

Ringwood Town Council
Ringwood Gateway, The Furlong, Ringwood, Hampshire BH24 1AT
Tel: 01425 473883
www.ringwood.gov.uk

POLICY & FINANCE COMMITTEE

Dear Member

13th May 2021

A meeting of the above Committee will be held on **Wednesday 19th May 2021** at 7.00pm and your attendance is requested.



Mr C Wilkins
Town Clerk

The Council has decided that, for health and safety reasons, until the 28th September its meetings will mostly continue to take place in a virtual environment using Zoom technology only. For legal reasons, these meetings will lack the power to make decisions directly and will, instead, take the form of consultations between councillors and staff at which councillors will seek to agree their collective preference as to how staff should exercise the decision-making powers delegated to them. This meeting will be held via Zoom and the joining details are set out below.

The Council remains committed to transparency in its decision-making processes and members of the press or public who would like to participate or simply observe the meeting are welcome to join the meeting using the same joining details.

Here are the details needed to join the meeting:-

<https://us02web.zoom.us/j/88064384398?pwd=b01HbnhOVWpha0k2SEFMUjU2NzRsQT09> Meeting ID: 880 6438 4398 Passcode: 179259

Everyone is encouraged to join in good time ready for a start of the meeting proper at 7.00pm. In the event of difficulty joining please contact Chris Wilkins, Town Clerk on (01425) 484720 or by sending an email to chris.wilkins@ringwood.gov.uk

AGENDA

1. PUBLIC PARTICIPATION

There will be an opportunity for public participation for a period of up to 15 minutes at the start of the meeting

2. APOLOGIES FOR ABSENCE

3. DECLARATIONS OF INTEREST

4. MINUTES OF THE PREVIOUS MEETING

To approve as a correct record the minutes of the meeting held on 21st April and 5th May 2021

5. FINANCIAL REPORTS (*Report A attached*):

- a. To note that the list of payments made on Imprest Account for April will be presented at the June meeting
- b. To note the total amount of Petty Cash payments for April
- c. To receive Statement of Town Council Balances and authorise Inter Account Transfers
- d. To receive the Finance Manager's outturn report 2020/21

6. NORTH POULNER PLAY AREA ACCESS GATES

To consider a proposal that work to the gates at North Poulner Play Area be funded from the Infrastructure Reserve

7. GATEWAY INFORMATION SERVICE

To consider the Town Clerk's report (*Report B*)

8. CREDIT CARD ACCOUNT ARRANGEMENTS

To consider the Town Clerk's report on credit card purchases (*Report C*)

9. ANNUAL HEALTH AND SAFETY REVIEW

To consider the Town Clerk's report on health and safety policy arrangements (*Report D*)

10. REVIEW OF DATA PROTECTION ARRANGEMENTS

To consider the Town Clerk's report on data protection policies and procedures (*Report E*)

11. PROJECTS (current and proposed)

To consider the officers' report (*Report F*), receive any verbal updates and agree next steps where necessary

If you would like further information on any of the agenda items, please contact Chris Wilkins, Town Clerk on (01425) 484720 or email chris.wilkins@ringwood.gov.uk.

Committee Members

Cllr Jeremy Heron (Chairman)
Cllr Steve Rippon-Swaine (Vice Chairman)
Cllr Andrew Briers
Cllr Philip Day
Cllr John Haywood
Cllr Peter Kelleher
Cllr Gloria O'Reilly
Cllr Tony Ring

Student Advisors

Copied by e-mail to other members for information

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RINGWOOD TOWN COUNCIL

FINANCIAL REPORTS FOR

POLICY & FINANCE COMMITTEE MEETING

19th May 2021

POLICY AND FINANCE COMMITTEE 19th MAY 2021

(c)

BANK BALANCES & PROPOSED TRANSFERS

Account Name	Predicted	Actual at	Predicted	Proposed Transfers		Predicted
	30-Apr-21			30-Apr-21	Movement	
	£	£	£	£	£	£
Imprest (Current) Account	85,683	115,334	-90,000		80,000	105,334
Business Account	51,548	51,548				51,548
Investment Accounts	680,000	680,000		-80,000		600,000
Greenways Rent Deposit	10,677	10,670				10,670
Petty Cash - Imprest	166	152				152
Petty Cash - Carvers Clubhouse	100	100				100
VIC Change Float	50	50				50
Information Desk Float	75	75				75
TOTAL BANK BALANCES	828,299	857,929	-90,000	-80,000	80,000	767,929

nb all balances, other than the investment accounts, are held with Lloyds Bank plc unless otherwise stated

PROPOSED TRANSFER AUTHORISATIONS:

DATE

19th May 2021

19th May 2021

Investment Accounts	CCLA	Instant access
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Notes:

- 1 **Imprest Account** £
 Anticipated net expenditure to end April 90,000
 (Includes RTC share of Gateway costs 2020/21 - £37,648 gross)

 Net anticipated movement on imprest account **90,000**
- 2 **Investment Maturity**
 No investments due to mature
- 3 The bank accounts were reconciled as at 30th April 2021
- 4 With reference to the Greenways Rent Deposit Accounts, the ground Floor deposit is £7,000 and the 1st floor deposit is £2,637. These sums will be paid over to the tenant at the end of the tenancy, with interest accrued, subject to the Council having no cause to claim funds for damages.
- 5 A temporary nominal account has been implemented to act as a change float for the VIC. This will be in operation only for the period when the VIC is open during the spring and summer at weekends and bank holidays. The balance is £50.00.
- 6 A nominal account has been implemented to reflect the float of £75.00 held by the Information Desk.
- 7 The Town Council's Imprest and Business bank accounts are held with Lloyds Bank plc

REPORT TO POLICY & FINANCE COMMITTEE – 19th May 2021

(d)

OUTTURN 2020/21**1. BACKGROUND**

- 1.1 The purpose of this report is to provide Members with the income and expenditure outturn report for the year 2020-21.
- 1.2 There have been a small number of adjustments since the report discussed at the meeting in April, but the net outturn, as reflected in the transfer to general reserves at year end, is virtually unchanged.
- 1.3 A summary income & expenditure outturn report is included at Appendix A, prepared on an accruals basis. This illustrates the actual expenditure as adjusted for income and expenditure commitments, receipts in advance and prepayments.
- 1.4 This report also includes an updated schedule of movements to and from reserves together with reserve balances at 31st March 2021, at Appendix B.

