

GODALMING TOWN COUNCIL

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Municipal Buildings
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14 September 2018

I HEREBY SUMMON YOU to attend the **STAFFING COMMITTEE** Meeting to be held in the Council Chamber, Municipal Buildings, Bridge Street, Godalming on THURSDAY, 20 SEPTEMBER 2018 at 7.30pm or at the conclusion of the preceding Audit Committee, whichever is later.

Andy Jeffery
Town Clerk

Committee Members: Councillor Cosser – Chairman
Councillor Gray – Vice Chairman
Councillor Poulter
Councillor Hunter
Councillor Walden
Chairman of Policy & Management (*ex officio*)

AGENDA

1. MINUTES

To approve as a correct record the minutes of the meeting held on the 21 June 2018, a copy of which has been circulated previously.

2. APOLOGIES FOR ABSENCE

3. DISCLOSABLE PECUNIARY INTERESTS AND NON-PECUNIARY INTERESTS

To receive from Members any declarations of interests in relation to any items included on the Agenda for this meeting required to be disclosed by the Localism Act 2011 and the Godalming Members' Code of Conduct.

4. WORK PROGRAMME

Members to review the committee's work programme, copy attached for the information of Members.

5. STAFF ABSENCES

In accordance with Standing Order 146 a summary report of staff absences to 31 August 2018 is attached for the information of Members

6. TOIL LOG

Staff TOIL log attached for the information of Members.

7. EMPLOYEES CODE OF CONDUCT

Members to review the attached Employees' Code of Conduct and, if agreed, to approve the policy for the Town Clerk to distribute for staff consultation, with the outcome of the consultation being reported to the Chairman of the Committee. Members are requested to agree that, subject to the Chairman of the Committee and the Town Clerk being content that there are no substantive issues raised during staff consultation that would need to be considered by the Committee, the Employees' Code of Conduct should be recommended for adoption at the next Full Council.

8. DIGNITY AT WORK POLICY

Members to review the attached Dignity at Work Policy and, if agreed, to approve the policy for the Town Clerk to distribute for staff consultation, with the outcome of the consultation being reported to the Chairman of the Committee. Members are requested to agree that, subject to the Chairman of the Committee and the Town Clerk being content that there are no substantive issues raised during staff consultation that would need to be considered by the Committee, the Dignity at Work Policy should be recommended for adoption at the next Full Council.

9. EQUALITY & DIVERSITY STATEMENT

Members to review the attached Equality & Diversity Statement. Members will note the following Policy Statement:

“Godalming Town Council recognises that everyone is different. The Council welcomes this diversity and wants to help every individual to meet their full potential. The Council aims to treat the people it serves and its staff members fairly, consistently and with respect, and expects its councillors, employees, contractors and service users to treat others in the same way”.

As this Policy Statement applies equally to Members of the Council, exceptionally, it is recommended that if the Staffing Committee approves the Equality & Diversity Statement, it is sent to the Policy & Management Committee for that Committee to approve on behalf of Members prior to being sent to Full Council for adoption.

10. POLICY & MANAGEMENT COMMITTEE REQUEST

At its meeting of 6 September 2018, the Policy & Management Committee considered a supplementary report regarding Outside Works & Maintenance Services for the Town Council together with the original report of 12 July 2018. Members of the Policy & Management Committee considered that a number of issues had been highlighted which should, in the first instance, be considered by the Staffing Committee.

As such, the Policy & Management Committee has requested that the Staffing Committee be requested to explore and determine options in relation to staffing issues highlighted within the reports and advise the Policy & Management Committee of its findings.

The areas that the Staffing Committee are requested to determine are:

- the individual grades of the employees, for both single and dual operative options;
- future employee pension scheme options;

Members of this Committee are requested to indicate whether they wish to determine these matters and if so indicate a framework and work programme in which to do so.

11. TASK REPORTING

Whilst, as set out in the Statement on Staff Management, the day-to-day management and tasking of Town Council staff is the responsibility of the Town Clerk, there will be times when the Staffing Committee will be need to consider the level and deployment of staff resource required to achieve the service delivery required by the Council. Members are requested to consider the attached report relating to this issue.

12. COMMUNICATIONS ARISING FROM THIS MEETING

Members to identify which matters (if any), discussed at this meeting, are to be publicised.

13. DATE OF NEXT MEETING

The next meeting of the Staffing Committee is scheduled to be held on Thursday, 8 November 2018 at 7.00 pm in the Council Chamber.

14. ANNOUNCEMENTS

Brought forward by permission of the Chairman. Requests to be submitted prior to commencement of the meeting.

