COMMUNITY CENTRE HIRER/USER HEALTH, SAFETY & GENERAL INFORMATION MANUAL

2023



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Sheringham Community Centre Holway Road, Sheringham, NR26 8NP 01263 822213

info@sheringhamtowncouncil.gov.uk www.sheringhamtowncouncil.gov.uk

SECTION 01 - HEALTH AND SAFETY POLICY STATEMENT.

This document is the Health and Safety policy of Sheringham Town Community Centre. The policy relates to the Community Centre, the Field, and storage facilities. The aim of the Clerk is to provide a safe and healthy environment for every hirer and visitor. The Clerk believes that the prevention of accidents, injury or loss is essential to the effective operation of the Community Centre, the Field, and storage facilities and is part of the legal right of its hirers and users.

The Clerk notes the provisions of the Health and Safety at Work etc. Act 1974 and in particular the duty of every employee, volunteer, committee member, hirer and visitor to conduct their business in such a way as to ensure, so far as is reasonably practicable, that persons, are not exposed to unacceptable risks to their health and safety. The Clerk accepts that they have a responsibility to take all reasonably practicable steps to ensure the health, safety and welfare of employees and others.

The arrangements outlined in this policy statement and the various other safety provisions made by the Clerk cannot in themselves prevent accidents or ensure safe and healthy working conditions. This can only be achieved through the adoption of safe methods of work and good practice by every individual. The Clerk will take all reasonable steps to identify and reduce hazards to a minimum and provide such training and information as is necessary to all volunteers, employees, committee members and hirers.

All hirers must appreciate that their own safety and that of others, also depends upon their individual conduct and vigilance while on the premises. The hirer is responsible for maintaining a register of users/guests during their period of hire. The Clerk and Town Council will review this policy statement annually and update, modify or amend it as considered necessary to ensure the health, safety and welfare of themselves and others.

SECTION 02 - RESPONSIBILITIES

The Clerk has overall responsibility for health and safety of the facilities and for the implementation of these policies. It is the intention of the Town Council and the Clerk to comply with all Health and Safety legislation and to act positively where they can reasonably do so to prevent injury, ill health or any danger arising from any activity or operation on the entire premises.

All users of the facilities are expected to read this Health and Safety Policy statement and any information provided in this manual as a condition of their hire and to recognise that it is their duty to comply with the procedures and all safety requirements, including safety notices located around the premises. They will be required to sign the hiring form as evidence that they agree to the hiring conditions. It is the duty of all hirers to:

- take care of themselves and others who may be affected by their activities
- but do everything they reasonably can to prevent injury to themselves and others
- co-operate with the Clerk or their appointed persons in keeping the premises safe and healthy.

Should anyone using the facilities come across a fault, damage or other situations which might cause injury and cannot be rectified immediately, they should inform the Clerk or the appointed person as soon as possible so that the problem can be dealt with. Where equipment is damaged, a notice should be placed on it warning that it is not to be used and it should be reported immediately to the Clerk.

Regular Risk Assessments, which address the normal use of the Centre, are carried out and wherever practical potential hazards are reduced and if possible, eliminated. Written records of all health & safety issues are kept and available for inspection on request.

STC operate a Health & Safety Policy which seeks to provide a healthy and safe environment for all Centre users. Hirers must play a key role in maintaining this healthy and safe environment by operating in a way that does not lower our Health & Safety standards. The hirer or their nominated responsible person is required to sign an acknowledgement of their responsibility to this policy - as part of their hiring agreement. They or their representative are then responsible for the health & safety during their use of the premises.

SECTION 03 - GENERAL POINTS

- Any point can be queried with the Clerk whose word is final.
- The Community Centre has a landline telephone service where '999' services can be accessed.
- The entire building is non-smoking at all times including electronic cigarettes.
- No activities are allowed which involve danger to the public.
- No obvious fire hazards are allowed on the premises.
- No unauthorised heating appliances are to be used.
- No hazardous substances (as regulated by COSHH) are to be used or stored in the Centre or outside storage facilities
- No highly flammable substances shall be brought into or used in any part of the premises.
- No internal decorations of a combustible nature (e.g. polystyrene, cotton etc) shall be undertaken or erected without the permission of the Clerk.
- The Hirer must report all accidents involving injury to the public to the Clerk as soon as possible and complete an 'Accident Report Form'.
- Any failure of equipment belonging to the Town Council or brought in by the Hirer must also be reported as soon as possible.
- No alcohol is to be consumed or sold on the premises without written approval from the Clerk. If alcohol is to sold (closed casket only) a TENS licence is to be obtained from North Norfolk District Council.

