

Causeway Coast and Glens Borough Council

Corporate Policy & Resources Committee Tuesday 18th August 2015

Table of key recommendations

No	Item	Recommendation
4.	Branding	<i>Stage 1 criteria applied, proposals scored and shortlist of professional options brought</i>
5.	Registration Services	<i>Approve revised arrangements as set out</i>
7.	Land and Property Issues Portballintrae and land dispute issue at Westbay, Portrush	<i>Site Visit</i>
8.	NIA – Committee for Justice Evidence Event on Proposals by the NI Courts and tribunals Services for the Rationalisation of the Courts Estate	<i>Submit view, endorse Limavady Borough Council view</i>
9.	Corporate Policies for Causeway Coast and Glens Borough Council	<i>Adopt subject to affirmation of stated amendment</i>
10.	Legal Entity Status	<i>Approve Chief Finance Officer</i>
11	Financial Operations and Payments 11.2 Rates Support Grant Allocations	<i>Authorise Officers to write, Mayor, Chair and Chief Finance Officer to represent</i>
13	Correspondence 13.1 Appointment of Diversity Champions	<i>Appoint Councillor Fitzpatrick Endorse Framework document</i>
15.	Notice of Motion submitted by Councillor Clarke deferred from Council Meeting 30 th June 2015	<i>Carried</i>
16.	Notice of Motion submitted by Councillor Wilson and Councillor Baird deferred from Council meeting 28 th July 2015	<i>Carried</i>

17.	Notice of Motion submitted by Councillor Callan deferred from Council Meeting 28 th July 2015	<i>Withdrawn</i>
18.	Notice of Motion submitted by Councillor McCaul deferred from Council Meeting 28 th July 2015	<i>Lost</i>
19.	Notice of Motion by Councillor McCorkell and Councillor Duddy deferred from Council Meeting 28 th July 2015	<i>Carried</i>
21.	Any other relevant business 21.1 Recognition of HM Queen Elizabeth II	<i>Mark by planting tree and letter of congratulations</i>
22.	Request for an Elected Member Estates Strategy Workshop	<i>Agreed</i>

Corporate Policy & Resources Committee

Minutes of the Meeting of the Corporate Policy & Resources Committee, held in the Council Chamber, Civic Headquarters, Coleraine on Tuesday 18th August 2015 at 7.00pm.

In the Chair: Alderman Hillis

Members present: Aldermen Hickey, S McKillop
Councillors Callan, Chivers, Duddy, Knight-McQuillan, McCandless, McCorkell, McGuigan, McShane C, Wilson

In attendance: D Jackson, Chief Executive
K Doherty, Senior Legacy Officer
D Wright, Chief Finance Officer
E Johnston, Head of Democratic and Customer Services
S McMaw, Change Manager
S Duggan, Business Support Officer

Also in Attendance: Councillor Clarke [Item 15]
Councillor McCaul [Item 18]
Councillor Stevenson

Press

1. Apologies

Apologies were from Councillors Beattie, Blair and Quigley.

2. Declarations of Interest

There were no declarations of interest.

3. Minutes of meetings held 19th May 2015 and 16th June 2015 for information

The Chair advised the Minutes of the above meetings had been confirmed by Council.

4. Branding

The Head of Democratic and Customer Services presented the report, summarised as undernoted:

Further to Report, dated 16th June 2015, to June Corporate Policy and Resources Committee, when a budget of £2,000 was agreed for design work, staff were invited to submit proposals for consideration.

Proposals were received from staff and local businesses, some providing some 25 options. Designs and concepts were contemporary, heritage and using initials (CC&G).

Assessment criteria have been developed to facilitate assessment of the proposals and recommendation of options to Council for consideration.

Criteria 1: Understanding the Brief

To deliver a new brand for Council to provide ownership and identify to both staff and those living in the borough (10%)

Criteria 2: Design and Concept

Contemporary / Heritage / Initials (CCG) (35%)

Criteria 3: Meets Council's Vision

Promote the Borough as a culturally exciting and vibrant place to live, invest and visit. The design should promote an exciting, fresh and accessible brand and logo that is transferrable across all marketing and promotional formats (35%)

Criteria 4: Application

Corporate Stationery, Uniforms, Vehicles, Road Signs, Print and Publications, Banners, Pop Ups, Websites, Digital Media, Merchandising, General use of brand (20%)

Once the brand has passed all scrutiny, been selected and worked up into a professional design an explanatory brochure can be produced to accompany the launch and thereafter exist as a reference. Whilst describing and explaining the brand, the publication can be used as an opportunity to sell the unique physical and cultural diversity of the Causeway Coast and Glens region.

IT WAS AGREED to recommend that Council agree the stage one criteria to be applied to the proposed design concepts submitted, that the proposals be scored and a shortlist of professional options be brought to Committee for Council recommendation.

5. Registration Services

The Head of Democratic and Customer Services presented, summarised as undernoted:

Under the Births and Deaths Registration (Northern Ireland) Order 1976 each local government district is a registration district and the district council is the local registration authority. The District Council in exercising this function acts as an agent for the Department of Finance and Personnel (DFP). DFP, for its part, is required to defray the costs of running the service. The bulk of the costs are made up of accommodation and staffing.

The General Register Office (GRO) commissioned a review of the funding model used to determine the number of staff required to deliver

the service in districts. The new funding model came into operation on 1st April 2015, in line with the 11 new Councils.

Councils can approve venues for marriages/civil partnerships and set the fees payable by the couple. GRO only require the basic solemnisation fee for these events, with the fee for the resource required to deliver the service at approved venues coming to Council.

Based on registration service activity figures (average 2010-2013) the model shows that for Causeway Coast and Glens Borough Council the estimated total whole time equivalent (WTE) resource required for non approved venue associated activity is 3.94 and for approved venue activity this is an extra 0.25. Details for the individual offices in Causeway Coast and Glens Borough Council are shown in table 1.

Table 1: Registration Service posts (WTE)

Causeway Coast and Glens Borough Council	Current GRO funded posts	Workload estimated requirement		
		GRO funded	Non GRO funded	TOTAL
Office Location				
Ballymoney	1.00	0.80	0.05	0.85
Coleraine	1.60	1.66	0.16	1.82
Limavady	0.88	0.91	0.09	1.00
Ballycastle	0.80	0.57	0.05	0.62
Totals	4.28	3.94	0.25	4.29

The funding model focuses on calculating the number of staff days required to deliver the service in each new council area.

As these are estimates and accepting that the true requirement may lie within +/- 10% GRO does not propose to reduce the existing allocation of 4.28 to Council.

The current resource in registration service is:

Ballymoney – Registrar - 1

Coleraine – Deputy Registrars – 2

Limavady – Deputy Registrar - 1

Ballycastle – Deputy Registrar 1 – (Part-time)

There are currently six Relief Registrars to cover annual leave of permanent staff. The arrangements for Relief Registrars will be reviewed in September 2015.

PROPOSED REVISED ARRANGEMENTS

Taking account of the new funding model and merging the four registration offices into one service the following issues have been addressed.

Opening Hours:

Registration Offices will open to the public as follows:-

Ballymoney Coleraine Limavady Offices	9.30 a.m. – 12.30 p.m. 2.00 p.m. – 4.30 p.m. Monday - Friday
Ballycastle Office	9.30 a.m. – 12.30 p.m. Monday - Friday

Appointments System:

To improve the customer service and assist with managing workload, an appointment system, which operated as a pilot for six weeks, will be introduced at all Registration Offices. Introduction of a telephone messaging system at all offices will further enhance the customer experience.

1.2.3 Civil Marriages/Partnerships:

There is provision for a maximum of three ceremonies on Saturdays within the borough area (cut off 1.00 p.m.); no bookings for ceremonies on Sundays or Bank Holidays.

The cost of undertaking ceremonies at external venues are met by the couple. There are 28 external venues licensed for civil marriages/partnerships.

1.2.4 Licensing of approved places:

The processing of applications for the licensing of approved venues has been centralised within Environmental Health Section of Environmental Services Directorate.

1.2.5 Revised Schedule of Fees:

Fees across the four legacy Councils have been reviewed to take account of the revised funding model and the fees are set out in appendix A.

1.2.6 Cemetery Administration:

A software upgrade, introducing one managed system covering Coleraine, Ballymoney and Limavady will be introduced during August 2015. This web based solution with search facility will improve efficiency and effectiveness of cemetery administration.

IT WAS AGREED to recommend that Council approve revised arrangements for the registration service as set out above and attached as Appendix A.

- **Revised opening hours, effective from 1st October 2015***
- **Appointments system, effective from 1st October 2015***
- **Civil Marriages/Partnerships outside normal working hours, effective from 1st September 2015**
- **Revised charges – Council costs. Schedule of Fees are set out in Appendix A, effective from 1st September 2015**

***the revised opening hours and appointments system will be communicated to the public via media and other communication methods.**

6. Corporate Communications - PR Activity

Head of Democratic and Customer Services presented an update on PR/Communication Activity for the period April to July 2015 inclusive.

Councillor Wilson suggested that Press releases could be emailed to Members for information purposes.

7. Land and Property Issues in Portballintrae and land dispute issue at Westbay, Portrush

The Chief Executive presented the report, summarised as undernoted:

At a meeting of the former Coleraine Borough Council's Corporate Affairs Committee on 16 September 2014, members considered a comprehensive report on a number of land issues in Portballintrae and a land ownership issue at West Bay Promenade, Portrush. These issues concerned Council owned land and land leased and owned by the Sweeney family.

At that meeting it was agreed to authorise the preparation of a more detailed land and property Options Report, including independent valuations and legal advice.

The main issues for consideration by Committee are as follows:

- ***West Bay Promenade Disputed Title***
- ***Land exchange proposals submitted by Mr Sweeney, on behalf of Seaport (NI) Limited and Acorn (NI) Limited as a means of settling the West Bay Promenade title issue; and***
- ***Historic land issues in the Portballintrae area.***

The Options Report (see Appendix 1) brings together these issues under one comprehensive report. The report outlines the advantages and disadvantages of each option in legal and financial terms and the potential impact on local residents.

Legal and valuation reports referred to in the Options Report are contained in Appendix 2 and 3.

For ease of reference Appendix 4 outlines the schedule of meetings when the issues were discussed and a brief summary of the Committee/Council decision.

Appendix 5 provides an overview map of the land issues in Portballintrae

Appendix 6 shows the disputed land at West Bay Promenade, Portrush.

Given the sensitivities involved, the significant time that the issues had been under negotiation and the imminent transfer of authority from CBC to CC&GBC CBC decided not to make any decision on any of the proposed transfer options but to transfer the file as an 'open file' to CC&GBC for its consideration.

In relation to the title issue regarding the West Bay Promenade this matter has been referred to the CC&GBC legal team to progress.

It was proposed by Councillor McGuigan, seconded by Alderman Hickey and **AGREED to recommend to Council that a site visit be arranged for Portballintrae, with all elected members invited to attend. This would allow for a “walk through” of the complex issues on site, and also provide an opportunity to brief those members with no former knowledge of the issues.**

8. Northern Ireland Assembly – Committee for Justice Evidence Event on Proposals by the NI Courts and Tribunals Service for the Rationalisation of the Courts Estate

The Chief Executive presented the report, summarised as undernoted:

At the 30th June 2015 Council meeting, members were informed that The Northern Ireland Assembly Committee for Justice were considering proposals which included the closure of a number of courthouses. Given the interest in the proposed court closures the Justice Committee had agreed to hold an evidence event and invite all Councils to attend to discuss the potential court closures and the possible effects on those courthouses that will remain. The event took place on Thursday 2nd July 2015 Parliament Buildings.