THE COMMITTEE MAY WISH TO EXCLUDE THE PUBLIC AND PRESS FROM THE MEETING AT THIS POINT PRIOR TO CONSIDERATION OF THE FOLLOWING ITEM BY REASON OF THE CONFIDENTIAL NATURE OF THE BUSINESS TO BE TRANSACTED IE. STAFFING MATTERS.

15. APPRAISALS

Members to receive the attached report indicating the outcomes of recent staff appraisals.

16. STAFFING MATTERS

Members to receive an oral report from the Town Clerk relating to staffing matters.

4. STAFFING COMMITTEE – WORK PROGRAMME – 20 SEPTEMBER 2018

| TASK | PROGRESS | LAST REVIEW DATE | PRIORITY FOR REVIEW | ACTUAL COMPLETION DATE |
|---|--|------------------|---------------------|------------------------|
| Absence and Sick Pay Policy, Leave Policy | Adopted by Full Council on 19 July 2018 | 9 Feb 2015 | | 19 July 2018 |
| Bullying & Harassment Policy | Reviewed by TC and HR providers. Item on this Agenda. (Dignity at Work) | 31 Mar 2016 | 3 | |
| Disciplinary Procedures | Adopted by Full Council on 19 July 2018 | 6 June 2013 | | 19 July 2018 |
| Grievance Procedures | Adopted by Full Council on 19 July 2018 | 21 Mar 2013 | | 19 July 2018 |
| Employee Code of Conduct | Reviewed by TC and HR providers. Item on this Agenda. | 6 Jun 2013 | 1 | |
| Equality & Diversity Statement | Reviewed by TC and HR providers. Item on this Agenda. | 27 Mar 2014 | 2 | |
| Health & Safety Policy | To be reviewed by TC and HR providers and brought to Nov 8 meeting of this committee | 31 Mar 2016 | 4 | |
| Training Statement of Intent | Adopted by Full Council on 19 July 2018 | 30 Apr 2009 | | 19 July 2018 |

GODALMING TOWN COUNCIL - STAFF ABSENCE REPORT APRIL 2018 TO AUGUST 2018

| | APRIL | MAY | JUNE | JULY | AUGUST | CUMULATIVE | 2017/18 | 2016/17 | 2015/16 | 2014/15 | 2013/14 |
|---|-------|-------|-------|-------|--------|----------------|---------|----------|----------|---------|---------|
| | Hours | Hours | Hours | Hours | Hours | Hours | | | | | |
| Available Working Hours | 850.0 | 857.0 | 850.0 | 880.6 | 917.6 | 4,355.2 | 9,005.6 | 10,116.6 | 10,944.6 | 9,281.1 | 8,610.8 |
| Annual Leave Taken | 15.7 | 136.9 | 78.6 | 226.6 | 190.0 | 647.8 | 873.6 | 1,056.6 | 1,132.2 | 994.6 | 927.3 |
| Sick Leave Taken | - | 16.8 | 14.8 | - | 5.0 | 36.6 | 106.6 | 33.3 | 547.7 | 404.2 | 47.3 |
| Other Authorised Absence | - | - | - | - | 2.0 | 2.0 | 2.0 | 17.2 | 32.8 | 32.0 | 12.5 |
| Net working hours | 834.3 | 703.3 | 756.6 | 654.0 | 720.6 | 3,668.8 | 8,023.4 | 9,009.5 | 9,231.9 | 7,850.3 | 7,623.7 |
| Net working hours as % of available hours | 98% | 82% | 89% | 74% | 79% | 84% | 89% | 89% | 84% | 85% | 89% |
| Sick Leave as a % of Available Hours | 0.0% | 2.0% | 1.7% | 0.0% | 0.5% | 0.8% | 1.2% | 0.3% | 5.0% | 4.4% | 0.5% |
| Annual Leave taken as a % of Total Annual Leave | 1% | 10% | 5% | 16% | 13% | 45% | 83% | 84% | 82% | 84% | 83% |
| Notes: | | | | | | | | | | | |
| Annual Leave 2018/19 - Full Year | | | | | | 1266.6 | 930.2 | 1051.6 | 1154.4 | 992.6 | 936.5 |
| Annual Leave b/f from 2017/18 | | | | | | 168.6 | 118.6 | 199.8 | 181.3 | 186.4 | 177.2 |
| Total Annual Leave Available - Full Year | | | | | | 1435.2 | 1048.8 | 1251.4 | 1335.7 | 1179.0 | 1113.7 |