2. INCOME & EXPENDITURE FOR THE FINANCIAL YEAR 2020/2021

- 2.1 At the April meeting of this committee it was reported that the likely outturn would result in an increase in the General Reserve of £12,862. The surplus on the revenue account has increased by £13,829 but this increase is almost entirely due to a change of treatment of key deposits which were previously shown as a creditor at year end but are now shown as a separate earmarked reserve. This change of treatment is described in more detail below. The increased surplus is reflected in a new earmarked provision for key deposits and the transfer to the general reserve has decreased slightly to £12,622.
- 2.2 Overall, income has increased marginally to £248,619, an increase of £1,600 compared with the figure reported in April. This change is largely due to an erroneous transaction recorded as an outstanding creditor that was identified and deleted.
- 2.3 Expenditure has decreased by just over £11,000 to £684,413. This is mainly due to the change of treatment of the key deposits in year-end creditors as described below which has reduced reported in-year expenditure by £14,088, together with a reduction of almost £2,000 in the re-charge of Gateway costs compared with the provision that had been made. There were some other adjustments and small increases in expenditure.
- 2.4 The result is that, when the precept of £519,907 is taken into account, there is a reported surplus of £84,113 on the revenue account, before any transfers to and from reserves are taken into account.
- 2.5 Planned transfers to earmarked reserves amount to £38,400. In addition, there was a transfer of £3,000 from the general reserve to a neighbourhood plan reserve and cash receipts, including CIL amounted to £39,650. There was also a small increase of £528 in key deposits, which are now recorded as a reserve. Thus, total transfers to earmarked reserves amount to £81,578.
- 2.6 Transfers from reserves in support of planned expenditure amounted to £24,175 which is a slight increase on the revised budget figure of £23,184 because of the application of Covid relief grant as discussed at the last meeting. Net transfers to earmarked reserves are therefore £57,403.
- 2.7 The result is an outturn surplus on the revenue account at year end of £26,710 of which £12,622 will be added to the General Reserve and the balance will be added to the increase in key deposits of £528 to form an earmarked reserve for key deposits. This will

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- (d) increase total reserves to £579,996 split between Earmarked Reserves of £272,835, key deposits of £14,616 and a General Reserve of £292,545.

3. Treatment of Key deposits in the Balance Sheet at 31st March 2021

- 3.1 The balance sheet is a snapshot of the value of cash assets at the year end. Simply put, total cash, plus debtors, less creditors, is equal to the value of the general reserve plus earmarked reserves. At the end of March 2020, the total value was £495,883.
- 3.2 One of the features of the Edge Finance system is that many of the year end reports, including the balance sheet, are automatically produced once all year end transactions have been processed. However, this means that the presentation of such reports must follow the approach adopted by the accounting system. Members may recall that there had previously been some discussion on the presentation of the balance sheet and in particular the representation of the key deposits held by the Town Council on behalf of tenants, allotment holders and sports clubs.
- 3.3 In the past, these deposits, held as cash and investments by the Council, were represented by a separate creditor on the balance sheet and were effectively discounted, with both the cash asset and resulting liability cancelling each other out on one side of the balance sheet. The Edge approach, however, is to record the liability as an extra earmarked reserve, on the other side of the balance sheet rather than as a creditor. Either approach is acceptable, and the Edge approach has the benefit of highlighting the value of such deposits, however the change to this approach results in an apparent increase in the balance sheet and the total value of reserves. The balance sheet at the end of March 2021 now stands at £579,996 an increase of £84,113, of which £14,616 is due to the changed treatment of key deposits.
- 3.4 A copy of the balance sheet, produced by Edge is included at appendix C. It should be noted that the figure for the General Fund reserve at 31/03/20 is understated by £14,087.95 because the key deposit liability at that date is duplicated in both creditors and earmarked reserves.

4. Annual Governance and Accountability Return

- 4.1 The Annual Governance and Accountability return, or AGAR, is required to be submitted for Council approval by the end of June. The internal auditor is currently running a series of compliance tests and will be in a position to report on the efficacy of the Council's systems of financial control in the next week or so. The AGAR will then be completed and presented to the June meeting of this Committee and subsequently to Full Council for endorsement.

5. RECOMMENDATION

It is **recommended** that: -

- 5.1 The 2020/21 budget outturn position is noted.

For further information please contact:

Rory Fitzgerald, Finance Manager or

Tel: 01425 484723

rory.fitzgerald@ringwood.gov.uk

For further information please contact:

Chris Wilkins, Town Clerk

Tel: 01425 484720

Chris.wilkins@ringwood.gov.uk

Income and Expenditure Figures by Budget Headings

INCOME	1 Receipts	2 Debtors	3 Receipts in advance	4 Opening Debtors	5 Opening Receipts in advance	1+2-3-4+5 INCOME	INCOME Last year	INCOME Variance	Annual Return Box	(d)
<u>Income</u>										
102 Interest Business A/c	£4.70	£0.00	£0.00	£0.00	£0.00	£4.70			3 Receipts	
110 Client Deposits	£108.53	£0.00	£0.00	£0.00	£0.00	£108.53			3 Receipts	
200 Revenue Income	£158,707.20	£21,756.42	£0.00	£20,490.60	£4,012.50	£163,985.52			3 Receipts	
280 Carvers Club House Income	£3,662.25	£44.00	£0.00	£212.00	£0.00	£3,494.25			3 Receipts	
300 Revenue Income (RLOS)	£27,282.95	£5,855.06	£0.00	£3,742.50	£768.78	£30,164.29			3 Receipts	
320 Cemetery Income	£36,149.78	£90.00	£0.00	£0.00	£0.00	£36,239.78			3 Receipts	
330 Allotment Income	£5,373.70	£0.00	£2,600.00	£2,525.00	£1,328.35	£1,577.05			3 Receipts	
350 Capital Income	£3,820.00	£0.00	£0.00	£0.00	£0.00	£3,820.00			3 Receipts	
400 Income	£9,225.00	£0.00	£0.00	£0.00	£0.00	£9,225.00			3 Receipts	
999 Suspense	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00			3 Receipts	
Total Income	£244,334.11	£27,745.48	£2,600.00	£26,970.10	£6,109.63	£248,619.12	£255,279.88	-2.61%	-£6,660.76	
<u>Precept</u>										
100 Precept	£519,907.00	£0.00	£0.00	£0.00	£0.00	£519,907.00			2 Precept	
Total Precept	£519,907.00	£0.00	£0.00	£0.00	£0.00	£519,907.00	£497,549.00	4.49%	£22,358.00	
EXPENDITURE	1 Payments	2 Creditors	3 Payments in advance	4 Opening Creditors	5 Opening Payments in advance	1+2-3-4+5 EXPENDITURE	EXPENDITURE Last year	EXPENDITURE Variance	Annual Return Box	
<u>Expenditure</u>										
10000 Petty Cash - Office	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00			6 Payments	
10001 Petty Cash - Youth	£50.00	£0.00	£0.00	£0.00	£0.00	£50.00			6 Payments	
10002 Petty Cash - Visitor Information	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00			6 Payments	
10003 Petty Cash - Information Desk	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00			6 Payments	
10110 Deposit Refunds	£92.00	£0.00	£0.00	£0.00	£0.00	£92.00			6 Payments	
10111 Bank Charges	£98.00	£0.00	£0.00	£0.00	£0.00	£98.00			6 Payments	
2000 Establishment	£101,224.98	£0.00	£4,624.65	£4,917.15	£4,177.07	£105,694.55			6 Payments	
2100 Maintenance	£36,809.77	£32,660.00	£0.00	£33,314.00	£0.00	£36,155.77			6 Payments	