At its meeting of Limavady Borough Council on 7 February 2012, its members agreed to write to oppose the proposed closure of the Court House in Limavady, concerned at the potential impact the proposals would have and incorporated the view of members of the Limavady Solicitors Association (Limavady Borough Council Minute extract attached as Appendix A, copy correspondence submitted attached as Appendix B).

IT WAS AGREED to recommend that Council submit a view on the proposed closure of Limavady Court House, endorsing the view of Limavady Borough Council, attached as Appendix B.

9. Corporate Policies for Causeway Coast and Glens Borough Council

The Chief Executive presented the report, summarised as undernoted:

The following draft policies have been developed / amended to reflect the practices within Causeway Coast and Glens Borough Council. The draft policies have been approved both by the Senior Management Team and the Trade Unions through the Joint Consultative and Negotiating Committee (JCNC). Copies of the policies are attached.

1.1 Workplace Violence, Lone Working and Personal Safety Policy Directive

This Policy Directive has been developed by the Health and Safety Officers and is related to employee safety. The policy focuses on the three specific issues, namely:-

- ***lone working,***
- ***workplace violence and***
- ***personal safety.***

It also provides guidance to managers and employees on how to manage each of them respectively.

Pay Protection Policy

This policy sets out the practice which applies in Council which aims to support successful organisational change by providing for employees' contractual pay to be protected where it is reduced as a result of organisational restructuring.

Framework In Respect of Matters Concerning the GLPC Job Evaluation Scheme

This Framework has been drawn up locally to provide procedures and guidance where an employee whose post has been evaluated in accordance with the GLPC (Greater London Provincial Council) Job Evaluation Scheme wishes the grading to be reviewed.

Councillor Duddy referred to the Workplace Violence, Lone working and Personal Safety Policy Directive, Section 4, (ii) Page 7, paragraph 2, suggesting that the Policy should state that *all* such incidents should be reported to the PSNI whether the injured party wishes to pursue the matter.

IT WAS AGREED to recommend that Council approve the (i) *Workplace Violence, Lone Working and Personal Safety Policy Directive* (subject to affirmation of the suggested amendment), (ii) *Pay Protection Policy* and (iii) *Framework In Respect of Matters Concerning The GLPC Job Evaluation Scheme*, attached as Appendix C.

The Chief Executive stated he would liaise with HR on the submission by Councillor Duddy and bring the information to the next Council meeting.

10. Legal Entity Status

The Chief Finance Officer presented the Report, summarised as undernoted:

Causeway Coast and Glens Borough Council previously approved the setup of transactional banking facilities with Bank of Ireland.

With the transfer of financial control from the legacy councils to Causeway Coast and Glens Borough Council and following the completion of the close down of the financial systems of those legacy councils the cash resources now reside with this organization. I am currently investigating the procurement of long term financial investment solutions, possibly in conjunction with the other 10 new Councils, in this

regard however there is still a need for some short term deposit facilities. With that in mind I am seeking Council permission to setup such a facility with Danske Bank. Danske Bank are one of the two providers used by the legacy councils. Following procurement of long term facilities it is anticipated that other providers will be available for use and Council permission will be sought accordingly.

In order to set up this facility permission is required to open a deposit account and any subsequent deposit account together with any required ancillary facility. As a control deposit funds can only be paid into and out of the Causeway Coast and Glens General Account.

IT WAS AGREED to recommend that the Causeway Coast and Glens Borough Council approve the Chief Executive and Chief Finance Officer to request on Council's behalf the setup of short term deposit facilities as described with Danske Bank and the Chief Finance Officer be the Council's authorised contact for these facilities.

11. Financial Operations and Payments

The Chief Finance Officer presented the reports for information, summarised as undernoted:

11.1 Staff and Suppliers Payments

Causeway Coast and Glens Borough Council authorised the Chief Finance Officer to make such payments as necessary to staff and suppliers and to report back to council on these.

During June and July 2015 finance staff have continued working to ensure sufficient resource, systems and facilities were in place to enable the payment of staff and suppliers on behalf of Causeway Coast and Glens Borough Council. I am pleased to report to Council that the payments runs have continued with some regularity and been completed successfully since the report to this committee last month.

I have appended supplier payment listings for information pertaining to the supplier payment runs.

11.2 Rates Support Grant Allocations

Members will be aware from the rates estimates process and delegations with the DOE and DFP Ministers that the Rates Support Grant was reduced by 15.1% to £15.5m in 2015/16 following Executive Budget cuts. This reduced Council's share to £2,153,416 and resulted in an average district rates impact of approximately 2% for ratepayers in this Council area.

Council's concerns in relation to the cuts already applied above have been relayed via Councils' response to the recent 2015/16 budget consultation and in delegations with both the DOE and DFP Ministers. In addition, there is serious concern that this grant will

be reduced further in 2016/17 and subsequent years and potentially removed in entirety.

Even with the original £18.327m of rates support grant, less wealthy Councils still need to raise higher rates poundages to maintain parity of service provision with the more wealthy Councils and make the further revenue and capital investment necessary to stimulate growth. There is therefore concern that the rates support grant as it was does not adequately reduce the differential. Even with this current level of rates support grant, significant regional disparities still exist, most particularly in the northwest.

In accordance with the Department's statutory duty under s75 of the NI Act, Causeway Coast and Glens Borough Council does not support Executive budget challenges being passed onto ratepayers, in particular those of the less wealthy Councils at a time of significant financial challenge for Local Government.

It is vital therefore that the rates support grant is restored to its' original level of £18.327m. At an absolute minimum, the remaining rates support grant of £15.5m must be ringfenced and protected from further cuts in future years.

It is considered that these arguments must be raised with Central Government as a matter of priority as opposed to during the 2016/17 budget process. In addition, there are a number of the other less wealthy Councils who receive significant rates support grant, who have been significantly affected by these cuts, and also face significant financial risk should further cuts be applied to the rates support grant. Whilst it is recommended to seek a delegation with both the DOE and DFP Ministers in respect of both current and future rates support grant allocations, it is considered that a joint delegation with the other affected Councils will provide a stronger argument.

This report has already had significant financial implications for the new Council. The cuts applied in 2015/16 have resulted in a reduction in funding to this Council of £812,314k and resulted in an average district rates impact of 2% for ratepayers in this Council area. Any further cuts would have potentially significant implications for future rates setting processes at a time when Councils are focused on generating efficiencies following Local Government Reform.

IT WAS AGREED to recommend that Council authorise officers to write to the other Councils significantly impacted by cuts to the rates support grant requesting their participation in a joint delegation with the DOE and DFP Ministers in respect of current and future rates support grant allocations and that the Mayor, Councillor Knight-McQuillan and Chair of Committee, Alderman Hillis, be nominated to represent Council in any delegation together with the Chief Finance Officer.

12. Filling Posts in the new Council Structure

The Chief Executive presented the report, summarised as undernoted:

Posts within Council are filled in accordance with regional guidance issued by the Local Government Reform Joint Forum, namely, Circular LGRJF/08, July 2014, 'Procedure for Filling Posts in the New Council Structures and Related Guidance' and local guidance agreed by the Causeway Coast and Glens Local Consultation and Negotiation Forum.

Listed below is the latest update to the posts which have been filled – namely the Heads of Service posts.

Leisure and Development Services Directorate

Post	Name	Effective Date
Head of Health, Wellbeing and Sport	Wendy McCullough	1 st July 2015
Head of Tourism and Recreation	Peter Thompson	1 st July 2015
Head of Community and Culture	Julie Welsh	1 st July 2015
Head of Prosperity and Place	Paul Beattie	1 st July 2015

Environmental Services Directorate

Post	Name	Effective Date
Head of Infrastructure	John Richardson	1 st July 2015
Head of Estates	Gareth Doyle	1 st July 2015
Head of Operations	Aidan Mullan	1 st July 2015
Head of Health and Built Environment	Bryan Edgar	1 st July 2015

The Chair offered congratulations to those appointed. The Chief Executive undertook to revisit some of the job titles.

13. Correspondence

13.1 Appointment of Diversity Champions

In 2011, the Local Government Staff Commission established a single Equality and Diversity Group which encompassed all the equality and diversity work in Councils, including Section 75 statutory duties. Members were previously invited via a letter from the Staff Commission to nominate a Diversity Champion to participate in this Group.

It was proposed by Councillor Duddy, seconded by Councillor McCorkell to recommend that Council appoint Councillor Fitzpatrick as Diversity Champion.

It was proposed by Councillor McGuigan, seconded by Councillor Chivers to recommend that Council appoint Councillor C McShane as Diversity Champion.

The Chair put the proposals to the committee to vote, 3 voted for Councillor Fitzpatrick, 3 voted for Councillor C McShane, the Chair applied a casting vote in favour of **Councillor Fitzpatrick**.

IT WAS AGREED to formally endorse an Equality and Diversity Framework document designed to assist councils in meeting their equality and diversity obligations and to demonstrate their compliance with them, attached as Appendix D.

Committee noted the following items of correspondence:

13.2 Ministerial Advisory Group Placemaking Symposium (NILGA – Shaping Place Changing Lives

Mossley Mill, Newtownabbey on Thursday 22 October 2015 at 9.30am-3.00pm.

13.3 National Pay Consultation with NJC Employers Side - Northern Ireland Member Councils

Monday 21st September 2015 11.30am, Steeple Suite, Antrim Civic Centre, 50 Stiles Way, Antrim, BT41 2UB.

14. Consultations

The Chief Executive invited comments on the following Consultations to be sent directly to him before the end of the month.

14.1 NILGOSC - Government Proposal to Cap Severance Costs at £95,000

14.2 DoE, Draft Local Government Reorganisation (Compensation For Diminution Of Emoluments) Regulations (Northern Ireland) 2015

* **Councillor Clarke joined the meeting at 7.55pm.**

15. Notice of Motion submitted by Councillor Clarke deferred from Council Meeting 30th June 2015

“That this Council calls for the full and immediate implementation of the Armed Forces Covenant in Northern Ireland; and that Causeway Coast and Glens Borough Council takes steps to develop and proceeds to implement an associated Community Covenant.”

It was proposed by Councillor Clarke, seconded by Councillor Knight-McQuillan that this Council calls for the full and immediate implementation of the Armed Forces Covenant in Northern Ireland; and that Causeway Coast and Glens Borough Council takes steps to develop and proceeds to implement an associated Community Covenant.

Councillor Clarke presented in support of his Notice of Motion.

Councillor McGuigan stated he would not support the Motion, every section of community has rights and entitlements to services, he felt no-one should be positively discriminated in favour of, because of position or job. Councillor McGuigan queried whether the second half of the Motion was relevant within the encompassment of a local government Council.

The Chief Executive advised it would be necessary to engage with the Military of Defence to understand the detail before commenting.

Alderman S McKillop offered support for the Motion and sought clarification of the implications for Council, citing the primary responsibility should lie with Stormont.

Councillor Duddy offered support for the Motion, but felt that until Section 75 was amended to allow Service Personnel to receive everything they require in terms of health and education, they will still face the same problems as they have been facing.

Councillor Clarke stated there was no conflict with Section 75 implementing the Community Covenant, he understood it to be put in place as a means of providing support at no cost to Council.

The Chair put the proposal to the Committee to vote, 8 voted for, 3 voted against, 1 abstention was applied. The Chair declared the Motion carried.

