance and development appraisal procedures must ensure that the Council's vision, values and objectives are translated into personal, and, where relevant, team objectives to ensure that employees at all levels of the Council can see and understand that the objectives they are set contribute to the Council's success as a whole.
- 1.3 Appraisers must ensure that all appraisal processes are fair and equitable for all appraisees and that they are applied in line with the Council's Equality and Diversity Policy. Formal disciplinary and grievance issues are not to be part of any performance and development appraisal procedure and will be dealt with separately under the relevant policies. It is important that any issue concerning poor performance is recorded in the appraisal meeting documentation in order that any separate, formal monitoring of performance is not undermined by contradictory messages being given to the employee.
- 1.4 The Appraisal Scheme seeks to ensure that all employees:
- Have an annual face to face performance appraisal meeting and a six months appraisal review meeting
 - Receive regular meetings with their line manager to discuss their performance during the year and discuss work activity, learning and development
 - Know what is expected of them in terms of the standard of their performance from the beginning of their employment
 - Are set appropriate and SMART objectives with their appraiser to achieve over the following year
 - Are made aware of any areas in their work which are not to the required standard
 - Receive recognition for their achievements
 - Receive feedback on a regular basis which aims to improve and develop their performance
 - Identify their learning and development needs and aspirations
- 1.5 This policy should be read in conjunction with the Training and Development Policy and the Probation Policy.

2. NEW STARTERS

- 2.2 All new employees will be set their first set of formal objectives following the successful completion of their probationary period and will have a full year to complete those objectives. Therefore, their ongoing annual appraisals will date from the anniversary of the end of their probationary period.

3. TEMPORARY AND FIXED TERM CONTRACTS

- 3.1 All employees on temporary and fixed term contracts will be set objectives in relation to the specific purpose of their employment and will be regularly reviewed through formal and informal meetings, and will be appropriate to the length and purpose of their employment. This process may vary from that set out in this policy for permanent staff.

4. LONG TERM ABSENCES INCLUDING MATERNITY/ADOPTION LEAVE

- 4.1 If employees are absent during an appraisal year, objectives and timescales should be reviewed to accommodate the absence where possible. Long-term planned absences will be factored into the objective setting timescales and, where appropriate, a performance and development appraisal will be held before the absence starts.

5. MITIGATING CIRCUMSTANCES

- 5.1 There may be occasions where an employee is unable to achieve objectives due to unexpected issues or circumstances outside of their control. Where this is the case, the employee should highlight this with the appraiser as soon as possible. Managers should take this into account and make appropriate allowances, which may involve modify objectives, extending timescales, or disregarding objectives.

6. ARRANGEMENTS

- 6.1 The form at Appendix 1 will be used as the basis for all appraisals. Appraisals will take place annually. For staff who have been employed for some time, this will simply be on the anniversary of their last appraisal. For more recently recruited staff, this will be on the anniversary of the successful completion of their probation period. The appraisal will review the achievements of the past year and set objectives for the following year
- 6.2 Appraisal and supervision meetings are a two-way communication process, the detail of which will remain confidential between line management and appraisee.
- 6.3 The Chief Executive's appraisal will be carried out either by the Chair of the Staffing Committee plus one or more nominated members of the Staffing Committee, or by members of the Staffing Committee nominated by the Chair of the Staffing Committee. The **outcome** of the Chief Executive's appraisal will be shared with the Staffing Committee once completed, but not the final appraisal form, nor any detail of the appraisal content. For other members of staff, the appraisal will be carried out by their line manager, possibly with another supervisor present if agreed with the appraiser and the appraisee.
- 6.4 At least 14 days in advance of the appraisal meeting, the member of staff will be given the appraisal form. They will be asked to complete their sections in advance of the appraisal meeting, and to share this with the appraiser at least 7 days before the appraisal.

7. THE APPRAISAL INTERVIEW AND OUTCOME

- 7.1 The appraisal interview is a review of the past year, including an overall assessment of whether the previous year's objectives, and the requirements of the job description have been met. It is an opportunity to review the challenges of the year, to reflect on what has gone particularly well and to celebrate success. There may be discussions around the way in which tasks carried out can be improved and training needs may be identified. Key objectives will be set for the forthcoming year.
- 7.2 An "Appraisal Outcome" will also be given and recorded by the appraiser, which will be that "the requirements of the job" have either "not been met", "have been met" or "have been exceeded". The Council reserves the right to withhold a pay increment if it is considered that

the appraisee's performance fell below the level expected, or, in exceptional circumstances, award an additional increment for exemplary performance if it chooses to do so.

8. OBJECTIVES SETTING

8.1 Members of staff should normally be set between 3 and 5 annual objectives (and the number may be linked to whether they are full or part-time employees).

8.2 Individual performance objectives should:

- relate to the overall objectives of the service area
- be in line with the responsibility level and scope of work outlined in the appraisee's current, up-to-date job description
- be assessed by objective evidence (be SMART = Specific, Measurable, Achievable, Relevant/Realistic, Time-related)

8.3 All appraisers will ensure consistency of objectives set across their team.

8.4 Significant changes to objectives should be discussed with the individual employee and confirmed as and when they arise.

9. RECORDING OF APPRAISAL INTERVIEW

9.1 A record of all performance appraisal meetings will be kept. This will usually be via the "Staff Appraisal Form". The member of staff will be given one week to review, sign and return the completed appraisal form, or to raise any issues in this time. A copy of all appraisals will be kept on personnel files and will remain confidential.

10. ONGOING REVIEW

10.1 Both the appraiser and appraisee share the responsibility for continual informal monitoring of progress on the agreed objectives. In addition to this, there should be a formal review of the appraisal and progress against set objectives after six months. Any concerns or issues should be highlighted by either party at this meeting and not saved up to the end of year appraisal.

11. APPEALS AGAINST APPRAISAL OUTCOME

11.1 In the event of any disagreement between the appraiser and the appraisee regarding the outcome of the appraisal, the matter will be referred to the Chief Executive, who will decide the outcome of the appraisal.

11.2 Where an appraisal disagreement relates to the Chief Executive, or a direct report of the Chief Executive, two members of the Staffing Committee will be nominated to consider the dispute and will agree the outcome of the appraisal. One of these members will be nominated by the Staffing Committee and one by the appraisee. They shall take representations from the original appraiser and appraisee in reaching their decision. Due to the confidential nature of appraisals, only the items of disagreement will be considered in detail by the Staffing Committee.

APPENDIX 1: Staff Appraisal Form



Staff Appraisal Form

Appraisee: _____

Job Title: _____

Appraiser: _____

Date of Review: _____

1. How have you met your Objectives for the past year?

Objective	Staff Comment	Manager's Comment	Outcome (Achieved/Partially achieved/Not achieved)

2. What has gone well this year?

Staff Comment	Manager's Comment

3. Are there any areas that need improvement?

Staff Comment	Manager's Comment

4. Have you experienced any barriers/obstacles which have impacted on your ability to perform your role?

Staff Comment	Manager's Comment

5. What support or training do you feel would improve your performance further in the next year?

Staff Comment	Manager's Comment

6. Are there any matters you wish to bring to the Town Councils attention?

Staff Comment	Manager's Comment

7. Do you feel that the job description adequately describes the job? What would you add or remove?

Staff Comment	Manager's Comment

8. Agreed objectives for the next year

Objective	Proposed Actions	Manager's Comment

9. Any other comments

Staff Member
Manager

10. Appraisal outcome

<i>Tick as appropriate</i>	Have not been met	Have been met	Have been exceeded
The requirements of the job:			

I agree and accept the comments in this Review.

Staff Signature: _____ Date: _____

Managers Signature: _____ Date: _____

11. 6 MONTH REVIEW NOTES

DATE: _____

Staff Member
Manager



MENOPAUSE POLICY

Date Adopted: 14 October 2025

Meeting: Finance & General Purpose Committee

Next Review Date: October 2028

Supersedes: Menopause Policy 29 September 2022

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1. PURPOSE OF THE POLICY

- 1.1 Thornbury Town Council is committed to providing an inclusive and supportive working environment for all and so, for the purposes of this policy, gender neutral pronouns will be used. Thornbury Town Council recognises that not every person going through the menopause will identify as 'female' and this policy is inclusive of all gender identities, including trans and non-binary.
- 1.2 Menopause is a natural part of life for some, and it isn't always an easy transition. With the right support, it can be much better. Whilst every person does not suffer with symptoms, supporting those who do will improve their experience at work. Menopause should not be taboo or 'hidden'.
- 1.3 The council wants everyone to understand what menopause is, and to be able to talk about it openly, without embarrassment. The council considers this issue is not just for those suffering from menopausal symptoms, everyone should be familiar with it.
- 1.4 The changing age of the UK's workforce means that between 75% and 80% of people experiencing menopause are in work. Research shows that the majority are unwilling to discuss menopause related health problems with their line manager, or to ask for the support or adjustments that they might need.
- 1.5 This policy sets out the guidelines for member of staff and councillors on providing the right support to manage menopausal symptoms at work. It is not contractual and does not form part of the terms and conditions of employment.
- 1.6 This policy should be read in conjunction with relevant sections of the Staff Handbook and with the Councillor Code of Conduct.

2. SCOPE OF THE POLICY

- 2.1 This policy applies to all Thornbury Town Council staff (including volunteers) and councillors. The policy applies to all stages of the menopause: perimenopause, menopause and post menopause.

3. AIMS OF THE POLICY

- 3.1 The aims of this policy are to:
 - Foster an environment in which colleagues can openly and comfortably instigate conversations or engage in discussions about menopause.
 - Ensure everyone understands what menopause is, can confidently have good conversations, and are clear on the Town Council's policy and practices.
 - Educate and inform staff and councillors about the potential symptoms of menopause and suggest how they can support their colleagues, who may be experiencing symptoms, at work.
 - Ensure that colleagues suffering with menopausal symptoms feel confident to discuss it, ask for support and ask for any reasonable adjustments that allow them to continue to be successful in their roles.
 - Reduce absenteeism due to menopausal symptoms.

- Assure staff that the Town Council is a responsible employer, committed to supporting their needs during menopause.

4. DEFINITIONS

4.1 **Menopause** is defined as a biological stage in a person's life that occurs when they stop menstruating and reach the end of their natural reproductive life. Usually, it is defined as having occurred when someone has not had a period for twelve consecutive months (for people reaching menopause naturally). The average age for a person to reach menopause is 51, however, it can be earlier or later than this.

4.2 **Peri menopause** is the time leading up to menopause when a person may experience changes, such as irregular periods or other menopausal symptoms. This can be years before menopause.

4.3 **Post menopause** is the time after menopause has occurred, starting when a person has not had a period for twelve consecutive months.

4.4 For the purposes of this Policy, any reference to menopause includes perimenopause.

5. SYMPTOMS OF MENOPAUSE

5.1 It is important to note that not every person will notice every symptom, or even need help or support. However, 75% of people going through menopause do experience some symptoms, and 25% could be classed as severe. Symptoms can manifest both physically and psychologically including, but not exclusively, hot flushes, poor concentration, memory loss, headaches, muscle and joint pain, panic attacks, heavy/light periods, depression, anxiety, and loss of confidence. Some people also experience difficulty sleeping.

6. POLICY GUIDANCE

6.1 Thornbury Town Council has used guidance from the Faculty of Occupational Medicine (FOM), and the National Institute for Health and Care Excellence (NICE), to inform this policy. The NICE guidelines set out the recommendations for medical professionals when treating menopausal symptoms.

6.2 Self-management, with support from managers and colleagues, will help to manage symptoms. Appendix A details some recommendations to support symptomatic people, and others, who might just need advice and support.

6.3 In accordance with FOM and NICE guidelines, symptomatic people should be advised to seek medical advice from the GP in the first instance. Appendix B offers a helpful guide giving advice on how to have constructive conversations about menopause with a doctor.

7. ROLES AND RESPONSIBILITIES

7.1 Members of staff are responsible for:

- Taking personal responsibility to look after their health.
- Speaking to their line manager, or if their line manager is not supporting them, they can speak directly to the Chief Executive or a member of the Staffing Committee.
- Being open and honest in conversations with managers/Staffing Committee.
- Contributing to a respectful and productive working environment.
- Being willing to help and support their colleagues.
- Understanding and being supportive of any necessary adjustments their colleagues are receiving as a result of their menopausal symptoms.

7.2 Line managers are responsible for:

(see also Appendix A – Managers' Guidance for Colleague Discussions)

- Familiarising themselves with this Menopause Policy and its appendices.
- Being ready and willing to have open discussions about menopause, appreciating the personal nature of the conversation, and treating the discussion sensitively and professionally.
- Using the guidance in Appendices A and B, signposting and reviewing together, before agreeing with the individual how best they can be supported, and any reasonable adjustments required. This may include physical adjustments and working adjustments – see Appendix A for examples.
- Identifying and addressing specific risks to health and safety, both to those experiencing menopause and those around them, and carrying out and recording risk assessments as required.
- Recording adjustments agreed, and actions to be implemented.
- Ensuring ongoing dialogue and review dates.
- Ensuring that adjustments are adhered to.
- Ensuring that all records related to conversations or meetings are handled in line with the Data Protection Policy.
- Reminding menopause sufferers of the confidential employee support helpline, which is a confidential counselling service over the telephone, which is available 24 hours a day, seven days a week, on 0117 934 2121.