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APPENDIX A

Income and Expenditure Figures by Budget Headings

(d) EXPENDITURE	1 Payments	2 Creditors	3 Payments in advance	4 Opening Creditors	5 Opening Payments in advance	1+2-3-4+5 EXPENDITURE	EXPENDITURE Last year	EXPENDITURE Variance	Annual Return Box
2200 Democratic Process (members	£8,520.53	£0.00	£0.00	£0.00	£0.00	£8,520.53			6 Payments
2210 Grants	£9,077.95	£0.00	£0.00	£0.00	£0.00	£9,077.95			6 Payments
2300 Employee Costs- Allocated Offic	£107,648.10	£0.00	£0.00	£0.00	£0.00	£107,648.10			4 Staff
2310 Employee overhead Costs	£4,318.25	£0.00	£0.00	£0.00	£0.00	£4,318.25			6 Payments
2400 Other	£37,195.35	£0.00	£0.00	£0.00	£0.00	£37,195.35			6 Payments
2500 Capital Financing	£31,545.90	£0.00	£0.00	£0.00	£0.00	£31,545.90			5 Loans
2501 Capital	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00			6 Payments
2600 Wages Control Account	£1,236.13	£12,298.18	£0.00	£13,086.82	£0.00	£447.49			6 Payments
2801 Carvers Employee Costs	£41,944.07	£0.00	£0.00	£0.00	£0.00	£41,944.07			4 Staff
2802 Carvers Club House- Expenditur	£15,423.75	£0.00	£0.00	£21.67	£0.00	£15,402.08			6 Payments
3000 Recreation & Leisure (Other)	£62,520.72	£7,799.98	£0.00	£0.00	£0.00	£70,320.70			6 Payments
3001 RL&OS -Employee Costs	£139,044.67	£0.00	£0.00	£0.00	£0.00	£139,044.67			4 Staff
3002 Employee Costs	£980.00	£0.00	£0.00	£0.00	£0.00	£980.00			4 Staff
3200 Cemetery	£7,359.05	£0.00	£0.00	£0.00	£0.00	£7,359.05			6 Payments
3201 Cemetery -Employee Costs	£35,704.10	£0.00	£0.00	£0.00	£0.00	£35,704.10			4 Staff
3300 Allotments	£2,623.23	£0.00	£0.00	£13,956.00	£0.00	£-11,332.77			6 Payments
3301 Allotments -Employee Costs	£9,101.28	£0.00	£0.00	£0.00	£0.00	£9,101.28			4 Staff
3350 Capital Expenditure	£9,247.88	£330.00	£0.00	£0.00	£0.00	£9,577.88			6 Payments
4000 Planning, Town & Environment	£7,437.00	£2,975.00	£0.00	£0.00	£0.00	£10,412.00			6 Payments
4001 Employee Costs	£15,090.69	£0.00	£0.00	£0.00	£0.00	£15,090.69			4 Staff
4050 Capital Expenditure	£97.50	£0.00	£0.00	£0.00	£0.00	£97.50			6 Payments
9999 Suspense	£0.00	£0.00	£0.00	£132.15	£0.00	£-132.15			6 Payments
Total Expenditure	£684,390.90	£56,063.16	£4,624.65	£55,593.49	£4,177.07	£684,412.99	-£61,313.76	-1216.25%	£745,726.75

RESERVES AND PROVISIONS - MOVEMENT & ESTIMATED BALANCES

1st April 2020 to 31st March 2022

Appendix B

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	Actual Balance 01/04/20 £	Actual Transfers 2020/21 :				Actual Balance 01/04/21 £
		from Revenue £	to Revenue £	Cash Receipts £	between provisions £	
<u>EARMARKED PROVISIONS</u>						
I.T. & Equipment	9,400	4,500				13,900
Gateway	32,567	0			-7,567	25,000
Cemetery	14,000	4,000				18,000
Buildings Reserve	16,000	5,000			7,567	28,567
Election	9,774	1,500				11,274
Vehicle & Machinery	8,809	11,000	-3,444			16,365
Play Equipment	14,358	6,900	-6,000			15,258
Memorials	3,000					3,000
Christmas Lights	10,397				-10,397	0
Carvers Clubhouse	26,551	2,500	-2,026			27,025
Ringwood Events	13,357		-4,529			8,828
Memorial Lantern	1,852		-498			1,354
Carvers Grounds	11,300					11,300
Infrastructure & Open Spaces	5,946	3,000			10,397	19,343
Neighbourhood Plan	0				3,000	3,000
Total Provisions	177,311	38,400	-16,496	0	3,000	202,215
<u>RESERVES</u>						
Earmarked Reserves:						
Dev Contribs	4,783		-1,120			3,663
Cem Maint	1,440		-230			1,210
Dev Cons(CIL)	19,301		-5,210	31,544		45,635
Capital Receipts	13,125					13,125
Grants Unapplied	0		-1,119	8,106		6,988
Loans Unapplied	0					0
Total Earmarked Reserves and Provisions	215,960	38,400	-24,175	39,650	3,000	272,835
General Reserve	279,923	15,622	0		-3,000	292,545
Total Reserves	495,883	54,022	-24,175	39,650	0	565,380
Key deposits		14,616				14,616
Balance Sheet reconciliation	495,883	68,638	-24,175	39,650		579,996

Consolidated Balance Sheet

Unaudited

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31/03/20

31/03/21

£

£

(d)

APPENDIX C

Current assets		
422,209.50	Investments	492,224.73
0.00	Loans Made	0.00
0.00	Investment	0.00
0.00	Stocks	0.00
7,792.88	VAT Recoverable	9,068.31
26,970.10	Debtors	27,745.48
4,177.07	Payment in Advance	4,624.65
96,436.57	Cash in Hand at Bank	104,996.12
<u>557,586.12</u>	TOTAL CURRENT ASSETS	<u>638,659.29</u>
<u>557,586.12</u>	TOTAL ASSETS	<u>638,659.29</u>
Current liabilities		
0.00	Loans Received	0.00
0.00	Temporary Borrowing	0.00
0.00	VAT Payable	0.00
55,593.49	Creditors	56,063.16
6,109.63	Receipts in Advance	2,600.00
<u>61,703.12</u>	TOTAL CURRENT LIABILITIES	<u>58,663.16</u>
<u>495,883.00</u>	TOTAL ASSETS LESS CURRENT LIABILITIES	<u>579,996.13</u>
0.00	Long Term Borrowing	0.00
0.00	Deferred Liabilities	0.00
0.00	Deferred Credits	0.00
<u>0.00</u>		<u>0.00</u>
<u>495,883.00</u>	NET ASSETS	<u>579,996.13</u>
Represented by		
265,834.93	General Fund	292,544.82
4,783.32	Developer Contribution s106	3,663.32
19,300.94	Developer Contribution CIL	45,634.90
1,440.00	Cemetery Maintenance	1,210.00
13,125.00	Capital Receipts	13,125.00
0.00	Grants Unapplied	6,987.50
9,400.00	IT & Systems Provision	13,900.00
32,567.00	Gateway Building Provision	25,000.00
14,000.00	Cemetery Provision	18,000.00
16,000.00	Buildings Repair Provision	28,567.00
9,773.88	Elections Provision	11,273.88
8,809.02	Machinery Renewal Provision	16,365.43
14,357.50	Play equipment Provision	15,257.50
3,000.00	Memorials Provision	3,000.00
10,397.00	Christmas Lights Provision	0.00

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Consolidated Balance Sheet

Unaudited

(d)

31/03/20		31/03/21
£		£
26,551.00	Carvers Clubhouse Provision	27,025.49
11,300.00	Carvers Grounds Dev Provision	11,300.00
13,357.43	Ringwood Events Reserve	8,828.43
5,946.00	Infrastructure & Open Spaces	19,343.00
1,852.03	Memorial Lantern Fund	1,353.91
0.00	Neighbourhood Plan	3,000.00
14,087.95	Key Deposits	14,615.95
<u>495,883.00</u>		<u>579,996.13</u>

Signed _____

Chairman

Date

AUDIT OPINION

Responsible Financial Officer

POLICY & FINANCE COMMITTEE19th May 2021**Gateway Information Service****1. Introduction and reason why decision required**

- 1.1 Officers are currently planning how this service (and especially the Information Officers' working arrangements) will evolve as the pandemic restrictions are lifted. Officers are also preparing to meet officers from the District and County Councils to discuss the future use of facilities at the Gateway. This report is intended to provide to members further information about the service and the issues and to seek direction as to priorities and preferences.