* ***Councillor Clarke left the meeting at 8.25pm.***

16. **Notice of Motion submitted by Councillor Wilson and Councillor Baird deferred from Council Meeting 28th July 2015**

“That this Council expresses opposition to the recommendation to close the Roddens Care Home in Ballymoney; notes that the facility has provided quality care and a welcome source of local employment in the Ballymoney area for several decades; believes this recommendation would have a detrimental impact on the local population and would only increase pressures on other areas in the National Health Service; notes a reprehensible ban on admitting new permanent residents hastened its proposed closure by artificially creating a position of unsustainability and effectively was closure by stealth; expresses regret that the Minister of Health, Social Services and Public Safety failed to lift the ban; agrees that the Council must respond to the consultation from the Northern Health and Social Care Trust and oppose this recommendation; and calls on the Minister of Health, Social Services and Public Safety to lift the ban on admissions and give this home the support it deserves.”

It was proposed by Councillor Wilson, seconded by Councillor Callan to recommend that Council expresses opposition to the recommendation to close the Roddens Care Home in Ballymoney; notes that the facility has provided quality care and a welcome source of local employment in the Ballymoney area for several decades; believes this recommendation would have a detrimental impact on the local population and would only increase pressures on other areas in the National Health Service; notes a reprehensible ban on admitting new permanent residents hastened its proposed closure by artificially creating a position of unsustainability and effectively was closure by stealth; expresses regret that the Minister of Health, Social Services and Public Safety failed to lift the ban; agrees that the Council must respond to the consultation from the Northern Health and Social Care Trust and oppose this recommendation; and calls on the Minister of Health, Social Services and Public Safety to lift the ban on admissions and give this home the support it deserves.”

Councillor Wilson presented in support of his Motion.

The Chief Executive noted the requirement for an Officer to bring a Report on the aforementioned consultation.

The Committee voted unanimously in support of the proposal.

17. **Notice of Motion submitted by Councillor Callan deferred from Council Meeting 28th July 2015**

"That this Council recognise the contribution of Captain Marcus McCausland by erecting a plaque and naming a room after him in the Roe Valley Arts and Cultural Centre, he served as a Limavady Urban Councillor 1968-72, who was murdered by the IRA while still in office on 4th March 1972. Captain McCausland was the first officer of the Ulster Defence Regiment murdered during the period known as the Troubles."

Councillor Callan advised that, due to recent adverse publicity and in consideration for the family, he was withdrawing his Notice of Motion.

* **Councillor McCaul joined the meeting at 8.34pm.**

18. **Notice of Motion submitted by Councillor McCaul deferred from Council Meeting 28th July 2015**

"That this council believes that all couples, including those of the same sex, should have the right to marry in the eyes of the law."

It was proposed by Councillor McCaul, seconded by Councillor McGuigan to recommend that council believes that all couples, including those of the same sex, should have the right to marry in the eyes of the law.

Councillor McCaul presented in support of his Motion, referring to instances of self-harm, fear of homophobic attacks and suicide among the Gay Community, contributed to by the lack of recognition for same sex marriages.

The Chair put the proposal to the committee to vote, 3 voted for, 7 voted against, 1 abstention was applied, The Chair declared the proposal lost.

* **Councillor McCaul left the meeting at 8.39pm.**

19. **Notice of Motion submitted by Councillor McCorkell and Councillor Duddy deferred from Council Meeting 28th July 2015**

"That this Council recognises the requirement of an Air Ambulance for Northern Ireland and calls on all Departments within the Northern Ireland Executive to work together to provide an emergency helicopter for the Province as a matter of urgency."

It was proposed by Councillor McCorkell, seconded by Councillor Duddy to recommend that Council recognise the requirement of an Air Ambulance for Northern Ireland and calls on all Departments within the Northern Ireland Executive to work together to provide an emergency helicopter for the Province as a matter of urgency.

Councillor McCorkell presented in support of his Notice of Motion, referring to the late Dr John Hinds who campaigned for Northern Ireland to get its own air ambulance. The current online Petition has 62,500 signatures.

Members concurred with the sentiments of Councillor McCorkell's Motion. On being put to the vote, the proposal was carried unanimously.

20. **Matters for reporting to Partnership Panel**

It was suggested that the above Notice of Motion be passed to the Partnership Panel.

21. **Any other relevant business**

21.1 Recognition of HM Queen Elizabeth II

The Chair invited Councillor Callan to present, having received 48hours notice of the intent.

It was proposed by Councillor Callan, seconded by Councillor McCandless to recommend that Council mark, (on 9th September 2015), the long serving reign of HM Queen Elizabeth II, by planting a tree at Council Headquarters and sending a letter of congratulations.

Councillor McGuigan sought clarification of Standing Orders in relation to the Item presented for consideration.

The Chair put the proposal to the committee to vote, 9 voted for, 3 voted against, The Chair declared the proposal carried.

22. **Request for an Elected Member Estates Strategy Workshop**

It was proposed by Councillor Duddy, seconded by Councillor McCorkell and **AGREED that committee move *in-committee*.**

* **Press left the meeting at 9pm.**

The Change Manager presented the report, summarised as undernoted:

The purpose of this paper is to commence engagement with Elected Members regarding the development of an Estates Strategy for the new Causeway Coast and Glens Borough Council and to seek approval for an Elected Member Estates Strategy workshop.

It was proposed by Councillor Duddy, seconded by Alderman S McKillop and **AGREED to recommend that Council approve an Elected Member Estates Strategy workshop to be programmed for September 2015.**

It was proposed by Councillor Wilson, seconded by Alderman Hickey and **AGREED that committee resolve itself out of committee.**

23. **Date of next meeting**

- Tuesday 15th September 2015 at 7pm in the Council Chamber, Civic Headquarters, Coleraine Offices.

This being all the business the meeting closed at 9.20pm.

Appendix A: Marriage/Civil Partnership Fees

Appendix B: Limavady Court House view, Limavady Borough Council

Appendix C: Workplace Violence, Lone Working and Personal Safety Policy Directive,
Pay Protection Policy and Framework In Respect of Matters Concerning
The GLPC Job Evaluation Scheme

Appendix D: Equality and Diversity Framework Document

CAUSEWAY COAST AND GLENS BOROUGH COUNCIL MARRIAGE/CIVIL PARTNERSHIP FEES

Fees for Religious Marriage in Church etc. at any time or day:			
*Schedule	£44.00		
*Marriage Certificate	£ 8.00		
Total Cost	£52.00		
Fees for Marriage/Civil Partnership in Registrar's Office:			
	Mon – Fri 9.00 am – 4.00 pm	Saturday 9.00 am – 1.00 pm	No Weddings on Public/Bank Holidays
*Schedule	£ 44.00	£ 44.00	--
*Ceremony	£ 36.00	£162.00	--
*Certificate	£ 8.00	£ 8.00	--
Total	£ 88.00	£241.00	--
Room Hire: (as per venue charging)			--
Fees for Marriage/Civil Partnership in Approved Venues:			
	Mon – Fri 9.00 am – 4.00 pm	Saturday 10.00 am – 1.00 pm	No Weddings on Public/Bank Holidays
*Schedule	£ 44.00	£ 44.00	--
*Ceremony	£ 36.00	£ 36.00	--
*Certificate	£ 8.00	£ 8.00	--
>Resource/Mileage Costs	£125.00	£175.00	--
Total Cost	£213.00	£263.00	--
<p>*Fees set by General Registrar Office (GRO) >Council costs for Registrar attendance – paid by couple</p> <p>Fee of £400.00 for the cost of Licensing of an Approved Place for a 3 year period and to include the provisions of the Registrar and Environmental Services.</p>			

9 February 2012

Consultation Co-Ordinator
Closure of Court Hearing Centres
Consultation
NI Courts and Tribunals Service
Communications Group
Laganside House
23-27 Oxford Street
BELFAST
BT1 3LA

Dear Sir/Madam

**CONSULTATION ON PROPOSALS TO CLOSE HEARING CENTRES AT
BANGOR, LARNE, LIMAVADY, MAGHERAFELT AND STRABANE
COURTHOUSES**

I write on behalf of Limavady Borough Council who recently considered the above consultation document. Members are particularly concerned at the potential impact the proposals to close Limavady Courthouse would have on the people of this area and have asked me to respond as follows:

- Council are concerned that vulnerable sections of our community will be disproportionately disadvantaged by the proposal to move hearings to Coleraine Courthouse, particularly those without access to a car.
- There are concerns that bus times between Limavady and Coleraine would not be very convenient and that the distance between Coleraine Bus Station and Coleraine Courthouse (a 20 minute walk) could be an issue particularly for people with mobility problems who will have to take another bus or get a taxi.
- Members would point to the extra financial costs that will have to be met by members of the public in order to travel to Coleraine and would envisage that older people, those with a disability, single parents, those on benefits, etc., will find it more difficult as a result to access the court service and therefore access the justice system.

- Members also expressed concern at the extra costs all members of the public will have to face not just financially but also in the time needed to travel back and forwards to Coleraine Courthouse.
- There will also potentially be an impact on the costs charged to clients by solicitors as local solicitors would have to try and recoup their time and travel costs. Members were concerned that increased solicitors costs could also have the effect of deterring local people from issuing proceedings and therefore accessing justice.
- In addition the proposals will have an impact on the PSNI in relation to time and mileage costs for police officers and, also possibly, their response times to an emergency if they would have to travel back from Coleraine Courthouse.
- Council notes that the current Courthouse in Limavady is not fit for purpose and would require significant investment in order to bring it up to standard. Council would suggest, however, that serious consideration be given to the potential for holding hearings in other public buildings in Limavady in order to maintain this service locally. Council would point to Planning Tribunals, for example, which are currently heard in the Council Offices.

The Council appreciates that the current economic climate and the need for efficiency savings imposes an obligation on the Court Service to review how services and functions operate but Members would ask that all possible avenues be explored to help retain a Hearing Centre within the Limavady Borough.

Yours faithfully

LIAM FLANIGAN
CHIEF EXECUTIVE

FRAMEWORK IN RESPECT OF MATTERS CONCERNING THE GLPC JOB EVALUATION SCHEME

Version 0.1

July 2015

Approved at JCNC

30th July 2015

Approved at Council.....

FRAMEWORK IN RESPECT OF MATTERS CONCERNING THE GLPC JOB EVALUATION SCHEME

General

1. Within the former Ballymoney Borough Council, Coleraine Borough Council, Limavady Borough Council and Moyle District Council all posts have been evaluated under the GLPC Job Evaluation Scheme.
2. Para 5.3 of Part 2 of the Green Book provides that *“an employee dissatisfied with the grading of their job is entitled to appeal for a reconsideration of the grading. Procedures will be agreed locally to deal with such appeals”*.

This Framework has been drawn up locally to provide procedures and guidance where an employee whose post has been evaluated in accordance with the GLPC Job Evaluation Scheme wishes the grading to be reviewed.

It has been developed following consultation with the following unions, Northern Ireland Public Service Alliance, UNITE, and GMB.

Joint monitoring and review of the application of the Scheme

Council will consult with NIPSA, GMB and UNITE regarding the Joint Monitoring and review of the application of the scheme.

Equal Pay Audit on a 3 year basis

Council will undertake an Equal Pay Audit.

