



Okehampton Town Council

Okehampton Town Council

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Accident and Incident Reporting Policy and Procedure

Introduction

This procedure sets out the action to be taken by Okehampton Town Council in respect of the reporting of accidents and other incidents.

It has long been established that it is good practice for employers to maintain systems for:

- Prevention of accidents and dangerous occurrences.
- Investigation of accidents, dangerous occurrences and near misses.
- Analysis of types of accident to identify trends.
- Reporting of certain accidents or dangerous occurrences to the Enforcing Authority.

Not only is it good practice for this to be done but health and safety legislation relating to the management of health and safety at work, risk assessment preparation and accident reporting itself requires such action.

Definitions

Accident - An unexpected or unplanned event which results in personal injury to an employee or a third party or damage to property.

Near Miss - An unplanned event which has the potential to cause injury or damage.

Reportable Accident

Certain types of accidents and dangerous occurrences have to be reported to the Enforcing Authority under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013, (usually known as RIDDOR).

Dangerous Occurrences

Again, certain events, although not causing personal injury, have to be reported to the Enforcing Authority.

Accident and Incident Reporting Procedure

The main points of the procedure to be followed for accidents, i.e., where there has been physical injury, are summarised below along with some further explanatory notes.

ACCIDENT REPORTING PROCEDURE

CALL CLERK AND/OR FIRST AIDER AND ENSURE THE INJURED PARTY IS DEALT WITH SENSITIVELY

CLERK/LINE MANAGER TO COMPLETE INCIDENT REPORT TAKING WITNESS STATEMENTS FROM ALL PARTIES INCLUDING THE INJURED PARTY – BE AS SPECIFIC AS POSSIBLE

WHERE POSSIBLE OBTAIN PHOTOS OF THE SCENE.
ENSURE THE INJURED PARTY AND WITNESSES ARE SPECIFIC AS TO WHERE THE INCIDENT OCCURRED AND PHOTOGRAPH THE AREA TO PRESERVE EVIDENCE OR LACK THEREOF.

EMAIL OR PASS THE ACCIDENT AND INCIDENT REPORT TO THE CLERK FOR INVESTIGATION, RETENTION AND REPORTING TO THE HSE UNDER RIDDOR IF NECESSARY

CLERK/LINE MANAGER TO REVIEW CURRENT RISK ASSESSMENT IN LIGHT OF THE INCIDENT AND REVISE ACCORDINGLY

IF ANY PERSONS INDICATE THAT THEY MAY WISH TO MAKE A CLAIM PLEASE INSTRUCT THEM TO CONTACT THE CLERK.

ANY CLAIM LETTER RECEIVED BY THE TOWN COUNCIL MUST BE SENT TO CONCILS INSURER IMMEDIATELY WITHOUT ACKNOWLEDGEMENT

Notes on the Reporting Procedure

Clerk/Line_Managers

The Clerk and Line Managers are responsible for ensuring that the correct procedure is followed.

First_Aid

The Health and Safety (First Aid) Regulations 1981 require employers to provide adequate first aid facilities and adequate numbers of persons to administer first aid.

In order to comply each site must provide first aid kits. First aid kits are kept in the following locations:

- Town Hall G/F Offices
- Town Hall 1/F Kitchen
- Charter Hall Kitchen
- Park Office
- Park Workshop
- Both council vehicles

Abi Horn, Admin Officer has been nominated to ensure that the contents of the first aid boxes are kept up to date.

All members of staff are trained first aiders.

Accident and Incident Report Forms

The forms are available in the Town Hall and Parks Office. Once completed, the forms must be treated as confidential and passed to the Clerk for secure storage.

The form should be completed at the time of the accident, preferably by the Clerk/Line Manager if this is possible.

Near Miss

Each site, those being the Town Hall and Parks Office must keep a Near Miss Log. Completed forms should be kept in the Clerk's Office along with the Accident and Incident report forms.

Where an untoward event occurs, e.g., stock falls off shelving or racking, but nobody is hurt, an entry should be made in the near miss log by the Clerk/Line-Manager.

It is important that such incidents are reported because it may have been luck alone that avoided injury.

Photos

Wherever possible digital photographs of the accident scene and any injury should be taken and forwarded to the Clerk.

These may prove invaluable in assisting accident investigation or in a situation where a claim is made against the council. There should be a photograph showing the area in question whether there is evidence or not of the cause.