Important Details

Clerk: Sarah Peberday - Telephone: 01263 639200

Community Centre Head Caretaker: Jon Bott - Telephone: 01263 822213

SECTION 03(A) - EQUALITY & DIVERSITY POLICY

The Town Council acknowledge that the United Kingdom is diverse in culture, race, beliefs and religion and believes that no individual or group of people should receive less favourable treatment on the grounds of the protected characteristics set out in the Equality Act 2010: Disability, Race and ethnicity, Sex, Sexual orientation, Religion and belief, Age, Gender reassignment, Marriage and civil partnership or Pregnancy and maternity.

The Town Council acknowledges that members of these groups are often under-represented, exposed to prejudice and stereotyping, and suffer various disadvantages within our society. The purpose of this statement is to set out clearly and fully the positive action that the members intend to take to combat direct and indirect discrimination in employment policy, management of the organisation, relationships with other bodies, and the services it provides to the community, community organisations, and individuals.

The Town Council are committed to providing equality of opportunity in all areas of its work. It aims to overcome discrimination on the grounds mentioned above. The Equal Opportunities Policy will be implemented ensuring equality of provision in representation, service provision, appointment of staff and volunteers and their conditions of service and access.

The Aims of the Town Council

Our aim is to ensure that we become aware of discrimination and the problem it causes. We will challenge practices, legislation and institutions, which seek to discriminate against or deny the rights of individuals or groups in any form. We will seek to take positive action to address the inequalities in our society. We are committed to the equal opportunities policy set out in this document and will work to develop, improve and monitor it.

The Equal Opportunities Policy and Code of Practice

The Town Council acknowledge the definitions of various groups of people who are vulnerable to discrimination as set out in the Equality Act 2010. The Town Council will support and implement the legislation and will work to ensure that no person protected by the legislation is discriminated against unlawfully, and that any positive obligations and duties are performed.

The members give the following specific commitment, the members will:

- Where reasonably practical widen accessibility by removing barriers which make it difficult for people with disabilities to use the Centre.
- Ensure that the design of publicity and information take account of the needs of people with disabilities e.g. language used, print size.
- > Deal with any complaints of discrimination promptly, impartially, thoroughly and confidentially.
- Ensure all members, employees, volunteers, hirers, are aware of this policy on equality.
- Ensure that the equal opportunities policy is monitored and reviewed regularly.
- > Challenge racism in any form and encourage its users to do the same.
- Challenge sexist policies, practices and attitudes (including policies, practices and attitudes which may relate to sexual orientation and gender re-assignment) and encourage users to do the same.
- > Challenge age discrimination in policies, procedures and attitudes
- > Endorse the right of each individual to his or her own religious belief or the absence of a belief.
- Encourage people from underrepresented groups to attend and participate in the activities of the community Centre.

The Code of Practice

- 1. People will be treated with dignity and respect regardless of the group with which they identify.
- 2. People's feelings and views will be valued and respected. Language or humour that people find offensive will not be used or tolerated, e.g. racist jokes or derogatory terminology.
- 3. No one will be harassed, abused or intimidated on the grounds that they belong to a minority group. Incidents of harassment will be taken seriously, and STC will undertake investigations of any complaints quickly.

SECTION 03(B) - GENERAL DATA PROTECTION REGULATIONS 2018 POLICY

UK data protection law, The Data Protection Act 1998 applies to every business including Charities that collects, stores and uses personal data relating to customers, employees or other individuals. Failing to follow the rules could mean a fine of up to £500,000. The Town Council have a clear data protection policy which makes sure everyone understands why data protection is important. Our Policy also describes procedures for collecting, working with and storing data.