All figures are expressed in hours

GODALMING TOWN COUNCIL - STAFF TOIL REPORT APRIL 2018 TO AUGUST 2018

| | APRIL | MAY | JUNE | JULY | AUGUST | CUMULATIVE |
|----------------------|-------------|-------------|-------------|--------------|-------------|--------------|
| | Hours | Hours | Hours | Hours | Hours | Hours |
| Opening TOIL Balance | 29.7 | 80.5 | 89.5 | 89.7 | 106.2 | |
| Accumulated | 69.7 | 14.8 | 18.8 | 23.2 | 1.3 | 127.7 |
| Taken | 19.3 | 7.2 | 23.0 | 6.6 | 28.6 | 84.7 |
| Closing TOIL Balance | <u>80.5</u> | <u>89.5</u> | <u>89.7</u> | <u>106.2</u> | <u>78.9</u> | |

SC 2009.18
Agenda Item 6

EMPLOYEE CODE OF CONDUCT

A Guide for the Town Council's Staff

1. OUTLINE OF THE CODE

1.1. Status of the Code

As a local government officer your conduct must be beyond reproach and you must do nothing that might give rise to the suspicion, however ill-founded, that you are in any way influenced by improper motives.

This code sets out the standards that are expected of employees and provides a framework that will help to promote good practice. All employees of the Council are required to observe and uphold the standards of the code and all policies and procedures of the Council.

1.2 Who Does the Code Apply to?

This code covers all employees of Godalming Town Council.

The standards set out here must also be followed by agency staff, temporary workers and internal contractors who carry out work on behalf of the Council.

1.3 Responsibility

All employees of the Council are expected to give the highest possible standard of service to the public, and where it is part of their duties, to provide appropriate advice to councillors and fellow employees with impartiality.

All employees are encouraged, without fear of recrimination, to bring to the attention of the appropriate level of management or Members any impropriety or breach of procedure that comes to their attention.

1.4 Abuses of the Code

Employees who attempt to abuse this policy may face disciplinary action. The Council takes false or misleading accusations very seriously which may result in further action taken through the disciplinary procedure. This does not include ill-founded allegations that were made in good faith.

1.5 Publicising/Distribution of the Code

A copy of this code is issued to every employee, worker and contractor who carry out work on behalf of the Council. A copy can also be viewed on the Council's website.

New employees will be informed of the existence of this code in their recruitment and induction information.

1.6 Reviewing the Code

The Council will keep the operation of this policy under review and will make such changes to the policy as deemed appropriate in the light of the experience of its application. Any such changes shall be made in consultation with staff.

1.7 Alternative Formats

Should you require a copy of this policy in any alternative format then a request should be submitted to the Town Clerk.

1.8 Further Information

If you require any further advice relating to this document, you should contact your line manager in the first instance. Policies and procedures referred to in this document can be found on the Town Council's website - www.godalming-tc.gov.uk

2. PROCEDURE

2.1 Equality and Diversity

All members of the local community, customers and other Council employees have a right to be treated with fairness and equity and the Council is committed to treating the people it serves or employs fairly, consistently and with respect.

All employees must ensure that they are familiar with and comply with policies relating to equality issues as agreed by the Council, e.g. the Council's Equality & Diversity Statement, in addition to the requirements of the law. This applies both in the delivery of Council services and in relation to its employment practices.

The Dignity at Work Policy defines standards of unacceptable behaviour for staff in relation to their work, identifying the responsibilities of both managers and individual employees.

2.2 Standards and Attitude

Employees must give the highest possible standard of service to the public and, where it is part of their duties, provide appropriate advice to elected Members and fellow employees with impartiality.

Employees must always remember their responsibilities to the community they serve and ensure courteous, efficient and impartial delivery of services to all groups and people within that community according to the Council's policies.

In all cases, it is not enough to avoid actual impropriety, as public perceptions are very important. Employees should at all times avoid any appearance of improper conduct, which may give rise to suspicion.

2.3 Dress Code

All employees are required to be neat, clean and tidy whilst at work, whether working on the Council's premises or elsewhere. Dress should be appropriate to the work undertaken. For example, smart casual clothing is generally acceptable to wear on a day-to-day basis although formal office wear is sometime required for more formal work situations including at council meetings.

2.4 Confidentiality and Data Protection

All information and data must be handled sensitively and processed in accordance with the Council's Data Protection Policy. All employees owe a general duty of confidentiality to the Council, have a contractual obligation in relation to confidential information and are required to protect official information held in confidence.

Employees shall not divulge to any person (other than another member of staff or member of the Town Council that requires information for the performance of his/her duties), any information which the member of staff has obtained by reason of his/her employment to the Council, except where that information is anyway in the public domain by virtue of legislation or under the Council's Publication Scheme. In particular, no member of staff shall divulge personal information regarding any employee, person or contractor, having dealings with the Council and information relating to tenders or other such issues.