Incident Report

For both accidents and near misses the Accident and Incident report form must be completed immediately.

The report forms should be numbered sequentially, one system for accidents and one for near misses.

Near misses should be clearly identified as such.

The purpose of the Incident Report is:

- To provide more detailed information about the accident.
- To provide details of any witnesses.
- To provide information for an accident analysis

BUT MOST IMPORTANTLY - To identify action which can be taken to avoid a repeat situation.

Witnesses

If there are any witnesses to the accident a statement should be obtained from them immediately giving as much detail as possible regarding the circumstances of the accident.

Reporting to the Health and Safety Coordinator, the Clerk.

Both accidents and near misses are to be reported to the Clerk at the earliest opportunity

Reporting under RIDDOR 2013

Certain injuries, instances of ill health and dangerous occurrences have to be reported to the Enforcing Authority. Brief details are given later.

The Clerk is responsible for notifying the Enforcing Authority. In the Clerk's absence please contact the Assistant Clerk.

However, where an employee is absent from work for more than seven working days as a result of a work-related accident, this also has to be reported.

The Clerk must be informed as soon as possible if this is the case.

Reporting to the Clerk

The Accident and Incident forms and any photographs should be sent to the Clerk as soon as possible.

Risk Assessments

The Clerk and Line Manager should review the relevant risk assessments in the light of the incident.

Files

The Clerk must set up a file for each accident or near miss with copies of all relevant information.

Claims

If there is any indication that a claim is likely to be made the Council's insurer must be advised immediately.

Any person who intimates they intend to make a claim should be told to contact the Council's insurer. No member of staff or councillor should get involved in any discussion.

Any letter received should be forwarded, without acknowledgement, to the Council's insurer. It is acceptable to offer best wishes on a full recovery but there must be no acknowledgement of responsibility or admission of guilt.

If in doubt, contact the Council's insurer before taking any action.

Accident Analysis

The purpose of analysis is to monitor the accidents which are occurring, highlight any trends or emerging problem areas and help in taking corrective/preventative action.

Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)

Reports must be submitted to the Enforcing Authority within certain time scales for various categories of accidents, incidents, dangerous occurrences, or diseases. The Enforcing Authority must be notified without delay and a written report form completed within ten days.

The Town Clerk is responsible for notifying the HSE at the earliest opportunity. Employees need to be aware that reporting of such circumstances may prompt an investigation by the HSE.

Reports must be made to the HSE in the following circumstances:

Death

As an immediate result of a work-related accident.

Major Injury

These include:

- Fracture, other than to fingers, thumbs or toes.
- Amputation.
- Dislocation of shoulder, hip, knee or spine
- Loss of sight (temporary or permanent)
- Penetrating injury to the eye.
- Electric shock
- Unconsciousness caused by asphyxia or exposure to harmful substance.
- Any other injury requiring admission to hospital for more than twenty-four hours.

This is a summary – there are other events defined as major accidents that must be reported.

Non-Employee

A person who is not an employee, e.g., a councillor or visitor, who is injured and who is taken to hospital for treatment of that injury.

Over 7 Day Injury

This is where an employee has an accident which is not major, but which results in them being away from work or not able to fulfil their normal duties for more than 7 days (including days off and weekends).

Disease

Certain diseases are reportable on production of a doctor's certificate, which include:

- Occupational dermatitis
- Hand Arm Vibration Syndrome
- Occupational asthma

Dangerous Occurrences

There is a very long list of what constitutes a Dangerous Occurrence, which include:

- Failure of lifts or lifting equipment.
- Explosion
- Electrical short circuit causing a fire.
- Accidental release of any substance which may damage health.



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DRAFT Biodiversity Duty Policy

Public authorities must consider what they can do to conserve and enhance biodiversity. This means that by 1st January 2024 the Council must consider what action to take for biodiversity, agree policies and objectives. These must be reconsidered within five years.¹

Okehampton Town Council is committed to supporting the long-term environmental, cultural and economic health and vitality of the town.

This policy is linked to the Climate Change and Biodiversity section of Okehampton Town Council's Strategic Plan 2023-2027.

