

HELSTON TOWN COUNCIL
Konsel an Dre Hellys



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31st August 2021

To: The Mayor (Councillor T Grattan-Kane) and Councillors R Williams, R J L Boase, Mrs F N E Boase, M H Thomas, J Martin, M J Kenchington, M Benyon, A Gilbert, G Looker, S Ramsden and C L D Real

Copy to Members of the Town Council for information

Dear Councillor,

A Meeting of the Policy, Finance and Resources Committee will be held in The Guildhall, Helston on **TUESDAY 7TH SEPTEMBER 2021 at 7.00 p.m.** for the purpose of transacting the undermentioned business.

Yours faithfully

Pamela Lavelle
 Town Clerk

AGENDA

1. Apologies for absence.
2. Declarations of Interest.
3. To approve and sign the Minutes of the meeting held on 6th July 2021 (**Page 3**).
4. Matters Arising from the 6th July 2021 Minutes (for information exchange only).
5. At this juncture the Meeting will adjourn for a period of up to fifteen minutes to permit members of the public present to make observations in respect of any items on this Agenda.
6. To consider the Budget Monitoring Statement to 31st July 2021 (**Page 7**).
7. To nominate two of the Internal Checkers to conduct an audit.

PTO

8. To consider policies reviewed by the Policy Review Working Party (**to follow**):

- a) Community Engagement Strategy
- b) Complaints Procedure Policy
- c) Cornish Language Policy
- d) Data Protection Policy
- e) Dispensation Procedure
- f) Document Management Policy
- g) Environmental Policy Statement
- h) Equality & Diversity Policy
- i) Flag Flying Policy
- j) Freedom of Information Policy
- k) Grant Awarding Policy
- l) Information Technology Policy
- m) Investments Policy
- n) Learning & Development Policy
- o) Members & Officers Expenses Policy
- p) Officer/Member Protocol
- q) Press Policy and Social Media Policy for Councillors
- r) Publication Scheme
- s) Virtual Meeting Protocol

9. To consider the following draft policies:

- a) Pesticide Use Policy (**Page 15**)
- b) Safeguarding Policy (**Page 19**)
- c) Zero Tolerance Policy (**Page 31**)

10. Exclusion of the Press and Public

The Committee is invited to pass the following resolution:-

“That pursuant to the provisions of the Public Bodies (Admissions to Meetings) Act, 1960 the press and public be excluded from the Meeting for the following item of business by reason of the confidential nature of the business to be transacted.”

11. To consider the provision of a Community Outreach Worker (**Page 33**).

MINUTES OF THE POLICY, FINANCE AND RESOURCES COMMITTEE MEETING
HELD AT THE GUILDHALL, HELSON
ON TUESDAY 6TH JULY 2021 AT 7.00 PM

Councillors: T E Grattan-Kane (Town Mayor) in the Chair

R Williams	J Martin	S Ramsden
R J L Boase	M J Kenchington	C L D Real
Mrs F N E Boase	M Benyon	
M H Thomas	A Gilbert	

Officers: Miss P J Lavelle – Town Clerk
Miss A D Retallack – Deputy Town Clerk

43. Election of Chair and Vice-Chair

On the proposition of Councillor Martin, seconded by Councillor Thomas, it was unanimously

RESOLVED – that the Mayor (Councillor Grattan-Kane) be re-appointed Chair until May 2022.

It was then proposed by the Mayor, seconded by Councillor Kenchington, and unanimously

RESOLVED – that Councillor R J L Boase be appointed Vice-Chair until May 2022.

44. Minutes

On the proposition of Councillor Mrs Boase, seconded by Councillor Kenchington, it was

RESOLVED – that the Minutes of the Meeting held on 6th July 2021 be approved and signed as a true record.

45. Appointment of Internal Checkers

On the proposition of Councillor R J L Boase, seconded by Councillor Thomas, it was

RESOLVED – that Councillors Mrs Boase, Martin, Gilbert and Ramsden be appointed Internal Checkers for 2021/22.

46. Appointment of Members to Conduct a Review of Internal Controls

It was proposed by Councillor Thomas, seconded by Councillor Mrs Boase, and

RESOLVED – that Councillors R J L Boase and Kenchington be appointed to conduct the annual Review of Internal Controls.

47. Licensing Consultative Group

On the proposition of Councillor Martin, seconded by Councillor Ramsden, it was unanimously

RESOLVED – that Councillors R J L Boase and Thomas be appointed to the Licensing Consultative Group.

48. Policy Review Working Party

On the proposition of the Chair, seconded by Thomas, it was unanimously

RESOLVED – that Councillors Williams, Mrs Boase, Kenchington and Benyon be appointed to the Licensing Consultative Group.