2. Background information, options, impact assessment and risks

- 2.1 Terms for the provision of the Information Service by Ringwood Town Council on behalf of New Forest District Council were initially set out in a service level agreement. Although this agreement has long since expired and not been formally renewed, the arrangement continues. RTC employs three part-time Information Officers who receive training and management relating to the service from NFDC along with access to relevant IT systems that no other RTC staff receive. RTC is responsible for managing the employment relationship with the Information Officers and most aspects of the day-to-day running of the Gateway building.
- 2.2 Several factors bear upon or constrain how the service is provided:
- 2.2.1 Demand is variable, being very high at particular times (when parking clocks near or reach their expiry dates or when council tax bills have just been issued, for example) and much lower at others;
- 2.2.2 Some local residents make regular use of the facility and attach considerable value to it whilst others do not use it at all;
- 2.2.3 For safety and security reasons, we must ensure at least two members of staff are on duty in or near the foyer whenever the doors are open - unless two information officers are on duty this requires other RTC staff to stand in (to the potential prejudice of the performance of their duties)
- 2.2.4 The information officers are employed for a grand total of 63.5 hours per week between them. Some time has to be allowed for preparing for opening, breaks and cashing-up at the end of each day. There is no practicable alternative to their providing leave cover for each other and that has to be factored in too.
- 2.2.5 The task of managing and overseeing use of the bookable rooms and "drop-in" office space for NFDC and HCC officers must also be covered whenever those facilities are available (since the building has no automated secure access system).
- 2.2.6 The contribution paid by NFDC for the service in 2020-21 was £52,358.16. The direct payroll costs of the three information officers in the same period was £52,007.46. However, the last figure reflects the reduced need for overtime working. Had the service been in full operation throughout the year this figure would certainly have been larger. Due allowance should be made for the work done by these staff for this council but this probably accounted for no more than 5-10 per cent of their time. Other costs (such as the management time and effort required of other RTC staff) should also be taken into account. Whatever the final outcome, it is clear that the contribution from NFDC would not cover the cost of any increase in staffing capacity.

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2.3 Given the pressures on the staff time available careful consideration about future management of the information service and the Gateway facilities is unavoidable. One possible way of re-aligning the information service to the available resources would be to reduce the public opening hours to 9am to 4pm Mondays, Wednesdays, Thursdays and Fridays only with a 45-minute closure at lunchtime each day. (This compares with 9am to 4pm at the other NFDC information offices and Lyndhurst which is closed on both Mondays and Wednesdays.) This proposal would free one information officer to work six hours on Tuesdays mainly (or even exclusively) on RTC tasks rather than work for NFDC. Our partner councils will be consulted for their views, this is an opportunity for committee members to consider and express their preferences and priorities.

3. Issues for decision and any recommendations

- 3.1 ***Must the provision of the Information Service be adjusted to achieve sustainability within the existing funding arrangements or would members consider providing additional RTC funding to avoid service reductions?***
- 3.2 ***Tuesday opening has always been difficult for practical reasons. Can its loss be accepted as an unavoidable necessity or must it be avoided at all costs?***
- 3.3 ***Is closing at lunchtime preferable to opening later at the start of the day or closing earlier at its end?***
- 3.4 ***Is closing at lunchtime preferable to requiring other RTC staff to provide cover?***

For further information, contact:

Christopher Wilkins, Town Clerk
Direct Dial: 01425 484720
Email: chris.wilkins@ringwood.gov.uk

POLICY & FINANCE COMMITTEE

19th May 2019

Credit Card Purchases

1. Introduction and reason why decision required

- 1.1 Current limits on use of the council's credit card account are causing delay and extra work.

2. Background information, options, impact assessment and risks

- 2.1 Financial Regulations currently provide as follows: "Any corporate credit card or trade card account opened by the council will be specifically restricted to use by the Clerk and/or the Office Manager and shall be subject to automatic payment in full at each month-end. Personal credit or debit cards of members or staff shall not be used under any circumstances."
- 2.2 Wherever possible, officers still seek to open an account with each approved supplier, submit an approved purchase order and, upon receipt of an invoice, pay by BACS. Increasingly, however, this traditional method of doing business is breaking down. In order to achieve best value (or in some cases to make a purchase at all) we have to buy online and use the credit card account. (We have no debit cards.) Limiting the issue of cards to the Clerk and the Office Manager, forces other budget managers to seek their help for even the most modest purchases.
- 2.3 The balance on the credit card account is cleared every month (to avoid interest charges) and each transaction is listed on the usual monthly reports to this committee.
- 2.4 It would be very much easier if members were willing for cards to be issued to any member of staff provided this is agreed by both the Clerk and the Finance Manager and changes are reported to this committee.
- 2.5 As matters stand, the card account has a credit limit of £3,000 which is, in effect, shared by all the card-holders. Issuing extra cards won't of itself change this limit. Would members consider an increase in this, to £4,000 perhaps?
- 2.6 It is necessary to balance the risk of possible abuse against the costs arising from safeguards (especially inefficient work practices). We do not use debit cards because it would be difficult to establish adequate safeguards against misuse. The credit card account is safer because of the ability to set a credit limit and to monitor the balance online (the Clerk, Finance Manager and Finance Officer all have online access). However, the terms on which this is used need to be kept under review to align with changes in how our suppliers operate and the pressures on staff time. As an additional safeguard, copies of the credit card statements could be produced at future committee meetings if desired.
- 2.7 Officers expect to bring forward proposals for a more comprehensive review of Financial Regulations shortly (which will include any changes to the credit card account if approved by members in the meanwhile).

3. Issues for decision and any recommendations

- 3.1 Are members content to allow credit cards to be issued to any members of staff provided this is agreed by both the Clerk and the Finance Manager and changes are reported to this committee?**
- 3.2 Do members wish to authorise a change in the credit limit on the credit card account?**

For further information, contact:

Chris Wilkins, Town Clerk Direct Dial: 01425 484720 Email: chris.wilkins@ringwood.gov.uk

POLICY & FINANCE COMMITTEE

19th May 2019

Health and safety policy and arrangements

1. Introduction and reason why decision required

- 1.1 The council should review its health and safety policy and arrangements annually.