Thriving plants and wildlife

- Using native and sustainably sourced trees when planting
- Creating dedicated spaces for wildlife
- Leaving some dead wood safely in place in woodlands to provide additional habitat.
- Maintaining planted trees to give them the best chance of survival.
- Reducing the use of herbicides, pesticides, peat, and water.
- Implementing measures to prevent the spread of invasive species and plant disease.
- Creating more joined up space for nature on land – protecting land and increasing interconnections to boost natural resilience.

Clean air

- Promote the use of greener transport alternatives.
- Review planning policies and proposals affecting the Parish and their likely environmental impacts and respond as appropriate.
- Safety for all road users, including pedestrians, especially around issues of speeding vehicles, HGVs, and air pollution.
- When considering new-build planning applications the Council should require housing and business properties to function as carbon neutral either from the outset, or in the very near future, with a clear plan based upon sustainable energy use, and re-use of existing materials, as JLP and NPPF directs.

Clean and plentiful water

- Not planting species that are heavily water dependent.
- Consider if planning applications affect rivers, streams, springs or other water sources.

Managing exposure to chemicals and pesticides

- Ensuring chemicals are safely used and managed – recognising that chemicals are an important part of our everyday life, manage any risks posed by, and to continue to phase out the most harmful and persistent pollutants in favour of safer and more sustainable alternatives.
- The risks and impacts of pesticides - reducing their impacts on human health and the environment, while ensuring pests and pesticide resistance can be managed effectively.

¹ Complying with the biodiversity duty - <https://www.gov.uk/guidance/complying-with-the-biodiversity-duty>

- Request environmental policy statements from contractors, where appropriate.

Maximises our resources, minimise our waste.

- Council events will try and minimise the use of non-recyclable products.
- Compostable materials will be used where possible.
- At the end of events waste will be recycled where possible.
- The council will minimise waste and only cater for approximate attendance. Unused food will be frozen, if possible, to be used for the next event.
- Seek to conserve resources wherever practicable.
- Reduce waste in its daily operations, particularly single use plastic.
- Be committed to recycling.

Using resources from nature sustainably

- Encourage environmental initiatives and engage residents in environmental projects and issues.
- Planting more trees is critical to achieving net zero, providing more habitat.
- Shifting to more sustainable supply chains- the council will consider the carbon footprint of items it orders and prefer suppliers who are Climate Pledge Friendly

Mitigating and adapting to climate change

- Follow the amendments to the National Planning Policy Framework to make sure that all sources of flood risk, including future flood risk, are considered in planning. This should mean that any new development is safe for its lifetime and that it does not increase the risk of flooding elsewhere.
- Environmental enhancements such as tree planting can reduce the impact of extreme heat.

Reduced risk of harm from environmental hazards

- Mitigate surface water flooding by making recommending use of sustainable drainage systems in new developments.
- Supporting sharing best practice and innovative approaches at a local level
- Encouraging residents to be aware of their risk of flooding including those risks change with a changing climate.
- To promote awareness of wildfires and how to prevent them.
- To promote take up of flood warning service.

Enhancing biosecurity

- Build and install nest boxes for birds, bats and other animals.
- Encouraging the addition of green walls or roofs to existing or new buildings.
- Plant native trees and shrubs
- Plant wildflowers for pollinators
- Habitats for protected species.
- Value green spaces within the Parish, such as Simmons Park and protect them for future generations.
- Encourage environmental initiatives and engage residents in environmental projects and issues.
- Tackling invasive non-native species – to protect native species and the ecosystems that rely on them.
- Protecting and enhancing animal and plant health

Enhancing beauty heritage and engagement with the natural environment.

- The character, identity and rural setting of the Parish.

- Conserve and enhance the natural, geological and cultural diversity of our landscapes, and protect our historic and natural environment for the benefit and enjoyment of future generations.
- Nature for wellbeing – connecting with nature as a way of improving physical and mental health.
- Continue to monitor our footpaths to ensure they can be enjoyed by as many people as possible.

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DRAFT Co-Option Policy

The Co-option of a Town Councillor occurs when a casual vacancy has arisen on the Council and no poll (by-election) has been called.