Procedure for requests for reconsideration of grading

Section A: Reconsideration of grading and criteria for referral for Job Evaluation

As all posts within the Council have been evaluated under the GLPC Job Evaluation Scheme, to ensure the integrity of the Scheme is maintained a request for reconsideration of grading will be carefully scrutinised and will only result in a referral for evaluation under the Scheme in defined circumstances. Evaluation under the Scheme is not a process intended to assess or reward performance of the post holder. Rather, evaluation assesses demands of the post under pre determined factors. Evidence of additional volume of work or additional work at the same or similar level will not result in a referral for evaluation (it may require management to consider the need to prioritise or redistribute workloads or seek more staff).

The **defined circumstances** in which a request for reconsideration of grading will result in a referral for evaluation under the Scheme are set out below:-

- a. The post is a **newly created post** which has not been the subject of evaluation;
- b. The duties of the post have been substantially changed by a **re-structuring** which has been authorised by the Council since the last evaluation resulting in demonstrably greater demands.
- c. Substantive and permanent changes have been made to or substantive duties have been added to the post due to **statutory changes** to the Council's responsibilities since the last evaluation resulting in demonstrably greater demands.
- d. **Substantive and permanent changes** have been made to or **substantive additional duties** have been added to the post with the authorisation of management since the last evaluation resulting in demonstrably greater demands.

Section B: Procedure for Reconsideration of grading and Referral for Job Evaluation

Where an employee believes their request falls under one or other of the defined circumstances outlined in a – d above they should in the first instance discuss this with their line manager. Following this discussion, if they wish to proceed, they should **complete the Request for Reconsideration of grading and Referral for Job Evaluation Form** at Appendix 1.

The Request should be signed off by the employee, their line manager and the Departmental Director/Head of Service.

The Request should be forwarded to the Human Resources Department. At this time the Manager and with support from the Human Resource department will review the current Job Description, and Person Specification, organisational chart and any other relevant details.

This should be reviewed and agreed with the employee, the line manager and the Departmental Director/Head of Service. Any authorisations relevant to the Request should be included.

Where the line manager and/or the Departmental Director/Head of Service refuse to sign off the Request, their reasons for the refusal should be detailed on the Request form.

Where the line manager and/or the Departmental Director/Head of Service fail to sign off the Request within a period of 28 days, evidence that the Request has been brought to their attention and there is no reasonable explanation for the failure should be submitted with the Request. The period of 28 days will commence when the employee provides the line manager with the Request form. This time frame should be adhered to unless altered by mutual agreement between the parties.

The following documents at 1-4 below should then be forwarded to the Head of Human Resources for consideration. The Head of Human Resources and a member of the Strategic Leadership Team will consider the following information against the defined circumstances outlined at a-d above:

1. Current Job Description, Person Specification and organisational chart.
2. Request for Job Evaluation Form
3. New Job Description, Person Specification and organisation chart (with tracked changes demonstrating the amendments)
4. Reasons for Refusal to sign off Request or Failure to sign off Request.

When it is considered necessary a meeting with the employee to review these documents may be organised. On these occasions the employee may be accompanied by a work colleague or TU representative and can present their Request to the panel which will decide to:

- a. Refer the Request for evaluation under the GLPC Scheme; or
- b. Refer the Request back to the Director/Head of Service for further information to be provided within a defined period no greater than 28 days to allow the Request to be considered at next available opportunity; or
- c. Refuse the Request with reasons explaining the decision.
- d. Refuse the Request and invite the employee to raise or refer the matter for consideration under the Council's Grievance Procedure.

NB: Only where it is asserted by an employee that the decision not to refer a request to evaluation is tainted by some improper motive or is clearly irrational should the complaint be considered under the normal grievance process.

Where a Request for referral is refused under c above the employee can appeal this decision in writing to the Chief Executive, within five working day of the decision stating the grounds for the appeal. The appeal will be heard by an Appeal Panel comprising the Chief Executive and one other senior officer, from the Strategic Leadership Team, not previously involved in the decision. The Employee may be accompanied by a work colleague or TU representative at the appeal. The decision of Appeal Panel is final there is no further right of appeal. However, the Appeal Panel may invite the employee to raise or refer the matter for consideration under the Council's Grievance Procedure in accordance with the circumstance outlined at (d) above.

The outcome of all requests considered by the HR panel will be notified to the Strategic Leadership Team and included within the monthly report to Council.

Section C: Referral for job Evaluation under the GLPC Scheme

Once approved by Council, Human Resources will forward the completed Job Description, Job Specification and organisational structure for evaluation. An evaluation will be undertaken. The employee will be informed of the proposed evaluation and will have an opportunity to make representations to the evaluator. There will be 1 representative from Management and 1 Trade Union side representative from the Council at the meeting. The employee will be informed in writing of the evaluation decision.

If the employee is dissatisfied with the outcome of the evaluation he/she can appeal the evaluation within 28 days setting out the factor and points which are the subject of the appeal. The appeal will be heard by an independent Chair and 1 representative from Management and TU side from another council or as identified.

Effective date of implementation: If the outcome of the evaluation process results in an increase in the evaluated grade for the post, the effective date of implementation of the evaluation is the date on which the Council was informed of the request to refer for an evaluation (is the date on which the final agreed Job details, job description, job specification and organisational chart were signed by the employee, manager and Director/Head of Service).

Appendix 1

REQUEST FOR RECONSIDERATION OF GRADING AND REFERRAL FOR JOB EVALUATION FORM

JOB TITLE	
Name	
Date commenced employment in current post	
Date post was last evaluated	
Date	

1. Has this post been evaluated under the GLPC JE Scheme? Yes/No
2. When was the post evaluateddate/ don't know
3. Were you in post at the time of the evaluation? Yes/No
4. Did you exercise a right to appeal? Yes/No
5. Please identify which of the circumstances identified below is relevant to your Request for reconsideration of grading and referral for evaluation:
 - a. The post is a **newly created post** which has not been the subject of evaluation;
 - b. The duties of the post have been substantially changed by a **re-structuring** which has been authorised by the Council since the last evaluation resulting in demonstrably greater demands.
 - c. Substantive and permanent changes have been made to or substantive duties have been added to the post due to **statutory changes** to the Council's responsibilities since the last evaluation resulting in demonstrably greater demands.
 - d. **Substantive and permanent changes** have been made to or **substantive additional duties** have been added to the post with the authorisation of management since the last evaluation resulting in demonstrably greater.

6. Please outline below and with accompanying documents evidence you have to support your Request?
Yes/No (Please outline below)

Signed: _____ Post: _____ Date: _____
Employee

Signed: _____ Post: _____ Date: _____
Manager

Signed: _____ Post: _____ Date: _____
Director/Head of Service

If the Request Form has not been signed off by the Manager and/or Director/Head of Service please confirm if this is due to a refusal by either or both and attach their reasons for the refusal.

If the Request Form has not been signed off by the Manager and/or Director/Head of Service please confirm if this is due to a failure by either or both and set out your evidence or your attempts to obtain their signature(s) and grounds on which you consider the failure to be unreasonable.

PAY PROTECTION POLICY

Version 0.2

July 2015

Approved at JCNC 30th July 2015.....

Approved at Council.....

Causeway Coast and Glens Borough Council

Introduction

This policy sets out the practice which applies in the Council which aims to support successful organisational change by providing for employees' contractual pay to be protected where it is reduced as a result of organisational restructuring.

The Council recognises the need to ensure that any pay protection arrangements do not perpetuate inequalities or result in unlawful discrimination in pay arrangements. The cost of protecting employees' basic pay will be met by the employing department and pay protection costs must be taken into account when the business case for change is made.

Who is covered by the policy?

The policy applies to all Council employees.

Affected employees will receive written notification of pay protection arrangements applicable to them and the support available.

What pay is protected?

The pay protected will be the employee's substantive pay rate which is the basic pay for the job as defined in the pay and grading structure and including any additional contractual payments, from the date of change of pay.

Pay protection will be for a maximum three year period from the date of change of pay.

Any sick pay, holiday pay, maternity, paternity or adoption pay will reflect the level of protected contractual pay. All protected pay is pensionable.

The following previous and existing components of pay are not protected:

- all pay-related enhancements e.g. overtime, public holiday working
- all non-pay-related allowances e.g. car allowances, subsistence
- allowances, annual leave
- any increase in minimum contractual hours introduced after the operative date of pay protection

Causeway Coast and Glens Borough Council

Pay protection:

- will not apply where employees voluntarily move to another job
- will be adjusted where employees voluntarily reduce their hours
- will not increase to cover additional hours, whether these are permanent or ad hoc.
- will not be applied to non-contractual overtime

What happens during the protection period?

During the protection period:

- there will be no annual incremental progression on the protected grade
- pay awards will not be applied until the substantive grade is equal to or greater than the protected salary.
- Protection may end or be reduced within the three year period where:
 - the employee is successful in securing another role which provides an enhanced career opportunity
 - the new substantive grade catches up with the protected basic salary.
- Employees subject to pay protection will be given support by their line manager under the personal development review process and in addition receive:
 - support in accessing vacancies
 - application and interview training and support;
 - skills and development training
- Council will continue to look for suitable alternative employment during the pay protection period.

Employees have a shared responsibility in seeking redeployment and must adopt a reasonable and flexible approach when considering alternative roles.

What happens at the end of the protection period?

At the end of the three year period, pay will be adjusted to nearest point of the substantive grade.

What is the effect on pension benefits?

In certain circumstances it is possible to protect pension benefits where there has been a reduction in pensionable pay however employees must be aware that benefits can only be protected in accordance with the NILGOSC regulations in place and advice and guidance should be sought from the Human Resources Department in relation to this.

Review Period of Policy

To be undertaken after 12 months after implementation

Causeway Coast and Glens

Borough Council

**WORKPLACE VIOLENCE, LONE WORKING AND
PERSONAL SAFETY POLICY DIRECTIVE**

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1. Introduction

This Policy Directive, in the context of employee safety, will focus on the three specific issues, namely, lone working, workplace violence and personal safety. It will also provide guidance to managers and employees on how to manage each of them respectively.

It is the responsibility of senior managers, line managers and individual employees to identify which, (if not all) of the three issues highlighted, may be of concern in the work place; and to ensure that suitable and sufficient risk assessments are undertaken.

For the purposes of this policy directive the following definitions are applicable:

Lone Working:

HSE defines a lone worker as someone who works by themselves without close or direct supervision, lone workers include those who:

- work from a fixed base, such as one person working alone on a premises (e.g., Waste transfer station, Caravan park, Marina, Harbours);
- work separately from others on the same premises (e.g. caretakers, plant room operators, receptionists) or work outside normal hours;
- work away from a fixed base (e.g. field staff, planners, EHOs, Building Control, Enforcement officers);
- work at home (homeworkers); and
- mobile workers (e.g. some drivers).

This definition covers a wide range of circumstances with varying degrees and types of risk. Therefore, it is important for managers, with employees, to identify the hazards of the work and assess the risks involved before applying appropriate measures.

Workplace Violence:

The Health and Safety Executive (HSE) defines workplace violence as, ***'any incident in which a person is abused, threatened or assaulted in circumstances relating to their work'***.

Council's grievance and disciplinary procedures apply, as appropriate, to incidents between employees, or where an employee is the aggressor against a non-employee. Workplace violence can be physical or non-physical; basic examples of each include:

Physical

Physical assault
Pushing and shoving
Damage to personal property
Kicking, biting, punching, spitting, etc.
Unwanted physical contact

Non-physical

Threats and threatening gestures
Abusive phone calls, letters, e-mails
Verbal abuse
Bullying/harassment
Insults, innuendo, ridicule, sarcasm

Personal Safety

Personal Safety is defined as, ***'personal precautions taken to ensure, so far as is reasonably practicable, the safety of the individual'***. Personal safety overlaps both lone working and workplace violence and, to some extent, also acts as a catchment for issues not

directly addressed by either. Personal safety guidance, which may be equally applied in a work context or non-work situations, is contained in **Appendix 1** for reference by managers and employees.