49. Tempo Time Credits

Councillor Benyon outlined the Tempo Time Credits Scheme and expressed the opinion that part of the Council's role was to bring the community together. Councillor Benyon suggested that the scheme be utilised as to encourage greater volunteer participation with events organised both by the Council and community organisations and confirmed that it cost £98 for a minimum of 500 credits. The Mayor expressed the opinion that Tempo Time Credits was a beneficial scheme and offered to support a trial by funding 1000 credits from the Mayor's Fund to allow the Council to assess the scheme and budget for future years. A detailed debate ensued, at the conclusion of which it was proposed by Councillor Benyon, seconded by Councillor R J L Boase, that Helston Town Council join the scheme and become a direct customer for a period of a civic year up to 31st March 2022.

An amendment was proposed by Councillor Kenchington, seconded by Councillor Ramsden, that Helston Town Council join the scheme and become a direct customer as a trial for up to 1000 credits purchased in 500 credit increments to be funded by the Mayor's Fund for a period of a civic year up to 31st March 2022. The amendment was carried and became the substantive motion and it was

RESOLVED – that Helston Town Council join the scheme and become a direct customer as a trial for up to 1000 credits purchased in 500 credit increments to be funded by the Mayor's Fund for a period of a civic year up to 31st March 2022.

50. Budget Monitoring Statement

Members considered the Budget Monitoring Statement to 30th June 2021. The Town Clerk answered Members' questions following which it was proposed by Councillor Mrs Boase, seconded by Councillor Thomas, and

RESOLVED – that the Budget Monitoring Statement be noted.

51. Code of Conduct

Members considered draft amendments to the Code of Conduct circulated prior to the meeting. Following a brief debate it was proposed by Councillor R J L Boase, seconded by Councillor Kenchington, and

RECOMMENDED – that the Code of Conduct be adopted.

52. Exclusion of the Press and Public

On the proposition of the Mayor, seconded by the Chair, it was unanimously

RESOLVED – that pursuant to the provision of the Public Bodies (Admissions to Meetings) Act 1960, the press and public be excluded from the Meeting for the following items of business by reason of the confidential nature of the business to be transacted.

53. Appointment of Independent Internal Auditor

Members considered a quotation for the provision of independent internal audit and the Town Clerk confirmed that alternative quotations had been sought but not received. Following a brief debate it was proposed by Councillor Mrs Boase, seconded by Councillor R J L Boase, and

RESOLVED – that Hudson Accounting Ltd be re-appointed Independent Internal Auditor for a period of three years commencing from the 2020/21 civic year.

54. Staffing Issues

The Chair updated Members of current staffing issues. This item was noted.

Meeting closed 8.26pm

Confirmed

Chair

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Budget Monitoring to 31st July 2021

Income

Code		Explanation
1000	£5,000	Guildhall lettings is likely to continue to be affected by the Covid-19 restrictions. There are positive signs that bookings will return but it is possible that the £5k income target will not be achieved.
1001	£1,800	Despite the Covid-19 restrictions we have a number of weddings bookings and it is anticipated that this budget will achieve its income target.
1030	£1,000	The Saturday indoor market is not currently running due to the Covid-19 restrictions and, whilst it is planned to restart in the near future, it will potentially not achieve its full £1k income target.
1181	£80,000	Grants received will be significantly higher than the budget due to receipt of £80,000 of Town Vitality Funding which is ear-marked for the development of place shaping projects.
1999	£5,755	Miscellaneous income:
	£1,050	Reimbursement for damage to granite bollard
	£4,615	Reimbursement of Business Rates – Pub Cons
	£90	Hanging Baskets – To be paid to Mayor’s Welfare Fund

Expenditure

Code		Explanation
4005	(£700)	This will remain unspent due to the cancellation of Flora Day.
4019	£1,460	The Members training budget is near full allocation due to the training requirements following the election.
4100	£15,200	Following the governments decision to provide 100% business rate relief on public conveniences this budget is expected to underspend by £3,700.
4240	£6,000	The grants budget for 2021/22 remains at £20,000, with £6,000 relating to allocations in the 2021/21 budget covered by the Pledged Grants Ear Marked Reserve

Cont.

4999	£4,384	Miscellaneous expenses:
	£788	Repair of Map Board (Insurance Claim £538)
	£100	Cornwall Council Licence Fee for installation of cycle rack in Trengrouse Way Car Park
	£1,675	Mayors Welfare Fund – Hanging Baskets (to be re-imbursed)
	£1,000	Mayors Welfare Fund Grants (to be re-imbursed)
	£270	Seagull Proof Sacks
	£51	Sanitiser Bottles (Reclaim from Reopening High Streets Fund)
	£500	Helston Welfare Trust Grant (to be re-imbursed)

Commitments from General Reserves

£169,445 General Reserves as at 31st March 2021

No current year commitments.