Under the General Data Protection Regulations, individuals have the right to see their own personal data held subject to the rights of confidentiality of any third parties involved in that information. Please see the Information & Data Protection Policy for further information.

2.5 Political Neutrality

Employees serve the Council as a whole. Employees must serve all elected Members. In addition, they must ensure that the individual rights of all elected Members are respected.

Subject to the Council's conventions, employees may also be required to advise political groups. They must do so in ways which do not compromise their political neutrality.

Employees must follow the lawfully expressed policies of the Council and must not allow their own personal or political opinions to interfere improperly with their work.

2.6 Relationships

2.6.1 Colleagues

Good working relationships between colleagues are essential. Officers should always treat their colleagues with dignity and respect. Attention is particularly drawn to the Council's Dignity at Work Policy, a copy of which should be issued alongside this Code of Conduct.

2.6.2 Councillors

Mutual respect between employees and councillors is essential for good local government. Whilst there will be a need to work closely with councillors, a professional and courteous relationship should be maintained at all times.

2.6.3 The Local Community and Service Users

Employees should always remember their responsibilities to the whole of the community they serve and ensure courteous, effective and impartial service delivery to all groups and individuals within that community in accordance with the policies of the Council.

2.6.4 Contractors

All relationships of a business or personal nature with external contractors or suppliers, or potential contractors or suppliers, must be declared to the Town Clerk at the earliest opportunity. Orders and contracts must be awarded in accordance with Council standing orders on merit and without discrimination. No special favour should be shown to businesses run by, for example, friends, partners or relatives.

2.6.5 The Press and the Media

All enquiries for information or comment on issues affecting the work of the Council must be referred to the Town Clerk.

Employees must not deal directly with the press or the media unless required to do so in the course of their work or they have been expressly authorised by the Town Clerk.

2.7 Tendering Procedures

Employees involved in a tendering process or who have any other official relationship with external contractors, must exercise fairness and impartiality when dealing with all customers, suppliers, other contractors and sub-contractors.

If you are responsible for engaging or supervising contractors and have previously had, or currently have, a relationship in a private or domestic capacity with contractors, you must declare that relationship to the Town Clerk.

If you become privy to confidential information on tenders or costs relating either to internal or external contractors, you must not disclose that information to any unauthorised person.

All employees must ensure that no special favour is shown to current, or recent former, employees or their partners, close relatives or associates in awarding contracts to businesses run by them or employing them in any capacity.

At all times, employees dealing with Tenders and Contracts must ensure that they comply with the Council's Standing Orders and Financial Regulations with respect to Contracts.

2.8 Use of Financial Resources

Employees must ensure that public funds entrusted to them are used in a responsible and lawful manner. They should strive to ensure value for money to the local community and to avoid legal challenge to the Council.

All employees involved in financial activities and transactions on behalf of the Council, including budgetary control, payments of accounts, payments of salaries and wages, petty cash and orders for works, goods or services must do so in accordance with financial regulations.

Where employees have concerns over the lawfulness of certain action they should express such concerns to the Town Clerk.

2.9 Protection of the Council's Property

Employees must take all reasonable precautions to ensure that the Council's regalia, equipment and other property that is placed in their charge is kept safe and is protected from damage.

In the general interests of security in the Council's premises, employees should take care not to do anything that reduces the level of security. In particular, employees must ensure that doors and windows are shut and locked when leaving any premises and that any security alarms (if present) are set or that arrangements are in place for them to be set later. If an employee notices a potential lapse in security, they should bring it to the attention of the Facilities Supervisor or the Town Clerk.

All resources of the Council including equipment, stationery etc. are to be used for the Council's business and are not for personal use.

2.10 Information Technology

Use of IT equipment and facilities must be in accordance with the Council's Code of Conduct - IT Facilities.

2.11 Anti-Bribery – Hospitality, Gifts and Sponsorship

It is illegal to offer, promise, give, request, agree, receive or accept bribes (Bribery Act 2010). This includes accepting any gift or consideration as an inducement or reward for doing, or refraining from doing, anything in an official capacity or showing favour or disfavour to any person in an official capacity.

2.11.1 Gifts

In general, the Council does not believe that it is appropriate for employees to accept gifts from service users, suppliers or any other person or organisation with which the Council has (or might have) business connections. This is because it is important to ensure that no employee acts in any way that is inconsistent with the Council's objectives or with the integrity of the Council by accepting a gift in circumstances where it could influence, or be seen to influence, that employee's actions or decisions. Acceptance of gifts by employees may be viewed by the public with suspicion and may make the Council extremely vulnerable to criticism.

For your own protection, if anyone makes an approach to you which seems to you, or might seem to a third party, to be aimed at obtaining some form of preferential treatment, or in any suspicious circumstances in connection with a contract, you must report the matter to the Town Clerk, disclosing the fact of the gift, its nature and the identity of the sender.