Where adjustments are unsuccessful, or if symptoms are proving more problematic, the line manager may:

- Discuss with the staff member a referral to an Occupational Health professional for further advice on adjustment and support that may alleviate symptoms affecting menopause sufferers at work.
- Review advice received from any Occupational Health referrals, and implement recommendations, where reasonably practical.
- Update any action plan and continue to review.

7.3 The Chief Executive and the Staffing Committee will:

- Offer guidance to managers on the interpretation of this Policy and guidance, as required.
- If deemed necessary, approve training in this area.
- Provide updates that affect this policy.
- On request by line managers, consider and decide on relevant applications for adjustments made under this policy.
- Monitor and evaluate the effectiveness of this policy in respect of related absence levels and performance.

Appendix A – Managers’ Guidance for Colleague Discussions

Source: Faculty of Occupational Medicine (FOM) and National Institute for Health and Care Excellence (NICE)

Employers should recognise that everyone is different, and it is therefore not feasible to set out a structured set of specific guidelines. All advice is given, and written, in accordance with the Faculty of Occupational Medicine (FOM) recommendations and best practice. If an employee wishes to speak about their symptoms, or just to talk about how they are feeling (they may not recognise themselves that they are symptomatic), or if they wish to speak about a family member, please ensure that you:

- Allow adequate time to have the conversation,
- Find an appropriate room to preserve confidentiality,
- Encourage them to speak openly and honestly,
- Suggest ways in which they could be supported (see symptoms below) – hand out the Menopause Advice Sheet (Appendix B),
- Agree actions, and how to implement them. Ensure that this record is treated as confidential and is stored securely in line with your Data Protection Policy.
- Agree if other members of the team should be informed, and by whom,
- Ensure that designated time is allowed for a follow up meeting. Do not rely on quick queries during chance encounters in the corridor or office.

Symptom Support

Symptoms can manifest both physically and psychologically, including, but not exhaustively those listed below. Support for individuals should be considered as detailed below:

(Note: the suggestions below should be within acceptable health and safety parameters and may need to be risk assessed for roles involving higher risk duties.)

Hot flushes

- Request temperature control for their work area, such as a fan on their desk, or moving away from a heat source.
- Ensure storage space is available for a change of clothing.
- Permit staff to work from home for a time, where practicable.

Headaches

- Have ease of access to drinking water.
- Offer a quiet place to work.
- Offer noise-reducing headphones to wear in open spaces.
- Have time out to take medication if needed.

Difficulty Sleeping

- Consider flexible working, if suffering from lack of sleep.

Low Mood

- Agree time out from others, when required.
- Identify a ‘buddy’ for the colleague to talk to (outside of the work area if possible).
- Identify a ‘time out space’ to be able to go to ‘clear their head’.

- Permit staff to work from home for a time, where possible, ensuring they do not become isolated.

Loss of Confidence

- Have regular protected time with their manager to discuss any issues or insecurities regarding performance.
- Have agreed protected time to catch up with work.

Poor Concentration

- Discuss if there are times of the day when concentration is better or worse and adjust working pattern/practice accordingly.
- Review task allocation and workload.
- Provide books for lists, action boards, or other memory assisting equipment.
- Offer a quiet space to work.
- (For office workers) Offer noise reducing headphones to wear in open offices.
- Reduce interruptions, where possible.
- (For office workers) Have agreements in place in an open office whereby an individual can have 'protected time', so that they are not disturbed.
- Have agreed protected time to catch up with work.

Anxiety

- Promote the 24-hour counselling helpline service, available to employees and their immediate families, on 0117 934 2121.
- Identify a 'buddy' for the colleague to talk to (outside of their work area if possible).
- Be able to have time away from their work to undertake relaxation techniques.
- Encourage and allow reasonable time for mindfulness activities such as breathing exercises or going for a walk.

Panic Attacks

- Promote the 24-hour counselling helpline service, available to employees and their immediate families, on 0117 934 2121.
- Agree time out from others, when required.
- Identify a 'buddy' outside of the work area.
- Be able to have time away from their work to undertake relaxation techniques.
- Encourage and allow mindfulness activities such as breathing exercises or going for a walk.

Discuss whether the member of staff has visited their GP. Depending on the discussion, this may be the next step that is talked about. If they have visited their GP and are being supported by them, it may be helpful at this point to make an Occupational Health referral to give specific advice regarding the workplace.

Appendix B – Menopause Advice Sheet – how to talk to your GP about the menopause

Source: Faculty of Occupational Medicine (FOM) and National Institute for Health and Care Excellence (NICE)

If you're suffering from menopausal symptoms to the point they're getting in the way of your work and enjoying life, it's time to talk to your doctor. However, sometimes, that is easier said than done.

We all know how difficult it can often be just to get an appointment, and then it's often only for 10 minutes. Talking about symptoms can be hard, let alone if you feel rushed or unprepared. So, what can you do? We've put together some helpful, straightforward tips to help you get the best from your appointment.

Don't wait. It is all too common to feel like you must simply 'put up' with menopausal symptoms as a part of life, but if they are affecting you, there are things you can do, and support available. There is no need to wait until symptoms feel unbearable. Read the NICE guidelines. This stands for National Institute for Health and Care Excellence and these guidelines are what your doctor will use to determine the type of conversations to have with you and treatments to offer. There are guidelines for patients, which are really useful to read before you see your GP, so you know what to expect.

Prepare for your appointment. It's easier for your doctor to understand what's going on if you provide them with all the information. That may sound obvious, but blood tests to say where you are on the menopause transition aren't always available or accurate – your hormones can fluctuate daily during this time. So, your doctor will be thinking about what to recommend for you, based on your symptoms.

Keep a list of your symptoms, your menstrual cycle, hot flushes, how you're feeling and any changes you've noticed. Write them down and take them to your appointment. Your doctor will thank you for it, and it's more likely that together, you'll find the right solution faster. If you have any preferences about how you manage your symptoms, tell them that too – for example, if you'd like to try hormone replacement therapy (HRT), or not.

Ask the receptionist which doctor is best to talk to about menopause. They are often the font of all knowledge at a surgery and can help you to find the best person to speak to – it might not be your usual GP, it could be someone who has had special training in the subject. Ask for a longer appointment. If you don't think your standard appointment will be long enough, try to book a double appointment, as some surgeries do offer this.

Don't be afraid to ask for a second opinion. If you don't feel that you have received the help that you need, ask to speak to someone else. Don't be put off, you know how you are feeling and how it is affecting you.

Ask if there is a menopause clinic in your area. Occasionally, there are regional clinics, specifically devoted to menopause. If there is one in your area and you think that it would be helpful to you, ask for a referral.

Take a partner or friend with you. The chances are, you spend your life supporting others and, during menopause, it may be your turn to ask for support. Your partner or a friend will know how

the symptoms are affecting you. They could support you at the appointment and find out how to continue to support you.

What to expect from your doctor

There are certain things a GP should, and should not, do during your appointment.

They should:

- Talk to you about your lifestyle, and how to manage both your symptoms, and your longer-term health.
- Offer advice on hormone replacement therapy and other non-medical options.
- Talk to you about the safety and effectiveness of any treatment

They should not:

- Tell you that it is just that time of your life. Yes, menopause is a natural stage, but please don't feel that means you should have to put up with every symptom without help.
- Tell you that they don't prescribe HRT. It's up to you what you want to try, and for them to say whether it could be right for you, depending on your medical history.
- Impose unnecessary time restrictions, such as they will only prescribe this once, or for a year or two. This is an ongoing conversation and if your symptoms persist, you will still need help to manage them.

Remember your GP is there to help and support you, and you should feel comfortable and confident in talking to them about your symptoms, and any help you need. Don't think you have to struggle through menopause when there is help and support available.



EMPLOYEE PROBATION POLICY

Date Adopted: 14 October 2025

Meeting: Finance & General Purpose Committee

Next Review Date: October 2028

Supersedes: Policy on Employee Probation September 2022

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1. PURPOSE OF POLICY

- 1.1 This policy sets out the procedures relating to the probationary period for all new employees of Thornbury Town Council.
- 1.2 The probationary period provides the Town Council with an opportunity to assess the new employee's suitability for continued employment and provides the employee with an opportunity to assess whether they wish to continue to be employed by the Town Council.
- 1.3 The processes outlined in this policy will ensure that new employees are clear about what will happen during and immediately after their probationary period.

2. SCOPE OF POLICY

- 2.1 This policy applies to all new employees of the Town Council, with the exception of:
 - Casual or agency workers
 - Employees on fixed-term contracts of less than six months
 - Internal staff transfers or promotions (in these circumstances, any specific probationary elements related to the transfer or promotion will be set out in the appointment letter and may vary from those set out in this policy, as long as they comply with statutory regulations)

3. LENGTH OF PROBATION PERIOD

- 3.1 The standard probationary period for new employees is three months from the start date of employment, although a longer probation period can be applied to specific roles should there be sound reasons for doing so. The length of the probationary period will be confirmed in the employee's contract of employment. The probationary period may be extended, at the Town Council's discretion, where more time is needed to assess performance or conduct (further details below).

4. WHAT HAPPENS DURING PROBATION

- 4.1 During the probationary period, employees will:
 - Receive appropriate induction and training
 - Be provided with clear performance expectations (often provided verbally)
 - Have their conduct, attendance, capability and overall suitability for the role assessed
 - Receive regular feedback and support mainly from their line manager or supervisors, and sometimes from other senior members of staff

5. MONITORING, REVIEWING AND CONCLUDING THE PROBATION PERIOD

- 5.1 Line managers are responsible overall for monitoring performance and progress throughout the probation period, but supervisors and other senior staff will inevitably have some involvement in this process and should provide feedback to the employee's line manager. Another senior member of staff can take over the responsibility for monitoring performance in the absence of the line manager, either temporarily or permanently.

- 5.2 A formal review meeting will be held at the end of the probation period, or soon after, to review the employee's performance and decide if they have successfully completed their probation. The line manager will arrange and lead this meeting. They should seek feedback in advance from supervisors or other senior staff who have worked with the employee during their probation period and the formal review meeting can also be attended by supervisor(s), or other senior staff, although numbers attending the meeting should remain limited (ideally no more than two senior members of staff, as well as the employee). Another senior member of staff can take over responsibility for the formal review meeting, in the line manager's absence.
- 5.3 Informal meetings may be held throughout the probation period, led either by the line manager or by a supervisor, to provide feedback on the employee's progress. The employee can request an informal meeting to discuss their progress.
- 5.4 The purpose of the formal review meeting will be to:
- discuss performance and conduct
 - identify any concerns or development needs
 - agree on any actions, support or training required
 - decide on the outcome of the probation period – successful completion, extension or failure
 - in the event of successful completion, to set objectives for the next twelve months (see Staff Appraisal Policy for more details on objectives setting)
- 5.5 The "End of Probation and Objectives Setting" document should be used to structure the formal review meeting and should be completed in full, with comments from both the employee and the reviewer included, and should be signed by both parties once completed.

6. OUTCOME OF PROBATION

- 6.1 During the formal review meeting, the line manager will confirm one of the following outcomes:
- *Probation Successfully Completed* – where the employee's performance and conduct are satisfactory, and which will mean the confirmation of the appointment and the end of the probation period.
 - *Probation Extended* – where more time is needed, either to continue assessment of the employee, or to allow opportunity for improvement in one or more specific areas which the line manager reasonably feels is possible within a reasonable period of time. The line manager should provide specific details on this and state a specific extension period, at which point the review process will be repeated. The probation period can be extended a second time, but there should be exceptional circumstances for further extensions beyond that.
 - *Probation Failed* – where the employee's performance and/or conduct means they are not suitable for the role. The line manager should provide specific details of reasons for the failure of the probation. The failure of the probation period will lead to the termination of the employment.
- 6.2 All outcomes will be confirmed in writing, both with a copy of the "End of Probation and Objectives Setting" document and in a letter. The employee will remain on their probation period until written confirmation has been sent to them.

7. SUPPORT AND ADJUSTMENTS

- 7.1 Where appropriate, reasonable adjustments will be made to support employees during probation, particularly for those with a disability or other protected needs.

8. TERMINATION DURING PROBATION

- 8.1 Employment may also be terminated during the probation period if performance, conduct or attendance is unsatisfactory, following appropriate support and review. The notice period during probation will be as set out in the employee's contract of employment.

9. RIGHT TO APPEAL

- 9.2 Employees whose employment is terminated during or at the end of their probationary period have the right to appeal. Any appeal must be submitted in writing to their line manager or to the Chief Executive. (Where the Chief Executive is the employee who has been terminated, their appeal should be addressed to either the Chair of the Staffing Committee or to the Chair of Council.)



DEBT RECOVERY POLICY

Date Adopted: 14 October 2025

Meeting: Finance & General Purpose Committee

Next Review Date: October 2028

Supersedes: Debt Recovery Policy 29 September 2022

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1. INTRODUCTION

Thornbury Town Council derives a significant proportion of its income from charges for the hire of sports grounds, burial ground fees, and income from leases and tenancy agreements. From time to time, invoices may not be settled within the Council's standard payment terms. The Council has a responsibility to ensure that all income generated from taxpayer-funded sites and services is properly invoiced, collected, and pursued in accordance with this policy.

2. STANDARD PAYMENT TERMS

Thornbury Town Council invoices are subject to a payment term of 30 days from the date of the invoice unless alternative specific payment terms apply i.e. Leases or Tenancy Agreements.

3. DEBT RECOVERY PROCEDURE

Stage 1:

Debtors for invoices that are not paid within the 30-day payment term will be contacted within ten working days by phone, email or letter. A copy of both the invoice and statement on account will be forwarded as a reminder.