To ensure that a fair and transparent process is undertaken the following procedure will be followed by Okehampton Town Council:

- 1) On receipt of written confirmation from the Electoral Services Office at West Devon Borough Council that the casual vacancy can be filled by means of Co-option, the Town Clerk will advertise the vacancy for a minimum of 4 weeks on the Council noticeboard, Facebook page, Newsletter and website, and place an advert in the local press.
- 2) Applicants for co-option will be asked to:
 - a) submit information about themselves, by way of completing a short application form,
 - b) confirm their eligibility for the position of Councillor within the statutory rules, by completing an Eligibility statement.
- 3) Copies of the applicant's application form will be circulated to all Councillors with the agenda prior to the meeting of the Full Council when the Co-option will be considered.
- 4) Applicants will be sent a copy of the Full Council Agenda of the meeting when the Co-option will be considered and invited to attend if they wish to do so.
- 5) Discussion about the applications will take place within an open part of the Council meeting without intervention from the candidates or public.
- 6) Voting will be according to the statutory requirements, in that, a successful candidate must have received an absolute majority vote of those present and voting. Councillors shall vote by written ballot and candidates may stay in the room for the voting process. If there is more than one vacancy, there will be a separate vote for each vacancy.
- 7) Where more than two persons have been nominated for a position to be filled by the Council and none of those persons has received an absolute majority of votes in their favour, the name of the person having the least number of votes shall be struck off the list and a fresh vote taken.

This process shall continue until a majority of votes is given in favour of one person. A tie in votes may be settled by the casting vote exercisable by the chairman of the meeting.

- 8) After the vote has been concluded, the Chairman will declare the successful candidate duly elected and the Clerk will make arrangements for the Declaration of Office and Register of Interests to be completed.



Okehampton Town Council

Application for Co-option as Town Councillor

Applicants Details

Full name:

Address:

.....

Tel no: Email:

Eligibility Statement

I declare that I am qualified to stand as a Councillor by virtue of being a qualifying Commonwealth citizen, a citizen of the Republic of Ireland or a citizen of another Member State of the European Union who has attained the age of 18 years and that:

	Tick those that apply
*a. I am registered as a local government elector for the area of the parish; or	
*b. I have, during the whole of the 12 months preceding that day or those days occupied as owner or tenant land or other premises in the parish; or	
*c. My principal or only place of work during those 12 months has been in the parish; or	
*d. I have during the whole of those 12 months resided in that parish or within 4.8 kilometres of it.	
I declare that to the best of my knowledge and belief I am not disqualified from holding office by reason of any disqualification set out in Section 80 of the Local Government Act 1972, or any decisions made under Section 79 of the Local Government Act 2000 (copies of which are printed overleaf).	
Signed:..... Dated:	

NOTES - DISQUALIFICATIONS

Local Government Act 1972: Disqualifications for election and holding office as a member of local authority.

Disqualifications for election and holding office as a member of a local authority.

(1) Subject to the provisions of Section 81 below, a person shall be disqualified for being elected or being a member of a local authority if he –

- (a) holds any paid office or employment (other than the office of chairman, vice-chairman or deputy chairman or, in the case of a local authority which are operating executive arrangements which involve a leader and cabinet executive, the office of executive leader or member of the executive) appointments or elections to which are or may be made or confirmed by the local authority or any committee or sub-committee of the authority or by a joint committee or National Park authority on which the authority is represented or by any person holding any such office or employment; or
- (b) is the subject of a bankruptcy restrictions order or interim order;
- (c) [This has been removed and no longer applies]
- (d) has within five years before the day of election or since his election been convicted in the United Kingdom, the Channel Islands or the Isle of Man of any offence and has had passed on him a sentence of imprisonment (whether suspended or not) for a period of not less than three months without the option of a fine; or
- (e) is disqualified for being a member of the relevant council under Part III of the Representation of the People Act 1983, and in this paragraph “the relevant council” means the council of the county or district in which is comprised the area for which charter trustees are established by any statutory instrument made under Part II of the Local Government Act 1992.

(2) Subject to the provisions of Section 81 below, a paid officer of a local authority who is employed under the direction of –

- (a) a committee or sub-committee of the authority any member of which is appointed on the nomination of some other local authority; or
- (b) a joint board, joint authority, joint waste authority or joint committee on which the authority is represented and any member of which is so appointed;

shall be disqualified for being elected or being a member of that other local authority.

(2AA) A paid member of staff of the Greater London Authority who is employed under the direction of a joint committee the membership of which includes –

- (a) one or more persons appointed on the nomination of the Authority acting by the Mayor, and
- (b) one or more members of one or more London borough councils appointed to the committee on the nomination of those councils,

shall be disqualified for being elected or being a member of any of those London borough councils.