What kinds of information do we collect?

We collect information about the hire transaction, billing and contact details.

How do we use this information?

This information is collected purely to allow the Town Council to provide hire services to you as set out in your hire agreement, take payment and to communicate with you and to respond to you when you contact us.

How is this information shared?

We do not share information that personally identifies you (personally identifiable information is information such as a name or email address that can by itself be used to contact you or identify who you are) with advertising or any other partners unless and would only do so if you give us permission.

How can I manage or delete information about me?

We store data for as long as it is necessary to provide hire services to you. Information associated with your hire account will be kept electronically for up to three years, unless we no longer need the data to provide hire services to you. You can ask us to delete your information any time. When you delete your account information, we delete things that you have provided, such as your contact details, email details and bank details.

How do we respond to legal requests or prevent harm?

We may access, preserve and share your information in response to a legal request (e.g. a warrant or court order) if the law requires us to do so.

What do I do If I have a complaint about your processing of my information?

If you feel we have breached the Data Protection requirements, you can make a complaint to the Information Commissioners Office (https://ico.org.uk) who can assist you and investigate your complaint.

SECTION 04 – USE OF THE KITCHENS AND ELECTRICAL EQUIPMENT

- 1. Any hirer intending to provide catering (beyond cold or hot drinks and cold proprietary packaged biscuits/cakes) should follow the guidance of the Food Safety Team (North Norfolk District Council) before proceeding. Follow link: Home | Food hygiene rating scheme (north-norfolk.gov.uk). The kitchens are not suitable for commercial catering.
- 2. The cooker and oven are normally kept switched off arrangements for their operation are made via the Community Centre Caretaker who will give appropriate guidance in their use. Please note that the cookers MUST NOT be used for any deep fat frying and the cookers must be cleaned after use.
- 3. Care must be taken when preparing and using boiling water and when handling hot utensils or appliances. The oven/hob should be supervised at all times when in use. It remains hot well after being turned off.
- 4. Users must remove all food at the end of their booking. Outside rubbish bins are provided for disposal of waste food. Bags of food waste must not be left unless securely within the external rubbish bins provided. Excessive rubbish created such as by parties should be removed by the hirer.
- 5. A hand wash facility is provided near the kitchen door. The kitchen and utensils should be left in a hygienic state usable by the next booking. Cleaning facilities are provided. If the kitchen has been left in an unhygienic state by a previous booking it must be reported to the Clerk or Caretaker.
- 6. While these standards are followed by the Community Centre's cleaning team, the Clerk does not arrange cleaning between each booking and the Town Council cannot be held responsible for the condition of the kitchen from the previous booking.
- 7. No Children or Minors are allowed within the Kitchen areas without adequate supervision at all times.
- 8. Electric Kettles must be switched off at the wall and unplugged after use.
- 9. All electrical appliances must be tested as per the guidance given by the Electricity at Work Regulations.(In-Service Inspection and Testing of Electrical Equipment The all-new 5th Edition of the IET Code of Practice for In-Service Inspection and Testing of Electrical Equipment)
- 10. Hirers of the facilities MUST ensure that any electrical equipment bought onto the premises has had a in-service inspection and test and approved sticker is visible.

SECTION 05 - EMERGENCY PROCEDURES

In accordance with the requirements of the Health and Safety at Work etc, and the Management of Health and Safety Regulations 1999, the Clerk has planned procedures which are to be adopted in cases of emergency.

Emergency Procedures for The Person Responsible.

A Caretaker is not on the premises at all times. You the hirer, as the responsible person for the event/function, have legal duties with regards to the safety of those persons assisting or attending the event. Before the event you should be aware of:

- ➤ What fire protection systems are available?
- > How a fire will be detected.
- ➤ How people will be warned if there is a fire.
- What people should do if they discover a fire?
- > How evacuation of the building should be carried out including arrangements for those identified as being especially at risk such as those with disabilities or children.
- Where people should assemble after they have left the building and procedures for checking everybody has evacuated the building.
- Arrangements for fighting a fire.
- ➤ How fire and rescue services and any other services will be called.
- > Procedures for meeting the fire and rescue services on their arrival.
- Check all escapes are clear of obstruction.
- Check the fire doors exiting the main hall are fully operational so that they can be opened in the event of a fire.