Employees should not accept personal gifts from contractors and outside suppliers. The only exceptions to this rule are;

- a) small gifts of only token value often given by way of trade advertisements to a wide range of people, e.g. calendars, diaries, tape measures and similar articles of use in the workplace; or
- b) small gifts of only token value given on the conclusion of a courtesy visit, e.g. to a factory, trade fair or other premises.

Gifts which fall outside the definition above should be politely refused and the Council's policy on the acceptance of gifts should be explained.

If a gift is delivered to the office without prior warning, unless it falls within the scope of acceptable gifts the gift should be returned, or if the return of the gift would cause offence the item should be donated to the Mayor's Charity.

2.11.2 Hospitality

Employees should only accept offers of hospitality if there is a genuine need to impart information or represent the Council in the community. Offers to attend purely social or sporting functions should be accepted only when these are part of the life of the community or where the Council should be seen to be represented. They should be authorised by the Town Clerk, in advance whenever possible.

When receiving authorised hospitality employees should be particularly sensitive as to its timing in relation to decisions which the Council may be taking affecting those providing the hospitality.

When hospitality must be declined, those making the offer should be courteously but firmly informed of the procedures and standards operating within Godalming Town Council.

2.11.3 Register of Hospitality and Gifts

All hospitality offered, whether it is accepted or not, and all gifts offered or received, whether they are accepted or returned, must be entered in the Register of Hospitality and Gifts and a note made of the action taken.

If you have any doubt about a gift or offer of hospitality, please seek advice from the Town Clerk.

2.11.4 Sponsorship – Giving and Receiving

Where an outside organisation wishes to sponsor or is seeking to sponsor a Council activity, whether by invitation, tender, negotiation or voluntarily, the basic conventions concerning acceptance of gifts or hospitality apply. Care must be taken when dealing with contractors or potential contractors.

Where the Council wishes to sponsor an event or service, neither an employee nor any partner/civil partner, spouse nor relative must benefit from such sponsorship in a direct way without there being full disclosure to the Town Clerk of any such interest. Similarly, where the Council through sponsorship, grant aid, financial or other means, gives support in the community, employees should ensure that impartial advice is given and that there is no conflict of interest involved.

3.0 APPOINTMENTS AND OTHER EMPLOYMENT MATTERS

3.1 Appointments

If an employee wishes to recommend an individual for employment, they should discuss this with the Town Clerk or appointing panel. Employees shall not canvass any Member or other employee of the Council in respect of candidates seeking employment with the Council.

Employees shall disclose to the Town Clerk any close relationship (partner or family member) between themselves and any person who they know is a candidate for employment with the Council. (The Town Clerk shall make any such disclosure to the Chairman of the Staffing Committee.)

To avoid accusations of bias, employees must not be involved with appointments where they are related to any applicant or otherwise have a close personal relationship with them.

Employees who are involved in appointments must ensure that these are made on merit and on a non-discriminatory basis.

3.2 Outside Commitments

Any employee who wishes to take another job must, before commencing the second job, request and be granted written permission from the Town Clerk. The Council does not prohibit employees from taking secondary employment and will not unreasonably withhold permission for an employee to work in a second job, provided that the second job does not interfere, and is not likely to interfere, with the performance of the employee's job with the Council.

You should not partake in any outside interests, voluntary activity or work that are in conflict with the work of the Council. If you are in any doubt whatsoever that any outside activities or employment might be detrimental to the Council's interests, you must discuss the matter with the Town Clerk.

3.3 Personal Interests

You must declare, in writing, to the Town Clerk any financial or non-financial interests which could bring about conflict with the Council's interests. If you are in any doubt about a potential conflict of interest, you should bring the matter to the attention of your line manager so that a decision can be

made as to how best to proceed. You must not make or become involved with any official or professional decisions about matters in which you have a personal interest.

You must declare to the Town Clerk membership of any organisation not open to the public, requiring any commitment of allegiance, or which has secrecy about rules or membership or conduct, for example, the Freemasons.

The Town Clerk must make any declarations required by this paragraph, in writing, to the Chairman of the Staffing Committee.

3.4 Use of Non-financial Council Resources for Personal Purposes

You should not use or abuse the Council's equipment and other resources for your own personal purposes, either at home or at the office, regardless of whether such use is for your personal gain.

However, in certain circumstances and with the prior agreement of the Town Clerk, it may be possible for you to make reasonable use of the Council's resources. In such a case, the Council will make an appropriate charge for the use of its resources ,for example, photocopying.