Stage 2:

Debtors for invoices that are unpaid within 60 days of the date of issue and who have been sent a communication in accordance with stage 1 will be sent a Final Demand indicating that unless payment is made within 14 days of the date of that communication the outstanding debt will be pursued by way of formal debt recovery procedures. In appropriate cases as determined by the Chief Executive and RFO the debtor may also be advised that unless payment is made within 14 days their use of Thornbury Town Council facilities will be suspended.

Stage 3:

Invoices exceeding £50.00

Debtors that are unpaid at 80 days of the date of issue and who have been subject to the reminders as per stage 1 and stage 2 will be referred to the Council's Solicitors who will be instructed to issue letters before action to each debtor

Invoices below £50.00

Debtors that are unpaid at 80 days of date of issue and who have been subject to the reminders as per stage 1 and stage 2 will be referred to the Finance & General Purpose Committee of the Council who will in relation to each debt resolve to take one or more of the following steps:

1. Write off the debt.
2. Suspend the debtors use of the Town Council facilities (if ongoing).
3. Instruct the Clerk/RFO to pursue the debt using appropriate measures.

All outstanding debts that remain unpaid after stages 1, 2 and 3 will be referred to the Finance & General Purpose Committee who will determine the extent of any further debt recovery action to be taken.

4. DEBTS ARISING UNDER LEASES OR TENANCY AGREEMENTS

All debts arising under Lease or Tenancy Agreements will be treated on their own merit and will

not be subject to Debt Recovery Procedure outlined above.

5. OUTSTANDING DEBTS OF £1,000.00 OR MORE

For all outstanding debts of £1,000 or more and which are outstanding after the Debt Recovery Procedures above have been followed there will be a presumption in favor of the debt being pursued by way of appropriate Court proceedings.

Debts exceeding £1,000.00 may only be written off by a resolution of Full Council with each case being considered on its own merit.



FACILITY USE POLICY

Date Ratified: 14 October 2025

Meeting: Finance & General Purpose Committee

Next review date: October 2028

Supersedes Town Hall Facility Usage Policy 29
September 2022

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1. INTRODUCTION

Thornbury Town Council has two rooms available for use at the Town Hall, namely the Council Chamber and the Exhibition Room. There is also the Pavilion on the Mundy Playing Fields.

2. UNACCEPTABLE USE

Town Council premises/facilities are not to be used for any purposes which might bring the Town Council into disrepute. This includes for purposes that are unlawful, or that are in contravention of any of the Town Council's Policies, for example the Equality and Diversity Policy. The Chief Executive is delegated to refuse any bookings which they believe could cause reputational damage to the Town Council.

3. CHARGING

The fees and charges for the use of Town Council assets is reviewed annually. Charges for commercial, profit-making organisations will be double the list fees. For avoidance of doubt, publicly funded organisations, charities, local amateur sports clubs and other not-for-profit organisations will be charged the list price.

4. FEE WAIVER

Registered charities based locally who provide a direct service to the local residents of Thornbury may have use Town Council facilities free of charge, subject to the following:

- Availability, as advised by Town Council staff
- The use of Town Council facilities should not be excessive. Around 6 occasions per annum is considered reasonable.
- The booking does not infringe the rights of licence or lease holders.

5. TOWN COUNCILLOR USE OF FACILITIES

Town Councils are able to use Town Council meeting rooms, subject to availability, free of charge where they relate to Town Council business. Any meetings which are not for the purposes of Town Council business will be charged at the usual rate.

6. BOOKING

Bookings, whether chargeable or not, are to be requested on the appropriate booking form, which features the booking terms and conditions. The booking form is available from the Town Hall.

7. OPERATION OF THIS POLICY

The Chief Executive is delegated to make decisions on facility usage in line with this Policy.



DOCUMENT RETENTION AND DISPOSAL POLICY

Date Adopted: 14 October 2025

Meeting: Finance & General Purpose Committee

Next Review Date: October 2028

Supersedes: Retention and Disposal Policy 24 September 2022

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1. INTRODUCTION

- 1.1 The Council accumulates a vast amount of information and data during the course of its everyday activities. This includes data generated internally in addition to information obtained from individuals and external organisations. This information is recorded in various different types of document.
- 1.2 Records created and maintained by the Council are an important asset and as such measures need to be undertaken to safeguard this information. Properly managed records provide authentic and reliable evidence of the Council's transactions and are necessary to ensure it can demonstrate accountability.
- 1.3 Documents may be retained in either 'hard' paper form or in electronic forms. For the purpose of this policy, 'document' and 'record' refers to both hard copy and electronic records.
- 1.4 It is imperative that documents are retained for an adequate period of time. If documents are destroyed prematurely the Council and individual officers concerned could face prosecution for not complying with legislation and it could cause operational difficulties, reputational damage and difficulty in defending any claim brought against the Council.
- 1.5 In contrast to the above the Council should not retain documents longer than is necessary. Timely disposal should be undertaken to ensure compliance with the General Data Protection Regulations so that personal information is not retained longer than necessary. This will also ensure the most efficient use of limited storage space, and reduce unnecessary administrative burden when searching for records, including when responding to Freedom of Information Requests.

2. SCOPE AND OBJECTIVES OF THE POLICY

- 2.1 The aim of this document is to provide a working framework to determine which documents are:
 - Retained – and for how long; or
 - Disposed of – and if so by what method.
- 2.2 There are some records that do not need to be kept at all or that are routinely destroyed in the course of business. This usually applies to information that is duplicated, unimportant or only of a short-term value. Unimportant records of information include:
 - 'With compliments' slips
 - Catalogues and trade journals
 - Non-acceptance of invitations
 - Trivial electronic mail messages that are not related to Council business
 - Requests for information such as maps, plans or advertising material
 - Out of date distribution lists
- 2.3 Duplicated and superseded material such as stationery, manuals, drafts, forms, address books and reference copies of annual reports may be destroyed.
- 2.4 Records should not be destroyed if the information can be used as evidence to prove that something has happened. If destroyed it needs to be disposed of under the General Data Protection Regulations

3. ROLES AND RESPONSIBILITIES FOR DOCUMENT RETENTION AND DISPOSAL

- 3.1 Councils are responsible for determining whether to retain or dispose of documents and should undertake a review of this policy at least once every three years to ensure that any unnecessary documentation being held is disposed of under the General Data Protection Regulations.
- 3.2 Councils should ensure that all employees are aware of the retention/disposal schedule.

4. DOCUMENT RETENTION PROTOCOL

- 4.1 Councils should have in place an adequate system for documenting the activities of their service. This system should take into account the legislative and regulatory environments to which they work.
- 4.2 Records of each activity should be complete and accurate enough to allow employees and their successors to undertake appropriate actions in the context of their responsibilities to:
 - Facilitate an audit or examination of the business by anyone so authorised.
 - Protect the legal and other rights of the Council, its clients and any other persons affected by its actions.
 - Verify individual consent to record, manage and record disposal of their personal data.
 - Provide authenticity of the records so that the evidence derived from them is shown to be credible and authoritative.
- 4.3 To facilitate this the following principles should be adopted:
 - Records created and maintained should be arranged in a record-keeping system that will enable quick and easy retrieval of information under the General Data Protection Regulations
 - Documents that are no longer required for operational purposes but need retaining should be placed at the County Records Office.
- 4.4 The retention schedules in Appendix A: List of Documents for Retention or Disposal provide guidance on the recommended minimum retention periods for specific classes of documents and records. These schedules have been compiled from recommended best practice from the Public Records Office, the Records Management Society of Great Britain and in accordance with relevant legislation.
- 4.5 Whenever there is a possibility of litigation, the records and information that are likely to be affected should not be amended or disposed of until the threat of litigation has been removed.

5. DOCUMENT DISPOSAL PROTOCOL

- 5.1 Documents should only be disposed of if reviewed in accordance with the following:
 - Is retention required to fulfil statutory or other regulatory requirements?
 - Is retention required to meet the operational needs of the service?
 - Is retention required to evidence events in the case of dispute?
 - Is retention required because the document or record is of historic interest or intrinsic value?
- 5.2 When documents are scheduled for disposal the method of disposal should be appropriate to the nature and sensitivity of the documents concerned. A record of the disposal will be kept to comply with the General Data Protection Regulations.

- 5.3 Documents can be disposed of by any of the following methods:
- Non-confidential records: place in wastepaper bin for disposal.
 - Confidential records or records giving personal information: shred documents.
 - Deletion of computer records.
 - Transmission of records to an external body such as the County Records Office.
- 5.4 The following principles should be followed when disposing of records:
- All records containing personal or confidential information should be destroyed at the end of the retention period. Failure to do so could lead to the Council being prosecuted under the General Data Protection Regulations, the Freedom of Information Act or cause reputational damage.
 - Where computer records are deleted steps should be taken to ensure that data is 'virtually impossible to retrieve' as advised by the Information Commissioner.
 - Where documents are of historical interest it may be appropriate that they are offered to the County Records Office or Thornbury and District Museum.
 - Back-up copies of documents should also be destroyed (including electronic or photographed documents unless specific provisions exist for their disposal).
- 5.5 Records should be maintained of appropriate disposals. These records should contain the following information:
- The name of the document destroyed.
 - The date the document was destroyed.
 - The method of disposal.

6. DATA PROTECTION ACT 2018 – OBLIGATION TO DISPOSE OF CERTAIN DATA

- 6.1 The Data Protection Act 2018 ('Fifth Principle') requires that personal information must not be retained longer than is necessary for the purpose for which it was originally obtained. Section 1 of the Data Protection Act defines personal information as:

Data that relates to a living individual who can be identified:

- a) from the data, or
- b) from those data and other information which is in the possession of or is likely to come into the possession of the data controller.

It includes any expression of opinion about the individual and any indication of the intentions of the Council or other person in respect of the individual.

- 6.2 The Data Protection Act provides an exemption for information about identifiable living individuals that is held for research, statistical or historical purposes to be held indefinitely provided that the specific requirements are met.
- 6.3 Councils are responsible for ensuring that they comply with the principles of the General Data Protection Regulations namely:
- Personal data is processed fairly and lawfully and, in particular, shall not be processed unless specific conditions are met
 - Personal data shall only be obtained for specific purposes and processed in a compatible manner
 - Personal data shall be adequate, relevant, but not excessive
 - Personal data shall be accurate and up to date
 - Personal data shall not be kept for longer than is necessary
 - Personal data shall be processed in accordance with the rights of the data subject
 - Personal data shall be kept secure

- 6.4 External storage providers or archivists that are holding Council documents must also comply with the above principles of the General Data Protection Regulations.

7. SCANNING OF DOCUMENTS

- 7.1 In general, once a document has been scanned on to a document image system the original becomes redundant. There is no specific legislation covering the format for which local government records are retained following electronic storage, except for those prescribed by HM Revenue and Customs.
- 7.2 Original documents required for VAT and tax purposes should be retained for six years unless a shorter period has been agreed with HM Revenue and Customs.

8. REVIEW OF DOCUMENT RETENTION

- 8.1 It is planned to review, update and where appropriate amend this document on a regular basis (at least every three years in accordance with the Code of Practice on the Management of Records issued by the Lord Chancellor).
- 8.1
- 8.2 This document has been compiled from various sources of recommended best practice and with reference to the following documents and publications:
- Local Council Administration, Charles Arnold-Baker, 12th edition, Chapter 11
 - NALC LTN 40 – Local Councils' Documents and Records, January 2013
 - NALC LTN 37 – Freedom of Information, July 2009
 - Lord Chancellor's Code of Practice on the Management of Records issued under Section 46 of the Freedom of Information Act 2000

9. RETENTION PERIODS AND DISPOSAL METHODS

- 9.1 The full list of the Council's documents and the procedures for retention or disposal can be found in Appendix A: List of Documents for Retention and Disposal.

