

CYNGOR CYMUNEDOL LLANDOW
LLANDOW COMMUNITY COUNCIL

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**Meeting of the Llandow Community Council to be held remotely via Zoom
on Thursday 7th September 2023 at 7.00 p.m.**

AGENDA

1. PRESENT
2. APOLOGIES FOR ABSENCE
3. DECLARATIONS OF PECUNIARY INTEREST (Local Govt. Act 1972) and DECLARATIONS OF INTEREST (The Council's Code of Conduct) if any.
4. MINUTES OF THE LAST MEETINGS: Minutes of Thursday 6th July 2023
5. MATTERS ARISING
6. FINANCE:
 - a) Business a/c £51.69
Current a/c £4,015.36
£4,067.05
 - b) Outgoings for September 2023:
Clerk's salary @ S.P. 24- August '23: £420.16
HMRC: £105.20
Transact Pensions (*by direct debit*): £95.36
 - c) Financial Statement August 2023: (Appendix 1)
7. STRONG COMMUNITIES GRANT FUND
8. COMMUNITY COUNCIL FUND:
9. REPRESENTATIVES REPORTS:
10. CORRESPONDENCE:
 - 1) The Clerk.
 - 2) Clerks & Councils Direct
11. PLANNING:

Applications:

 - 1) Mr. Colin Thompsett, Agricultural field on Heol y Nat, Llandow: Installation of Elsan waste tank, concrete block wall and drinking water stand pipes
 - 2) BSW Holdings, **Units 60-62, Dyffryn Business Park, Llantwit Major Road, Llandow**: The proposed erection of 1no. building to provide 3no. commercial units with associated parking and other works
 - 3) BSW Holdings, **Dyffryn Business Park, Llantwit Major Road, Llandow**: Erection of 3x Totem signs
 - 4) **Harris Pye Group, Units 5 and 6, Sutton Road, Llandow**: Removal of Conditions 3 and 10 of planning permission 2015/00777/FUL, to allow construction and operational HGV traffic to enter and exit the site from Sutton Road

Approvals:

 - 1) Mr. Robert Board, Mill Farm, Llandow: Proposed Installation of a 12 panel ground mounted solar panel system, using GSE mounting kit, within land to north of main house

Refusals:

 - 1) Mr. P. Booth, Land adjacent Littlemoor Farm, Squire Street, Llysworney: Erection of a single dwelling house, single storey detached garage, landscaping, and associated works.
12. BIODIVERSITY POLICY (Appendix 2)
13. STANDING ORDERS (Appendix 3 separate attachment)
14. GOVERNANCE HEALTH CHECK (Appendix 4 & separate attachments)
15. LLANDOW
16. LLYSWORNEY
17. SIGINGSTONE
18. COUNTY COUNCILLOR REPORT: Cllr. C. Cave.
19. ANY OTHER BUSINESS (*raised with the Chairman's consent given before the start of the meeting*)
20. DATE OF NEXT MEETINGS:
Thursday 7th September and Thursday 5th October at Llandow Village Hall and via Zoom.

CYNGOR CYMUNEDOL LLANDOW

LLANDOW COMMUNITY COUNCIL

Minutes of a Meeting of the Llandow Community Council held at Llandow Village Hall and via Zoom
on Thursday, 6th July 2023 Council at 7.00 pm.