DIGNITY AT WORK POLICY

STATEMENT OF COMMITMENT

Godalming Town Council fully supports the right of all people to be treated with respect and dignity in the workplace. The Council recognises that bullying is not only unacceptable on moral grounds and harassment on legal grounds, but that either can have a negative effect on both individuals and the organisation. Prolonged harassment or bullying can cause both serious psychological and physical health problems, such as stress and depression. Godalming Town Council is therefore committed to having a workplace which is free from harassment and bullying and to ensure that all employees, contractors and others who come into contact with the Council are treated with dignity and respect.

This policy and procedure are intended to assist Godalming Town Council to put this commitment into practice. Compliance with this policy should also ensure that employees do not commit unlawful acts of discrimination.

THE POSITION ON BULLYING AND HARASSMENT

All employees are required to help create a working environment in which bullying and harassment are unacceptable. Employees should, in particular, ensure that they do not collude with bullying or harassing behaviour and that they fully cooperate with any complaints' procedure. Managers are responsible for raising awareness of the issue, responding constructively to any complaints, and challenging and stopping bullying and harassment at work.

Godalming Town Council will not tolerate bullying or harassment in the workplace or at work-related events outside of the workplace, whether the conduct is a one-off act or a repeated course of conduct, and whether done purposefully or not. The Council will not tolerate retaliation against, or victimisation of, any person involved in bringing a complaint of harassment or bullying. Employees should also be aware that if a court or tribunal finds that an act of bullying or harassment has occurred, in some circumstances that treatment may amount to a crime punishable by a fine or imprisonment.

The Council will take appropriate action if any employees or contractors are bullied or harassed by our stakeholders or suppliers.

If, after an investigation, it is decided that an employee has harassed or bullied another employee or contractor, then the employee may be subject to disciplinary action, up to and including dismissal. Retaliation or victimisation will also constitute a disciplinary offence, which may, in appropriate circumstances, lead to dismissal.

Allegations of bullying and harassment will be treated seriously. Investigations will be carried out promptly, sensitively and as far as possible, confidentially. Employees and others who make allegations of bullying or harassment in good faith will not be treated less favourably as a result.

WHAT TYPE OF TREATMENT AMOUNTS TO BULLYING OR HARASSMENT?

Bullying and harassment may occur 'face-to-face', in meetings, through written communications including email, by telephone and through automatic supervision methods.

Bullying is generally behaviour that is identified as a misuse of power. Bullying is primarily intimidating in nature, but may also be insulting, offensive or malicious. It is frequently recognised through the abuse or misuse of power through means intended to undermine, humiliate, denigrate or create a detriment for the employee. Bullying may occur as an isolated incident, but is commonly persistent.

Harassment is unwanted conduct related to relevant protected characteristics, which are marriage and civil partnership, pregnancy and maternity, sex, gender reassignment, race (which includes colour, nationality and ethnic or national origins), disability, sexual orientation, religion or belief and age, that:

- has the purpose of violating a person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that person; or
- is reasonably considered by that person to have the effect of violating his/her dignity or of creating an intimidating, hostile, degrading, humiliating or offensive environment for him/her, even if this effect was not intended by the person responsible for the conduct.

Examples of **bullying and harassment** include (but are not limited to):

- spreading malicious rumours, or verbal abuse or offensive comments, jokes or pranks related to age, disability, gender re-assignment, marriage, civil partnership, pregnancy, maternity, race, religion, belief, sex or sexual orientation;
- deliberate exclusion from conversations or work activities;
- unfair treatment;
- rifling through, hiding or damaging personal property;
- unwelcome sexual advances — lewd or suggestive comments, touching, standing too close, display of offensive materials;
- subjecting a person to humiliation or ridicule, belittling their efforts, often in front of others;
- preventing individuals progressing by intentionally blocking promotion or training opportunities;
- physical abuse such as hitting, pushing or jostling;
- abusing a position of power

(this list is not exhaustive)

It is important to note that bullying does not include appropriate criticism of an employee's behaviour or proper performance management.

It is important to recognise that conduct which one person may find acceptable, another may find totally unacceptable. All employees must, therefore, treat their colleagues with respect and appropriate sensitivity.

PREVENTION OF BULLYING AND HARASSMENT

What should an employee do if they feel that they are being Bullied or Harassed by a Stakeholder or Supplier (as opposed to a colleague)?

If an employee is being bullied or harassed by someone with whom they have come into contact with at work, they must raise this with the Town Clerk (or the Chairman or Vice Chairman of the

Staffing Committee in the case of the Town Clerk) in the first instance. A decision will then be made as to how best to deal with the situation, in consultation with the employee who has raised the concern.

What should an employee do if they are being Bullied or Harassed by a Colleague?