Appendix A: List of Documents for Retention or Disposal

DOCUMENT	MINIMUM RETENTION PERIOD	REASON	DISPOSAL
Minutes	Indefinite	Archive	Original signed paper copies of Council minutes of meetings must be kept indefinitely in safe storage. At regular intervals of not more than 5 years they must be archived and deposited with the County Records Office.
Agendas	5 years	Management	Bin (shred confidential waste)
Accident/incident reports	20 years	Potential claims	Confidential waste.
Scale of fees and charges	6 years	Management	Bin
Receipt and payment accounts	Indefinite	Archive	N/A
Receipt books of all kinds	6 years	VAT	Bin
Bank statements including deposit/savings accounts	Last completed audit year	Audit	Confidential waste
Bank paying-in books	Last completed audit year	Audit	Confidential waste
Cheque book stubs	Last completed audit year	Audit	Confidential waste
Quotations and tenders	6 years	Limitation Act 1980 (as amended)	Confidential waste
Paid invoices	6 years	VAT	Confidential waste
Paid cheques	6 years	Limitation Act 1980 (as amended)	Confidential waste
VAT records	6 years generally but 20 years for VAT on rents	VAT	Confidential waste
Petty cash, postage and telephone books	6 years	Tax, VAT, Limitation Act 1980 (as amended)	Confidential waste
Timesheets	Last completed audit year 3 years	Audit (requirement) Personal injury (best practice)	Bin
Wages books/payroll	12 years	Superannuation	Confidential waste
Insurance policies	While valid (but see next two items below)	Management	Bin
Insurance company names and policy numbers	Indefinite	Management	N/A

DOCUMENT	MINIMUM RETENTION PERIOD	REASON	DISPOSAL
Certificates for insurance against liability for employees	40 years from date on which insurance commenced or was renewed	The Employers' Liability (Compulsory Insurance) Regulations 1998 (SI 2753) Management	Bin
Town Park equipment inspection reports	21 years		
Investments	Indefinite	Audit, Management	N/A
Title deeds, leases, agreements, contracts	Indefinite	Audit, Management	N/A
Members' allowances register	6 years	Tax, Limitation Act 1980 (as amended)	Confidential waste.
Information from other bodies e.g. circulars from county associations, NALC principal authorities	Retained for as long as is useful and relevant		Bin
Local/historic information	The council may keep such information indefinitely to be securely kept for the benefit of the Parish. However, it may be more appropriate for such information to be lodged with County Records Office, or the Thornbury and District Museum		May retain, or pass to county archives/Thornbury and District Museum
Magazines and journals	Council may wish to keep its own publications. For others retain for as long as they are useful and relevant.	The Legal Deposit Libraries Act 2003 (The 2003 Act) requires a local council which after 1 February 2024 has published works in print (this includes a pamphlet, magazine, or newspaper, a map, plan, chart or table) to deliver, at its own expense, a copy of them to the British Library Board (which manages and controls the British Library). Printed works as defined by the 2003 Act published by a local council therefore constitute materials which the British Library holds.	Bin if applicable

DOCUMENT	MINIMUM RETENTION PERIOD	REASON	DISPOSAL
RECORD KEEPING			
To ensure records are easily it is necessary to comply with the following: <ul style="list-style-type: none"> A list of files stored in cabinets will be kept Electronic files will be saved using relevant file names 	The electronic files will be backed up on a cloud-based programme supplied by the Council's IT company.	Management	Documentation no longer required will be disposed of ensuring any confidential documents are destroyed as confidential waste.
General correspondence	Unless it relates to specific categories outlined in the policy, correspondence should be kept electronically only.	Management	Bin (shred confidential waste).
Correspondence relating to staff	If related to Audit, see relevant sections above. Should be kept securely and personal data in relation to staff should not be kept for longer than is necessary for the purpose it was held. Likely time limits for tribunal claims between 3-6 months. Recommend this period be for 3 years.	After an employment relationship has ended, a council may need to retain and access staff records for former staff for the purpose of giving references, payment of tax, national insurance contributions and pensions, and in respect of any related legal claims made against the council.	Confidential waste
DOCUMENTS FROM LEGAL MATTERS, NEGLIGENCE AND OTHER TORTS			
Most legal proceedings are governed by the Limitation Act 1980 (as amended). The 1980 Act provides that legal claims may not be commenced after a specified period. Where the limitation periods are longer than other periods specified the documentation should be kept for the longer period specified. Some types of legal proceedings may fall within two or more categories. If in doubt, keep for the longest of the three limitation periods.			
Negligence	6 years		Confidential waste
Defamation	1 year		Confidential waste
Contract	6 years		Confidential waste
Leases	12 years		Confidential waste
Sums recoverable by statute	6 years		Confidential waste
Personal injury	3 years		Confidential waste
To recover land	12 years		Confidential waste
Rent	6 years		Confidential waste
Breach of trust	None		Confidential waste

DOCUMENT	MINIMUM RETENTION PERIOD	REASON	DISPOSAL
Trust deeds	Indefinite		N/A
FOR HALLS, CENTRES, RECREATION GROUNDS			
<ul style="list-style-type: none"> • Application to hire • Invoices • Record of tickets issued 	6 years	VAT	Confidential waste
Lettings diaries	Electronic files linked to accounts	VAT	N/A
Terms and conditions	6 years	Management	Bin
FOR BURIAL GROUNDS			
<ul style="list-style-type: none"> • Register of fees collected • Register of burials • Register of purchased graves • Register/plan of grave spaces • Register of memorials • Applications for interment • Applications for right to erect memorials • Disposal certificates • Copy certificates of grant of exclusive right of burial 	Indefinite	Archives Local Authorities Cemeteries Order 1977 (SI 204)	N/A
PLANNING PAPERS			
Local Plans	Retain as long as in force	Reference	Bin
Local Development Plans	Retain as long as in force	Reference	Bin
Town/Neighbourhood Plans	Indefinite – final adopted plans	Historical purposes	N/A
CCTV			
Observation sheets	3 years	Data protection	Confidential waste
Signing in sheets	3 years	Management	Confidential waste
Review requests	3 years	Data protection	Confidential waste
Internal Operations Procedure Manual/Code of Practice	Destroy on renewal. Review 3-yearly.	Management	Confidential waste
Photographs/digital prints	31 days	Data protection	Code of Practice



MEMORIAL TREES AND BENCHES POLICY

Date Adopted: 14 October 2025

Meeting: Finance & General Purpose Committee

Next Review Date: October 2028

Supersedes: Policy on Memorial Trees and Memorial
Benches on Town Council Land 24 November
2022

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1. PURPOSE OF THE POLICY

- 1.1. Thornbury Town Council receives requests from members of the public for the planting of memorial trees and the installation of memorial benches on land owned or looked after by it. The Town Council is happy to consider these requests but recognises the need for a consistent and planned approach to whether those requests are granted.
- 1.2. Thornbury Town Council is committed to increasing the overall numbers of trees on its land and has commissioned environmental surveys of all of its green spaces, including the identification of suitable areas for tree planting and suitable species of trees for those areas. Planting of trees and installation of benches will only be carried out in line with recommendations of the most recent environmental survey reports and other experts that may be consulted.
- 1.3. The Town Council maintains the right to refuse any requests.

2. SECTION ONE – MEMORIAL TREES

2.2 OVERVIEW OF THE APPLICATION PROCESS

- 2.2.1 Only applications made on an official application forms will be considered. The application form should be completed, signed and submitted to the Town Council either by post, by email or by hand.
- 2.2.2 Once submitted, the application form will be considered by the Town Council (see below for a full outline of the decision-making process – “Locations for Planting, Species and Numbers of Trees”).
- 2.2.3 If an application is agreed, an agreement letter will be sent to the applicant for signature. This letter will set out the conditions for planting (outlined in more detail below), the process for planting, payment arrangements, etc. Payment must be received in advance of the planting.
- 2.2.4 Requests for memorial trees in Thornbury Cemetery will only be considered in memory of a deceased individual who is interred in Thornbury Cemetery (either coffin or cremated remains) or whose cremated remains have been officially scattered at Thornbury Cemetery (and recorded as such).

2.3 PAYMENT AND COSTS

- 2.3.1 The purchase price of memorial trees will be set out in the schedule of Town Council fees and charges which is updated annually. This fee will always be the cost of the tree plus at least 50%, and could be higher. The costs will always be confirmed with the applicant before the application is agreed. Once an application has been agreed, the Town Council will invoice the applicant. Details for payment will be included on the invoice. The purchase price will cover the tree, planting, planting accessories and ongoing maintenance.

2.4 LOCATIONS FOR PLANTING, SPECIES AND NUMBER OF TREES

- 2.4.1 The environmental surveys commissioned by the Council will include recommendations regarding areas of Town Council land where tree planting is appropriate and desirable, as well as confirming appropriate numbers and species of tree. Using these recommendations, the Open Spaces Committee and Climate & Nature Committee will agree areas suitable for planting and approximate numbers and species of tree that can be planted in those areas. This may differ from the report recommendations due to operational or structural considerations (see below). Specific locations for individual trees will be agreed by Council officers, assisted by the Tree Warden where necessary, in line with the areas, numbers and species already agreed by the Committees.
- 2.4.2 The Town Council retain the right to decide on the final location for the planting of any memorial trees. This is to ensure that any tree planting enhances its natural environment, is in keeping with its surroundings, will not affect any structures e.g. memorial stones, walls, etc, and that the trees can be surveyed and maintained appropriately and will not overcrowd working areas. Consideration will also be given to tree “debris” and how this might impact the area around the tree. It is possible that there will be a very limited choice (or possibly no choice) for the applicant as to the location, as the Town Council retains complete control of this process. The Town Council retains the right to refuse requests for a specific planting location, if it feels this location is not in line with the considerations set out above.
- 2.4.3 Council officers will liaise with relevant outdoor staff as necessary as regarding the location and species of tree to be planted.
- 2.4.4 It is important that the species of tree planted is suitable for its location both in ecological terms and practical terms. The species must not impact on any surrounding structures as it matures. It is unlikely that requests for specific species or locations will be allowed, but the Town Council will consider reasonable requests whilst retaining the right to refuse them (for the reasons set out above).

2.5 TIMING OF PLANTING

- 2.5.1 The planting will only take place during an appropriate time period as identified by the Climate & Nature Officer or the Tree Warden. The time of the planting cannot be decided by the applicant. It is possible that there will be a delay between the time of the application and the actual planting of the tree. The applicant will be notified once the tree is planted.

2.6 PLAQUES, TAGGING, “MEMENTOS” AND THE SCATTERING OF ASHES NEAR MEMORIAL TREES

- 2.6.1 The Town Council no longer allows the use of plaques by or on memorial trees. This has been allowed in the past and the Town Council have decided not to remove existing plaques. Therefore, old plaques are in place on Town Council land, but the

Town Council will not allow any new plaques to be placed. This is because plaques can easily become damaged, stolen, or interfere with grounds maintenance equipment. If a new plaque is placed, it will be removed by Town Council staff without notice to the applicant.

- 2.6.2 The Town Council will aim to “tag” memorial trees in some way in order to identify them as memorials. This will be done in a way that does not affect the growth of the tree. This is likely to necessitate changing the position of the tag as the tree grows. Although the Town Council will make reasonable efforts to place the tag securely, it is not responsible for any damage to the tag by a third party. Efforts will be made to replace damaged tags, but repeated damage may mean that a tag is not replaced.
- 2.6.3 The Town Council do not allow any additional “mementos” to be placed on, or in the vicinity of, memorial trees. This includes, but is not limited to, vases, statues, flowers, wreaths, balloons and ornaments. The Town Council is aware that such items may already be in place around existing memorial trees and is working towards the sensitive removal of these. However, these items will not be allowed on or near memorial trees planted since the implementation of this policy. If such items are placed, they will be removed by Town Council staff without notice to the applicant.
- 2.6.4 The Town Council do not allow the scattering or burial of cremated remains/ashes on or near memorial trees.

2.7 ONGOING MAINTENANCE

- 2.7.1 Whilst reasonable efforts will be made to ensure that the tree is established and grows, the Town Council cannot be held responsible for any tree that does not thrive. Applicants should understand that sometimes trees do not thrive for reasons which are beyond the reasonable control of the Town Council. [Where practicable, new memorial trees that die will be replaced by the Town Council, who retain the right to change the species or location of the tree, particular if either of those aspects contributed to the demise of the original tree.](#)
- 2.7.2 Once the memorial tree is planted on Town Council land, it becomes the property of Thornbury Town Council and will be managed in line with all other trees on its land. All trees on Thornbury Town Council land are regularly surveyed and maintenance is carried out in line with expert advice given by the surveyor. It may be necessary for memorial trees to have significant sections removed, or the tree felled, if expert advice recommends this, for example if the tree is damaged, unsafe or diseased. Thornbury Town Council also retains the right to remove trees that create unforeseen operational difficulties, although reasonable efforts will be made to avoid this.

2.8 DAMAGE/VANDALISM

- 2.8.1 Thornbury Town Council will not be held responsible for any damage caused to the tree for reasons outside of its reasonable control. These reasons include, but are not limited to, vandalism, accidental damage caused by visitors to Town Council

green spaces and severe weather. If a tree needs to be removed due to such reasons, Thornbury Town Council is not responsible for replacing the tree. Reasonable care will be taken by Thornbury Town Council during routine grounds maintenance, but it cannot be held responsible if the tree suffers a small amount of damage during this maintenance.

2.9 ADOPTION OF AN EXISTING TREE AS A MEMORIAL TREE

- 2.9.1 The Town Council will consider requests to “adopt” an existing tree as a memorial tree. A separate fee will be applicable and will be stated in the current Town Council fees and charges.
- 2.9.2 Applications of this kind will be considered in light of the most recent tree survey, and if any concerns or required works have been identified against the tree being requested, then the Council can refuse the request.
- 2.9.3 All relevant terms and conditions that apply to newly planted memorial trees will also apply to the adoption of an existing tree, with the exception of the replacement of the tree, should it die or suffer any other unforeseen issue. The Council may consider replacing the tree, but this will be dealt with on a case-by-case basis and may not always be practicable.
- 2.9.4 When requests to adopt an existing tree are made, the Council will make every effort to ensure that the tree is not already a memorial tree, but cannot be held responsible for being unaware of the status of all trees on its land, including many very old trees.

3. SECTION TWO – MEMORIAL BENCHES AND MEMORIAL PLAQUES ON BENCHES

3.1 OVERVIEW OF THE APPLICATION PROCESS

- 3.1.1 Applications can be made for either a memorial bench plus plaque or for a memorial plaque to be placed on an existing bench onto which a number of plaques can be placed.
- 3.1.2 Only applications made on an official application forms will be considered. The application form should be completed, signed and submitted to the Town Council either by post, by email or by hand.
- 3.1.3 Once submitted, the application form will be considered by the Town Council, liaising as necessary with outdoor staff and relevant Town Council Committees.
- 3.1.4 If an application is agreed, an agreement letter will be sent to the applicant for signature. This letter will set out the conditions for the installation of the bench or the placement of a plaque (outlined in more detail below). Payment must be received in advance of the installation or placement.