2. LEGISLATION

There is no specific health and safety legislation addressing lone working, workplace violence, or personal safety. However, the following legislation applies to all three issues:

The Health and Safety at Work (NI) Order 1978

The Health and Safety at Work (NI) Order 1978 places general duties on both employers and employees, which are applicable to lone working, work-related violence and personal safety.

The three primary examples being:

- a. It shall be the duty of every employer to ensure, so far as is reasonably practicable, the health, safety and welfare at work of all his employees
- b. Employers must supply adequate information, instruction, training and supervision to ensure, so far as is reasonably practicable, the health, safety and welfare of their employees
- c. Employees must take reasonable care for their own and others safety and must co-operate with employers so far as it is necessary to enable them to meet their own obligations.

Management of Health and Safety at Work Regulations (NI) 2000

The Management of Health and Safety at Work Regulations (NI) 2000 require risk assessments to be undertaken. Any lone working, violence at work and/or personal safety issues must be taken into consideration when conducting such assessments and, where any significant concerns are identified, specific risk assessments should be undertaken and appropriate controls put in place. If there are five or more employees, under the regulations, the significant findings of a risk assessment must be recorded.

3. MANAGING THE RISKS ASSOCIATED WITH LONE WORKING

Where an employer/line manager identifies lone workers, lone working practices, or lone working concerns, then they must ensure, so far as is reasonably practicable, their own personal safety and the safety of their employees. Therefore, managers should take into consideration the following three stages in the management of lone working risks.

STAGE 1: Risk Assessment

Where work activities are likely to be undertaken by a lone worker then they must be risk assessed by the immediate line manager, in consultation with the employee. Where there are significant findings made, these must be recorded and relayed to the individuals concerned. Consideration should be given to:

- a. The remoteness or isolation of the workplace;
- b. The duration of the task(s);
- c. Equipment, machinery and tools (including those being used, worked on, and/or moved);

- d. The presence of any hazardous substances;
- e. Communication facilities, procedures and problems;
- f. The potential for violence and/or criminal activity;
- g. The nature of any possible injuries;
- h. Whether personal health and fitness is an issue;
- i. Access and egress;
- j. Emergency procedures (including evacuation routes out of normal working hours);
- k. Assessing if it is a "one person" job (taking into account all of the above, and any other relevant factors, e.g. can one person safely undertake the activity).

STAGE 2: Control Measures

Measures must be designed and implemented to eliminate and/or minimise any significant risks identified, so far as is reasonably practicable. Such control measures will often comprise of a combination of approaches; therefore managers should give consideration to the following:

- a. Eliminating the need for lone working (doubling up, changing shift patterns, etc.);
- b. Authorisation systems for lone working/out of hours working (including monitoring and permit to work procedures, etc.);
- c. Pre-inspection of work places to ensure emergency provisions are in place (escape routes, fire extinguishers, first aid equipment, etc.);
- d. Communications procedures including booking in and out, call-back systems, alarm facilities, arrangements for periodic checks, and any equipment requirements such as radios, personal alerts, mobile phones, etc.;
- e. Medicals (where personal health and fitness may be an issue for lone workers);
- f. Safe systems of work (specific procedures and method statements);
- g. Information and training.

Where it is not possible to implement arrangements for a person to work alone in safety, then alternative arrangements may have to be introduced; for e.g. providing help or back up services.

STAGE 3: Supervision

Although it may not possible to provide constant supervision to lone workers, it is still an employer's duty to ensure they are healthy and safe at work. Supervision can help to ensure that employees understand the risks associated with their work and that the necessary health and safety precautions are carried out.

Supervision of health and safety can often be carried out when checking the progress and quality of the work during periodic site visits and team meetings, combined with regular contacts in which health and safety issues are raised.

The extent of supervision required depends on the risks involved and the ability of the lone worker to identify and handle health and safety issues. Employees new to a job, undergoing training, doing a job that presents special risks, or dealing with new situations, may need to be accompanied at first, or until the manager is satisfied that they are suitably competent to work alone.

Stage 4: Monitor and Review

Any lone working practices and safe systems of work must be monitored and regularly reviewed by management to maintain their effectiveness. This should take the form of both informal monitoring, on a day-to-day basis, and formal, via safety inspections.

Risk assessments referring to workplace violence, lone working and personal safety must be reviewed at regular intervals (annually is the recommended minimum), and whenever there is any reason to suspect they are no longer valid.

Employees are responsible for adhering to this guidance and the outcomes of risk assessments; they should report any incidents or concerns, relating to their safety, to their respective line managers as soon as possible.

Lone Working Procedure

Council has developed a specific Lone Working Procedure which must be adhered to when staff are lone working and in managing the risks associated with lone working. This Procedure is outlined in **Appendix 2**.

4. MANAGING THE RISKS ASSOCIATED WITH WORKPLACE VIOLENCE AND AGGRESSION

One of the primary risks associated with lone working is an increased susceptibility to work-related violence and aggression. Council recognises that it has a duty to protect the safety and well-being of all staff who deal with customers and members of the public in potentially difficult and/or confrontational situations. Therefore, all reasonable steps must be taken to: remove or reduce the likelihood, and affect, of violent or abusive behaviour towards any employee; demonstrate that this type of behaviour will not be tolerated; and take action, in so far as is reasonably practicable, to prevent any further reoccurrences.

Council expects its employees to comply with any safe system of work, or procedure, designed to protect them, or others, from the risk of violence or aggressive behaviour.

Where there may be the potential for employees to be exposed to workplace violence and/or aggression then (similarly with the lone working risk-management stages outlined above) the following three basic stages should be used to manage the risks.

STAGE 1: Risk Assessment

The primary aim of the risk assessment is to establish if employees are potentially at risk of work related violence and aggression. If this is the case, it would be important for managers to:

- 1) Decide who may be harmed and how.
- 2) Evaluate the risk and check the existing arrangements for staff; by asking yourself the following question, are the existing precautions adequate or should more be done with, for example:

- The level of training and information provided;
- The working or surrounding environment;
- The design of the job; and,
- The provision of emergency procedures and equipment.

The two most important information sources available to managers, as a foundation for carrying out this type of risk assessment, are:

(i) Employee consultation; i.e., discussions with relevant staff regarding perceived hazards from their lone working activities, and/or;

(ii) Incident Reporting/Investigations (template available on the staff portal)

Analysis of the results of either should identify whether there is a potential risk and what could be done to remove or reduce those risks.

(i) Employee Consultation

In respect of undertaking workplace violence and aggression risk assessments, and, indeed, in any risk assessments for that matter, it is critically important to consider the views of employees. Effective communication between management and staff is essential in the context of risk management.

Each applicable service area should maintain a register of individuals known to present a potential risk due to violent or abusive behaviour towards the Council's employees. Managers should ensure that employees are aware of such individuals.

(ii) Incident Reporting/Investigations

Under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (NI) 1997 (RIDDOR) any incident of physical violence, or aggression, which results in a fatality, major injury, or an injury where the employee is off work for more than three days, should be reported to the HSENI.

Only physical injuries resulting from acts of violence, suffered by people who are at work, need to be reported to the HSENI. However, incidents may also need to be reported to the PSNI. It is usually best that the line manager seeks the views of the injured person where possible prior to reporting incidents to the Police. **Guidance on this is available in Appendix 4.**

All violent or aggressive incidents must be reported to Line Managers, and recorded and investigated in accordance with the Accident/Incident policy directives. Where applicable, the incident should also be noted in the premises Health and Safety file.

Violent and aggressive behaviour will not to be tolerated by Council, and all incidents must be reported and investigated.

Analysis

All accident/incident data will be recorded on a suitable web based software system for data preservation and analysis. This is essential in confirming those at risk, identifying trends, and assists in predicting potential future developments. Incident reports will be discussed at the relevant directorate/Health and Safety Committee meetings. Existing control measures must then be assessed for effectiveness and further control measures identified and implemented if required.

Stage 2: Control Measures

The emphasis must be firmly on 'preventative measures', under each of the four main headings:

1. Job design
2. The workplace environment
3. Training
4. Post incident action and support.

1. Job design

Whilst operational needs and constraints will have a significant impact on job design, consideration should be given to whether there are procedural changes that can be introduced that may reduce the risk of work-related violence. Examples include:

- a. Eliminating lone working by doubling up;
- b. Interviews/meetings to be conducted at the council offices where possible;
- c. Staff to be accompanied by the police where it is felt necessary in violent or aggressive situations;
- d. Increasing staff levels at high-risk times;
- e. Altering shifts to avoid high-risk times;
- f. Eliminating or minimising the handling of cash, or other 'attractive' items;
- g. Allocating known 'difficult' customers to more experienced staff;
- h. Changing the way customers make enquiries or gain information;
- i. Systems for monitoring/communicating with personnel when away from the workplace (booking in and out boards, regular checks, telephone procedures, etc.);
- j. Designated Persons within departments to take responsibility for staff booking in and out;
- k. Contact board or visits list kept up to date. All appointments must be logged including start/departure time and projected finishing/return time;
- l. Staff to be well briefed about whom to contact for assistance where necessary.

2. The workplace environment

The environment in which meetings or contacts take place and the provision of information to the public can have a positive influence on attitudes and behaviour. This centres on the physical aspects of the workplace; examples include:

- a. Use of closed circuit television (CCTV);
- b. Controlled access;
- c. Improving lighting in appropriate areas;
- d. Removing potential weapons from the workplace;
- e. Provide panic buttons/alarms.

3. Staff Training

The Council will provide information, instruction and training (Maybo Conflict Management Training), as appropriate, to ensure that staff required to work on their own are competent. This is also to ensure that they are aware of any associated risks and how to reduce the occurrence and deal with violence and aggression at work. Induction training for new employees will include information on dealing with violent/aggressive behaviour.

Training in the prevention and management of workplace violence will be made available for all employees who come into direct contact with clients, public and visitors; as well as awareness training on reducing the risk of a violent incident; coping with a violent incident; and to be aware of the likely aftermath of a violent incident, in terms of their own reactions and reactions of others. Training will also focus on raising awareness of personal safety and how to deal with work-related violence. Staff should also be made familiar with this policy directive and risk assessment findings.

4. Post incident action and support

Where a physical assault has taken place, the injured party becomes the priority and the primary concern must be an appropriate level of intervention, for e.g. first aid. However, in all cases, support for the employee may still be necessary; therefore, consideration should be given to the following:

- a. **First line debriefing:** Carried out as soon as practicable after the incident, normally by the immediate line manager, or equivalent, with all or some of the following aims:
 - To provide relevant individuals with the opportunity to talk through their experience;
 - To establish details of the incident;
 - To assess the effectiveness of existing policies, procedures, etc.;
 - To identify individuals who may need further support;
 - To re-establish a safe working environment as soon as possible.