- 40/23. PRESENT:** Mr. R. Thomas (Vice-Chairman), Mr. A. Clarke, Mr. D. Hackett, Ms. J. Shaw, Mrs. A. Pattinson, Mrs. S. Brewer, Mr. M. Walker and Mrs. K. Walters.
- 41/23. IN ATTENDANCE:** Mr. D-L. Jones (Clerk)
- 42/23. APOLOGIES:** Mrs. C. Bray, County Borough Councillor C. Cave and PCSO A. Stone
- 43/23. DECLARATIONS OF PECUNIARY INTEREST, ETC:**
Cllr. A. Clarke declared an interest in all matters concerning the planning application for the land to the southwest of Sigingstone.
Cllr. R. Thomas declared an interest in all matters concerning the planning application for agricultural buildings at Spring Meadows, Llandow.
- 44/23. POLICE REPORT:**
PCSO A. Stone reported (via email) there had been no crimes reported since her last update to Council.
- 45/23. MINUTES OF THE PREVIOUS MEETINGS:**
It was agreed to accept the minutes of the meeting held on 1st June 2023, proposed by Cllr. D. Hackett and seconded by Cllr. K. Walters, with the following corrections:
21/23 Mr R Alexander
26/23 Sigingstone Village Pond, not Llysworney.
33/23 9th June, not 8th June
- 46/23. MATTERS ARISING:**
Wall of Sigingstone brook: The Clerk had been in communication with the VGBCB regarding a section of the wall of the brook which had collapsed. Photographs had been sent to identify the area and a broken drain had also been noted. It is hoped this will help to resolve the matter.
Fly-tipping: Cllr. J. Shaw confirmed that the fly-tipping in the lane near the entrance to Breech Farm still has not been cleared. The Clerk will report this to the VGBCB.
Sigingstone Village Pond: The Clerk confirmed he had reported the leak at the base of the village pond to the VGBCB.
Ponding outside Cartref: It was noted that the area has been marked with yellow paint which should mean the defect will be rectified soon.
Recycling Centre: Council noted the response of Mr. C. Smith, VGBCB, regarding the proposed recycling centre near the Place for Homes.
- 47/23. FINANCE:**
- | | | |
|----|---|------------------|
| a) | Business a/c | £51.69 |
| | Current a/c | <u>£5,948.13</u> |
| | | £5,999.82 |
| b) | Outgoings for July 2023: | |
| | Clerk's salary @ S.P. 24- June '23: | £420.16 |
| | HMRC: | £105.00 |
| | Transact Pensions (<i>by direct debit</i>): | £95.36 |
| | BHIB Councils Insurance 2023/24: | £232.37 |
| c) | Financial Statement June 2023: Council noted the financial statement. | |
| d) | Conclusion of Audit for the year ending 31st March 2022:
The council noted the report of the External Auditor.
The Clerk circulated the Conclusion of Audit Notice for display on Council's noticeboards. | |
- 48/23. STRONG COMMUNITIES GRANT FUND:** *No report.*
- 49/23. COMMUNITY COUNCIL FUND:** *No applications received.*
- 50/23. REPRESENTATIVES REPORTS:** *There were no reports.*
Council noted Cllr.C.Cave was attending a meeting of the Vale of Glamorgan Community Liaison Committee that was taking place at the same time as this meeting.

51/23. CORRESPONDENCE (*Council noted the following correspondence*):

- 1) The Clerk

52/23. PLANNING:

Applications:

- 5) Mr. P. Booth, Land adjacent to Littlemoor Farm, Squire Street, Llysworney: Erection of a single dwelling house, single storey detached garage, landscaping and associated works.
Cllr. R. Thomas took no part in the discussion of the following item:
- 6) Mr. Martin Edwards, Spring Meadows, Llandow: Proposed dual purpose building for the breeding of horses and lambing.

Approvals:

- 2) Jordan Civils Ltd, Vale Business Park, Tumulus Way: Discharge of Condition 3 (Biodiversity enhancement). Planning permission ref: 2021/01763/FUL - Erection of an industrial building comprising 2no. Class B8 units.
- 3) Topstack, Unit 38, Vale Business Park, Llandow: The proposed development is to demolish an existing on-site steel portal frame building and to construct a larger portal frame storage facility.
- 4) RDR Woodchip Ltd, Unit 8, Tumulus Way, Llandow Trading Estate: Regularisation of the use of the site for shredding of waste wood for onward processing and associated waste management infrastructure.

Pre-planning application consultation:

- 1) Dyffryn Business Park, Llandow: Erection of 1no. building to provide 3no. commercial units with associated parking and other works.

53/23. RAPID REHOUSING POLICY:

Cllr. J. Shaw and the Clerk met with the Leader and Officers of the VGCBC on 9th June to discuss the disparity between the Vale planning policy MD10 and its Housing Department's exceptions policy and, thereby, the effect on rural settlements. The general view offered by the Vale is there is no disparity, but even if there were, given the increasing need for housing, together with the ambiguity of the data relating to specific geographical need, development in the rural Vale is unavoidable. We await minutes of the meeting.

54/23. LLANDOW:

Village Fete: It was reported the Annual Village Fete would take place on Saturday 8th July – all welcome.

Flooding issues: It was reported that a meeting to discuss this matter was scheduled for 24th July.

Sutton Road and Grove Road: It was reported that the edges of the highways, Sutton Road to the Railway Bridge and from the greenhouses to Grove Road, are breaking up. It was agreed the Clerk would report this matter to the VGCBC.