- 3.1.5 The Town Council reserves the right to refuse an application for a bench on the grounds that it feels that it currently has sufficient numbers of benches, in which case the application will be added to a waiting list. Should “spaces” for a bench become available, applicants on the waiting list will be considered in strict date order.

3.2 PAYMENT AND COSTS

- 3.2.1 The purchase price of the memorial bench and/or a memorial plaque will be set out in the schedule of Town Council fees and charges which shall be updated annually. This will be confirmed in advance with the applicant by Town Council officers. The price will cover the cost of supply of the bench/plaque plus an administration/installation fee and an amount in consideration of ongoing maintenance. In the case of a plaque to be placed on an existing bench on which multiple plaques can be installed, there will also be a charge made for a contribution towards the cost of the bench.
- 3.2.2 Once the costs are confirmed, the Town Council will invoice the applicant. Details for payment will be on the invoice. Payment must be received in advance of the bench and/or plaque being ordered and installed.

3.3 LOCATIONS FOR INSTALLATION OF NEW MEMORIAL BENCHES

- 3.3.1 The Town Council retain the right to complete control over the location of all memorial benches. This is to ensure that the bench is in a location that is safe, will not create a nuisance (in Council’s opinion), will not interfere with grounds maintenance work, will not affect underground utilities, will be in keeping with its surroundings, will be in an area where it is likely to be used and that the Town Council feels there is a need for an additional bench, will not overcrowd the area and will be easily accessible for maintenance. Its location must also align with any recommendations in the most recent environmental reports on Town Council green spaces.
- 3.3.2 The location of the bench will be discussed and agreed between the applicant and the Town Council, via the Open Spaces Committee. It is possible that there will be a very limited choice (or possibly no choice) for the applicant as to the location of the bench, as the Town Council retains complete control of this process. The Town Council will consider requests for a specific location but retains the right to refuse the request if it feels this location is not in line with the considerations set out above.

3.4 LOCATION FOR PLACEMENT OF NEW MEMORIAL PLAQUE ON AN EXISTING MEMORIAL BENCH

- 3.4.1 The Town Council is happy to receive applications for a memorial plaque to be placed on existing benches that have been installed with the intention of having a number of plaques placed on them. Applicants should contact the Town Council to request up to date details of the location of these benches and what spaces are

available. It is likely that there will be a bench of this kind within Thornbury Cemetery and potentially on another Town Council green space.

3.5 INSTALLATION OF BENCHES/PLAQUES

- 3.5.1 There are a number of considerations that will affect how quickly a bench/plaque can be installed including, but not limited to, underground utility checks, staff workload, supplier lead times, etc. It is therefore possible that there will be a delay between the application being agreed and the actual installation. The timing of installation cannot be decided by the applicant. The applicant will be notified once the bench/plaque has been installed.
- 3.5.2 The Town Council will be completely responsible for the installation of the bench/plaque and will arrange for all relevant utility checks to be made.

3.6 TYPE OF BENCH/PLAQUE AND INSCRIPTION ON PLAQUES

- 3.6.1 Only benches selected and procured by the Town Council may be installed on Town Council land. The Town Council retains the right to complete control of the type of bench/plaque that it supplies. The Town Council will only supply benches that it considers are of an appropriate quality to ensure they are sufficiently robust. It will also usually only allow simple designs which are in keeping with its surroundings and other benches and are also low maintenance. The applicant may therefore not be offered a choice of bench design.
- 3.6.2 With regard to plaques, the Town Council will only supply plaques that are sufficiently robust and will be of simple design and in keeping with other plaques.
- 3.6.3 The inscription on the plaque will be agreed in advance by the applicant and the Town Council. The Town Council reserves the right to refuse any inscription that it feels is inappropriate. The inscription must be within the designated number of characters allowed.

3.7 “MEMENTOS” AND THE SCATTERING OF ASHES NEAR MEMORIAL BENCHES

- 3.7.1 The Town Council do not allow any additional “mementos” to be placed on, or in the vicinity of, memorial benches. This includes, but is not limited to, vases, statues, flowers, wreaths, balloons and ornaments. If such items are placed, they will be removed by Town Council staff without notice to the applicant.
- 3.7.2 The Town Council do not allow the scattering or burial of cremated remains/ashes on or near memorial benches.

3.8 ONGOING MAINTENANCE

- 3.8.1 Once the memorial bench is installed, it becomes the property of the Town Council. The bench will be maintained to a reasonable standard by Town Council staff. Maintenance of the bench by any third party will not be allowed. The Town Council also retains the right to remove or reposition benches that create unforeseen operational difficulties. Applicants should also understand that memorial benches

and plaques will have a limited lifespan and will most likely need to be removed at some point in the future. The Town Council retains the right to remove any bench that has reached the end of its lifespan. Should a bench need to be removed, reasonable efforts will be made to return the plaques to the original applicant.

- 3.8.2 The Town Council will inspect plaques from time to time and carry out minor maintenance tasks, such as tightening loose screws, but will not polish the plaque. Third parties are welcome to arrange or carry out the polishing of plaques for which they are responsible, but the Town Council will not check with third parties carrying out such work that they are responsible for the plaque, nor is the Town Council responsible for any damage caused to any plaque by any third party.

3.9 DAMAGE/VANDALISM

- 3.9.1 Thornbury Town Council will not be held responsible for any damage caused to the bench for reasons outside of its reasonable control. These reasons include, but are not limited to, vandalism and accidental damage caused by visitors to Town Council green spaces. Should such damage occur, reasonable efforts will be made by the Town Council to repair the bench, but it retains the right to remove the bench if it considers repair to be impractical. If a bench needs to be removed due to such reasons, Thornbury Town Council is not responsible for replacing it.
- 3.9.2 Reasonable care will be taken by Thornbury Town Council during routine grounds maintenance, but it cannot be held responsible if the bench suffers a small amount of damage during this maintenance. The Town Council will make reasonable efforts to install the bench securely but cannot be held responsible if the bench is stolen and are not responsible for replacing it.

3.10 ADOPTION OF AN EXISTING BENCH AS A MEMORIAL BENCH

- 3.10.1 The Town Council will consider requests to “adopt” an existing bench as a memorial bench, where that bench was not originally installed with the intention of being of memorial bench. In this situation, if the Town Council allows the application, that bench will then automatically become a “shared” memorial bench on which a number of memorial plaques can be installed.
- 3.10.2 The fee for this service will be the same as the fee for a plaque on a shared memorial bench and the same terms and conditions will apply, as for other shared memorial benches.
- 3.10.3 The Town Council may refuse a request of this kind if the bench is not in a good condition and/or has a short remaining life expectancy and it is unlikely that the Town Council would want to install a replacement bench in that location (for any reason). Assuming the bench is in a reasonable condition, and it is likely that the Town Council would want to replace it when it reaches then end of its life, then the application to adopt the bench will be considered.

Supplementary funding for libraries from Town and Parish Councils

Quarterly Report

Thornbury library

2025-26 Quarter 1

Funding for Children's activity sessions

This funding has enabled the library to hold two weekly pre-school activity sessions on Monday and Thursday before the library opens. These fun, free sessions for babies and young children and their carers are open to all. They encourage speech and language development and support early literacy. They encourage parents and carers to talk to their baby, share rhymes, simple songs, books and stories, and enjoy spending time together. The sessions support maternal mental health and are an opportunity to meet with other parents and carers.

Total number attending pre-school activity sessions (adults and children): 534

Average number of children attending pre-school activity sessions per week: 15

Performance Monitoring Form

Mid-Year ☐ End of Year ☒

(For period 1st April 2024 to 31st March 2025)

If you require any assistance in completing this form please contact your contract manager

Please return to council contact by 31st May 2025 N.B. Failure to supply the monitoring information by the due date could affect future payments.	Millie.crowley@southglos.gov.uk
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1.BACKGROUND INFORMATION

Service Details	
Service:	Lot 1 YAO - subcontracted work in Thornbury
Contract manager:	Millie Crowley
Provider:	FACE
Contact person:	Debbie Teml
Email:	debbie@facecharity.org.uk
Telephone:	07511 985130
Amount of Funding:	£15K from YAO + £81,796 TTC

2. SUMMARY

The Lot 1 organisations continue to work well together and individually to provide positive outcomes, experiences and high-quality youth work for their attendees and members. All organisations are using the new Recorded Outcomes monitoring guidance and sharing good practice for both curriculum planning and outcome recording. Collectively sitting on the working group for Upshot helped this year to enable us to use this more cohesively. The South Glos Awards night was a great highlight of this year in February, with FACE, JIGSAW, and Krunch having groups of young people attend and gain awards, and one of the JIGSAW young people was involved in co-hosting the event. Challenges in the delivery work include Young People and our community partners (e.g. police, schools) reporting more issues around knife crime and street violence, vaping, relationship issues and young people's mental health and wellbeing. All organisations report an increase in this work, and positive work being done with the VRP, YPDAS, Street Doctors, and collectively as joint partnership initiatives, e.g. the Increase the Peace workshop, is having an impact on this. The Lottery partnership bid was successfully obtained in October 2024, meaning Lot 1 partners are benefitting from around a combined additional £81,500 wider funding to support youth work, including detached and outreach youth work, schools project work, youth volunteering and targeted youth work (e.g. LGBTQ+ and 1-2-1 support).

JIGSAW highlights: All the young people attending the youth clubs are invited to take part in supported volunteering at JIGSAW. Over the year, young people contributed a total of 398 hours of volunteering. This includes planning and running events for JIGSAW and in the community, helping to run groups for younger members, and creating visual resources to use as a communication tool at groups. We were very proud that 6 youth club members received their youth volunteering award (plus one younger member who isn't old enough to attend the youth club yet but has helped with volunteering at events). we are especially proud of one of our young members who was a finalist at the Bristol Young Heroes in 2024. He has accessed a development programme led by Community of Purpose who run the awards and will soon be receiving mentoring from radio presenter Emma Britton in preparation for co-presenting the 2025 Bristol Young Heroes Awards! We have recently heard the news that another member of our group has been shortlisted as a finalist for the 2025 awards for completing 100 hours of volunteering for JIGSAW in the space of 9 months (she completed 138.5 hours over the year of this reporting period!).

KRUNCH SW highlights:

Over the last year, Krunch has gone through a series of changes at governance level. The governance structure changed to appoint 2 centre directors: Penny over Krunch SW and Mark Cavell over Krunch West Midlands. Krunch SW continues to work autonomously meeting the needs of local young people in and around the Thornbury area but is supported by a strong central structure and really supportive Trustees.

As Centre Director, Penny has been working on a three year strategic plan, local governance, improving HR procedures, building the workforce, networking with strategic partners and oversight of all local activities. Over the last year we have seen more growth in terms of the activities and support that we deliver.

In order to attract more young people to the seniors club on a Thursday we offered drum and bass nights in partnership with YPDAS (young peoples' drug and alcohol service) once a month. We also went into the local schools to ask why some young people weren't attending and they said they had sports clubs on a Thursday. We have tried to move the

club to a Friday but Turnberries have not allowed this at the moment. We are looking into alternatives.

Over the last six months we have been asked to deliver more mentoring and small group support for young people struggling in school. We have been successful in gaining funding from the lottery, local grants and gaining SLA contracts with schools to deliver these sessions and they have been really successful. We have designed an accredited programme for mentoring where young people can be supported one to one or in small groups. We have also been asked to mentor in primary schools which is an area of potential growth for us.

3. THORNBURY SESSION DELIVERY

Location of activity	Delivery organisation	Type of activity	Age range	Day	Number of Sessions held in this reporting period (target is 44 in 12 months)	Target contacts per year	Actual contacts in this reporting period	Target attendance per session	Average actual attendance per session in the reporting period
Thornbury	JIGSAW Thornbury	Centre-based	13-25	Mon	42	30	14	10	7.5
Thornbury	JIGSAW Thornbury	Centre-based	13-25	Tues	43		12	10	7.5
Thornbury	JIGSAW Thornbury	Events	13-25	various	7		23	-	varied
Thornbury	Krunch SW	Pod	13-19	Tues	40	250	104	20	13
Thornbury	Krunch SW	Centre-based	10-14	Weds	39		130	30	27
Thornbury	Krunch SW	Centre-based	13-19	Thurs	38		70	30	9
Thornbury	Krunch SW	Detached	13-19	Thurs	20		73	30	3

3B. RECORDED OUTCOMES & ACCREDITATION

Number of Young People with recorded outcomes:	Number of outcomes within the individual outcome levels				
Krunch: 295 JIGSAW: 26 = 321	1	2	3	4	5
	110	220	205	87	10
	24	93	72	8	11
	= 134	= 313	= 277	= 95	= 21
Lot 1 totals: 732	350	470	442	129	22
Number of Outcomes:	Number of Unique Young People within levels 3 – 5				
Krunch: 1,770 JIGSAW: 208 = 1,978	3	4		5	
	120	79		10	
	7	5		7	
	= 127	= 84		= 17	
Lot 1 totals: 2,551	184	94		18	
Number of Young People working towards accreditation	Percentage of Young People working towards accreditation	Type of Accreditation in progress			
Krunch: 45 JIGSAW: 3 = 48	Krunch: 22% JIGSAW: 15%	South Gloucestershire Youth Award South Gloucestershire Volunteering Award AIM Developing Babysitting Skills AIM Cooking Skills AQA Babysitting Skills Youth Work Qualifications – various levels Duke of Edinburgh’s awards and sections			
Lot 1 total: 112	Lot 1 total: 38% (Target is 30% of young people on levels 3 – 5 of recorded outcomes, which is 296 across Lot 1)				
Number of Young People achieving accreditation	Percentage of Young People achieving accreditation	Type of Accreditation achieved			
Krunch: 37 JIGSAW: 6 = 43	Krunch: 17% JIGSAW: 30%	South Gloucestershire Youth Award South Gloucestershire Volunteering Award AIM Developing Babysitting Skills AIM Cooking Skills AQA Babysitting Skills First Aid Youth Work Qualifications – various levels Duke of Edinburgh’s Awards and sections			
Lot 1 total: 87	Lot 1 total: 29% (Target is 30% of young people on levels 3 – 5 of recorded outcomes)				
Detached outcomes: Please list outcomes achieved through detached work, including when using ‘Doris’.					
No update from the Thornbury specific provision					