Target Year-end General Reserves

3 – 4 months of budgeted expenditure for 2021/22 is £150,263 - £200,350

Detailed Income & Expenditure by Account 30/07/2021

Month No: 4

Account Code Report

	Actual Last Year	Actual Year to Date	Current Annual Bud	Budget Variance	Committed Expenditure	Funds Available	% Spent
<u>Income Detail</u>							
1000 Income - Guildhall Lettings	349	383	5,000	4,617			7.7%
1001 Income - Guildhall Weddings	360	1,387	1,800	413			77.0%
1005 Income - Guildhall Basement	495	495	490	(5)			101.0%
1010 Income - Agency Agreements	13,905	51	0	(51)			0.0%
1015 Income - Parking Spaces	1,493	45	1,570	1,525			2.9%
1020 Income - Hire of Monument Walk	0	698	0	(698)			0.0%
1030 Income - Indoor Market	0	0	1,000	1,000			0.0%
1031 Income - Outdoor Market	77	73	500	428			14.5%
1032 Income - Flora Day Market	0	355	0	(355)			0.0%
1149 Income - Com. Infra. Levy (CIL)	625	2,738	0	(2,738)			0.0%
1176 Income - Precept	521,010	278,870	557,740	278,870			50.0%
1180 Income - Council Support Grant	13,913	6,672	13,340	6,668			50.0%
1181 Income - Grants received	12,232	80,000	15,910	(64,090)			502.8%
1184 Income - Seagull Proof Bags	424	368	0	(368)			0.0%
1190 Income -Bank Interest Received	680	45	1,500	1,455			3.0%
1195 Income - Recharges	1,806	(1,804)	0	1,804			0.0%
1999 Income - Miscellaneous	23,274	5,755	0	(5,755)			0.0%
Total Income	590,641	376,128	598,850	222,722			62.8%
<u>Expenditure Detail</u>							
4000 Salaries	316,911	105,765	325,540	219,775		219,775	32.5%
4005 Street Stall Superintendent	0	0	700	700		700	0.0%
4010 Other/Medical Expenses	265	99	150	51		51	66.0%
4015 Protective Clothing	1,696	1,813	2,300	487		487	78.8%
4019 Training - Members	50	1,460	1,500	40		40	97.3%
4020 Training - Staff	2,460	2,020	5,950	3,930		3,930	33.9%
4021 Honorariums	750	250	1,000	750		750	25.0%
4025 Memberships	159	0	160	160		160	0.0%
4030 Travel Expenses - Staff	16	0	750	750		750	0.0%
4031 Travel Expenses - Members	0	0	250	250		250	0.0%
4035 Vehicle Hire	17,364	2,275	10,960	8,685		8,685	20.8%
4040 Mayor's Allowance	2,500	500	2,570	2,070		2,070	19.4%
4045 Freeman Insignia/ Ceremonies	0	0	2,000	2,000		2,000	0.0%
4050 Building Repairs	6,273	1,439	22,660	21,221		21,221	6.4%
4099 Lease of Facilities	1,440	240	1,440	1,200		1,200	16.7%
4100 Business Rates	14,496	4,081	15,200	11,119		11,119	26.8%
4101 Water Charges	2,141	2,068	3,450	1,382		1,382	59.9%
4105 Gas	886	250	1,100	850		850	22.7%
4106 Electricity	3,110	1,117	4,030	2,913		2,913	27.7%
4110 Telephones	2,390	2,636	2,210	(426)		(426)	119.3%

Detailed Income & Expenditure by Account 30/07/2021

Month No: 4

Account Code Report

	Actual Last Year	Actual Year to Date	Current Annual Bud	Budget Variance	Committed Expenditure	Funds Available	% Spent
4115 Postages	516	441	1,100	659		659	40.1%
4116 Insurance	7,758	7,546	7,500	(46)		(46)	100.6%
4117 Stationery/Small Equipment	9,806	4,948	12,310	7,362		7,362	40.2%
4118 Advertisements	740	60	1,200	1,140		1,140	5.0%
4119 Publications	108	0	250	250		250	0.0%
4120 Subscriptions	3,420	2,292	3,290	998		998	69.7%
4121 Furniture	236	113	400	287		287	28.2%
4122 Cleaning Materials	1,140	733	2,600	1,867		1,867	28.2%
4123 Website	220	(105)	500	605		605	(21.0%)
4125 Waste Disposal	2,080	465	1,000	535		535	46.5%
4129 Contract Cleaning	14,354	1,586	21,300	19,714		19,714	7.4%
4130 Consultancy/Professional Fees	2,500	(1,300)	3,200	4,500		4,500	(40.6%)
4131 HR & H&S Services	1,919	1,957	1,880	(77)		(77)	104.1%
4135 Marketing	4,750	1,750	10,000	8,250		8,250	17.5%
4140 Public Seating	820	0	1,600	1,600		1,600	0.0%
4141 Signs & Notice Boards	35	20	500	480		480	3.9%
4143 Defibrillators	0	509	3,000	2,491		2,491	17.0%
4150 Local Elections	0	0	2,500	2,500		2,500	0.0%
4160 Playground Equipment	0	121	0	(121)		(121)	0.0%
4166 Trees	675	0	3,750	3,750		3,750	0.0%
4175 Public Projects	8,016	(6,216)	0	6,216		6,216	0.0%
4177 Carbon Footprint reduction	19,854	0	25,000	25,000		25,000	0.0%
4180 Play & Young People	0	0	200	200		200	0.0%
4190 Town Warden Materials	1,022	230	1,200	970		970	19.1%
4200 Street Stalls & Road Closures	95	105	0	(105)		(105)	0.0%
4201 Footpath Maintenance	0	722	0	(722)		(722)	0.0%
4203 Grounds Maintenance	9,227	3,649	10,000	6,351		6,351	36.5%
4204 Ride On Mower	5,394	1,612	3,400	1,788		1,788	47.4%
4215 Traffic Regulation Order	3,610	0	5,000	5,000		5,000	0.0%
4220 Devolution Of Services	0	0	5,000	5,000		5,000	0.0%
4222 Roundabouts	288	1,041	5,000	3,959		3,959	20.8%
4225 Helston Museum	0	0	2,500	2,500		2,500	0.0%
4227 Furry Cafe	9,000	9,000	9,000	0		0	100.0%
4230 Public Realm CCTV	12,800	11,346	15,700	4,354		4,354	72.3%
4240 S137 Payments	6,737	6,000	20,000	14,000		14,000	30.0%
4252 Christmas Lights	3,900	0	6,000	6,000		6,000	0.0%
4253 Civic Hospitality	2	0	0	0		0	0.0%
4254 Hanging Baskets	162	0	250	250		250	0.0%
4500 Play Area Maintenance	4,474	133	5,500	5,367		5,367	2.4%
4510 Play Area Grounds Maintenance	0	545	0	(545)		(545)	0.0%
4950 Bank Charges	228	38	5,500	5,462		5,462	0.7%