- b. Available support:** All employees involved in any such incidents should be advised of how to avail of the Council's Employee Counselling/Welfare service. Line Managers uncertain as to whether individuals may need further support, should contact an Employee Occupational Counsellor for advice and guidance.
- c. Professional debriefing and/or critical incident stress debriefing (CISD):** Can only be provided by appropriately trained personnel, such as the Employee Counsellor, and can be arranged via Human Resources. Interventions aimed at preventing long term psychological issues must be provided as soon as practicable after the incident to be effective.
- d. Time off work:** Should be considered, with the duration based on the seriousness of the incident and on the impact on the individual. GP's may make recommendations, but remember that individuals may also need time to see solicitors, insurers, etc.
- e. Legal assistance:** In serious cases legal help/advice may be appropriate.
- f. General support:** Ensure the workplace is sensitive to what has occurred, and that other employees act in support of the victim.
- g. Feedback:** Ensure the individual is kept apprised of any relevant developments, particularly with regard to actions initiated to prevent recurrence.

Record your findings

Managers should keep a record of all documentation pertaining to the aforementioned three stages, particularly the significant findings of the risk assessments.

Stage 3: Monitor and Review

Work-related violence procedures and safe systems of work must be subject to regular monitoring and reviewing to ensure effectiveness. This should take the form of both informal monitoring on a day-to-day basis; and, more formally, via safety inspections/checks.

The training and responsibilities of individuals will be monitored by the Council through its management and appraisal processes.

Risk assessments must be reviewed at regular intervals and whenever there is any reason to suspect they are no longer valid.

Employees are responsible for adhering to procedures and should report any incidents or concerns relating to the safety and effectiveness of procedures, and general working arrangements, to their respective line managers as soon as is practicable.

5. POLICY DIRECTIVE SUMMARY

The topics addressed in this document are varied and potentially complex, for example: risks to 'lone workers' can equally apply to pairs of workers; work-related violence can take many forms; and personal safety is influenced by a variety of factors. It is difficult to provide general advice that will address every scenario/eventuality. Therefore, it is essential that line managers carry out individual risk assessments and implement control measures, as required, and that lone workers have an awareness of their own personal safety and employ basic precautions.

The complexities and variations inherent in lone working and personal safety, in general, can make it difficult to determine the most appropriate course of action. However, as a general guide managers and employees should remember the acronym '**SAFER**':

- S** : Step Back – do not rush in without regard to your safety and that of others
- A** : Assess threat – identify potential dangers
- F** : Find Help – inform colleagues, seek help from others
- E** : Evaluate options – i.e. deal with the situation, get assistance, move to place of safety
- R** : Respond – using the most appropriate option, re-evaluate situation continually.
(Source: Maybo 2015 – Leaders in Conflict Management Training)

These steps will form the foundation of the Maybo conflict management training that will be delivered to all identified employees.

6. EVALUATION AND REVIEW OF THIS POLICY DIRECTIVE

The content and application of this policy directive will be reviewed annually by the Council's Health and Safety Unit, Senior Management Team and Health and Safety Committee.

A review may be required for a number of reasons, including:

- New legislation being published or existing legislation being updated.
- New guidance being published or existing guidance being updated.
- Research, monitoring or auditing suggests that a review may be required.
- Incident investigation suggests that a review may be required.

Appendix 1

PERSONAL SAFETY GUIDELINES

Being in control and avoiding risky situations are the best forms of defence. Whilst no policy or procedure can guarantee the safety of every individual in every situation, there are numerous sensible precautions that can be taken to increase levels of personal safety, some of which are listed below. These precautions can be applied both at work and out of work; they also apply in the case of lone working and can be used as controls in any associated risk assessments.

Never assume that 'it won't happen to you'. Trust your instincts - if you feel intimidated or uneasy then act on it immediately. Your primary aim should be to get away to a place of safety if you feel threatened.

1 Interacting with Customers and the Public

Employees interacting with customers and the public should consider the following:

- Look confident - but not arrogant: Confident people are less likely to be attacked.
- Smile and make frequent eye contact: A pleasant attitude makes a difference.
- Be honest: Give reliable information, admit uncertainties, delays, etc., when they exist and don't hesitate to apologise if a mistake has been made.
- Be consistent and fair: All customers should be treated equally and fairly.
- Be efficient: Avoid keeping people waiting, if unavoidable keep them informed. Ensure that all customers are kept advised on how their individual issues are being addressed.
- Avoid giving out personal information - be wary of people asking personal questions.
- Establish a rapport with them.

2 Dealing with Aggressive People

Employees who find persons with whom they are dealing becoming aggressive should consider the following:

- Stay, or at least appear calm - breathe slowly.
- Be aware of your posture - try and appear relaxed, avoid folding arms, hands on hips, pointing, or other body language that could be interpreted as aggressive.
- Avoid prolonged eye contact - do not try to 'out stare' them
- Keep your distance - avoid any physical contact.
- Speak slowly, avoid long sentences, and keep your tone calm but confident.
- Listen! The main problem may well be due to poor communication.
- Negotiate where possible. Consider suggesting going to see a colleague if applicable.
- Where applicable/practicable try to change the subject.
- Call your supervisor/line manager if situation is deteriorating.
- Report the incident if warranted.

3 Dealing with Abusive Phone Calls

When a phone call becomes abusive employees should:

- Advise the caller that it is Council policy not to prolong calls if abuse continues.
- Ask caller for name and telephone number and arrange to call back at an agreed time.
- Report incident if warranted

4 Meeting and Interviewing

Employees who are required to meet or interview should:

- Avoid meeting people alone where possible.
- Keep waiting times to a minimum, if there is a delay, keep the visitor informed.
- Make sure that someone knows who and where you are meeting/interviewing and the expected duration of the meeting/interview make visitor aware that this information has been passed on.
- Try and select a room that is visible to others, i.e. with windows, glass panels, and that is well lit. If you cannot be seen in the room devise a checking system with a colleague.
- If you accompany a visitor to a room walk level with him/her, go in front when walking upstairs, and behind when walking downstairs.
- Avoid standing while the person is seated during the interview/meeting - it gives an impression of crowding or superiority.
- Avoid sitting directly opposite or at a higher level, which can be seen as confrontational.
- Site your chair nearest the door, do not 'corner' yourself - if possible use a room with two doors.
- Should staff feel the need to exit a room if a visitor becomes aggressive, they should provide a realistic excuse/reason delivered in a calm manner so as not to alert the aggressor and for the individual to leave the room safely.
- Use of Code words (sentences, words or names to be given to fellow members of staff to alert them to a potential escalating situation). These code words should be agreed with fellow members of staff prior to meeting.
- Make sure the person is returned to a public area following the meeting/interview.

5 Visiting People at Home or at Other Premises

Staff whose job involves visiting homes or other premises should consider the following:

- Is it necessary to go to them? Can they not visit you on Council premises?
- Where possible make an appointment - confirm by letter/telephone
- Where possible check the persons history prior to the appointment
- Assess whether two people should go instead of one, or whether police support may be required (either physically or at least via notification)
- Record the appointment, including details of person being visited and likely duration of visit, schedule plus, etc., ensuring others know where this is kept
- Follow any relevant procedures for monitoring movements outside the office (white board listing, charged mobile phones with emergency phone numbers programmed in, phone checks, personal alarms, etc.)
- Do not take unnecessary bags, cases, etc.
- Conduct visit/appointment during normal working hours if possible
- If driving find a safe place to park (facing out of a cul-de-sac, near a light after dark, etc.) close to where you are visiting
- Ensure you have your staff ID and, if necessary, your appointment letter
- Have a panic alarm concealed but ready to use if a situation develops
- Assess the situation as you approach. If in doubt – get out.
- Check the name of the person and introduce yourself properly, clearly indicating where you're from and the nature of the visit/appointment. If person you are supposed to meet is not available then do not enter – arrange to call back.
- Do not enter if met with aggression at front door, or if person appears to be under the influence of drink, drugs or appears unstable.
- On entering the premises, ask if anyone else is within the building, to ascertain if more caution is needed.
- Try and conduct meeting at entrance or front of building/front room - always be aware of nearest escape route. Try and check how the door locks if you enter.

- Stay alert. Leave if there is a change of mood towards aggression or any sort of threat is sensed - trust your intuition. Do not respond to aggression with aggression – leave.
- Should staff feel the need to exit a room if the person they are visiting becomes aggressive, they should provide a plausible excuse (a realistic excuse/reason delivered in a calm manner so as not to alert the aggressor and for the individual to leave the room safely.
- If another person enters the room re-assess the situation. If you are uncomfortable then politely terminate the visit the visit and leave.
- Where possible avoid going from premises to somewhere else with a stranger. If unavoidable inform the office and/or a colleague of the changes, including details of the new destination, duration, etc.

6 When Driving

The following considerations (in association with the driving at work policy statement and drivers' handbook) should be taken by all employees when driving either Council or private vehicles at work or out of working hours.

- Keep your vehicle serviced and check tyres (including the spare), oil, petrol, etc.
- Carry a torch, and consider carrying some warm, waterproof and/or high visibility clothing in the boot
- Have enough fuel to complete your journey
- Consider joining a national breakdown organisation
- Consider communications - ideally have a fully charged mobile phone, if not, some change and/or a phone card along with a list of emergency numbers.
- Plan your route in advance, have the necessary maps if applicable
- Keep doors locked and windows/sunroofs closed as far as possible - especially when in slow traffic, approaching traffic lights, junctions, etc.
- Keep bags, briefcases, mobile phones and other valuables out of sight.
- Keep all equipment/documentation relating to your occupation out of sight.
- Do not pick up hitchhikers, and avoid taking customers/other new contacts.
- If you see an incident, or someone tries to flag you down, don't stop without first thinking of your own safety.
- If approached when stopped, stay in your vehicle, keep the doors locked and start engine running and only open the window enough to talk through.
- If you think you are being followed try to alert other drivers by flashing your lights and sounding your horn, remain in, or drive to, the nearest built up area, and look for the nearest police station.
- When parking, select a spot, so far as is reasonably practicable, that will allow easy egress and is in a busy, well-lit place. Park as close to where you are visiting as possible. If parking in daylight consider what it will be like after dark.
- Always lock your car, even if only in a garage forecourt paying for petrol, and secure any valuables in the boot. Leave no 'attractive' items on display.
- Approach your car with your keys to hand so as to avoid being distracted.
- Always quickly check the inside of your car before opening the door.
- Do not approach your car if you think it has been tampered with, go to a public place and call the police.

7 When on Foot

When a pedestrian the following personal safety measures should be observed:

- Always be alert and aware of your surroundings.
- Ensure, as far as possible that you know where you are going - avoid taking shortcuts in unfamiliar areas
- Assign to your mobile phone the local PSNI station telephone number for a quicker response in the event of an incident or the 999 emergency number.
- Try and avoid walking alone at night.

- Keep to busy, well lit, streets as far as possible. Avoid alleys, parks etc.
- Walk on the right hand footpath facing oncoming traffic.
- Conceal 'attractive' items such as mobile phones, jewellery.
- Avoid wearing radios/stereos, they reduce awareness and are attractive items.
- Don't carry excessive cash - carry wallets/purses securely (inside pockets, etc.)
- Consider your clothing - does it stand out? Can you run in it (high heels, etc.)?
- Be wary of stationary vehicles with the engines running and people sat in them.
- Trust your instincts and avoid crowds or groups, which may feel threatening.
- Try and wait in a public well-lit area.
- Should you feel threatened or at risk, contact a designated colleague to assist.