4. SOCIAL VALUE (where applicable)

Link officer to add commitments made in tender below

Commitment 3	Progress
<p>Lot 1 partners will participate in the HAF scheme during the holidays.</p> <p>We will support at least 20 young people each year eligible for free school meals to access food during the holidays.</p>	<p>Krunch delivered Easter and summer HAF with 100 young people attending on free school meals.</p>
Commitment 4	Progress
<p>At least 10 Youth Work volunteers will be supported annually across the Lot 1 partnership.</p>	<p>JIGSAW have supported three youth work volunteers over the year.</p> <p>Krunch have had six youth work volunteers over the last year.</p>
Commitment 5	Progress
<p>FACE will retain its commitment to being a Real Living Wage Employer and annually review the FACE pay structure.</p>	<p>FACE retains its commitment to the Real Living Wage and implemented a 5-10% pay rise across its pay structure in April 2025.</p> <p>Krunch is also a Real Living Wage employer.</p>
Commitment 6	Progress
<p>Lot 1 partners will provide work experience placement opportunities for secondary school pupils as appropriate each year.</p> <p>We will provide at least 2 placements within the Lot.</p>	<p>JIGSAW hosted 2 work experience placements in October 2024 and 1 in March 2025.</p> <p>Krunch have provided 2 work experience placements this year.</p>
Commitment 7	Progress
<p>Lot 1 partners will provide college student placements as appropriate each year.</p> <p>We will provide at least 2 placements within the Lot.</p>	<p>Krunch have provided 2 youthwork placements this year.</p>
Commitment 8	Progress
<p>Lot 1 partners will encourage members to get involved in the South Glos. Youth Awards night and local consultation events - estimate 30 participants from across the Lot.</p> <p>FACE will support at least 2 young people as co-hosts of the Youth Awards event.</p>	<p>FACE, JIGSAW & Krunch supported the planning for the Youth Awards event in February and attended.</p> <p>JIGSAW had 7 participants attend – 6 who are youth club attendees and 1 who is not yet old enough for the youth club – 1 young person co-presented the awards with a young person from Krunch.</p> <p>Krunch had 6 young people attend the youth awards this year, with a further 8 gaining awards who couldn't attend.</p>
Commitment 9	Progress
<p>FACE will earmark £500 budget within the Lot to run a social action project or joint activity engaging young people's voices.</p>	<p>This budget supported a joint Lot 1 residential trip, including the group getting together before the trip. See below commitment 14</p>
Commitment 10	Progress

Lot 1 partners will facilitate the involvement of young people at least once each year in local democracy through community meetings and events; for example, attending and raising issues at a Community Engagement Forum, Town Council meeting, or event.	Krunch: Tuesday youth club attended the Thornbury Town Council AGM. We had a volunteer raise issues with the local Council and feedback how youth clubs were going. Young people have taken part in National surveys.
Commitment 11	Progress
FACE will provide at least 1 work placement or volunteering opportunity each year for a young person with additional barriers e.g. SEND, Care Leavers, NEET or those with additional challenges.	In addition to FACE's opportunities, JIGSAW had 17 young people with SEND participate in volunteering, and two young people with SEND participated in work experience. Krunch: Two of our young volunteers have additional needs.
Commitment 12	Progress
Lot 1 partners will engage with the SGC's Early Help Network clusters across the area, as well as other local action groups to reduce inequalities. FACE will attend meetings bi-monthly, or as and when they take place.	All partners are involved in various partnership meetings including attending the Early Help Network. The Early Help groups have now shifted to match the YAO Lot boundaries, meaning that all partners sit in the same network group, so communication is shared regularly and effectively across the Lot with partners and organisations. This also means that if a partner cannot attend, we can provide input and feedback to all.
Commitment 14	Progress
Lot 1 partners will provide residential opportunities for young people, in order to further enhance life skills, personal development and independence. This may include international visits (e.g. with the local twinning association). At least 1 opportunity will be provided annually within Lot 1, involving at least 8 young people.	A Lot 1 joint residential to PGL took place in the October half-term, attended by FACE, JIGSAW & Krunch. The trip was to PGL for 2 nights and was a HUGE success. There were big improvements in confidence and communication for all of the young people involved, noticeable especially amongst those with SEND. Some who were nervous to try activities really pushed themselves and ended up having multiple goes with lots of encouragement from the other young people. One young person who has never been away from home without being very homesick (even if away with family) did not want to leave! One young person who struggles to eat in public spaces (e.g. will not eat at college) was able to go up and communicate which meal he would like and cleared his plate at every meal. The attendance of the JIGSAW therapy dog played a big part in the trip being successful for their group and was loved by the other young people too! We are all frequently asked when we will be doing another trip.

5. SAFEGUARDING

Has there been any safeguarding matters raised by your organisation or against your organisation in the monitoring period? If so what action was taken? Only brief information is needed to confirm the appropriate referral / action was made.

	Issue Reported & Date	Actions taken/planned
S1:	Krunch:	All safeguarding concerns are reported and recorded on our safeguarding tracker. Incidents that meet the threshold are reported to ART. Any matters this year that have been passed on have been dealt with in a satisfactory manner
No safeguarding matters have been raised against any of our organisations.		
Any safeguarding concerns are addressed through following appropriate procedures and protocols and liaising with parents/carers and other agencies as appropriate.		

6. CLIMATE & NATURE EMERGENCY

Please share below any contributions your project has made to tackling climate change and supporting a cleaner, greener South Gloucestershire e.g. if you use electric vehicles, promote travel by bike and bus, office waste and recycling, energy efficiency projects in properties you own, growing / recycling of food, enhancing green spaces and encouraging wildlife on your properties etc.

JIGSAW Thornbury has registered with Plastic Free Thornbury and has booked to borrow litter picking equipment from SGC this term to do a litter pick locally and count how many items from each big brand we collect.

Krunch: We recycle waste responsibly using local organisations. Staff are encouraged to car share and use public transport. We have contributed to the enhancement of the local green space.

7. YOUNG PEOPLE'S FEEDBACK AND PARTICIPATION

Tell us briefly how you are collecting and using feedback from and participation with young people to shape and develop your service. Please include any quotes from young people and/or their families.

Krunch: We distribute questionnaires, surveys and take note of verbal feedback from all sessions.

Parent of LH from Severn Beach: "It feels like I've got my little girl back, she's back into crafting and talking to me more after her second mentoring session with Natalie"

Teacher from Severn Beach (Laura Panting) – "Thank you so much for all the work you are both doing, the children have shown such an improvement in the last few weeks since having mentoring"

Real Respect student: "I've learnt what respect really is and how to keep my own personal boundaries, thank you!"

Real Respect student: "I have learnt more than I do in school and want you guys to come back and teach us more things like Real Respect"

HAF Feedback from parent – "Thank you so much for putting on these activities through Easter and summer, my kids love attending and always say how much they have done in just a few hours. It's great for them to be outside playing with other children and building on their social skills instead of being in front of a screen.

The food also looked delicious, and although my kids never usually eat that much salad, they dove straight into the salad bar you provided, thank you for such a great provision that I can afford!"

JIGSAW: Feedback collected as quotes on feedback forms...

Feedback from young people

I really enjoy my time at Youth Club. It's a safe place. I like chatting with Hattie. The gym session was my favourite.

Thank you so much for letting me attend JIGSAW's Youth Club.

Feedback from parents

Has made a great group of friends. Feels like an integral JIGSAW family member. Always looks forward to it and has a great time! It's a great place to be!

I don't know what we would do without the immense support and inclusivity of being a JIGSAW member. How much I have learnt about my daughter's needs, and about my own struggles is off the scale. My daughter has thrived in our JIGSAW family. She has gotten so much confidence and self-belief, it's humbling to see and I feel we are truly blessed to have found this absolutely amazing safe place, to grow, learn and rest!

Noah says it was great fun. As a parent it was really lovely to see him so confident and engaged with a physical activity with absolutely no encouragement from me needed.

8. FINANCIAL INFORMATION - End of Year Only

Please complete the following in relation to the Income and Expenditure identified in your service level agreement.

TYPE OF FUNDING RECEIVED	Amount Awarded
South Gloucestershire core funding	£15,000
+ Thornbury Town Council funding	£ 81,796
Total	£96,796

EXPENDITURE	Spending from 1 st April 2024 to 31 st March 2025
Delivery staff & on costs	£56,964
Management, office & on costs	£ 7,109
Overheads	£ 7,150
Resources & activity costs	£ 6,612
Venue costs	£ 16,674
Other	£ 1,249
Total	£95,758

TOTAL EXPENDITURE FROM 1st April 2024 TO 31st March 2025	£95,758
---	----------------

UNDERSPENDS/OVERSPENDS List below any under/overspends and actions to be taken	ACTIONS
JIGSAW £1,038 underspend	Agreed for this to be used on 4 extra summer activities next financial period to provide a transition for some young people into the Krunch provisions.
Krunch overspend on Upshot	Further funding was requested to support Krunch with Upshot. An extra £1,000 contribution was agreed from FACE.

5b. End of Year Question only: Has the organisations' annual accounts been filed with the Charity Commission?

Yes ☒ No ☐

JIGSAW, Krunch and FACE's accounts are submitted on time each year.

9. EQUAL OPPORTUNITIES – End of year only

From your regular equalities monitoring have you identified any groups who may be disadvantaged in accessing your service and what actions have taken place / are planned as a result?

None

End of Year Only: Please complete Appendix 1 at the end of this form below in respect of equalities information for participants receiving this service.

10. STAFF AND TRAINING – End of year only

10A. Staff Qualifications

Demonstrate that you encourage and promote a mix of staff experience and qualifications (to ensure that one person who has oversight of the contract holds a degree-level qualification recognised by NYA).

FACE:

CEO and Youth Work Manager - Nationally JNC Youth Work Qualified

Targeted Youth Work Manager – Nationally qualified in Education & Nursing, completing Level 4 Youth Work Qualification currently

Wider staff team includes 2 with national JNC Youth Work Qualifications, 2 x Level 3 Qualified in Health & Social Care, 3 x Forest School Leaders, 4 x Level 3 Youth Work qualified, 2 x Qualified Social Workers, 2 x Qualified in Early Years, 3 x Qualified teachers and 8 currently undertaking Level 3 Youth Work, or due to start in the autumn.

Krunch:

Three degree-level qualified staff. Two Level 3 trained and One Level 2 trained. All staff are encouraged to do at least Level 2 youthwork course.

JIGSAW:

CEO: Level 3 personal training qualification – covers coaching, helping people to develop and reach goals, benefits of exercise and healthy choices, nutrition, sleep etc. for health and wellbeing.

The second worker is from Krunch, and has a Level 2 in youth work.

10B. Staff Development and Wellbeing

10B.1 Please outline below how you have supported staff and volunteers with their professional development and wellbeing this period, including supervision and training.

9B.2 Please describe any development activities that have taken place and how this will benefit service users.

T1:	<p>JIGSAW, FACE & Krunch all attended the youth work conference in November 2024.</p> <p>Staff from FACE, JIGSAW, and Krunch also attended training in Conflict Resolution and Detached/Mobile provision through the partnership, funded by VRP.</p> <p>JIGSAW: All JIGSAW staff and volunteers have access to Mindful Employer resources and 24/7 confidential support phoneline.</p> <p>Krunch: Training in Level 2 and Level 3 youthwork, detached training, conflict resolution training, safeguarding, mental health, first aid, food hygiene.</p>
T2:	<p>JIGSAW: Regular supervision with Services Manager for team member delivering youth club.</p> <p>Krunch: We regularly supervise staff and ask them to complete a wellbeing questionnaire. This ensures that staff feel well supported and that any issues can be addressed early on. Team meeting have become a positive place for staff to feel supported by each other, this is reflected in the way they serve our young people.</p>

11. REFLECTIONS AND LEARNING - End of Year Only

Krunch: This has been a positive year of change and development. However, we have seen a difference in numbers for the older session. Talking to other providers, parents and young people it seems many are staying at home- on devices and are socialising online. Parents are happy that their children are off the streets but are now recognising the dangers of allowing too much time in the online world. This is something we aim to address this year.

JIGSAW: Having consistent groups of young people is really important to them to build relationships and reduce anxiety around knowing who will be there. We traditionally see less engagement with one-off events that are open for anyone to book, unless some of the young people who already know each other decide to sign up for it together.

However – it means that the average attendance can be low at times when there is lots of illness or it's a busier time of year with family plans or exams/ school transitions. 44 sessions is a lot to deliver with term-time only delivery, especially with one group being on a Monday. We just missed the target for the year and will be delivering a session on May bank holiday in a bid to not miss it again. Youth club is always the first group back out of all our services e.g. first week of Sept and Jan we often have as planning time with groups returning the second week, but youth club starts back earlier when possible to try and make the target. This is purely target driven and doesn't always work that well for the young people as the first week back to school/ routines can be tiring with limited capacity for additional activities... although some can't wait to get back and need the support they get at youth club.