2. Background information, options, impact assessment and risks

- 2.1 The relevant policy and documents were comprehensively re-written and approved in April 2018 and last reviewed at the meeting of this committee in June 2020. Officers recommend that they be reviewed at the May meeting of this committee from now on as part of the annual programme of overseeing and reviewing the council's governance documents.
- 2.2 The following documents are attached for information purposes only: the Health & Safety Policy Statement and arrangements document. Only one change is recommended; "Just Health & Safety" are no longer engaged to provide advice and assistance. Officers are currently negotiating with an alternative supplier and this section will be updated (and members informed) when this process has been completed.
- 2.3 In the period since June 2020 there have been no incidents or concerns raised that members need to be aware of. The coronavirus pandemic has necessitated the review and updating of various risk assessments and other operational risk assessments have received routine periodic reviews. Members may recall the press interest when this process led to the use of ladders in connection with the street-lamp banners being discontinued. Procedures for working on the town centre roundabout were also changed following a review of these.

3. Issues for decision and any recommendations

Members are recommended to note this report and the documents referred to.

For further information, contact:

Chris Wilkins, Town Clerk
Direct Dial: 01425 484720
Email: chris.wilkins@ringwood.gov.uk

HEALTH AND SAFETY POLICY STATEMENT



(SECTION 1 OF 3)

We are committed to running Ringwood Town Council in such a way as to ensure, as far as is reasonably practicable, the health and safety of our staff whilst at work and that persons not in our employment (customers, contractors, visitors and others), are not exposed to risks to their health or safety.

Whilst most organisations have activities which can present various hazards and risks, we know from experience that if we properly plan our work with health and safety (H&S) in mind then none of our activities should harm our staff or others. The central message is therefore:

We will not tolerate any behaviour or condition which could foreseeably result in serious injury to anyone because of The Town Council's activities.

In general, Ringwood Town Council aims to provide and maintain safe working conditions, equipment and systems of work. Our Policy will be made freely accessible to our employees and any other person(s) who may be affected by our activities.

Our Health and Safety Objectives are to:

- ⦿ Establish and maintain an organisational structure with clearly defined responsibilities for implementing the policy and monitoring its effectiveness.
- ⦿ Identify the health and safety hazards within our organization and eliminate associated risks where reasonably practicable, avoiding personal risks before other kinds of loss.
- ⦿ Evaluate the risks that cannot be avoided using the technique of risk assessment and reduce these risks to as low a level as is reasonably practicable using effective controls.
- ⦿ Actively review and develop our health and safety standards, and revise them when there are changes in legislation, industry best practice or the technology available to us.
- ⦿ Promote a culture of health and safety best practice and compliance with all relevant health and safety legislation.

The Town Council will provide adequate support and resources for achieving these objectives, and actively encourage continuous improvement in our health and safety performance. We will consult with employees on H&S issues and ensure that they are given adequate instruction, information, supervision and training to carry out their jobs safely and without risks to health. If any employee has any concerns about H&S matters they must raise them with their Manager.

The Town Clerk will assume the day-to-day responsibility for ensuring compliance with H&S law, and be accountable to the Policy & Finance Committee on behalf of the full Town Council. Various general and specific duties have been delegated to achieve this, detailed further in the [Organisation](#) section. Health and Safety must be one of the primary concerns of all employees and regarded as an integral part of their normal duties. Ringwood Town Council will treat any serious or persistent disregard of our Health and Safety arrangements as a disciplinary matter.

Signature:

Date:

Jeremy Heron, Chairman of Policy & Finance Committee, Ringwood Town Council

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Policy Review

There will be two forms of review:

1. On an annual basis, the Town Clerk will produce a status report to the Policy & Finance Committee stating actions taken over the year, perceived gaps in our health and safety systems, further actions planned to strengthen them etc.
2. Where sections of the H&S Policy require changing e.g. to reflect changes in arrangements, then the Town Clerk has the authority to do this and use best judgement to bring any significant changes to the attention of the Chair of the Policy and Finance Committee. A record will be kept of all such changes.

HEALTH AND SAFETY POLICY ORGANISATION



(SECTION 2 OF 3)

This section outlines the way that we are organised for health & safety purposes.

Ringwood Town Council recognise that all members of management and employees can potentially be prosecuted for failing in their health and safety responsibilities and that this can lead to fines as well as damage to our reputation.

The responsibility for health, safety and welfare of employees and others who may be affected by our activities is a shared one. While the duties of each level within the organisation will differ, it is incumbent on each employee of Ringwood Town Council to discharge these to the best of their ability and be accountable for doing so.

General

The specific and general duties of all Managers and Supervisors are summarised below. All Managers and Supervisors within Ringwood Town Council should liaise closely with each other to ensure all duties have been clearly assigned. To assist in their duties, they are required to make themselves available for training in safety matters where appropriate.

Responsibilities of all The Town Council's employees

Every employee has health and safety responsibilities in Statutory and Civil law as well as under their contract of work. The general duties and responsibilities for each level of staff are outlined below.

Employees should be aware that managers can only be expected to make workplace adjustments for known problems and that they are under a legal duty to inform their managers about any problems concerning the arrangements for their health or safety in the workplace.

Responsibilities of all The Town Council's members

Every member of the Council is expected:

- ⦿ To give careful consideration to reports submitted to them by the Town Clerk or other Manager on H&S issues
- ⦿ To ensure that Managers and Supervisors are given the resources and support required to give effect to this Policy; and
- ⦿ Not to instruct, encourage or entice employees to breach the instructions contained in this Policy or the arrangements made in accordance with it.