At the start of an event, you should notify all present about:

- > The smoking policy.
- > The emergency break points.
- > Location of the emergency telephone.
- Location of exits and escape routes.
- > Taking only valuables immediately to hand and not to go to collect other belongings.
- Not leaving items on the floor that could cause obstruction e.g. kitbags.
- The location of the Assembly Point & What will happen after an evacuation.

During an event, you should ensure that:

- Escape routes and exits do not become obstructed.
- > The No Smoking policy is adhered to.
- No naked flames are started (unless authorised).
- > Rooms do not become overcrowded.
- > Noise levels cannot drown out the need for emergency announcements.

At the end of the Hiring, you should ensure that:

- Shut all fire and general doors facing the garden exiting the main hall which have been opened.
- > The premises are left clean and tidy and equipment is returned to its correct position / storage area.
- All items brought onto the premises are taken away.
- > All heaters including water heaters are turned off.
- > All electrical appliances are turned off and unplugged.
- All lights not required for security reasons are turned out.
- All internal doors are closed.
- All exits to the premises are locked/secured.

SECTION 06 - FIRST AID FUNCTIONS

First Aid boxes are sited in the **two kitchens.** There will always be a trained first aider on site during opening hours. There may be a number of other volunteers who have also undertaken First Aid Training. Users and Hirers are advised to consider resolve their own First Aid requirements.

In the event of an accident, the nearest Accident and Emergency/Casualty dept. is:

Cromer & District Hospital, Mill Road, Cromer, NR27 0BQ / Tel: 01263 513571

The nearest doctor's surgery is

Sheringham Medical Practice, Cromer Road, Sheringham / Tel: 01263 822066

The accident book is located in the Caretaker's office on the ground floor. Once completed the relevant person must contact the Clerk or Caretaker to whom all accidents, even minor ones, must be reported.

SECTION 07 - IN CASE OF FIRE

Regarding Safe Escape in the event of a Fire:

- Users should acquaint themselves with all exits (normal & emergency) and these must be kept clear (internal & external) at all times such as not to impede emergency evacuation.
- ➤ All internal fire doors are marked as such and under no circumstances are to be wedged open. For all events, the hirer must check that all fire exit doors are unobstructed this includes checking that emergency exits are unlocked and functional as intended.
- Fire drills are not regularly practiced. User Organisations are responsible for practicing their own fire drills.
- In the event of an outbreak of fire however slight, the building must be evacuated immediately, and the Fire Brigade called fire extinguishers are provided at all exits to assist in clearing a path for emergency exit.
- The ASSEMBLY is located on the **Grass Verge** to the left of the building. Wherever feasible and safe to do so, doors and windows should be closed to reduce the spread of the fire.
- > The Fire Service should then be called on 999.

Fire Precautions and Checks

A plan of the premises showing the location of fire exits, fire extinguishers and smoke detectors is displayed at the alarm call point location within the entrance. A copy of the Emergency evacuation procedure is given in this section and is also displayed on the noticeboard.

The service record and checks for the fire safety equipment including emergency lighting is available for inspection and is located in the caretaker's office in the main entrance. The Fire Marshals are Sarah Peberday & Mel Ashcroft.

SHERINGHAM COMMUNITY CENTRE FIRE EMERGENCY PROCEDURE

IF YOU FIND A FIRE:

- > ACTIVATE THE FIRE ALARM BY BREAK POINT ACTIVATION
- > ALL PRESENT TO LEAVE BUILDING AND MEET AT ASSEMBLY AREA AND START RECORDING THOSE ASSEMBLED.
- IF POSSIBLE, SWEEP/CHECK OF ALL ROOMS AND TOILETS DO NOT ENDANGER YOURSELF.
- ONLY ATTEMPT TO EXTINGUISH THE FIRE USING THE FIRE APPLIANCES PROVIDED IF CONSIDERED SAFE TO DO SO.
- DIAL 999 FOR FIRE SERVICE FROM THE CENTRE TELEPHONE IF SAFE TO DO SO OR FROM YOUR OWN MOBILE
- GIVE THIS ADDRESS: SHERINGHAM COMMUNITY CENTRE, HOLWAY ROAD, SHERINGHAM, NR26 8NP