12/08/2021

Helston Town Council

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Detailed Income & Expenditure by Account 30/07/2021

Month No: 4

Account Code Report

	Actual Last Year	Actual Year to Date	Current Annual Bud	Budget Variance	Committed Expenditure	Funds Available	% Spent
4999 Miscellaneous Expenses	27,799	4,384	0	(4,384)		(4,384)	0.0%
Total Overhead	536,592	179,738	601,050	421,312	0	421,312	29.9%
Total Income	590,641	376,128	598,850	222,722			62.8%
Total Expenditure	536,592	179,738	601,050	421,312	0	421,312	29.9%
Net Income over Expenditure	54,050	196,390	(2,200)	(198,590)			
plus Transfer from EMR	1,826	0					
less Transfer to EMR	0	0					
Movement to/(from) Gen Reserve	55,875	196,390					

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Helston Town Council
Bank - Cash and Investment Reconciliation as at 30 July 2021

Confirmed Bank & Investment Balances
Bank Statement Balances

30/07/2021		0.00
30/07/2021	Barclays Current Account	49,251.04
31/03/2014	Barclays Deposit Account	0.00
31/03/2020	Bank of Ireland 1	0.00
31/03/2020	Bank of Ireland 2	0.00
	-	0.00
30/07/2021	NatWest Bonus Saver	332,684.70
30/07/2021	NatWest Current	100.00
31/07/2021	Public Sector Deposit Fund	309,708.01
	`	0.00
30/06/2021	Barclays No 3 A/c - 93731391	102.33

691,846.08
Other Cash & Bank Balances
200.00

692,046.08
Unpresented Payments
2,315.94

689,730.14
All Cash & Bank Accounts

1	Barclays Current A/c 20478652	46,935.10
2	Closed A/c - 03552861	0.00
3	Bank Of Ireland - 64910679	0.00
4	Bank Of Ireland No2 - 72923904	0.00
5	Natwest Bonus Saver 54084628	332,784.70
6	Public Sector Deposit Fund	309,708.01
7	Barclays No 3 A/c 93731391	102.33
	Other Cash & Bank Balances	200.00
	Total Cash & Bank Balances	<hr/> 689,730.14 <hr/>

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Helston Town Council

Pesticide & Herbicide Policy

Drafted: August 2021

1. General

- 1.1 The Council is committed to undertaking maintenance of its play areas, open spaces and other areas of responsibility by using methods which have minimum damaging impact on the natural environment. In keeping with this the Council will keep herbicide and pesticide use to a minimum, and only use if absolute necessary.

2. Weed Control

- 2.1 The term ‘weed’ is defined as the growth of wild plants in unwanted locations and will be used within this policy to refer to plants causing undesirable effects such as trip hazards or damage to structures and to avoid naming specific plants which in appropriate locations would not pose a problem.
- 2.2 It is a legal requirement and Good Practice that those who use pesticides aim to minimise pesticide use in public spaces. Herbicides are the primary plant control products used in the UK. Glyphosate has been used to control weeds for over three decades and is the predominate herbicide applied in the amenity sector.
- 2.3 Nomix Hilite and Nomix Conqueror Amenity are used by the Council for weed control due to the reduced quantities of glyphosate involved. These are technically-advanced, non-irritant ultra low-volume Total Droplet Control (TDC) herbicides. As the TDC is a sealed system and requires no mixing it eliminates the risk to the operator from contact with the herbicide and there is no risk of spillages causing environmental contamination. This herbicide is absorbed through the leaves into the plant and irradiates the root. It is inactive when it comes into contact with soil; it is not easily leached and is unlikely to contaminate ground water and does not harm wildlife or pets if used in accordance with the manufacturer’s instructions.
- 2.4 Due consideration is given to forecasted weather conditions when planning and carrying out the application of herbicides. Weed spraying is not carried out in windy conditions to prevent the risk of drift or when rain is forecasted to prevent run off.
- 2.5 Weed spraying of the kerb edging between the pavement and the highway is carried out throughout town by the Town Council. Nomix Hilite Herbicide is used for this purpose and spot applied to non-flowering weeds. Any flowering plants are marked on a map and treated once flowering is complete.
- 2.6 Twice yearly weed spraying of the Kennel system is carried out on behalf of Cornwall Council to prevent blockages by plant growth and damage to the Kennel structure. The flow of water through the kennel system is stopped to allow the works to be carried out using Nomix Conqueror which is a highly effective aquatic herbicide.
- 2.7 Herbicides are not used as part of a routine maintenance regime in Town Council owned/ maintained play areas and open spaces. Herbicides will only be used in these areas in exceptional circumstances as part of the treatment/ control of invasive species in accordance with guidance from the Cornwall Council Invasive Plants Team.