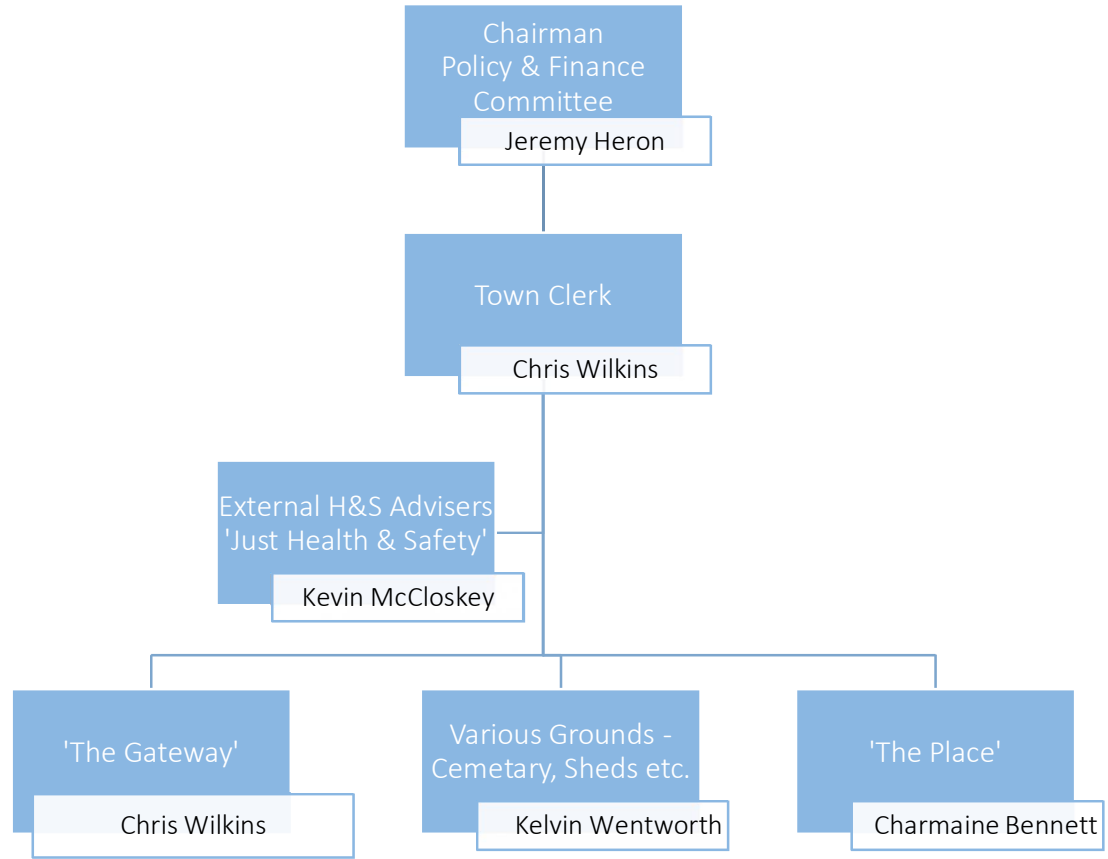
Health and Safety assistance

Just Health & Safety, a Bournemouth-based H&S Consultancy, has been appointed to help us comply with Regulation 7 of the Management of Health and Safety at Work Regulations 1999, by acting as our Competent Person to advise on the strategic and practical management of risk and compliance with statutory duties.

Contractors Responsibilities

Contractors have their own duties under health and safety statutory law as well as a civil Duty of Care to carry out work in a responsible manner and avoid exposing others to risks to their health and safety. Contractors also must comply with any provisions for health and safety laid out in any contract they have with Ringwood Town Council. Our obligations to contractors are laid out in the Arrangements section of our Policy

Organisation Structure for H&S Management



The Town Clerk is responsible for organising the setting up of robust Health and Safety systems within the Town Council. He has the overall responsibility for the effective planning and implementation of the H&S Policy and our strategic objectives, ensuring that adequate funds and resources are made available to achieve them.

His responsibility also includes the following:

- ⊙ Keep the Town Council H&S Policy under review, and ensure that it being implemented by clear delegation of health and safety duties and responsibilities.
- ⊙ Empower, support and motivate managers in their task of ensuring that all necessary procedures, risk assessments and systems of work are developed, agreed, implemented and reviewed.
- ⊙ Ensure that The Town Council's buildings and physical environment are in such condition as to not present risks to the health and safety of staff, contractors, visitors etc. and to ensure that adequate provisions are made for the welfare of staff.
- ⊙ Organizing for all employees to receive adequate training and information, and supervision where needed, to maintain safe standards.
- ⊙ Coordinating the carrying out of risk assessments on a prioritized basis, ensuring the controls identified are being implemented and that they are reviewed and revised where necessary.
- ⊙ Reviewing accident/incident records and ensuring that, where necessary, they are investigated and where improvements are identified action is taken to implement them.
- ⊙ Monitor progress made towards our health and safety objectives and take the appropriate action to ensure that there is a culture of continuous improvement in our H&S performance.
- ⊙ Implement disciplinary measures against employees who willfully fail to comply with the Town Council H&S policy, procedures and standards such as to create risk to themselves or others
- ⊙ Ensuring that our Health and Safety system documentation is kept in an organised, up-to-date condition in liaison with our external H&S Adviser
- ⊙ Reporting any known defects in our health and safety strategy or procedures to the Chair of the Policy and Finance Committee

The Grounds Foreman has specific responsibility for ensuring that the grounds maintenance service is run to high safety standards.

This includes:

- ⊙ Co-ordinating the implementation of health and safety procedures for all grounds maintenance activities in all fixed buildings and the various grounds we maintain
- ⊙ Conducting or co-ordinating the writing of risk assessments and safe operating procedures in liaison with our staff, contractors and our external H&S Adviser.
- ⊙ Operating in compliance with any risk assessments and safety systems developed or adopted by the Town Council for the areas under his control
- ⊙ Making regular checks to ensure that all safety rules are observed and that protective clothing and equipment is worn where required
- ⊙ Carrying out accident investigations where necessary on-site and bringing accident reports to the attention of the Town Clerk
- ⊙ Where there are specific hazards e.g. potentially dangerous machinery, then ensuring that each person who operates or supervises its use has received sufficient training so as to be competent to do so

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- ⊙ Arranging for adequate safety supervision and training for the employees under his control - in particular for young and inexperienced employees
- ⊙ Making sure that all equipment, storage facilities, plant and systems are maintained and used correctly and according to the manufacturers' instructions and in accordance with the systems put in place by Ringwood Town Council.
- ⊙ Keeping all fixed working places in his area of responsibility in a tidy and safe condition to reduce the risks of accidents and to ensure easy evacuation of the premises in an emergency
- ⊙ Helping the Town Clerk to evaluate the operational and health and safety implications of new goods, services, systems and working arrangements before, and following, their introduction

He reports to the Town Clerk on matters of health & safety performance.

H&S DUTIES OF ALL MANAGERS AND SUPERVISORS:

H&S Policy awareness/ improvement	<p>Makes themselves fully familiar with The Town Council's H&S Policy</p> <p>Contributes to the formulation and revision of the Policy.</p>	
Policy implementation & discipline	<p>Arranges for the implementation of the health and safety policy and procedures in liaison with the other Managers, and manages the implementation of such within his/her area of responsibility.</p> <p>Investigates and reports on serious non-compliance with our H&S Policies and procedures</p>	
Risk assessments	<p>Conducts or coordinates risk assessments on a prioritised basis, reviewing and revising them as necessary, and ensures the controls identified are implemented in safe systems of work.</p> <p>Makes sure that the results of risk assessments are transmitted to those affected by the risks</p>	
Safety behaviour	<p>Demonstrates personal concern for health and safety at work through example and commitment, and encourages those that they manage or supervise to do the same.</p>	
Safety equipment	<p>Ensures that all necessary safety equipment is available, adequate, properly maintained and used as specified (including Personal Protective Equipment)</p>	
Information, Instruction, Training & Supervision	Info/Instruction	<p>Checks that all new employees have been taken through our H&S induction and informed of their core health and safety duties, and that further information and instruction is provided at key stages e.g., refresher training, return to work etc.</p> <p>Makes sure that employees have been made aware of any foreseeable hazards connected with their work and risk reduction measures arising from risk assessments.</p> <p>Draws staff's attention to safe working procedures for their area of work, seeks input and responds to comments/suggestions for improvement</p> <p>Keeps records of information and instructions issued to staff and of those who have been on training, along with details of content</p>
	Training	<p>Encourages &/or instruct staff who need it to go on internal and external training courses</p>
	Supervision	<p>Ensures that those that need supervision for safety reasons get it e.g. as part of controlling hazards arising out of risk assessment</p> <p>Pays particular attention to those being trained-up or lacking experience and others in the Potentially Vulnerable Groups section of our H&S Policy</p>
Consultation with staff	<p>Consults with staff on Health and safety matters to resolve local issues and refers strategic items to the attention of one of the Town Clerk</p>	
Incident Response	<p>Ensures that The Town Council's Accident/Incident reporting procedure is adhered to.</p> <p>Involves themselves in the investigation of incidents in their areas of responsibility and in the development of incident prevention measures</p>	
Monitoring progress	<p>Monitors progress towards individual H&S targets and report this regularly through to the Town Clerk</p> <p>Notifies the Town Clerk of any concerns about fulfilling the above responsibilities</p>	

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H&S DUTIES OF ALL EMPLOYEES:

Safety behaviour	Acts with due care for the health, safety and welfare of themselves and others.
	The above includes acting responsibly and not indulging in any action which could be considered unsafe to themselves or others (e.g. pranks, horseplay etc.).
	Employees must not intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety or welfare
	Keeps their general work environment in a tidy and safe condition.
Safety equipment	Makes proper use of protective clothing and safety equipment provided (and in accordance with any training or instruction provided by or on behalf of Ringwood Town Council).
	Reports any loss or obvious defect in equipment and takes reasonable care of it.
Co-operation	Cooperates with The Town Council's Managers by: <ul style="list-style-type: none">⦿ Contributing to the writing of risk assessments⦿ Cooperating with other employees in implementing The Town Council's H&S Policy⦿ Complying with instructions and procedures for health and safety whilst at work
Following information, instructions & training given	Undertakes any mandatory Health & Safety training
	Makes full and proper use of everything provided to them in accordance with any training or instructions given.
	Follows any system of work presented to them e.g. in procedure documents
	Does not operate work equipment which is associated with obvious foreseeable risk unless they have authorization to do so.
Incident Response	Makes sure that an appropriate and accurate record is made on The Town Council's Accident/Incident Report Form following an incident or near-miss which has (or could have) led to injury or ill-health
	Co-operates with any investigation which may be undertaken with the object of preventing incidents or their recurrence.
Reporting concerns	Informs their manager(s) of any shortcomings in respect of the protection arrangements for health and safety and anything that could be considered as representing a serious or immediate danger to health and safety.
	Reports to their supervisors any defects in equipment, structures or safety procedures which they are aware of and of any incidents which have led or might have led to injury or damage.

POLICY & FINANCE COMMITTEE

19th May 2019

Data protection policies and procedures

1. Introduction and reason why decision required

- 1.1 The council should review its data protection policies and procedures periodically.

2. Background information, options, impact assessment and risks

- 2.1 The relevant policies and documents were comprehensively re-written and approved in April 2019 and last reviewed at the meeting of this committee in June 2020. Officers recommend that they be reviewed at the May meeting of this committee from now on as part of the annual programme of overseeing and reviewing the council's governance documents. No changes are suggested on this occasion.
- 2.2 The following documents are attached for information purposes only: the Data Breach Procedure, the Subject Access Request Procedure, the Data Protection (Employment) Policy and the Data Protection and Information Policy.
- 2.3 In the period since June 2020 there have been no data breaches (that officers are aware of) and no subject access requests have been received.

3. Issues for decision and any recommendations

Members are recommended to note this report and the documents referred to.

For further information, contact:

Chris Wilkins, Town Clerk
Direct Dial: 01425 484720
Email: chris.wilkins@ringwood.gov.uk



Ringwood Town Council

Data Breach Procedure

Adopted on: 17th April 2019

1. Introduction

If personal data held by the Council is mishandled, the law requires that it respond in certain ways. This document sets out how the Council will meet its legal obligations should such a situation ever arise.

2. What is a data breach?

The mishandling of personal data (“a data breach”) can happen in many ways. The following list describes some of the most common (it is not a complete list):

- Sending or copying an email to an unintended recipient;
- Copying an email to recipients using “cc” rather than “bcc”;
- Accidental loss or theft of a memory stick, laptop computer, CD-ROM, etc.;
- Unauthorised persons gaining access to physical or electronic records (e.g. in the course of a burglary or computer hack);
- Accessing records for no proper purpose (e.g. staff may need to consult records for a legitimate purpose but it may be illegal for them to do so out of idle curiosity);
- Improper deletion or alteration of records (including by malicious persons or software);
- Ignoring or mishandling a legitimate request for data to be corrected or deleted.

Sometimes it is obvious when a data breach has happened but this is not always the case. In case of doubt (that is, if you think that a data breach **may** have happened but are not necessarily sure) then you must follow this procedure.

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3. Who does this procedure apply to?

If you work for the Council (whether as an employee, a worker or a free-lancer or contractor) then this procedure applies to you. Failure to do so without a lawful excuse may result in disciplinary or enforcement action being taken against you. In a sufficiently serious case this could result in dismissal without notice or immediate termination of your contract for services.

Councillors are also required to conduct themselves in accordance with this procedure. Failure to do so without a lawful excuse or impeding staff in the application of the procedure may amount to a breach of the Code of Conduct.

4. What to do if a data breach is known or suspected

If you have reason to believe that a data breach has happened or may have happened you **MUST** complete a Data Breach Report Form (see form below).

DON'T worry if you cannot fill in every part of the form fully – fill in as much as you can.

DON'T delay – this is more important and urgent than anything else you may have to do (apart from medical emergencies or immediate threats to someone's physical safety)

DO send the completed form to the Town Clerk and the Deputy Town Clerk as soon as you can - if possible by email to:

chris.wilkins@ringwood.gov.uk and

jo.hurd@ringwood.gov.uk

If this is not possible, deliver hard copies to them in person (or leave them on their respective desks if they are not immediately available).

5. Responding to a Data Breach Report

Upon receiving a Data Breach Report Form the Town Clerk and the Deputy Town Clerk will speak to each other and agree which of them will take responsibility for the subsequent handling of the matter (where this is not possible responsibility will fall on the Town Clerk unless he or she is unavailable for any reason in which case responsibility shall devolve to the Deputy Town Clerk). The responsible officer will then invoke and follow the Data Breach Checklist & Action Plan set out below.

Ringwood Town Council – Data Breach Report Form

<p>Details of breach</p> <p>(Describe briefly what has happened or how the data breach arose with dates and times where possible)</p>	
<p>Nature and content of data involved</p> <p>(Describe the type(s) of personal information involved e.g. email addresses, payroll information, medical information, etc.)</p>	
<p>Number of individuals affected</p>	
<p>Name of person making this report</p>	
<p>How and to whom this report was submitted</p>	
<p>Date and time this report was submitted</p>	

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Ringwood Town Council – Data Breach Checklist & Action Plan

Date and time of Notification of Breach	
Notification of Breach received from Name Contact Details	
Report form attached?	
How and when report acknowledged	
Name of person investigating breach Name Job Title Contact details Email Phone number Address	
Further information about breach (not contained in report form)	
Information Commissioner informed, if relevant Time and method of contact https://report.ico.org.uk/security-breach/	

<p>Police Informed if relevant</p> <p>Time and method of contact</p> <p>Name of person contacted</p> <p>Contact details</p>	
<p>Individuals contacted</p> <p>How many individuals contacted?</p> <p>Method of contact used to contact?</p> <p>Does the breach affect individuals in other EU member states?</p> <p>What are the potential consequences and adverse effects on those individuals?</p> <p>Confirm that details of the nature of the risk to the individuals affected: any measures they can take to safeguard against it; and the likely cost to them of taking those measures is relayed to the individuals involved.</p>	
<p>Staff briefed</p>	
<p>Assessment of ongoing risk</p>	

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Containment Actions: technical and organisational security measures have you applied (or were to be applied) to the affected personal data	
Recovery Plan	
Evaluation and response	



Ringwood Town Council

Subject Access Request Procedure

Adopted on: 17th April 2019

1. Introduction

Under data protection laws people whose personal data we hold are entitled to ask us to tell them what data we hold about them, to correct errors in it and to delete it in certain circumstances. These are termed “subject access requests”. This document sets out how the Council will meet its legal obligations when such requests are made.