Waste Collections: Cllr. A Pattinson reported that some residents did not receive the letter from the VGCBC outlining the new arrangements for black bag waste collections. This was compounded by the sudden stoppage of their weekly reminders from Contact OneVale without explanation and an incorrect date for their next black bag collection on the VGCBC website. In consequence, some households missed their last collection under the 'old' scheme. Following a brief discussion, it was felt there may be some teething problems until the 'new' service beds in. With regard to green waste collections, a question arose about the method used by the refuse collectors to identify the households who had paid for the service.

55/23. LLYSWORNEY: *There were no matters to report.*

56/23. SIGINGSTONE:

Place name sign: Cllr. A. Clarke reported the post supporting the place name sign at Llanmihangel has nearly rusted through and is quite dangerous. It was agreed the Clerk would report this matter to the VGCBC.

Pothole: Cllr. A. Clarke reported a large pothole on the road from Sigingstone at the junction of the B4270 near the Karting Track. It was agreed the Clerk would report this matter to the VGCBC.

57/23. COUNTY COUNCILLOR REPORT:

Council noted the report of Cllr. C. Cave.

58/23. OTHER BUSINESS:

Governor at St. David's Church in Wales Primary School, Colwinston: The Clerk reported that it is Llandow Council's turn to nominate a Governor at St. David's. The nomination alternates between Colwinston and Llandow Community Councils every four years. Council discussed the matter and agreed that they would not make a nomination for the forthcoming term. The Clerk will inform Colwinston Community Council of the decision.

Road Safety Leaflet: The Clerk reported that Llysworney Members had liaised with the Llysworney Road Action Group and would circulate an amended leaflet, which Cllr. Cave had kindly supplied, reminding residents of the speeding issues in the village and how they could report instances of the same.

Llandow Members had also met about this matter and had agreed this approach was not appropriate for Llandow Village.

The Sigingstone Members confirmed they would come to a decision about this over the summer, but initial feelings were that Sigingstone is quite similar to Llandow in this regard.

59/23. DATE, TIME AND PLACE OF NEXT MEETINGS:

Thursday, 7th September 2023 at 7pm in Llandow Village Hall and via Zoom.

Thursday, 5th October 2023 at 7pm in Llandow Village Hall and via Zoom.

Signed..... Dated.....

LLANDOW COMMUNITY COUNCIL					
Cash Book Comparison Against Budget					
Period Ending 25th August 2023					
			Budget	Actual to Date	
			2023/24	2023/24	
Bank Statement Balances as at the 01/04/23			£	£	
Community Account - 20103969			£ 5,355.60	£ 5,355.60	<i>Opening</i>
Premium Account -50801631			£ 51.58	£ 51.58	<i>Balances</i>
			£ 5,407.18	£ 5,407.18	
INCOME:					
Precept			£10,000.00	£ 3,333.00	
Other Income			£ 0.08	£ -	
			£10,000.08	£ 3,333.00	
EXPENDITURE:					
Clerks Salary			£ 5,420.04	£ 2,100.80	
HMRC			£ 1,355.05	£ 525.00	
Pension			£ 1,355.00	£ 525.20	
Election Fees				£ -	
Sigingstone Hall			£ 150.00	£ -	
Llandow Hall			£ 150.00	£ -	
Community Grants			£ 1,500.00	£ 440.00	
Audit Fees			£ 500.00	£ 518.00	
Fees & Training			£ 200.00	£ 140.00	
Insurance			£ 200.00	£ 232.37	
Refill Grit Bins			£ 250.00	£ -	
Website Maintenance			£ 200.00	£ 191.87	
Telephone & Broadband			£ 336.00	£ -	
Expenses			£ 430.00	£ -	
Member's Allowance			£ 300.00	£ -	
			£ 600.00		
			£12,946.09	£ 4,673.24	
Cash at Bank			£ 2,461.09	£ 4,067.05	

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ENVIRONMENT (WALES) ACT 2016 PART 1, SECTION 6 BIODIVERSITY AND RESILIENCE OF ECOSYSTEMS DUTY REPORT 2023-24 **Biodiversity Forward Plan**

Background

All local Councils in Wales have a duty to prepare and publish a Biodiversity Forward Plan, setting out its proposals to comply with the requirements of the Environment (Wales) Act 2016, Section 6, duty in the exercise of the Council's functions, and in doing so, to promote the resilience of ecosystems.