Our young people can achieve more than they thought possible when they have the right support and empowerment in place. This isn't new learning but the achievements over the last year have been a lovely reminder that JIGSAW really does change lives. Get the young people to make the quizzes – then they can't critique you when you use an image of Duplo instead of Lego or an incorrect version of the Macedonian flag because they know the difference and I definitely don't!

12. CASE STUDY - End of Year Only

Krunch: We had a young person 'M' who had not been attending school or socialising. After working with her one-to-one her confidence grew, she started to attend open access sessions and then was integrated back into school. She now regularly attends school and Mum reports a real difference in her.
Parent of M mentoring – "Thank you for all your support, it has been so valuable to M"

JIGSAW, contd. On next page...

Noah's fundraising challenge

Noah and his family have been joining in with services and activities provided by JIGSAW Thornbury since the very beginning, when he was 4 years old.

As Noah has grown older, there has been less things for him to benefit from at JIGSAW. Attending youth club has re-ignited connections and passions for him.

'I'm so excited for Noah. His love for JIGSAW was dwindling as it wasn't reaching him but now with Youth Club he's back in love! Thank you' Rachel, Noah's mum.

Noah often prefers to socialise with adults and can struggle to spend time with peers. His social worker recognised the importance of peer to peer relationships and recommended that Noah seeks more opportunities to grow communication and connections with young people of a similar age.

When asked what his favourite thing about JIGSAW Thornbury, Noah said 'Love meeting new friends in the youth club'

Noah combined his love of JIGSAW and the London Underground by completing a fundraising challenge. In just one day, Noah and his parents took a ride on every single tube line, including the DLR and Overground, passing through 98 stations and stopping at 20. The challenge raised £670 for JIGSAW, which is enough to fund a 6 week block of the youth club that Noah attends.

Noah was nominated and shortlisted as a finalist in the Bristol Young Heroes Award for completing his challenge and for how much he has developed through attending youth club

Here is the live stream of the awards night, go to 2:13:29 for the start of Noah's video.

<https://www.youtube.com/watch?v=Rq7PkS4FTec&list=PLUkCbtXNNDi9uB3YRsL4P96U21MsYyNRI&index=1>

Noah took part in the Purposeful Pathways programme between Sept-Dec 2024.

This is an opportunity offered to all finalists of the Bristol Young Heroes Award. This helped him to think about his future, alongside conversations at youth club. He identified his ambition to be a presenter. The South Glos Youth Awards gave him the opportunity to give this a go. He loved it, as did the audience! We shared a film of Noah presenting with the Bristol Young Heroes team and they were so impressed that they have invited Noah to present some of this year's award alongside radio presenter, Emma Britton!

Noah still regularly volunteers for JIGSAW outside of youth club sessions, for example recently presenting some of our dog show. His confidence and sense of purpose has grown hugely over the last 18 months.

THIS TABLE WILL BE COMPLETED JOINTLY BETWEEN THE PROVIDER AND CONTRACT MANAGER AT YOUR REVIEW

13. RAG RATING

RED = 0% to 49% of the targets completed

AMBER = 50% to 74% of the targets completed

GREEN = 75% to 100% of the targets completed

Performance against KPI is good- anticipated to fully meet target
Performance is acceptable-mostly meeting criteria but with potential for improvement.
Performance is in doubt-currently not meeting all criteria and expectations and improvement is needed.
Performance is poor- failing to meet target and requiring immediate corrective action.

***We do not expect KPI targets to be green at mid-year**

No	TARGET	RAG (Red, Amber or Green)
P1	Number of Sessions held in this reporting period	Green
P2	Actual contacts in this reporting period	Green
P3	Average actual contacts per session in the reporting period	Green
P4	Percentage of Young People working towards accreditation	Green
P5	Percentage of Young People achieving accreditation	Green

14. MEETING NOTES & ACTIONS

Date: 30/07/2025

Attendees: Debbie Teml (FACE) Dawn Young (FACE), Kevin Sweeney (SGC) and Millie Crowley (SGC)

JIGSAW's data was slightly out, so Deb has shared an updated version.

Discussion around the target contacts/attendances, Millie will look at the population in each area and share with the partnership a reasonable target to agree.

More details required for staff qualifications, Deb to update.

13a. Agreed Actions

A1:	Millie will get population numbers to look at reasonable targets for contacts/attendance.
A2:	

Appendix 1

Equalities Data Core to Commissioned Services

This equalities information will help demonstrate that the services you are providing are being taken up by the target service user group. It will also help identify any gaps in provision where action may be needed to ensure that service delivery practices are appropriate and effective in meeting the needs of all.

		Totals
1a. How many South Gloucestershire young people have benefited from your project over the monitoring period (6 months)?	Krunch 365	JIGSAW 37
		402
Please confirm that the majority of young people attending are aged 13-18 years old.	Yes / No	
Yes		
Based on the total given in 1a please give a breakdown against the following equality categories (<i>estimated figures are acceptable</i>)		
2. Age		
Please give numbers of young people attending who are aged 10 – 12 years old	130	130
Please give numbers of young people attending who are aged 13 – 18 years old	205 29	234
Please give numbers of young people attending who are aged 19 – 25 years old.	30 8	38
Total (<i>should match the number in 1a</i>)	365 37	402
3. Disability		
Number of young people (included in the number shown in 1a) who have declared a disability.		
Does the Young Person consider themselves to be disabled?		
No	225	225
Prefer not to say	20	20
Yes – Autism Spectrum Condition (ASC)	39 25	64
Yes – Attention Deficit Hyperactive Disorder (ADHD)	46 15	61
Yes – Speech, Language & Communication Needs	11 5	16
Yes – Social, Emotional, Mental Health	53 30	88
Yes – Physical Difficulty	24 2	26
Yes – Learning Disability/Difficulty	17 32	49
Yes – Visual Impairment	3	3
Yes – Hearing Impairment	5 1	6
Yes – Multi – Sensory Impairment	1	1
Yes - Other (please state)	14	14
4. Ethnic origin (based on census categories)		
Have young people from minority ethnic backgrounds attended? Please complete the following		

Arab		0
Asian/Asian British - Bangladeshi		0
Asian / Asian British- Indian	1	1
Asian / Asian British - Pakistani		0
Asian / Asian British- Chinese	5	5
Asian / Asian British – Other (please state)	4	4
Black/African/Caribbean/Black British - African	4	4
Black/African/Caribbean/Black British - Caribbean		0
Black/African/Caribbean/Black British – Other (please state)		0
Gypsy or Traveller of Irish Heritage		0
Mixed/Multiple Ethnic Groups – White & Asian	5	5
Mixed/Multiple Ethnic Groups – White & Black African	3	3
Mixed/Multiple Ethnic Groups – White & Black Caribbean	7	7
Mixed/Multiple Ethnic Groups – Other (please state)	2	2
White – English/Welsh/Scottish/Northern Irish/British	262 37	299
White – Irish	1	1
White – Other (<i>please state</i>) Albanian, Romanian & Eastern European	11	11
Other ethnic group (<i>please state</i>)		0
Prefer not to say	60	60
Total (<i>should match the number in 1a</i>)	365 37	402
5. Gender		
Female	172	172
Male	183	183
Other	5	5
Prefer not to say	5 37	42
6. Gender Identity		
Same sex as assigned at birth	37	37
Not the same sex as assigned at birth		
Other		
Prefer not to say	365	365
7. Sexual Orientation		
Heterosexual	129 31	160

Gay Man		0
Bisexual	4 2	6
Lesbian / Gay Woman		0
Asexual	1	1
Pansexual		0
Prefer to self-describe		0
Prefer not to say	231 4	235
8. Religion		
Buddhist	1	1
Christian	73	73
Hindu		0
Jewish		0
Muslim	1	1
Sikh	2	2
Any other religion	1	1
No religion	156	156
Prefer not to say	131 37	168
9. Based on the number of young people in 1a, please give numbers to the following		
Projects working with targeted groups of young people may be asked for further information about the service users. This will have been requested by your Link Officer.		
Young people in care/or leaving care	4	4
Young carers	6	6
Young people who have a long-term health condition or disability	120 37	157
Young people Not in Education, Employment or Training (NEET)	6	6
Excluded from education or at risk of exclusion	10	10
Young people who identify as LGBTQ+	8 2	10
Young people from low-income families	96	96
Young offenders/at risk of offending	10	10
Young people attending who live in priority neighbourhoods (Yate, Patchway, Cadbury Heath, Staple Hill and Kingswood)	11	11
Young refugees or asylum seekers		0
Other (<i>please state</i>) Risk of drug, alcohol or sexual abuse	10	10



3 Year Project Report: Thornbury Town Council

April 2023 – September 2025

Summary

We are pleased to share with you this report giving an insight into the last 3 years of the Thornbury advice service running every Tuesday and funded by Thornbury Town Council.

We have seen an unprecedented increase in demand of our services across the whole of South Gloucestershire, particularly around cost of living issues. We have seen an increase of 20% in demand in the last 12 months alone as local people struggle to manage increases in basic household expenditure from food to fuel bills.

The outlook for winter 2025/26 and beyond continues to be bleak. Local residents will have to manage a further 2% price cap increase on their energy bills during the period Oct – Dec 2025 on top of the hefty increases already seen in April 2025. In addition, figures from Sep 2025 show a 5.1% increase in food prices driven by poor harvests this summer and higher employment costs. This will put added strain on the household finances of those already struggling.

Our data shows that more people are making claims for Personal Independence Payments (PIP) and Universal Credit (UC) to plug the financial hole within their finances by supplementing their income and we continue to support more residents that have never used our services before. People are still struggling to cope with higher prices, despite the slow-down of inflation rises. Many households we're helping are in negative budgets with more going out each month than they have coming in. This has led directly to an increase in debt issues which we've seen play out over the last year.

As more local residents come to the end of fixed-term mortgage deals, we have also seen demand increases amongst this client group as they face paying hundreds of pounds more each month compared to their previous deal. The increase in demand from local residents this year for complex advice continues to put pressure on our over-stretched services at a time when we are facing increased costs ourselves.

We thank you for your valued support to enable us to assist residents of Thornbury

Overview & Return on Investment

Users of the Thornbury Outreach service

Since April 2023, we have provided initial advice through the Thornbury outreach service to a total of 289 local residents and helped them to manage 1,087 separate issues. Over the period there were 127 weekly sessions held, averaging 2.3 local residents each week accessing the service:

Clients	289
Quick client contacts	
Issues	1,087
Activities	571
Cases	360

All Thornbury residents using all our advice services

Once local residents have accessed initial advice through the outreach service, they are often then tracked through to our specialist services if more complex casework is needed. This is often the case with issues like benefit claims and appeals, debt and energy issues. The information below includes **all** Thornbury residents who used our services over the same period through **all** our access channels including telephone, webchat and via our other outreach locations as well as at the Thornbury outreach.

Across all these access channels **we helped a total of 570 Thornbury residents with 3,810 issues.**

We helped secure financial outcomes totalling £693,479. That's an average of £1,216 for each person we helped.

Over the term of the 3 year contract this equates to a direct return on investment of £14.38 pence per £1 invested¹ in the service so far.

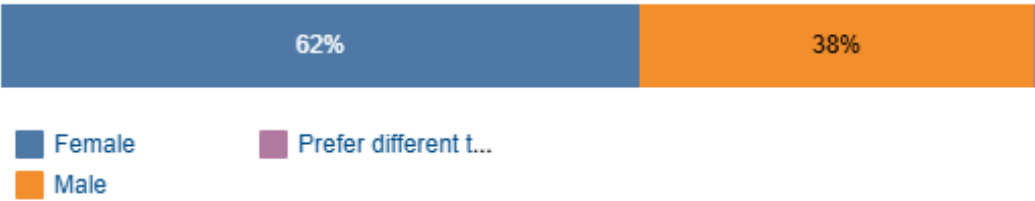
		Outcomes	
Clients	570	Income gain	£446,366
Quick client contacts		Re-imbursements, services, loans	£8,669
Issues	3,810	Debts written off	£197,436
Activities	3,110	Repayments rescheduled	£1,645
Cases	939	Other	£39,363

The 289 people who used their local Thornbury outreach represent 50% of all your local residents who use our services in total, indicating that the outreach is well-utilised by local people.