3. Use of Pesticides

- 3.1 Helston Town Council does not use pesticides as part of routine maintenance regime in play areas and open spaces.
- 3.2 Pesticides will only be used in exceptional circumstances as a last resort when the presence poses a health and safety risk, for example a wasp nest in a children's play area. In these cases a professional contractor will be employed to ensure the safe use of pesticides.
- 3.3 An appropriately qualified contractor is employed to provide and monitor rodent control measures at Town Council owned buildings to prevent the associated health and safety risk.

4. Training

- 4.1 Any employee engaged to apply herbicides will have the correct formal training and specified certification to apply herbicides properly and safely complying with Health and Safety legislation.

5. Storage, Handling and Disposal

- 5.1 The Council will take reasonable precautions to ensure that storage, handling and disposal of products, their remnants (old products and unused tank mixes) and packing and cleaning of equipment do not endanger human health or the environment.
- 5.2 The following measures will be undertaken:
- In the case of non-professional products - following instructions on storage and disposal of the product in accordance with instructions on the product label.
 - In the case of professional products - identifying and mitigating any risks and following good filling, storage and disposal practice.
 - Limited stock will be held of any herbicide product to ensure that it is used by the expiry date.
 - Should a product become withdrawn from use, any remaining product will be disposed of via an authorised hazardous waste carrier.

6. Record Keeping

- 6.1 Records of pesticide applications will be kept for 21 years as part of our health and safety records and will detail date, location, area covered, operator and weather conditions.

7. Consideration of Alternatives

7.1 The Council's use of herbicides will be monitored and alternatives considered on the basis of:

- Cost
- Effectiveness
- Environmental impact
- Health & safety concerns
- Time and use of Council resources

8. Future Design and Planning Considerations

8.1 Where opportunity exists to influence the design of new features or modify existing ones on Council property, control of weeds will be considered when determining materials, siting, angles etc. This may include ground covering plants and using asphalt instead of paving slabs.

9. Review

9.1 This policy will be reviewed on an annual basis.



Helston Town Council

Safeguarding Policy

Safeguarding Children, Young People and Adults

Drafted: August 2021

- 1.1 The purpose of this policy is to set out the duty to safeguard and promote the welfare of children, young people and adults at the Guildhall, Helston and Town Council owned play areas and open spaces. This policy also documents how this will be implemented by Helston Town Council in the discharge of its duties. This is a joint policy as there are similarities in many of the actions needed to safeguard children and young people and to safeguard adults. However, the Council recognises that there are also some distinct differences between these groups and these are reflected in this document and the relevant supporting policies and guidance.

2.0 Policy Statement

- 2.1 This policy develops procedures and good practice within Helston Town Council to ensure that each person can demonstrate that there is an understanding of the duty to safeguard and promote the welfare of children, young people and adults. The policy also provides evidence of how this is being implemented within the Council and outlines plans to address any gaps in these arrangements.

3.0 Policy Application

- 3.1 This policy applies to all members of staff of Helston Town Council, all Helston Town Council Elected and Co-opted Members and all those organisations who have a working relationship with the Council including external suppliers of services and volunteers.
- 3.2 All partners and wholly owned companies should have regard to the Helston Town Council policy and ensure their individual policies are not at odds with it.
- 3.3 Helston Town Council expects that any organisation wishing to provide, or providing, services where staff are employed to work directly or indirectly with children, young people or vulnerable adults are able to demonstrate standards of safeguarding commensurate with those expected of statutory organisations.

4.0 Introduction

- 4.1 Safeguarding is everyone's responsibility and all staff have a responsibility to safeguard and promote the welfare of children, young people and adults.
- 4.2 There is a duty on organisations to make appropriate arrangements to safeguard and promote the welfare of children and adults. Also, government guidance makes it clear that it is a shared responsibility and depends upon effective joint working between agencies and professionals that have different roles and expertise.