(2A) Subsection (2) above shall have effect as if the reference to a joint board included a reference to a National Park authority.

(2B) For the purposes of this section a local authority shall be treated as represented on a National Park authority if it is entitled to make any appointment of a local authority member of the National Park authority.

(3) Subsection (1)(a) shall have effect in relation to a teacher in a school maintained by the local authority who does not hold an employment falling within that provision as it has effect in relation to a teacher in such a school who holds such an employment.

(5) For the purposes of subsection (1)(d) above, the ordinary date on which the period allowed for making an appeal or application with respect to the conviction expires or, if such an appeal or application is made, the date on which the appeal or application is finally disposed of or abandoned or fails by reason of the non-prosecution thereof shall be deemed to be the date of the surcharge or conviction.

Name: Date:

Reasons for Applying for Co-option to Okehampton Town Council

1. Please explain why you would like to be a councillor in a maximum of 200 words

2. Provide information about your community involvement in Okehampton

3. Are there any issues regarding Okehampton about which you are particularly concerned? (max 200 words)

4. The skills and expertise I would bring to the Council are... (max 200 words)

5. **Transparency – friendships, relationships or association with any current Town Councillors or members of staff are as follows** (Indicate name or Councillor/member of staff and nature of connection e.g., friend, members of the same organisation, family member. If none, please state 'none'.)



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DRAFT Grant Policy

Okehampton Town Council has the power to give financial help to local organisations to assist them to achieve their aims and purposes where they can demonstrate a benefit to the residents of Okehampton. The Council has a policy of only assisting truly local community groups, and this is interpreted to mean those organisations based in Okehampton or national bodies with an independent branch in Okehampton.

The Grants budget is a discretionary limited amount and once it has been allocated the Council will not be able to consider any further applications during the financial year. Grants are considered twice yearly at meetings of the Policy & Resources Committee, with the meeting dates being published on the Council's website www.okehampton.gov.uk.

Applications for consideration in the Spring must be received by the Friday of the 2nd week of March and those for consideration in the Autumn must be received by the Friday of the 2nd week of September.

Okehampton Town Council may retain an emergency fund for applications received outside these dates, with those organisations applying for assistance at that time being required to indicate why this is so.

Each Grant application will be considered on its own merits. It should not be assumed that a successful outcome in one year will lead to a follow-on grant in a subsequent year.

Two categories of grant are available:

Small Grants – applications for amounts up to £500 that will enable or enhance the organisation's ability to fulfil its purpose.

Large Grants – applications for amounts exceeding £500 that support an organisation in its basic service delivery and where community needs are being met. Depending upon the amount requested, Full Council may be required to ratify the decision.

All grant applications must meet the application criteria as follows and the burden of provision of evidence of community benefit falls to the applicant:

Application criteria for both large and small grants:

- Grants may only be awarded to properly constituted voluntary groups, not-for-profit organisations and charities where evidence of a direct benefit to the residents of Okehampton can be demonstrated.
- The Council is unable to consider Grants to individuals, commercial organisations, profit-making organisations, community interest companies or political groups
- Grants will only be awarded to religious groups if it can be shown the activity will be open to residents of any religion, or none.
- Award of grants that will contribute to repair or maintenance of church property is prohibited by the Local Government Act, with some exceptions, for example cemeteries and town clocks. The applicant of a grant of this nature is advised to contact the Town Clerk for advice prior to submission.

- Applications must be submitted directly from the activity organiser(s) and not through a third party and payment of any grant awarded must be directly to the activity organiser(s).
- Retrospective applications will not be considered, for example for past events, or items already purchased.
- Any amount awarded is at the discretion of the Council and successful applicants may be awarded less than the amount applied for. Applications may be refused where it is felt the application criteria has not been met.
- There should be no assumption that a successful application will guarantee approval in subsequent years.
- A maximum of one application per financial year (1st April to 31st March) will be considered.
- Applicants are encouraged to apply to other local organisations where appropriate, including Okehampton Hamlets Parish Council if it meets their application criteria.
- Applicants need to be aware that all grants must directly benefit Okehampton Town residents and not just those from the wider area. Evidence of user numbers is required to be provided where both Okehampton Town residents and those from other areas will benefit.
- Grant monies not used for the purpose stated on the application or are found to duplicate successful applications to other funders, may be required to be repaid to the Council.
- Recipients of grants must complete, within 8 weeks of the completion of the project or event for which the grant was awarded, a feedback form or report to the Town Council. This can include photographs, receipts or other evidence of how the grant benefited the residents of Okehampton. **Future grant applications will not be considered unless a feedback form has been received.**

Application Procedure

All grant applications must be made on the application form (available on the website, or from the Town Hall) and returned to the Town Clerk with additional information for those over £500.