What is Biodiversity

Biodiversity is the variety of life on earth. It includes all animals, insects, plants, fungi and bacteria and the complex habitats and ecosystems which they form. It includes the life in the soil as well as the life we see above ground. Biodiversity is everywhere: in gardens, fields, hedgerows, mountains, rivers and in the sea. Biodiversity represents quality of life.

The Biodiversity Forward Plan looks at how the Council manages and improves natural resources to ensure that biodiversity and sustainability are considered in all areas, becoming a natural part of the decision-making process.

Biodiversity - why we should conserve it

Biodiversity is important to all of us for a number of reasons, the most significant of which are: Many people appreciate biodiversity for its own sake, for the opportunity to see wildlife, or walk in attractive or 'natural' places. An environment that is rich in biodiversity is therefore important for our quality of life. The ability to experience nature enriches our lives on a daily basis, whether we are watching the birds in our garden, looking outside our office windows, or walking across a heather clad mountain side in mid-summer listening to the bees amongst the flowers.

Biodiversity provides us with many useful things

Plants and animals provide food, timber and building materials. They provide material for clothing, and many of our most effective medicines have come directly from the organisms in our natural world. Studies are increasingly demonstrating that contact with the natural world not only provides us all with a genuine sense of wellbeing, but also helps us to relax, concentrate and deal with stress and anxiety - it generally improves our mental health (Bird, 2007). Environments which support a wide range of natural species and habitats are typically attractive ones that people want to visit, relax and take exercise in. Recreation in the outdoors has been shown to reduce obesity, aid mental health recovery and support a healthy immune system (Tzoulas K et al, 2007; Thompson Coon J, 2011)

Action

The actions in this plan, will be reported on every three years in accordance with statutory requirements, and reviewed and updated at the end of each 3-year period.

The Biodiversity seeks to improve the environment for all to benefit, and with the aim that results in biodiversity enhancement and conservation, and a more sustainable way of living, to protect our resources and ensure that future generations have the same or better quality of life.

Actions resulting from this plan to meet the Council's obligations under Section 6, of the Environment (Wales) Act 2016 will need to be funded from existing budgets, with grant sources sought.

About Llandow Community Council Area

The three old ecclesiastical parishes of Llanmihangel, Llandow and Llysworney, now united in an administrative context by Llandow Community Council, have long and varied histories. On Llandow, the impact of the C20th and C21st centuries has been considerable, in Llysworney less so, in Llanmihangel & Sigingstone barely perceptible. But these three places, in the heart of the rural Vale of Glamorgan, have been linked over many centuries by events and personalities to which the landscape and its buildings still bear witness.

Operational matters:

Paperless office:

The Council has a duty to ensure sustainable and environmentally friendly operations. At present, Llandow Community Council is not a paperless office. As a statutory authority, Llandow Community Council is obligated to retain certain documentation for variable amounts of years, so it may be that operations cannot be fully paperless with regards to archive material. However, operationally, moving to be paperless going forward can still be an ambition for Llandow Community Council. One of the areas with high costings and a significant environmental footprint is our printer network. Therefore, by reducing the number of printed agendas will support the Council's environmental, efficiency and cashable savings objectives by reducing the Council's use of paper, toner, electricity and officer's time.

The Council also has a duty to ensure carbon footprint friendly operations. At present the majority of meetings are in person, however, some Council meetings are held remotely. To continue to reduce emissions Llandow Community Council should consider reducing travel and meeting costs by continuing to hold all or some of the meetings electronically which has worked well historically. By continuing to promote flexible working for staff long-term would also further reduce CO₂ emissions. A Flexible Working Policy should be adopted by Council.

Decision making and procurement

Working to protect our natural resources and wildlife is a key objective for Council and will be reflected in the Council decision-making process. Contracts that are entered will adhere to the provisions of the Environment (Wales) Act 2016 and take opportunities to enhance biodiversity in the area. Council will also seek other opportunities, through its other activities to promote biodiversity and engage the community in this action, where possible.

Planning

All planning applications submitted to Llandow Community Council for review will continue to be scrutinised with due consideration for any adverse impact on the environment. Consistent with objections and observations made over a number of years, the Council will take particular care to ensure that any developmental impact on surface drainage, tree cover and impact on existing resources such as educational provision is duly notified to the Planning Directorate of Vale of Glamorgan County Borough Council.

Rights of Way

Llandow Community Council will liaise with Valeways to monitor and footpaths and rights of way which are recognised and established within its area of jurisdiction, and ensure that they continue to provide access and amenity to residents and visitors alike.