5.0 Safeguarding Children and Young People

- 5.1 Working Together (2018) guidance covers the legislative requirements and expectations on our services to safeguard and promote the welfare of children
- 5.2 The document replaces Working Together to Safeguard Children (2015); The Framework for the Assessment of Children in Need and their Families (2000); and

Statutory guidance on making arrangements to safeguard and promote the welfare of children under section 11 of the Children Act 2004 (2007).

- 5.3 Safeguarding children - the action we take to promote the welfare of children and protect them from harm - is everyone's responsibility. Everyone who comes into contact with children and families has a role to play.
- 5.4 Ultimately, effective safeguarding of children can only be achieved by putting children at the centre of the system, and by every individual and agency playing their full part, working together to meet the needs of our most vulnerable children.

6.0 Definition

- 6.1 A child is "anyone who has not yet reached their 18th birthday. 'Children' therefore means 'children and young people' throughout. The fact that a child has reached 16 years of age, is living independently or is in further education, is a member of the armed forces, is in hospital or in custody in the secure estate for children and young people, does not change his or her status or entitlement to services or protection under the Children Act 1989. (See Children's Act 2004)

7.0 Key Principles

- 7.1 Effective safeguarding arrangements in every local area should be underpinned by two key principles:
- safeguarding is everyone's responsibility: for services to be effective each professional and organisation should play their full part; and
 - a child-centred approach: for services to be effective they should be based on a clear understanding of the needs and views of children.

8.0 What does this mean?

- 8.1 "Safeguarding and promoting the welfare of children" means:
- protecting children from maltreatment;
 - preventing impairment of their health or development;
 - ensuring that they grow up in circumstances consistent with the provision of safe and effective care; and
 - taking action to enable all children to have the best outcomes.
- 8.2 Working Together (2018) aims to help professionals understand what they need to do, and what they can expect of one another, to safeguard children. It focuses on core legal requirements, making it clear what individuals and organisations should do to keep children safe. In doing so, it seeks to emphasise that effective safeguarding systems are those where:
- the child's needs are paramount, and the needs and wishes of each child, be they a baby or infant, or an older child, should be put first, so that every child receives the support they need before a problem escalates;

- all professionals who come into contact with children and families are alert to their needs and any risks of harm that individual abusers, or potential abusers, may pose to children;
- all professionals share appropriate information in a timely way and can discuss any concerns about an individual child with colleagues and local authority children's social care;
- high quality professionals are able to use their expert judgement to put the child's needs at the heart of the safeguarding system so that the right solution can be found for each individual child;
- all professionals contribute to whatever actions are needed to safeguard and promote a child's welfare and take part in regularly reviewing the outcomes for the child against specific plans and outcomes.

8.3 If staff have concerns about the outcome of a referral they are to escalate the concern by contacting the Town Clerk.

9.0 Types of Abuse

9.1 Staff will be aware of the main categories of abuse against children and young people:

- **Physical** - A form of abuse which may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child.
- **Sexual** - Involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening. The activities may involve physical contact, including assault by penetration (for example, rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. They may also include non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse (including via the internet). Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.
- **Emotional** - The persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to a child that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may include not giving the child opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond a child's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction. It may involve

seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyber bullying), causing children frequently to feel frightened or in danger, or the exploitation or corruption of children.

- **Neglect** - The persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. Neglect may occur during pregnancy as a result of maternal substance abuse. Once a child is born, neglect may involve a parent or carer failing to:
 - provide adequate food, clothing and shelter (including
 - exclusion from home or abandonment);
 - protect a child from physical and emotional harm or danger;
 - ensure adequate supervision (including the use of inadequate care-givers); or
 - ensure access to appropriate medical care or treatment.

It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

10.0 Legislative background

10.1 Working Together (2018) is issued under:

- section 11 (4) of the Children Act 2004 which requires each person or body to which the section 11 duty applies to have regard to any guidance given to them by the Secretary of State; and
- section 16 of the Children Act 2004, which states that local authorities and each of the statutory partners must, in exercising their functions relating to Local Safeguarding Children Boards, have regard to any guidance given to them by the Secretary of State.

11.0 Helston Town Council recognises that, under the Children Act 2004, it has a statutory duty to make arrangements to ensure all its functions are discharged having regard to safeguarding and promoting the welfare of children in its facilities.

12.0 Helston Town Council will ensure that all members of staff across the whole Council know or can easily find out what they need to do if they have a concern about the abuse of children or young people.

13.0 Safeguarding Adults

13.1 Definition - The Care Act 2014 sets out statutory duties for safeguarding adults. Under section 42 of the Care Act 2014, safeguarding duties apply to an adult who:

- has needs for care and support (whether or not the local authority is meeting any of those needs) and;
- is experiencing, or at risk of, abuse or neglect; and
- as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect.

13.2 The adult experiencing, or at risk of abuse or neglect will be referred to as the adult throughout this policy.

14.0 What do we want to achieve?

14.1 Helston Town Council works to the Care Act – Six key principles of adult safeguarding (Care Act Guidance, paragraph 14.13):

- **Empowerment** – People being supported and encouraged to make their own decisions and informed consent.
- **Prevention** – It is better to take action before harm occurs.
- **Proportionality** – The least intrusive response appropriate to the risk presented.
- **Protection** – Support and representation for those in greatest need.
- **Partnership** – Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse.
- **Accountability** – Accountability and transparency in delivering safeguarding.