If an employee is being bullied or harassed by another employee or contractor, there are two possible avenues for the individual to consider, informal or formal.

Informal Approach

If an employee is being bullied or harassed by another employee or contractor, the employee may be able to resolve the situation independently by informing the perpetrator(s) that their behaviour is unacceptable, contrary to the Council's policy and must stop immediately. Alternatively, it may be that the individual may obtain support from a colleague.

In either case, the employee can approach the Town Clerk for advice and support. If the employee being bullied or harassed is the Town Clerk, he/she can approach the Chairman or Vice Chairman of the Staffing Committee for advice and support. If the above approach is unsuccessful or if the employee does not want to try to resolve the situation in this way, or if the employee is being bullied by the Town Clerk, the employee should raise the issue with the Chairman or Vice Chairman of the Staffing Committee. The request for help will be treated confidentially.

The Chairman of the Staffing Committee or the Town Clerk will discuss with the employee the option of trying to resolve the situation informally by:

- informing the alleged perpetrator(s), without prejudging the matter, that there has been a complaint that their behaviour is having an adverse effect on a fellow employee;
- that such behaviour is contrary to the Council's policy;
- that the continuation of such behaviour could amount to a serious disciplinary offence.

It may be possible for the Town Clerk, Chairman or Vice Chairman of the Staffing Committee to have this conversation with the alleged perpetrator. The Town Clerk, Chairman or Vice Chairman of the Staffing Committee will only share information that has been agreed with the employee. Complete anonymity cannot always be guaranteed in all circumstances as the employee may be identifiable from the matter being discussed. The Town Clerk, Chairman or Vice Chairman of the Staffing Committee will also ensure that the perpetrator is aware that the conversation is confidential.

In certain circumstances the Council may be able to involve a neutral third party (a mediator) to facilitate a resolution of the problem. The Town Clerk, Chairman or Vice Chairman of the Staffing Committee will discuss this with the employee if it is appropriate.

If the complaint is resolved informally, the alleged perpetrator(s) will not be subject to disciplinary sanctions. However, in exceptional circumstances (such as a serious allegation of sexual or racial harassment, or in cases where a problem has happened before) the Council may decide to investigate further and take more formal action notwithstanding that the matter had been raised informally. The Council will consult with the employee before taking this step.

Raising a Formal Complaint

If informal resolution is unsuccessful or inappropriate, the employee can make a formal complaint through the Grievance Procedure.

The alleged perpetrator(s) would normally need to be informed of the name of the employee making the complaint and the details of the grievance in order for the issue to be investigated properly. However, the Council will carry out the investigation as confidentially and sensitively as possible.

When carrying out any reviews or monitoring, an individuals' personal data must be handled in accordance with the Data Protection Policy.

The Use of the Disciplinary Procedure

If, at any stage, from the point at which a complaint is raised and it is believed that there is '*a case to answer*' and a disciplinary offence might have been committed, the Council will instigate the formal disciplinary procedure. The employee will be kept informed of the outcome.

False Allegations of Bullying or Harassment

False accusations of harassment or bullying can have a serious effect on innocent individuals. Staff and others have a responsibility not to make false allegations. If it is found that an employee has made a false allegation of bullying or harassment for malicious reasons, this will be investigated and dealt with fairly and objectively under Godalming Town Council's Disciplinary Procedure. This will not include ill-founded allegations that were made in good faith.

This is a non-contractual policy. Whenever a case of bullying or harassment arises, Godalming Town Council will take the opportunity to examine its policy, procedures and working methods to see if they can be improved.

Linked policies and procedures:

- Dignity at Work
- Equality & Diversity Policy
- Grievance Procedure
- Disciplinary Procedure



EQUALITY & DIVERSITY STATEMENT

PURPOSE AND SCOPE

The purpose of this document is to promote diversity and equality of opportunity so that no employee, job applicant, or service user is unlawfully discriminated against, either directly or indirectly.

The Council aims to encourage a harmonious working environment based on dignity and respect for all.

This policy applies to all employees and those undertaking work on behalf of Godalming Town Council including any consultants, temporary and agency staff.

POLICY STATEMENT

Godalming Town Council recognises that everyone is different. The Council welcomes this diversity and wants to help every individual to meet their full potential. The Council aims to treat the people it serves and its staff members fairly, consistently and with respect, and expects its councillors, employees, contractors and service users to treat others in the same way.

The Council is fully committed to the elimination of unlawful and unfair discrimination in line with the Equality Act 2010. It is unlawful to discriminate directly or indirectly in recruitment or employment because of the following 'protected characteristics':

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race
- Religion or belief
- Sex; or
- Sexual orientation

The Council takes all allegations of discrimination seriously and will investigate concerns and take appropriate action as required.