Raising awareness

Llandow Community Council will seek to raise awareness of the importance of this work by sharing updates with the public via our website. Over this three-year period, Council will seek to liaise with other organisations in the area who have land to encourage them to take small steps to promote and maintain biodiversity.

Safeguarding principal species and habitats

Llandow Community Council currently have no direct responsibility for land. However, should the Council be authorised to undertake any particular works on Vale of Glamorgan County Borough Council owned land whereby principal species and habitats are identified safeguarding measures to protect wildlife will be put in place.

Tackling negative factors

Communication is key to engaging the public in positive behaviour to look after their community. Work with young people is especially important and will be addressed as opportunities arise. By informing the public and promoting positive action, the Community Council hopes to contribute to the slow change in behaviours and attitudes that can cause problems.

Use, share and improve evidence

The collection in a scientific rather than anecdotal manner is beyond the current capability of the Community Council. However, during the next period of this plan, the Community Council will seek, in partnership with other organisations such as Natural Resources Wales to establish mechanisms to collect evidence to demonstrate the positive (or otherwise) impact of the work carried out. At the end of the next reporting period (February 2025), it is hoped that some initial evidence will have been acquired that will be a baseline from which to measure improvement.

Support capacity and/or other organisations

Any local organisations that are looking for support or would like to involve the Community Council in their efforts to promote biodiversity should contact the Clerk for more information.

Key outcomes

The key outcomes for the next three years include, but are not limited to: -

- Revision of Council contracts to include clauses to promote biodiversity.
- Promote the work in the community alongside organisations.
- Engage with key partners to work together to make changes and gather evidence.

Review points 2025 Points for review in 2025 will be:

- Increased use of technology to reduce Co2 emissions.
- How can the community be further educated and voluntary actions on homes be encouraged?
- Review working arrangements with key partners to assess the need for improvement.

How and when will S6 duty be monitored and plan renewed

This is a live plan that will evolve during the three years. It will be monitored by the Community Council. The next formal report and renewal of the plan will be published no later than October 2025.

Mission Statement

The Council is required to have a mission statement. The following is an example for discussion:

'Serving our community, preserving our identity'

The Council will always strive to:

- *Be open and accessible in all our decision making*
- *Be accountable in all our council activities*
- *Be responsive to the needs of the community*
- *Encourage community participation*

CYNGOR CYMUNEDOL LLANDOW LLANDOW COMMUNITY COUNCIL

Concerns & Complaints Policy *September 2023 onwards*

1. Llandow Community Council is committed to dealing effectively with any concerns or complaints you may have about our service. We aim to clarify any issues about which you are not sure. If possible, we'll put right any mistakes we may have made. We will provide any service you're entitled to which we have failed to deliver. If we got something wrong, we'll apologise and where possible we'll try to put things right. We also aim to learn from our mistakes and use the information we gain to improve our services.

2. When to use this policy

When you express your concerns or complain to us, we will usually respond in the way we explain below. However, sometimes you may have a statutory right to do so, rather than investigate your concern; we will explain to you how you can appeal. Sometimes, you might be concerned about matters that are not decided by us and we will then advise you about how to make your concerns known.

Also, this policy does not apply if the matter relates to a Freedom of Information or Data Protection issue. In this circumstance, you should contact **the Clerk to the Council, 47 Cefn Road, Cefn Cribwr, Bridgend CF32 0BA Telephone 01656 741354 or email davidlloyd.jones@btinternet.com**

3. Have you asked us yet?

If you are approaching us for a service for the first time, then this policy doesn't apply. You should first give us a chance to respond to your request. If you make a request for a service and then are not happy with our response, you will be able to make your concern known as we describe below.

4. Informal resolution

If possible, we believe it's best to deal with things straight away rather than try to sort them out later. If you have a concern, raise it with the person you're dealing with. He or she will try to resolve it for you there and then. If there are any lessons to learn from addressing your concern then the member of staff will draw them to our attention. If the member of staff can't help, they will explain why and you can then ask for a formal investigation.

5. How to express concern or complain formally

You can express your concern in any of the ways below.

- You can ask for a copy of our form from the person with whom you are already in contact. Tell them that you want us to deal with your concern formally.
- You can get in touch with our central complaint contact point on tel 01656 741354 if you want to make your complaint over the phone.
- You can e-mail us at davidlloyd.jones@btinternet.com
- You can write a letter to us at the following address: 47 Cefn Road, Cefn Cribwr, Bridgend. CF32 0BA.