14.2 Helston Town Council will ensure that all members of staff across the whole Council know or can easily find out what they need to do if they have a concern about the neglect or abuse of adults.

15.0 What does this mean?

15.1 Helston Town Council staff should not limit their view of what constitutes neglect or abuse, as they can take many forms and the circumstances of the individual case should always be considered.

15.2 Exploitation of the adult by an individual with undue influence should always be considered. The agreed categories are as follows (Care Act Guidance, paragraph 14.17):

- **Physical abuse** – including assault, hitting, slapping, pushing misuse of medication, restraint or inappropriate physical sanctions.

- **Domestic abuse** – including psychological, physical, sexual, financial, emotional abuse, controlling and coercive behaviour; and ‘honour-based’ violence.
- **Sexual violence** – including rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts and sexual assault or sexual acts to which the adult has not consented or was coerced.
- **Psychological abuse** – including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks.
- **Financial or material abuse** – including coercion to take extortionate loans and threats to recover debt, theft, fraud, internet scamming, coercion in relation to an adult’s financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.
- **Modern slavery** – encompasses slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.
- **Discriminatory abuse** – including forms of harassment, slurs or similar treatment; because of race, gender and gender identity, age, disability, sexual orientation or religion.
- **Organisational abuse** – including neglect and poor care practice within an institution or specific care setting such as a hospital or care home or in relation to care provided in one’s own home. This may range from one off incidents to on-going ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.
- **Neglect and acts of omission** – including ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating. Failure to follow agreed processes.
- **Self-neglect** – this covers a wide range of behaviour neglecting to care for one’s personal hygiene, health or surroundings and includes behaviour such as hoarding that causes a risk of harm.

15.3 Staff will respond appropriately when they see or are concerned about neglect or abuse.

- This means that staff will report their concerns about abuse to the Town Clerk who will then report it to Multi Agency Referral Unit or Access Team dependent on the age of the individual

- Staff will be able to get advice and guidance from the Town Clerk
- If staff have concerns about the outcome of the referral they are to escalate the concern to the Town Clerk whom will contact the Multi Agency Referral Unit or Access Team

15.4 Helston Town Council fully endorses and adheres to the [Cornwall and Isles of Scilly Multi-agency Safeguarding Adults Policy](#).

16.0 Policy Objectives

16.1 Our main policy objective is to ensure that we will promote safeguarding as the moral norm so that it becomes everybody's business. By everybody's business we mean that staff and managers in all organisations using our facilities understand their safeguarding responsibilities and their active role in working together to safeguard children, young people and adults from harm.

16.2 For this policy to be effective it is essential that each organisation using any of our facilities knows that safeguarding is everyone's responsibility, knows the signs and symptoms of potential harm, how to access safeguarding information, advice and guidance, and is committed to making an informed contribution to safeguard children, young people and adults.

17.0 Safeguarding Children and Young People

17.1 Everyone who comes in to contact with children – including managers, caretakers, volunteers and all staff - has a responsibility for keeping them safe.

17.2 No single professional can have a full picture of a child's needs and circumstances and, if children and families are to receive the right help at the right time, everyone who comes into contact with them has a role to play in identifying concerns, sharing information and taking prompt action.

18.0 Safeguarding Adults

18.1 Helston Town Council will record and report any concerns regarding adults and contact the Access Team at Cornwall Council.

19.0 Equality and Diversity

19.1 Helston Town Council expects all elected and co-opted members, staff and volunteers who come in to contact with children, young people and adults treat them as individuals and make them feel respected and valued as an essential part of our commitment to safeguard children, young people and adults.

19.2 More information on Helston Town Council’s equality policy can be found on the Council website at www.helston-tc.gov.uk

20.0 Review

20.1 This document will be reviewed annually or as legislative changes require.

21.0 Responsibilities for Safeguarding

21.1 Helston Town Council will ensure that all Helston Town councillors and senior managers are committed to safeguarding and promoting the welfare of children, young people and adults, that they demonstrate leadership, are informed about and take full responsibility for the actions of staff who provide services to children, young people, adults and their families at all levels.

21.2 This means:

- Ensuring the highest standards of safer recruitment, supervision and management oversight of Council staff, particularly but not exclusively those working directly with children, young people and adults;
- Ensuring that children, young people and adults are seen and listened to and that their views are taken fully into account when making decisions;
- Taking appropriate action regarding any concerns expressed about their welfare, commensurate with their rights to privacy and wherever possible on the basis of informed consent;
- All members of staff and volunteers who are employed by or on behalf of the authority, will have a clear understanding of the Council’s responsibilities for safeguarding;
- Regularly refreshing our policies and procedures about safeguarding in light of lessons from research and maintaining an action plan for continuous improvement;
- Promoting the highest standards of safeguarding practice across the organisation, including robust standards for safe recruitment checks.