IF YOU HEAR THE ALARM

- LEAVE THE BUILDING BY THE NEAREST FIRE EXIT.
- CLOSE ALL DOORS BEHIND YOU.
- > REPORT TO PERSON IN CHARGE AT ASSEMBLY POINT.
- DO NOT STOP TO COLLECT BELONGINGS.
- ▶ DO NOT TAKE RISKS JUST GET OUT.

SECTION 08 - ACCIDENT REPORTING

All accidents / incidents must be reported, preferably to the Clerk or Caretaker (however minor) and recorded in our accident book. This will allow the Clerk to conduct an investigation and consider risk reduction and provide safer facilities and methods of operation. The following major injuries or incidents may need reported to the Health & Safety Executive via their online RIDDOR forms:

- Fractures, other than to fingers, thumbs or toes.
- Amputation
- > Dislocation of the shoulder, hip, knee or spine
- Loss of sight (temporary or permanent)
- Any penetrating injury to eye (including chemical)
- > Injury from electric shock/burn leading to unconsciousness or requiring resuscitation
- Any other injury leading to hypothermia, heat induced illness or unconsciousness or requiring resuscitation.
- Admittance to hospital for more than 24 hours
- > Unconsciousness caused by asphyxia or exposure to harmful substance or biological agents
- Acute illness requiring medical treatment or loss of consciousness arising from absorption, of any substance by inhalation, ingestion or through skin
- Acute illness requiring medical attention which may have resulted from a biological agent or its toxins or infected material

SECTION 9 - MANAGEMENT OF HEALTH & SAFETY AT WORK REGULATIONS

The Town Council has adopted a systematic approach to minimise or control the risks created in all activities, and areas. The Clerk and their representatives are implementing a widespread system of Risk Assessment. The Risk Assessments carried out include: -

- ldentifying the hazards.
- Assessing the risks and recording the findings.
- > Establishing whether existing safeguards are adequate.
- > Implementing suitable measures to ensure that risks are eliminated or controlled.
- Regularly review.

The results of the assessments will where necessary, dictate formal documentation for safe working procedures, and detailed risk assessment documents, which will be made available to you upon request from the Clerk. A regular review is carried out of all assessments and control measures by the Town Council members.

SECTION 10 - COMMON HAZARDS & OBSERVATIONS FOR THE HIRERS WITHIN THE PREMISES.

The following practices must be followed in order to minimise risks: No safety equipment must be tampered with. If any faults are observed, they must be reported as soon as practical to the Caretaker or Clerk.

> In the event of a power failure – an emergency lighting supply is automatically triggered to illuminate exit routes.

- > Do not operate or touch any electrical equipment where there are signs of damage, exposure of components or water penetration, etc.
- > Do not work on steps, ladders or at a height until they are properly secured, and another person is present.
- > Do not leave portable electrical or gas appliances operating while unattended.
- > The Centre's electrical and gas facilities are regularly inspected by authorised personnel and a certificate issued. Any user noting any questionable defect should report it immediately and where appropriate cease using the faulty appliance.
- Any users needing to trail cables across the floor should minimise this need and should take care not to create tripping hazards. Lengths of floor cable covers are to be used
- > Do not bring onto the property any electrical appliances which have not been tested.
- Users are responsible for the safe operation of all equipment they bring into the Centre. Electrical equipment must be used in a safe manner in accordance with the Electricity at Work Regulations 1989.
- > Do not attempt to move heavy or bulky items (e.g. stacked tables, chairs or sightscreens) without the proper equipment or help.
- > Do not stack chairs more than SEVEN high.
- > Do not attempt to carry or tip a water boiler when it contains hot water. Leave it to cool.
- > Do not allow children in the kitchen. Avoid over-crowding and do not allow running.
- > Report any evidence of damage or faults to equipment or the building's facilities to the Caretaker or Clerk.
- Report every accident to the Caretaker or Clerk who will log each incident.