6. Dealing with your concern

- We will formally acknowledge your concern normally within 10 working days and let you know how we intend to deal with it.

- We will ask you to tell us how you would like us to communicate with you and establish whether you have any particular requirements – for example, if you have a disability.
- We will deal with your concern in an open and honest way.
- We will make sure that your dealings with us in the future do not suffer as you have expressed a concern or made a complaint.

Normally, we will only be able to look at your concerns if you tell us about them within 6 months. This is because it's better to look into your concerns while the issues are still fresh in everyone's mind.

We may exceptionally be able to look at concerns which are brought to our attention later than this. However, you will have to give us strong reasons why you have not been able to bring it to our attention earlier and we will need to have sufficient information about the issue to allow us to consider it properly. (In any event, regardless of the circumstances, we will not consider any concerns about matters that took place more than three years ago.).

If you're expressing a concern on behalf of somebody else, we'll need their agreement to you acting on their behalf.

What if there is more than one body involved?

If your complaint covers more than one body we will usually work with them to decide who should take a lead in dealing with your concerns.

If the complaint is about a body working on our behalf you may wish to raise the matter informally with them first. However, if you want to express your concern or complaint formally, we will look into this ourselves and respond to you.

7. Investigation

We will tell you who we have asked to look into your concern or complaint. If your concern is straightforward, we'll usually ask the Clerk to the Council to look into it and get back to you. If it is more serious, we may use someone from elsewhere or we may appoint an independent investigator.

We will set out to you our understanding of your concerns and ask you to confirm that we've got it right. We'll also ask you to tell us what outcome you're hoping for.

The person looking at your complaint will usually need to see the files we hold relevant to your complaint. If you don't want this to happen, it's important that you tell us.

If there is a simple solution to your problem, we may ask you if you're happy to accept this. For example, where you asked for a service and we see straight away that you should have had it; we will offer to provide the service rather than investigate and produce a report.

We will aim to resolve concerns as quickly as possible and expect to deal with the vast majority within 30 working days

If your complaint is more complex, we will:

- let you know within this time why we think it may take longer to investigate
- tell you how long we expect it to take.
- let you know where we have reached with the investigation, and
- give you regular updates, including telling you whether any developments might change our original estimate.

The person who is investigating your concerns will aim first to establish the facts. The extent of this investigation will depend on how complex and how serious the issues you have raised are. In complex cases, we will draw up an investigation plan.

In some instances, we may ask to meet you to discuss your concerns. Occasionally, we might suggest mediation or another method to try to resolve disputes.

We'll look at relevant evidence. This could include files, notes of conversations, letters, e-mails or whatever may be relevant to your particular concern. If necessary, we'll talk to the staff or others involved and look at our policies and any legal entitlement and guidance.

8. Outcome

If we formally investigate your complaint, we will let you know what we have found in keeping with your preferred form of communication. This could be by letter or e-mail, for example. If necessary, we will produce a longer report. We'll explain how and why we came to our conclusions.

If we find that we got it wrong, we'll tell you what and why it happened. We'll show how the mistake affected you. If we find there is a fault in our systems or the way we do things, we'll tell you what it is and how we plan to change things to stop it happening again.

If we got it wrong, we will always apologise.

9. Putting Things Right

If we didn't provide a service you should have had, we'll aim to provide it now if that's possible. If we didn't do something well, we'll aim to put it right. If you have lost out as a result of a mistake on our part we'll try to put you back in the position you would have been in if we'd got it right.

If you had to pay for a service yourself, when you should have had one from us, we will usually aim to make good what you have lost.

10. Ombudsman

If we do not succeed in resolving your complaint, you may complain to the Public Services Ombudsman for Wales. The Ombudsman is independent of all government bodies and can look into your complaint if you believe that you personally, or the person on whose behalf you are complaining:

- have been treated unfairly or received a bad service through some failure on the part of the body providing it
- have been disadvantaged personally by a service failure or have been treated unfairly. The Ombudsman expects you to bring your concerns to our attention first and to give us a chance to put things right. You can contact the Ombudsman by:
 - phone: 0845 601 0987
 - e-mail: ask@ombudsman-wales.org.uk
 - the website: www.ombudsman-wales.org.uk
 - writing to: Public Services Ombudsman for Wales, 1 Ffordd yr Hen Gae, Pencoed CF35 5LJ

There are also other organisations that consider complaints. For example, the Welsh Language Board about services in Welsh. We can advise you about such organisations.