22.0 Staff Awareness

22.1 Helston Town Council considers that safeguarding is everyone’s responsibility. In particular the Council will ensure that all staff know what to do and how best to share information in order to ensure that children, young people and vulnerable adults receive necessary services - especially when they are concerned that a child, young

person or adult may be suffering or at risk of suffering harm – and that all staff have access to support and appropriately expert advice in this context. This means:

- All staff employed by the council are expected to attend induction/training during which they will be informed of appropriate policies and relevant personnel.

23.0 Safer Recruitment

- 23.1 Helston Town Council demonstrates its commitment to safeguarding and promoting the welfare of children, young people and adults at all stages of the recruitment and selection process.
- 23.2 It has in place consistent, fair and thorough safer recruitment practices and processes that aim to deter, reject or identify people who might abuse children, young people or adults and to ensure that those recruited are suitable to work within Helston Town Council's services.
- 23.3 In addition, Helston Town Council expects all of its partner organisations to have robust, well managed safeguarding arrangements in place which are compliant with regulations and legislation.
- 23.4 Managers who recruit into roles working with children and/or adults should ensure that all the relevant safeguarding, recruitment and barring checks have been undertaken for all employees, volunteers and suppliers of services to the Council. Such checks and measures may include for example:
- Safeguarding responsibilities identified on role profiles and adverts;
 - Stated requirement for appropriate criminal record checks;
 - Use of application forms;
 - Face-to-face interviews;
 - Undertaking pre-employment checks, including the appropriate criminal record check
 - Taking up references;
 - Probationary and supervision periods; and
 - Monitoring conduct within the role.
- 23.5 Safer recruitment is part of a culture of ongoing vigilance where safer working practices are used by supported and well-trained staff. Adults working with children, young people and/or adults will be clear about appropriate and inappropriate practice and are able to raise concerns when these arise. Features of a safer culture may include:

- Policies and procedures put into practice;
- Clear procedures and support for reporting concerns;
- Induction and probationary periods;
- Setting acceptable standards of behaviour; and
- Commitment to safeguarding and an ongoing culture of vigilance.

23.6 Information, advice and guidance relating to safer recruitment practices, Disclosure and Barring checking; positive disclosures and suitability decisions; and any legislative changes as a result of the recent Protection of Freedoms Act (2012) can be obtained from <https://www.gov.uk/government/organisations/disclosure-and-barring-service/about>

23.7 The [Cornwall and Isles of Scilly Safeguarding Children Board website](#) provides useful information and links to resources for the voluntary and community sector.

24.0 Management of Allegations

24.1 Helston Town Council will manage allegations against professionals who work with children and young people and people in a position of trust who work with adults as follows:

- Allegations or concerns about staff relating to children or young people are handled effectively and in accordance with ‘Working Together to Safeguard Children’ (2018) through the Safeguarding Standards Unit LADO (Local Authority Designated Officer) Service. Information and procedures can be found on both the Cornwall & Isles of Scilly Safeguarding Children Board webpages and the South West Child Protection Procedures website.
- Allegations or concerns about staff relating to adults are handled in accordance with the [Cornwall and Isles of Scilly Safeguarding Adults Board Multi-agency Safeguarding Adults policy](#).
- Staff who work or come in to contact with children, young people and vulnerable adults receive appropriate safeguarding and safe working practices training, including induction, consistent with their role and function.
- Safe working practices are promoted and poor and unsafe practice is challenged.
- Effective arrangements such as a Whistleblowing policy, which explicitly describes arrangements for sharing concerns about the behaviour of colleagues and other members of staff are described at induction and training and well-publicised by the Council to its employees.

25.0 Monitoring Outcomes

- 25.1 Helston Town Council ensures all concerns raised are forwarded to the Multi Agency Referral Unit or Access Team.



HELSTON TOWN COUNCIL

Zero Tolerance Policy

Drafted: August 2021

Helston Town Council recognises that in certain situations violent behaviour towards staff, members or volunteers may occur and therefore the Council will take all reasonable measures to protect staff, members and volunteers from violence and aggression.

The Council is delivering a clear message to the public that violence and aggression towards any Helston Town Council employee, member or volunteer is unacceptable.

1. Violence and aggression

We define violence and aggression as:

- 1.1 actual or threatened physical assaults on staff, members or volunteers;
- 1.2 psychological abuse of staff, members or volunteers;
- 1.3 verbal abuse which includes shouting, swearing and gestures; or
- 1.4 threats against employees, members or volunteers.

2. Persistent Unacceptable Behaviour

Persistent unacceptable behaviour is defined as referring to behaviour both within one contact and/or a number of separate contacts over an undefined period (this includes telephone contact).

Helston Town Council will not accept or tolerate any violence or aggression towards its employees and any such act or behaviour will result in appropriate action or sanctions.

If you are a witness to violence or aggression, or receive any violence or aggression towards you, then you should report this to the Town Clerk so that this can be recorded and investigated.

The Council will support the decision of any employee, member or volunteer wishing to press charges against the individual(s) involved.