For further information please refer to the Council's Equality & Diversity Policy.

11. TASKING REPORT

Whilst, as set out in the Statement on Staff Management, the day-to-day management and tasking of Town Council staff is the responsibility of the Town Clerk, there will be times when the Staffing Committee will be need to consider the level and deployment of staff resource required to achieve the service delivery required by the Council.

In order to be able to determine whether or not the staff resource is adequate or appropriate to meet the council's objectives, or indeed to establish whether emerging service development being considered by the Council would be able to be met within existing resources, Members of the Staffing Committee may need to consider the total staffing time required to deliver a specific service.

In order to be able to provide such information in a meaningful and useable format, it is recommended that a suitable online activity recording system is utilised that can provide the following information

Task
Client (GTC or JBC)
Individual staff time on task
Combined staff time on task
Time on task filtered between set periods (i.e how much time spent on task X between 1 April and 31 March)

Since April the Town Council, has been using an online system to assess its suitability, subsequently both the RFO and Community Services & Communications Officer were requested to trial the system to establish ease of use and potential benefit.

The Town Clerk will table a sample of reports produced by the system as it currently stands and provide an oral report on its use.

Whilst the current system is free to use, it does have limitations. Currently each individual user (up to 5 users) has sight of the breakdown of their tasks i.e how many hours/minutes were spent on a specific task/for a specific organisation i.e GTC or JBC. However, as an analytical tool only a breakdown of projects is available (projects being GTC or JBC) what is not available on the free to use system is a breakdown by task, as such it is not possible to create a report that for example indicates how much time either an individual or a team as a collective have spent on a specific task.

Tasks are possibly better described as areas of work, so for example the task list currently set up allows a user to select from 30 predetermined work areas such as:

Agendas, Minutes and Committee Reports
Allotments
Benchmarking
Bookings
Budgets
Civic Events
Communications
Community
Customer Support
Event Planning
Farncombe Initiative
Festivals
GDPR

General Admin (emails & correspondence)
Invoicing & Receipts
Joint Burial
Leave/Toil
Mayoral Support
Meeting
Month End
Museum
Neighbourhood Plan
Pay Roll
Planning
Property
Research & Knowledge Update
Staff Support
Staff Training
Staycation
Suppliers Invoicing & Payments
Website Management

Tasks can be added or removed as experience dictates.

In order to be able to, for example, determine how much time is taken in preparing agendas, minutes and committee reports, it would be necessary for a report to be produced that will identify both individual and the collective time spent on the task. In order to be able to produce such a report then the system would have to be upgraded to a paid for service at a cost of \$9 per user per month (when paid as a single annual payment) or \$10 per month on a monthly payment plan.

With 5 users (GTC central administrative staff) the cost would be \$540 per annum for single payment option or \$600 on a monthly payment option. At current exchange rates (11 Sept 18) this equates to £415.96/£462.18 respectively.

Members will wish to note that under delegated budget authority this Committee is able to determine this expenditure.

If Members consider a necessity exists to record staff task activity, they are requested to determine:

Which staff roles are to operate the activity recording systems?

Who is to be authorised to access the data?

When, how and for what purpose outputs of the system are to be made available to Members?

Additionally, if Members wish to proceed with an activity recording system, Members are required to resolve to agree expenditure for establishing an appropriate and useable activity recording system.

GODALMING TOWN COUNCIL

Disclosure by a Member¹ of a disclosable pecuniary interest or a non-pecuniary interest in a matter under consideration at a meeting (S.31 (4) Localism Act 2011 and the adopted Godalming Members' Code of Conduct).

As required by the Localism Act 2011 and the adopted Godalming Members' Code of Conduct, **I HEREBY DISCLOSE**, for the information of the authority that I have [a disclosable pecuniary interest]² [a non-pecuniary interest]³ in the following matter:-

COMMITTEE:

DATE:

NAME OF COUNCILLOR: _____

Please use the form below to state in which agenda items you have an interest.

| Agenda No. | Subject | Disclosable Pecuniary Interest | Non-Pecuniary Interest | Reason |
|------------|---------|--------------------------------|------------------------|--------|
| | | | | |
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| | | | | |
| | | | | |
| | | | | |

Signed _____

Dated _____

¹ "Member" includes co-opted member, member of a committee, joint committee or sub-committee

² A disclosable pecuniary interest is defined by the Relevant Authorities (Disclosable Pecuniary Interests) regulations 2012/1464 and relate to employment, office, trade, profession or vocation, sponsorship, contracts, beneficial interests in land, licences to occupy land, corporate tenancies and securities

³ A non-pecuniary interest is defined by Section 5 (4) of the Godalming Members' Code of Conduct.