11. Learning lessons

We take your concerns and complaints seriously and try to learn from any mistakes we've made.

12. What if I need help?

The Clerk to the Council will aim to help you make your concerns known to us. If you need extra assistance, we will try to put you in touch with someone who can help. You may wish to contact (*examples appropriate to the service provider here e.g. CHC advocacy services, Age Concern, Shelter etc.*) who may be able to assist you.

You can also use this concerns and complaints policy if you are someone under the age of 18. If you need help, you can speak to someone on the Meic Helpline (phone 080880 23456, www.meiccymru.org) or contact the Children's Commissioner for Wales. Contact details are: 01792 765600 (South Wales) 01492 523333 (North Wales) post@childcomwales.org.uk

CYNGOR CYMUNEDOL LLANDOW LLANDOW COMMUNITY COUNCIL

Health & Safety Policy *September 2023 onwards*

1. Llandow Community Council (The Council) recognises and accepts its responsibilities as an employer for providing a safe and healthy working environment for all its employees, contractors, voluntary helpers and others who may be affected by the activities of the Council.
2. The Council will meet its responsibilities under the Health and Safety at Work Etc. Act 1974, and will provide, as far as is reasonably practicable and foreseeable, the resources necessary to fulfil this commitment.
3. The Council will seek as and when appropriate, expert technical advice on Health and Safety to assist the Clerk in fulfilling the Council's responsibilities for ensuring safe working conditions.

AIMS OF THE HEALTH AND SAFETY AT WORK POLICY

To provide as far as is reasonably practicable and foreseeable:

1. A safe place of work and a safe working environment.
2. Arrangements for considering, reporting and reviewing matters of Health and Safety at work, including regular risk assessments of working activities.
3. Systems of work that are safe and without risks to health.
4. Obtaining specialist technical advice and assistance on matters of Health and Safety when necessary.
5. Sufficient information, instruction and training for employees, contractors and voluntary helpers to carry out their work safely.
6. Care and attention to the health, safety and welfare of employees, contractors, voluntary helpers and members of the public who may be affected by the council's activities.

ARRANGEMENTS AND RESPONSIBILITIES FOR CARRYING OUT THE HEALTH AND SAFETY POLICY AT WORK

As the Council's Safety Officer, the Clerk will:

1. Keep informed of relevant Health and Safety policy legislation.
2. Advise the Council on the resources and arrangements necessary to fulfil the Council's responsibilities under the Health and Safety at Work Policy.
3. Make effective arrangements to implement the Health and Safety at Work Policy.
4. Ensure that matters of Health and Safety are regularly discussed at meetings of the Council. Health and Safety Policy, February 2014

Page 5. Ensure that regular risk assessments are carried out of working practices, with subsequent consideration and review of any necessary corrective/protective measures. Consider requesting contractors to supply a written method statement prior to starting major works. Maintain a file of risk assessments summarised in the Minutes.

6. Make effective arrangements to ensure those contractors or voluntary helpers working for the Council complies with all reasonable Health and Safety at Work requirements. All contractors will be given a copy of the Council's Health & Safety at Work Policy.

7. Ensure that work activities by the Council do not unreasonably jeopardise the health and safety of members of the public.
8. Maintain a central record of notified accidents.
9. When an accident or hazardous incident occurs, take immediate action to prevent a recurrence or further accident and to complete the necessary accident reporting procedure.
10. Act as the contact and liaison point for the Health and Safety Inspectorate.

All employees, contractors and voluntary helpers will:

1. Cooperate fully with the aims and requirements of the Health and Safety at Work Policy and comply with Codes of Practice or work instructions for Health and Safety.
2. Take reasonable care for their own Health and Safety, to use appropriate personal protective clothing and, where appropriate, ensure that appropriate First Aid materials are available.
3. Take reasonable care for the Health and Safety of other people who may be affected by their activities.
4. Not intentionally interfere with or remove safety guards, safety devices or other equipment provided for Health and Safety.
5. Not misuse any plant, equipment tools or materials so as to cause risks to Health and Safety.
6. Report any accidents or hazardous incidents to the Clerk.