8 When Using Public Transport

- Avoid using buses and trains on your own at night where possible.
- Where you do have to wait for a bus at night stand in a well-lit place, preferably near other people, and, once on the bus, sit near the driver.
- If alone on a train at night move and sit near other people, avoid empty compartments and compartments that have no access to corridors or other parts of the train, and if uncomfortable either gets off at the next stop or switch carriages.
- When getting off a bus or train late at night, or in an unfamiliar area, try and attach yourself to groups of people and walk purposefully towards your destination or get someone to meet you.

9 When Using Taxis

The following precautions should be observed when using taxis:

- Use a reputable/recommended taxi company, or hail a licensed cab.
- When possible book by phone- consider getting drivers name/ vehicle details.
- Confirm it is your taxi (Driver knows your name/destination).
- Do not get into a cab you haven't asked for.
- If possible share a cab with a friend - it's both safer and cheaper.
- Always sit in the back.
- Have the fare ready before you reach the destination.
- If going home have your door key ready so that you can enter immediately.
- Ask the taxi driver to watch and ensure you enter your destination safely.

10 Monitor and Review

Employees should regularly review their individual procedures and activities, to assess any potential personal safety implications, and to consider possible precautions. Where significant changes occur, such as a change in procedure, a new task, a new area, etc, employees should be more vigilant.

- Do you set 'patterns' that make you an easy target i.e. always walk home by the same route at the same time past a poorly lit alleyway?
- Do you do your shopping at the same time/place every week?
- Do you check visitors ID before letting them in?
- Have you considered getting your friend and family to phone prior to calling at your home? This allows you to be more aware or guarded towards unannounced visitors.
- Would you be aware if you were being followed or watched?
- Have you considered installing an alarm, security lights and timer switched for lights?
- Considered how you would react to different scenarios (fight, flight or co-operate)?

LONE WORKING PROCEDURE

Council is committed to the health and safety of all their staff and hence expect all employees, when lone working, to adhere to the following safe working procedures which have been developed in line with the Lone Working and Personal Safety Guidance.

1. Responsibility

The personal safety of all employees is a responsibility shared by the employer, line managers and by individual employees.

The Employer must ensure that proper systems are in place for the personal safety of their employees.

Line Managers: Before an employee can work alone, their line manager should ensure that employees are given adequate information, instruction and training. It is the responsibility of line managers to assess when an employee reaches an adequate competence level so that they can work without close supervision and / or become a designated lone worker. The line manager must ensure that the procedures contained in the policy are properly operated.

Employees should be aware of the potential for risks to their health and safety to arise from work related violence and aggression. They should also advise line managers and colleagues of any risks/incidents/issues that they may have encountered, identified, or experienced.

All staff must adhere to instructions contained in the Workplace Violence, Lone Working and Personal Safety Policy Directive and any associated documentation. Also, employees must complete a *Lone Worker Details Registration Form* (Appendix 3) which must be stored at an accessible location.

It is important that employees highlight unsafe conditions to their line manager and complete an amended registration form if their details change (e.g. new mobile phone number).

2. Safe Working Procedure

General

All employees should be made aware of the Policy Directive, and receive appropriate training in lone working/personal safety.

Employees undertaking duties where they may be exposed to a significant risk(s) should have access to adequate first aid facilities, carry an identity card, a basic first aid kit in their vehicle (if they are mobile workers), a list of staff contact phone numbers, personal alarm/panic alarm, and a mobile phone.

Employees should use mobile telephones to alert the office if they are in trouble. All mobiles must have an answering machine facility.

Where contact is difficult or impossible using mobile communications, employees should resort to landline telephones in order to prevent an alarm being raised unnecessarily.

Communication black-spots, within the Borough, should also be mapped and made known to management and employees accordingly.

3. Office Hours (09:00-17:00)

Employees should NOT undertake visits to locations which are unknown or considered to present a risk to their health & safety alone.

When there is a need to visit such a location a risk assessment must be carried out and there should be consultation with line managers so that appropriate decisions can be made.

An electronic diary shall be maintained by each employee shared with their line and office manager. Details of appointments/visits to include time leaving the office, exact address of location(s) to visit, expected time of arrival back to office.

Employees who will NOT be coming directly to the office in the morning should record details in the central diary, on the previous day, or contact the office by 10am, that day, to enter /amend details.

Each day, full details of premises or areas that the employee intends to visit must be recorded in the individual officer's electronic diary.

Employees who will NOT be returning to office in afternoon must contact the office by 5pm to confirm that they are safe and when they finished work, or are likely to finish work.

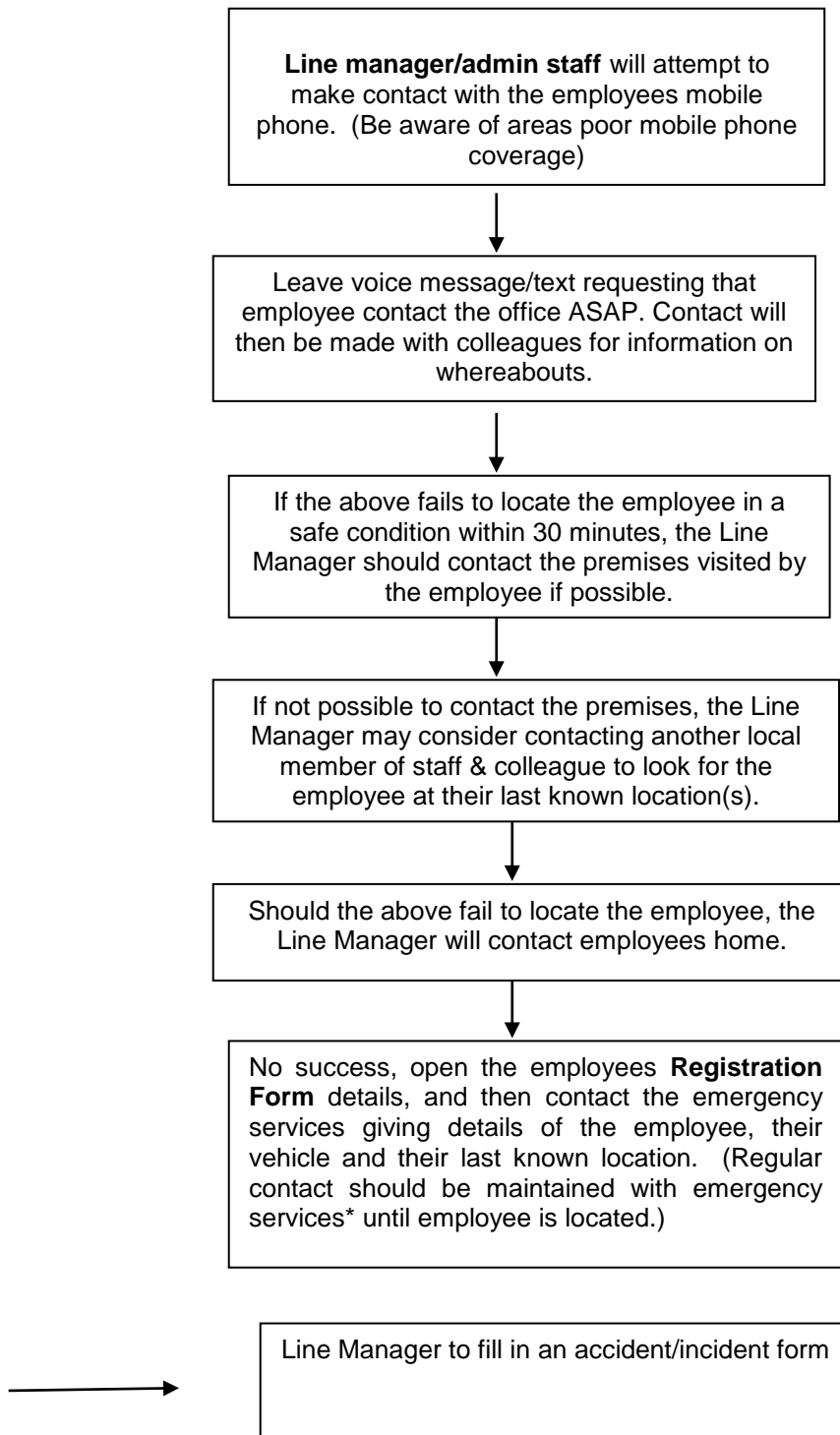
4. Follow up Procedure

In the event of a deviation from the safe working procedure above, for example, if an employee fails to contact, or appear at their place of work, when expected, then the procedure below will be followed. An accident/incident form should also be completed.

Follow up Procedure

If an emergency has been declared the following procedure will be initiated:

Office Hours



**During all of the above steps there should be continuous attempts to establish contact with the employee, and a log of all steps taken should be kept.*

5. Out of office hours (17:00-09:00)

Employees should **NOT** undertake out of hours visits on their own to locations which are unknown or considered to present a risk to their health & safety.

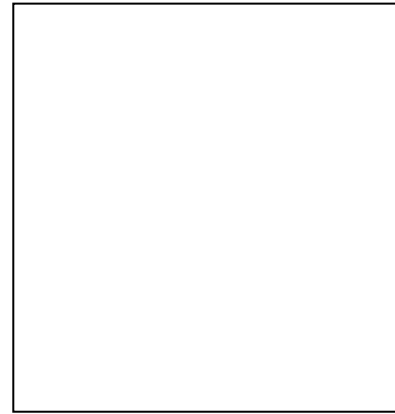
When there is a need to visit such a location a risk assessment must be carried out and there should be consultation with the line manager so appropriate decisions can be made.

If an employee is concerned about a particular visit/appointment, they should be accompanied by a colleague. This can also help if the issue is difficult, or if the appointee is liable to make an allegation against the employee.

All employees working outside office hours must make arrangements with their line manager to provide a point of contact in relation to duties out of office hours (i.e. a phone call or text message to line manager or appointed person). In the absence of the line manager, the employee must be assigned a designated point of contact in relation to duties out of office hours. They must inform the designated person of the exact details of the location, who they'll be meeting and their expected time of return. If the person does not return by the expected time attempts must be made to contact them. If this is not possible, it might be appropriate to contact the emergency services.

6. Review

This procedure will be reviewed annually, or sooner, in the event of changes to the systems, activities, procedures, or personnel.



**Appendix 3
EMERGENCY/ LONE WORKER
REGISTRATION FORM**

Please circle as appropriate: NEW UPDATE

ESSENTIAL

Date Form Completed			
SURNAME:			
FORENAME:			
JOB TITLE:			
TEAM:			
BASE OFFICE:			
HOME TEL :		ALTERNATIVE TEL :	
CONTACT NAME :		CONTACT NAME :	
OFFICE TEL :		WORKS MOBILE TEL :	
OTHER MOBILE TEL :		PAGER :	
HOME ADDRESS:			
CAR MAKE:		CAR MODEL:	
CAR COLOUR:		REGISTRATION:	
EMPLOYEE DESCRIPTION (OPTIONAL)			
HEIGHT		WEIGHT	
HAIR		EYES	
FRAME			
LINE MANAGER		TEL:	

ONCE COMPLETED THIS FORM WILL REMAIN STRICTLY PRIVATE & CONFIDENTIAL

IF ANY CHANGES OCCUR, THE EMPLOYEE MUST INFORM THE LINE MANAGER TO ENSURE THE REGISTRATION FORM IS KEPT UP TO DATE. THIS FORM SHOULD BE REVIEWED ANNUALLY

INFORMATION NOT TO BE DIVULGED EXCEPT DURING A LONE WORKER/EMERGENCY ALERT AND ONLY TO AUTHORISED PERSONNEL/EMERGENCY SERVICES

Appendix 4 Reporting Violent and Aggressive Incidents – Guidance

Good reporting and recording systems are essential for identifying places and work activities where violence can be a problem. In order to address the problem of workplace violence it is imperative that all employees are instructed and encouraged to report all instances where they are assaulted, threatened, or feel threatened and that formal reports are filed in accordance with internal procedures. This will allow the management to:

- i. Devise appropriate preventative strategies and control measures; and,
- ii. Monitor whether these strategies are effective.