Be aware and seek to avoid the following risks:

- > Creating slipping hazards on steps or wet floors mop spills immediately
- > Creating tripping hazards such as bags, mops and other items left in the kitchen and storage areas
- Avoiding tripping by using adequate lighting
- > Risks involved in handling kitchen equipment e.g. kettles, water heater and knives
- Creating toppling hazards by piling equipment e.g. in store cupboards
- Risk involved when using the car park as there is only one-way in and out of the car park. Drivers must take care at all times and they should note that the final exit is directly onto a main road.

SECTION 11 - MANUAL HANDLING OPERATIONS REGULATIONS

The Town Council have a commitment to achieve the elimination of manual handling hazards. Where Manual Handling is unavoidable, The Hirer is to carry out their own **Risk Assessments** to Assess the risk and record the findings of the assessment and to take measures to reduce the risk of injury. The Caretaker or Clerk will provide instruction and information on the weight of tables, chairs etc and the system of work to be used which should be followed at all times by the hirer and their users.

The hirer will be responsible for the proposed lifting operation and they are to be conversant with the risk assessment and safe working procedures.

SECTION 12 – WORKPLACE (HEALTH, SAFETY, WELFARE) REGULATIONS

In compliance with the Workplace regulations the Town Council will arrange for inspections at least annually of all the premises, devices or systems to make sure they are maintained in an efficient state, efficient working order, in good repair, and subject to a suitable maintenance system (where appropriate).

The inspections will include Ventilation, Temperature, Lighting, Cleanliness & Waste Materials, Washing & WC Facilities, Seating, Tables, Conditions of Floor and Traffic Routes, Access to the site Car Park, Floors in the Halls and all Doors & Locks.

SECTION 13 – PERSONAL PROTECTIVE EQUIPMENT REGULATIONS

It is the responsibility of the Hirer to ensure that PPE is provided for any activity where it may be required such as cleaning of the kitchen after use. Hirers are required to provide and use their own PPE.

SECTION 14 – WORKING ALONE SAFELY

Some high - risk activities may require the presence of another person. Examples are where there may be a risk of violence, or when leaving the premises late at night. It is recommended that the Hirer carry out their own risk assessment as it will help decide on the level of monitoring, they may require.

SECTION 15 - ASBESTOS

The premises is clear of asbestos containing materials. If anyone suspects an asbestos material to be present, or fly tipped on the premises they are to report their suspicions to the Clerk immediately. On receipt of the above information, the Clerk will liaise with the relevant authorities.

When samples have been analysed and the results of the analysis identified, the appropriate course of action will be taken to eradicate the problem. Any asbestos removal will only be carried out by authorised asbestos removal contractors.

SECTION 16 – CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH REGULATIONS (COSHH)

The Town Council will ensure the collection of up-to-date information on the toxicity and potential hazards of all substances on the premises, especially cleaning products used in the kitchen and are thus available for Hirers to use. The information will be available to those with a legitimate need for that information. If required, COSHH assessments can be prepared by the Town Council for any new substances prior to first use.

SECTION 17 - WORKING AT HEIGHT REGULATIONS

The Hirer is NOT permitted to undertake any activity that may require working at heights. If the hirer requires to undertake a working at height activity, a working at hight risk assessment must be completed by the hirer with a nominated Town Council employee prior to any activity commencing.

SECTION 18 – MONITORING OF THE SYSTEM

The monitoring of this information is essential in order to achieve effective control over the management of health and safety especially for the hirer and their users. The Town Council are aware that risk can never be eliminated completely. New risk assessments are carried out if new or changed circumstances are identified and are part of the Town Council' on-going commitment to safety.

Safety Audits

Regular safety audits will be carried out to ensure the effectiveness and relevance of the health and safety policies and management systems in place. The audits will ensure that action is taken to eliminate any deficiencies noted. The results of the safety audits will be discussed under the rolling Health &Safety agenda item at the Town Council committee meetings.

Accident/Hazardous Incident Reports

All accidents and hazardous incidents will be investigated by the Clerk and reported under the rolling Health & Safety agenda item to the full committee at the next available meeting.