EXAMPLE DRAFT POLICY

LLANDOW COMMUNITY COUNCIL INFORMATION TECHNOLOGY POLICY

GUIDELINES

Each council will have their own IT provision and a 'fit-for-all' policy is not possible. Some small Parish councils will have minimal equipment whilst others may have multiple devices linked to a server. These guidelines are designed to help councils consider some of the factors that may need to go into a policy. Those councils with external IT providers should ensure any policy reflects the current practice. The purpose of an IT policy is to set out the parameters on how council staff should use the technology that you provide them with in order to do their job.

A clear policy will also help to raise awareness of the risks associated with using IT and can protect the council from loss of data. Councils will need to take a view on whether staff are permitted to use IT equipment for personal use (i.e. accessing webmail or online shopping at lunchtimes). The policy needs to clarify acceptable and non-acceptable use and what will happen if the policy is breached.

As an employer you have the right to monitor work use of IT equipment provided you have a legitimate reason and that you tell staff that you might do this.

When drafting your IT Policy, use the following questions/points to guide the areas to cover:

- Who does the policy apply to?
- What communications and IT equipment does the policy cover? For example, computers, internet access, remote access connections, email servers, file storage, webmail, smart phones, telephones, website, mobile phones etc.
- Who is responsible for monitoring and reviewing the policy? Ideally there should be one individual with overall responsibility. This person should help staff understand the policy and enforce it.
- Related policies – what other policies do you have which set out standards of behaviour that apply equally to online behaviour? Examples may include Disciplinary Rules, Data Protection Policy, Equality and Diversity Policy etc.
- Monitoring – Do you monitor how staff use the internet, email or work telephones? Employers are able to do so in particular circumstances although this would need to be properly communicated in the policy. If you have CCTV then you will need a separate policy to explain how you store and use the records. If you allow staff to use equipment for personal use, staff should be made aware that you may still monitor usage.
- Passwords – What are your rules around passwords and accessing IT systems? Can they be disclosed? If so, to whom? What happens if you need to access another employees' computer system (for example if they are off sick)? Do you transmit confidential or personal sensitive information and if so, what are your password protection protocols? What length and form must passwords be? What should an employee do if they think someone else knows their password? If password protected documents are emailed, how should the password be notified?
- Computer usage – clarify that computers should be shut down at the end of every day. Should employees log out of their systems when they move away from their desks? Should documents be saved in a location accessible for back up? What precautions are needed for areas with public access?
- Do you allow individuals to bring in their own IT equipment and use then for work purposes? If you do, are there restrictions or specific requirements?
- Data Protection – ensure you reference the requirements when processing personal data in accordance with the six data protection principles. Your policy should explain your rules on collecting, storing, retaining, using disclosing and disposing of personal information. It should also set out how the council protects data and prevents unauthorised or unlawful processing or disclosure.
- Mobile phone texting – is this appropriate for work issues? Who to (members of the public, suppliers, LA's etc)? Should abbreviations be avoided? Text messages from the council are

treated in the same way as emails, for example they must not contain illegal or discriminatory content.

- Email: What rules do you need to consider with regard to email communication? Email is sometimes seen as a casual way to communicate and this may present a reputational risk. Clear rules on email may also prevent staff from inadvertently entering into an agreement with a supplier.
- Internet – what can the internet at work be used for and what can't it be used for? Is a firewall in place? What does this mean for staff? What limits are there on accessing chat rooms, messaging services, blogs etc from work IT and communication systems?
- Software – what rules and controls are in place for downloading software onto work machines.
- Training – consider including a few words on what training and support exists for staff with regards to information security. For example, do you train staff as part of their induction on the risks of email security?
- Misuse – be clear that misuse of IT facilities can potentially result in disciplinary proceedings. What constitutes misuse? Examples could include not adhering to the policy; attempting to discover a user's password; using the computer systems to act abusively; attempting to circumvent the network's security; knowingly running and installing programmes intended to damage the computer systems; deliberately wasting computer resources; leaving laptops unattended in a public place etc.

Guidance

Where there is text in [square brackets] this part may be updated or be deleted if not relevant. An alternative option may have been provided.

Important notice

This is an example of an employment policy designed for a small council adhering to statutory minimum requirements and does not constitute legal advice. As with all policies it should be consistent with your terms and conditions of employment.

This document was commissioned by the National Association of Local Councils (NALC) in 2019 for the purpose of its member councils and county associations. Every effort has been made to ensure that the contents of this document are correct at time of publication. NALC cannot accept responsibility for errors, omissions and changes to information subsequent to publication.

This document has been written by the HR Services Partnership – a company that provides HR advice and guidance to town and parish councils. Please contact them on 01403 240 205 for information about their services.