All applications must include:

- a statement of accounts for the most recent accounting year
- a copy of the governing document
- a copy of the current year's budget
- costings if applying for a specific project
- confirmation that other funding has been/will be applied for

Additionally, grant applications of over £500 must be accompanied by a letter, describing:

- the reason for the application
- the amount requested
- the benefit to Okehampton Town residents
- where there is a wider area of benefit, details of how many Okehampton Town residents will benefit.

All applications will be checked against the criteria by the Chairman and Vice-Chairman of the Policy & Resources Committee along with the Town Clerk. Those that meet the requirements will then be considered by the Committee.

All applicants must disclose any close connection the organiser/s have with anyone who would directly benefit financially from the award of the grant.

The Council reserve the right to use feedback for public information purposes and to refuse an application which in their judgement does not fit the criteria. There is no right of appeal.



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DRAFT

Workplace Stress Management Policy

Introduction

Okehampton Town Council (OTC) is committed to protecting the health, safety and wellbeing of employees. OTC recognises that workplace stress is a health and safety issue and acknowledges the importance of identifying and reducing workplace stressors.

The Health and Safety at Work Act 1974 puts a duty of care on employers to protect their employees from the risk of stress at work and the Management of Health and Safety at Work Regulations 1999 requires all employers to make a 'suitable and sufficient assessment' of their employees at work. This means that by law employers must identify any risks to their employees' health, for example by carrying out a risk assessment and taking steps to prevent or reduce work related stress.

This policy is based on an example provided by the Health and Safety Executive (HSE) and applies to everyone within the organisation. The Town Clerk and Line Managers are responsible for its implementation and the council is responsible for providing the necessary resources.

What is Stress?

The HSE define stress as 'the adverse reaction people have to excessive pressure or other types of demand placed on them'. This makes an important distinction between pressure, which can be a positive state if managed correctly, and stress which can be detrimental to health.

The HSE have produced Management Standards that look at the six main causes of stress or 'stressors' at work that, if not managed, can lead to work-related stress. These are:

- **Demands** made on employees.
- **Control** employees have over their work.
- **Support** employees receive from their managers and colleagues.
- **Role** clarity of an employee with the organisation.
- The nature of **relationships** at work
- The way **change** is managed.

Policy

OTC will:

- Identify workplace stressors and conduct risk assessments to eliminate or control the risks from stress.
- Provide training for managers and supervisory staff in good management practices.
- Provide appropriate and confidential counselling for staff affected by stress caused by work factors.
- Provide adequate resources to enable managers to implement the stress management policy.

Responsibilities

Clerk/Line Managers

- Conduct and implement recommendations of risk assessments within their jurisdiction.
- Conduct specific risk assessments on employees who have been medically diagnosed as suffering from work related stress.
- Ensure job descriptions are up to date.
- Ensure good communication between management and staff, particularly where there are organisation and procedural changes and monitor the effect of change in individual roles.
- Consider the demand placed on their team, the way the job is designed and levels of training.
- Ensure staff are fully trained to discharge their duties.
- Ensure staff are provided with meaningful developmental opportunities.
- Monitor workloads to ensure people are not overloaded.
- Be vigilant and offer additional support to people experiencing stress outside of work, e.g., bereavement or separation.

Clerk

- Provide appropriate stress awareness training.
- Review effectiveness of the measures to address stress through use of sickness absence statistics.
- Provide continuing support to managers in a changing environment and encourage referral to occupational counsellor where appropriate.

Employees

- Raise issues of concern with line manager or Clerk.
- Accept opportunities for counselling when offered or recommended and seek advice from General Practitioner when appropriate
- Follow policies and procedures designed to minimise stressful situations.
- Assist managers develop risk assessments, receive and co-operate with their implementation.
- Support colleagues who are experiencing stressful situations.