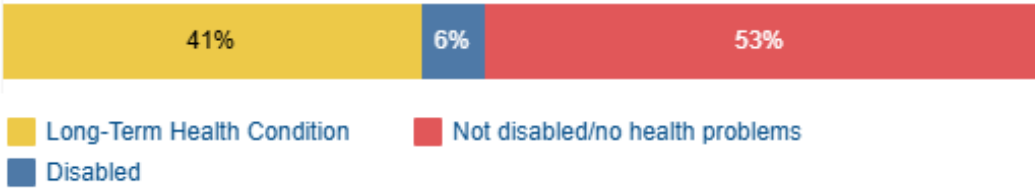
¹ Investment 23/24 = £15,284, 24-25 = £16,309, 25/26 = £16,635. ROI = financial outcomes / total investment of £48,228

Client Profile data

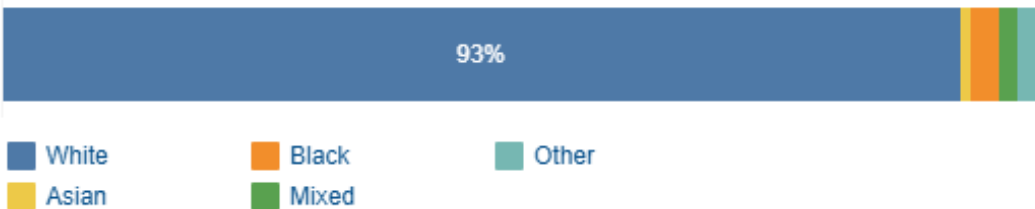
Gender



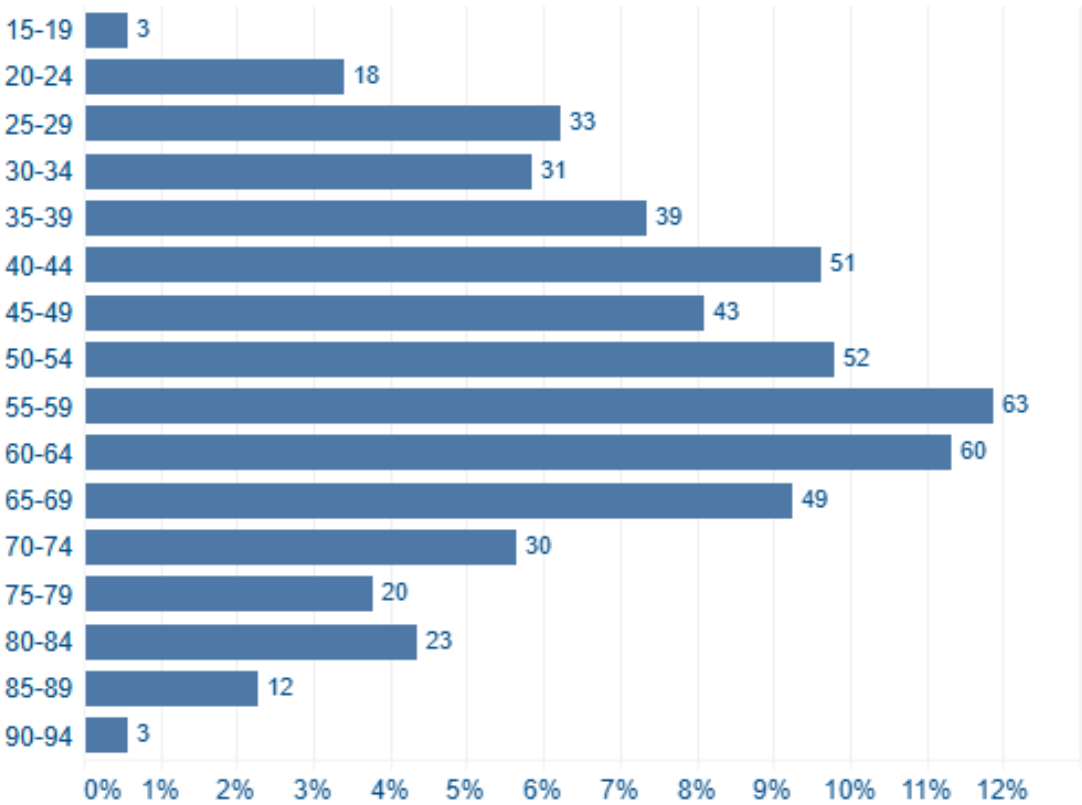
Disability / Long-term health



Ethnicity



Age



- 47% of Thornbury clients reported having a disability or long term health condition which is higher than the census data² for the area at 17.8%
- 7% were from black and minority ethnic groups which is higher than the local census data for the area at 4%
- 26% were older people over 65 which is higher than the local census data for the area at 23.2%

These figures show that we are helping a higher proportion of people from disadvantaged groups as they tend to be more affected by cost-of-living issues.

Issue Areas

The 3,810 issues dealt with on behalf of all Thornbury residents covered a wide range of advice issues areas although the main source of enquiries were around Benefits & tax credits (25%). The other main issues local residents needed help with were Universal Credit (19%) and Debt (18%).

15% of all the local residents we helped needed charitable/foodbank support.

Issues with energy like fuel poverty are recorded under the heading 'Utilities & communications' which has risen to become the 4th highest issue area for local residents.

Issues

	Issues	Clients
Benefits & tax credits	952	232
Benefits Universal Credit	730	151
Charitable Support & Food Ban..	143	86
Consumer goods & services	113	61
Debt	674	138
Education	9	6
Employment	94	43
Financial services & capability	186	96
GVA & Hate Crime	17	8
Health & community care	39	23
Housing	196	75
Immigration & asylum	65	21
Legal	108	64
Other	31	30
Relationships & family	113	63
Tax	24	18
Travel & transport	33	28
Utilities & communications	283	87
Grand Total	3,810	

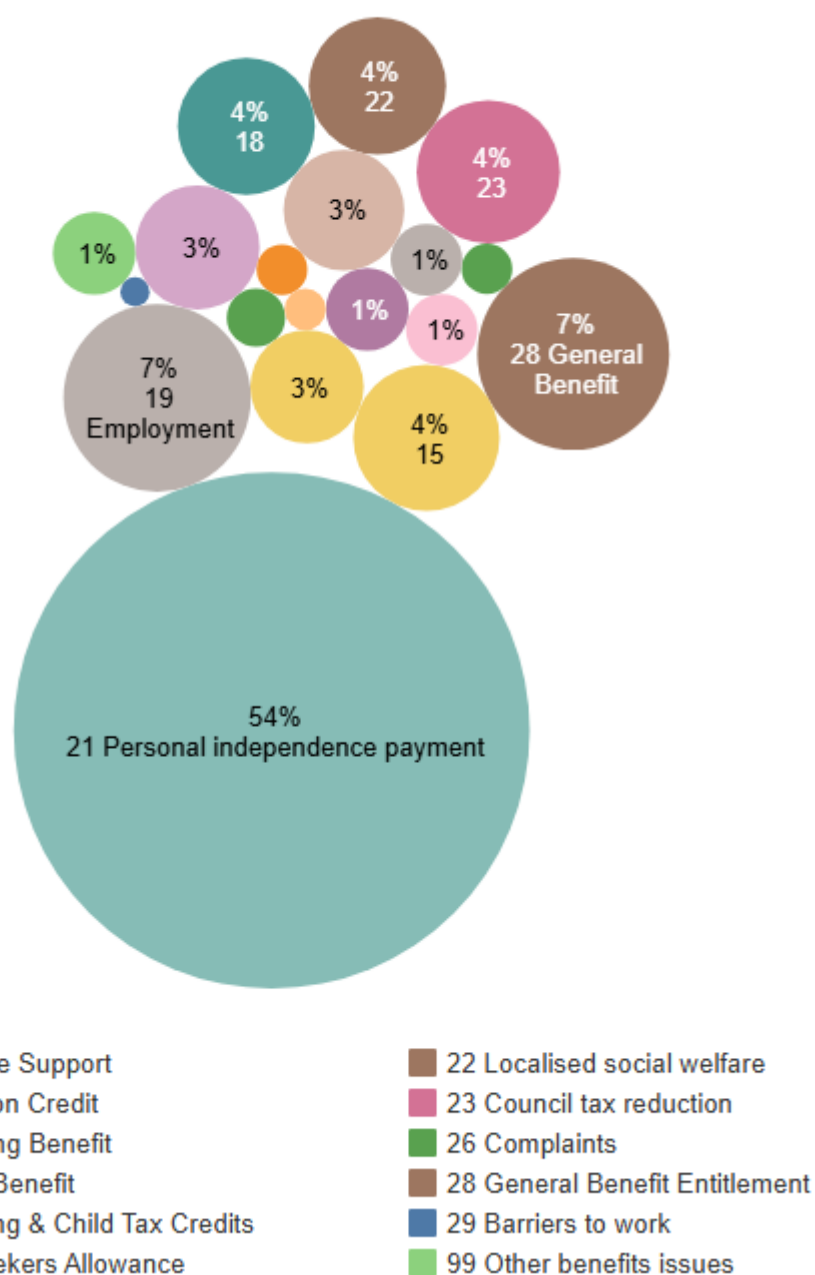
² [Thornbury Ward Profile](#)

Benefits

By far, most benefit enquiries related to Personal Independent Payments (PIP) at 54%. This is a key benefit to help sick and disabled people. The application forms for this benefit are complex to complete with a high percentage refused in the first instance. Our success rate at overturning unfair PIP decisions are high, but we know that many people applying without our support often struggle to do this on their own:

Issues (part 1)

Benefits & tax credits

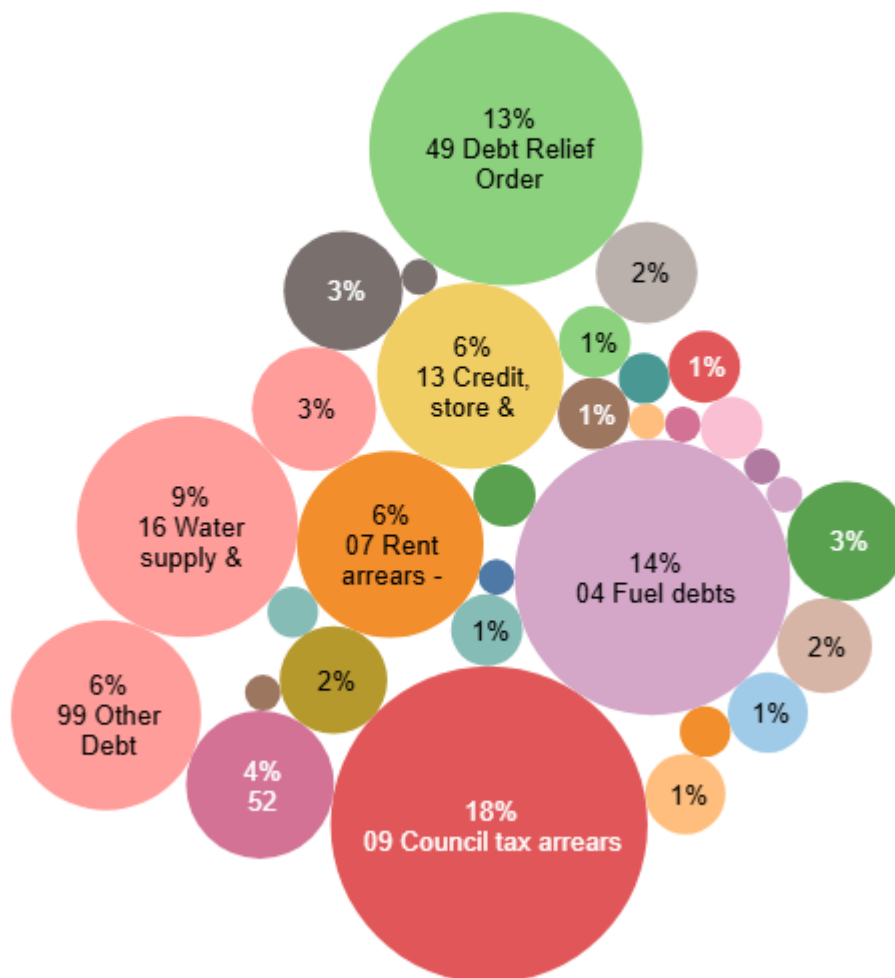


Debt

Council tax arrears are the most common debt issues for local residents closely followed by fuel debts and debt relief orders. But we're seeing more clients with complex debts and multiple debts across a range of areas:

Issues (part 1)

Debt



- | | | |
|---|---|-------------------------------------|
| 02 Mortgage & secured loan arrears | 19 Overpayments of IS/JSA/ESA | 48 Individual Voluntary Arrangement |
| 04 Fuel debts | 21 Social Fund debts | 49 Debt Relief Order |
| 06 Rent arrears - LAs or ALMOs | 22 Payday loan debts | 50 Bankruptcy |
| 07 Rent arrears - housing associations | 25 Arrears of income tax, SEISS, CJRS, ... | 52 Breathing Space Moratorium |
| 08 Rent arrears - private landlords | 26 Overpayment of universal credit | 53 Buy now pay later (Klarna etc) |
| 09 Council tax arrears | 27 Overpayments of other benefits | 99 Other Debt |
| 12 Bank & building society overdrafts | 30 Mobile phone debt | |
| 13 Credit, store & charge card debts | 31 Other telecoms debt (landline, broadb... | |
| 14 Unsecured personal loan debts | 32 Debts to friends and family | |
| 15 Catalogue & mail order debts | 33 Hire purchase/conditional sale - vehicl... | |
| 16 Water supply & sewerage debts | 36 UC advance payment/budgeting adva... | |
| 17 Unpaid parking penalty & cong. chqs. | 40 3rd party debt collection excl. bailiffs | |

Marketing & Promotion

The outreach service launched in April 2023 at its new venue in the Town Hall after re-locating from Turnberries. A communications plan was actioned to promote access to the new service which seems to have proved effective given the strong levels of engagement at each session.

To promote the new outreach project we have:

- Created information leaflets and posters about the session and distributed locally
- Circulated a press release on 3rd April 2023 ahead of the re-location which was picked up by a number of local media outlets
- Issued information updates via our 'Weekly Round-up' e-newsletter which went out to almost 3,500 South Gloucestershire residents
- Published regular social media posts about how to access the outreach service via our Instagram, X and Facebook platforms
- Shared drop-in information across social media pages linked to Thornbury
- Updated our website page on face-to-face advice to include details of the outreach session
- Attended many local events and networking forums to promote the outreach including; Council engagement events, Thornbury Christmas Lights switch-on and West of England Rural Network meetings.

If you would like any further data or analysis on the Thornbury outreach service please contact:

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