Definitions

The following definitions have been listed to make clear the range of actions and behaviours that constitute violence to staff to ensure that accurate reporting of all incidents takes place. The attack definitions listed below make clear the types of acts or behaviours that should be reported in every instance:-

Physical Abuse	An act where there is physical or actual harm through being struck
Verbal Abuse	Any verbal abuse or unacceptable behaviour either face to face or by telephone.
Verbal Threats	Any threat to the member of staffs person, property livelihood or family
Spitting	Any instance where the staff member is spat at directly, whether or not if they have been physically assaulted
Physical Posturing	Any aggressive stance in which the member of staff feels threatened or undermined
Physical Armed	Any item used as a weapon or missile
Other	Any other type of verbal or physical abuse not covered above.

Reporting/Recording Incidents

The primary reason for recording incidents involving employees is to ensure that management are fully informed of the circumstances of all incidents and that immediate action can be taken to prevent, as far as possible, a recurrence. The reporting process also allows the management to demonstrate support for the injured person and to record details to allow them to fulfil their legal responsibilities under RIDDOR (NI) 1997 (Reporting of Injuries Diseases and Dangerous Occurrences Regulations)

If there is an incident, connected with work, involving an act of physical violence and your employee, or a self-employed person, working on your premises, suffers a major injury (e.g. a fracture, admittance to hospital for more than 24 hours, or an over-three-day injury) you must report it to the appropriate enforcing authority within ten days on an NI2508 form (major injuries should be telephoned in to the appropriate authority immediately followed by the submission of the NI2508 form).

An over-3-day injury is one which is not "major" but results in the injured person being away from work or unable to do their full range of their normal duties for more than three days. A record must be kept of any reportable injuries. This must include the date and method of reporting; the date, time and place of the event, personal details of those involved and a brief description of the nature of the event.

Further details and information on accident/incident reporting, and investigating can be obtained from the internal Accident/Incident Reporting and Investigation Policy Directives.

Responsible Person

The responsible person, who should sign and date the accident/incident form, should be the manager or supervisor.

The person signing the form should be fully aware of their responsibilities to ensure that appropriate action is taken immediately to prevent any recurrence of the incident.

If required managers should also offer assistance to the employee in reporting the incident to the Police, and ensure, where appropriate, in terms of RIDDOR, that notification is forwarded to the Health and Safety Executive (NI).

Reporting incidents to the Police

All employees have the right to report any incident in which they have been involved to the Police. They are entitled to expect the positive support and backing of their management should they wish to exercise this right. All managers and supervisors should therefore clearly understand their responsibility to assist in reporting the matter, if requested to do so on behalf of the employee affected.

To assist in this process all employees should be instructed to record details of incidents and alleged assailants as soon as possible after the event. Line managers will also be responsible for ensuring that an internal accident/incident form has been completed.

Summary

In order to address the root causes of violence to employees it is vital that all information relating to the frequency, type, location and work activity of the affected employees is being accurately recorded. This will provide the information required by management to firstly take immediate steps to support their employees and take remedial action to prevent recurrence and secondly to fulfil their legal responsibilities to ensure that reportable incidents are being reported and recorded as appropriate.

Both management and employees have a role to play in this process;-

Employer's responsibilities

- Ensure that the internal accident/incident report form is readily available for employees to record all instances of work related violence (see definitions above)
- Ensure that immediate steps are taken, following an incident, to provide support to the employee and to take steps to prevent any recurrence.
- Ensure that all control measures devised following an incident, and subsequent investigation, are fully implemented
- Ensure that all incidents where appropriate are reported to the relevant authorities (see guidance above)
- Provide appropriate feedback to their employee of all actions taken and any proposed further action to prevent recurrence of the circumstances.

Employees' responsibilities

- Ensure that following all incidents they complete as soon as possible after the event the report form.
- Co-operate with their employer in the development and implementation of required control measures
- Co-operate with the reporting of all incidents to external authorities as appropriate



Equality & Diversity
in Local Councils

29 April 2015

Dear Colleague

Appointment of Diversity Champions

In 2011, the Commission established a single Equality and Diversity Group which encompasses all the equality and diversity work in councils, including Section 75 statutory duties.

One of the key elements of this initiative has been the appointment of a network of Diversity Champions to actively promote the equality and diversity agenda in councils. The Commission has encouraged all councils to commit to the initiative and to appoint both an officer and an elected member to act as Diversity Champions. A role specification for the Diversity Champions is enclosed for information.

We are now inviting the 11 new Councils to participate in this initiative so I would ask you to confirm which officer(s) and elected member(s) will act as Champions for your Council. We are planning a programme of events for Diversity Champions so I would be grateful if you would advise diana.stewart@lgsc.org.uk of the names (and contact details) of your Champions by 22 May 2015 so we can invite them to these events.

Equality and Diversity Framework

The enclosed Equality and Diversity Framework was drafted and launched by the Equality and Diversity Group in 2013, and endorsed by the former 26 councils. I would now seek your co-operation by including the Framework on the agenda of an appropriate meeting in order to have the document formally endorsed by your Council.

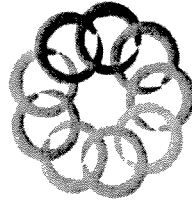
If you have any queries or require further information, please do not hesitate to contact Lorna Parsons or myself at Commission House.

Yours faithfully

ADRIAN E KERR
Chief Executive

The Local Government Staff Commission for NI, Commission House, 18-22 Gordon Street, Belfast, BT1 2LG

Telephone: 028 9031 3200 Tynetalk: 18001 028 9031 3200 Fax: 028 9031 3151
Email: lorna.parsons@lgsc.org.uk Website: www.lgsc.org.uk/new-initiatives/equality-and-diversity/



Equality & Diversity
in Local Councils

(INSERT NAME) COUNCIL
EQUALITY AND DIVERSITY FRAMEWORK

This Framework details the Council's statement of intent and approach to ensure equality and diversity

Context

Councils are required to comply with anti-discrimination legislation and Section 75 of the NI Act 1998 (the Act). Section 75 requires public authorities, in carrying out their functions relating to Northern Ireland, to have due regard to the need to promote equality of opportunity and regard to the desirability of promoting good relations across a range of categories outlined in the Act.

This Framework is designed to assist councils to meet their equality and diversity obligations and to demonstrate their compliance with them.

The Framework covers everyone who uses the Council's services, our facilities and accesses our information, including:

- Customers of the Council
- Members of the Public
- Partners and Other Stakeholders
- Contractors who deliver services on behalf of the Council
- Council Elected Members
- Council Employees
- Trade Unions
- Voluntary and Community Sector
- Business Sector
- Other Public Sector Bodies

In order to assist with the implementation of this Framework the Council has appointed a Councillor and Officer to **champion** equality and diversity across the Council by driving positive actions and acting as a contact point for issues relating to this equality and diversity framework.

THE PRINCIPLES OF THE FRAMEWORK

Principle 1: Ensuring we work in a non-discriminatory environment, promote equality, and model best practice in equality and good relations

It is everyone's responsibility to:

- Treat everyone equally and with dignity and respect
- Think about how our actions affect others
- Help people change for the better through example by challenging unacceptable behaviour or language
- Be knowledgeable by taking personal responsibility for training around equality and diversity and good relations (mandatory training for all Council staff and managers is in place)

Relevant Policies, Procedures and Guidance:

NI Code of Local Government Conduct, Code of Conduct for Local Government Employees, (*Chartermark, Customer Service Standards, etc*)

Principle 2: Ensuring all our decisions are based on evidence to assess the likely impact of a policy on the promotion of equality of opportunity and good relations

We will:

- Ensure that all policies, projects and programmes of work are screened and, where appropriate, impact assessed
- Publish all screening outcomes including any mitigation or alternative policies considered
- Involve the customers of the council, trade unions, business sector and voluntary and community sector on an on-going basis to assist us in the review and development of existing and new policies

Relevant Policies, Procedures and Guidance:

Equality Scheme, Disability Action Plan, Progress Reports, Screening Reports

Principle 3: Providing access to services, facilities and information

We will take steps to improve access to services, facilities and information and be open about what we can and cannot do:

We will:

- Involve customers and stakeholders in the design, prioritisation and review of services
- Monitor and review services regularly to identify any under-representation or discrimination
- Make sure information is accessible using Plain English and other accessibility standards
- Provide alternative formats, translations and interpreters when needed
- Make sure buildings are accessible and welcoming to all
- Make sure meetings and events are easy to access

Relevant Policies, Procedures and Guidance: Equality Scheme, Disability Action Plan, Translation and Interpretation Policy, Good Relations Strategy, (*Chartermark, Customer Service Standards, etc*)

Principle 4: Recruiting and employing people fairly

The Council will make sure that we provide equality of opportunity to all in employment.

We will:

- Use non-discriminatory job criteria
- Take positive action to ensure a diverse workforce
- Apply fair selection procedures
- Monitor and review employment practice
- Make reasonable adjustments
- Support staff through appropriate networks

Relevant Policies, Procedures and Guidance: Code of Procedures on Recruitment and Selection, Local Government Competency Framework Staff Handbook, Welcoming Statement

Principle 5: Responding to and learning from complaints and incidents in a positive and pro-active way

Everyone has the right to complain about discrimination and harassment in good faith, without being victimised at any time.

We will:

- Handle complaints and grievances properly
- Resolve matters positively
- Respond to incidents of prejudice or hate crime

Relevant Policies, Procedures and Guidance: Complaints Policy and Procedure, Grievance Procedure, NI Code of Local Government Conduct, Code of Conduct for Local Government Employees (*Chartermark, Customer Service Standards etc*)

MONITORING

The Council will monitor and evaluate the effectiveness of this Framework and will engage with Councillors, employees and the trade unions regarding any proposed changes to policies or practices.

SIGNED: _____

COUNCIL MAYOR/CHAIR

COUNCIL CHIEF EXECUTIVE

DATE:

**Diversity Champion
Role Specification
(Officer and Elected Member)**

The Diversity Champion works closely with other colleagues at a number of different levels within the organisation.

Responsibilities will include:

1. To champion equality and diversity across the Council.
2. To display real interest and a desire to be kept apprised of developments in equality and diversity.
3. Attend and speak at key events in the Council.
4. Challenge other senior staff and elected members to promote the values of the equality and diversity.
5. Act as a focus in the Council for:
 - engagement with staff
 - sharing best practice on equality and diversity
 - driving positive actions
 - developing networks.
6. Promote the Council's Disability Action Plan and Equality Action Plan.
7. Attend development events organised for Diversity Champions to become further familiarised with the role of the Diversity Champion.
8. Regular meetings with the other Diversity Champions to:
 - help mentor new Champions
 - share good practice
 - contribute to a steering group
 - develop case studies of good practice as appropriate.
9. Understand and effectively represent priorities for the local government sector in terms of equality and diversity.
10. Record and report back on issues and concerns to the Champions' Network to help inform future progress and development.
11. Acting as the first point of contact for enquiries and providing advice, guidance and support within the organisation.
12. Ensure articles are placed in newsletters/briefings.