2. What is a Subject Access Request?

If any person (meaning here a natural person and not any other form of entity with legal identity such as a limited company) asks us:

- To tell them what personal data we hold for that person; and/or
- To alter personal data we hold for that person in order to correct an error in it; and/or
- To delete personal data we hold for that person

that request will be treated as a Subject Access Request.

The form of the request is irrelevant. There is to be no requirement that persons complete a particular form, or apply in writing, or follow any other process.

3. What happens when we receive a Subject Access Request?

The request is to be passed to the Town Clerk (or if he or she is unavailable, the Deputy Town Clerk) who will then invoke and follow the Subject Access Request Checklist & Record set out below.

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4. Will a fee be charged?

In some circumstances the law allows us to charge a reasonable fee for dealing with a Subject Access Request. In those cases, the Town Clerk will determine the amount of the fee (which shall not exceed the cost of meeting the request and what is reasonable having regard to all other relevant circumstances). However, in most cases no fee will be payable.

5. Will the request always be granted?

We will always comply with a request that, by law we are required to comply with. Where evidence of identity of the applicant or other information is reasonably needed before the request can be considered and acted upon, however, we will apply to the applicant for this as soon as practicable after receipt of the request and will comply with the request only once this has been received.

We may seek reasonable evidence before correcting an alleged error.

If a data subject asks us to delete certain data we hold about them we will automatically treat that request as the withdrawal of any consent previously given by the subject to us to hold that data. However, where we have a lawful basis other than consent for holding the data and reasonably judge that we need to retain it then we will decline to delete that data.

If we decline to alter or delete data that we hold we will always explain our reasons.

6. How does this affect people connected with the Council?

Anyone who works for the us (whether as an employee, a worker, a volunteer or a free-lancer or contractor) and any councillor (past or present, who holds any personal data relevant to a Subject Access Request) is required to give all assistance reasonably required to enable the Council to meet its legal obligations. Failure to do so without a lawful excuse may result in disciplinary or enforcement action being taken or amount to a breach of the Code of Conduct (as the case may be). In a sufficiently serious case this could result in dismissal without notice or immediate termination of a contract for services.

Ringwood Town Council – Subject Access Request Checklist & Record

Process to Action			
Name of requester (Method of communication) Email Address Phone number Postal Address			
Date Subject Access Request made			
Is the request made under the Data Protection Legislation?	Yes	No	
Date Subject Access Request action to be completed by (One month after receipt time limit)			
Extension to the date of reply requested (An extension of another two months is permissible provided it is communicated to the subject within the one month period)	Yes	No	
Extension date advised to the Subject Requester and method of contact			
Identification must be proven from the below list: Current UK/EEA Passport UK Photo card Driving Licence (Full or Provisional) EEA National Identity Card Full UK Paper Driving Licence State Benefits Entitlement Document State Pension Entitlement Document HMRC Tax Credit Document Local Authority Benefit Document State/Local Authority Educational Grant Document HMRC Tax Notification Document Disabled Driver's Pass Financial Statement issued by bank, building society or credit card company Utility bill for supply of gas, electric, water or telephone landline A recent Mortgage Statement A recent council Tax Bill/Demand or Statement Tenancy Agreement Building Society Passbook which shows a transaction in the last 3 months and their address			
Verification sought that the Subject Access request is substantiated	Yes	No	
Verification received	Yes	No	
Verification if the Council cannot provide the information requested	Yes	No	
Is the request excessive or unfounded?	Yes	No	
Request to be actioned	Yes	No	
Fee to be charged (Subject Access requests must be undertaken free of charge to a requester unless the legislation permits a reasonable charge)	Yes	No	

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If the request is to be refused, action to be taken and by whom.	
Changes requested to data/ or removal	
Action taken in response to request (with date)	
Action taken notified to Subject Requester (with method of contact and date)	
Complaint Process (Where a requestor is not satisfied with a response to a SAR, the council must manage this as a complaint)	
Date complaint received	
Date complaint must be dealt with by	
Nature/Details of complaint	
Date complaint completed and outcome	

Categories of Data to Check

Data	Paper records	Digital data	Checked	Corrected/Deleted	Actioned by
HR					
Democracy					
Statutory Function					
legal					
Business (inc. Allotments & Cemetery)					
Legal requirement					
General Data					
Consultation Data					



Ringwood Town Council

Data Protection (Employment) Policy

Adopted on: 17th April 2019

You must read this policy because it gives important information about:

- the data protection principles with which the Council must comply;
- what is meant by personal information (or data) and sensitive personal information (or data);
- how we gather, use and (ultimately) delete personal information and sensitive personal information in accordance with the data protection principles;
- where more detailed privacy information can be found, e.g. about the personal information we gather and use about you, how it is used, stored and transferred, for what purposes, the steps taken to keep that information secure and for how long it is kept;
- your rights and obligations in relation to data protection; and
- the consequences of failure to comply with this policy.

Once you have read and understood this policy, please confirm you that have done so by signing and returning the attached copy to the Town Clerk.

1 Introduction

- 1.1 The Council obtains, keeps and uses personal information (also referred to as data) about job applicants and about current and former employees, temporary and agency workers, contractors, interns, volunteers and apprentices for a number specific lawful purposes, as set out in the Council's data protection privacy notices relating to recruitment and employment.
- 1.2 This policy sets out how we comply with our data protection obligations and seek to protect personal information relating to our workforce. Its purpose is also to ensure that staff understand and comply with the rules governing the collection, use and deletion of personal information to which they may have access in the course of their work.

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- 1.3 We are committed to complying with our data protection obligations, and to being concise, clear and transparent about how we obtain and use personal information relating to our workforce, and how (and when) we delete that information once it is no longer required.
- 1.4 The Town Clerk is responsible for informing and advising the Council and its staff on its data protection obligations, and for monitoring compliance with those obligations and with the Council's policies. If you have any questions or comments about the content of this policy or if you need further information, you should contact the Town Clerk at Ringwood Gateway, by email to chris.wilkins@ringwood.gov.uk or by calling (01425) 484720.

2 Scope

- 2.1 This policy applies to the personal information of job applicants and current and former staff, including employees, temporary and agency workers, interns, volunteers and apprentices.
- 2.2 Staff should refer to the Council's data protection privacy notice and, where appropriate, to its other relevant policies set out in the Staff Handbook, which contain further information regarding the protection of personal information in those contexts.
- 2.3 We will review and update this policy in accordance with our data protection obligations. It does not form part of any employee's contract of employment and we may amend, update or supplement it from time to time. We will circulate any new or modified policy to staff when it is adopted.

3 Definitions

criminal records information	means personal information relating to criminal convictions and offences, allegations, proceedings, and related security measures;
data breach	means a breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, personal information;
data subject	means the individual to whom the personal information relates;
personal information	(sometimes known as personal data) means information relating to an individual who can be identified (directly or indirectly) from that information;
processing information	means obtaining, recording, organising, storing, amending, retrieving, disclosing and/or destroying information, or using or doing anything with it;
pseudonymised	means the process by which personal information is processed in such a way that it cannot be used to identify an individual without the use of additional information, which is kept separately and subject to technical and organisational measures to ensure that the personal information cannot be attributed to an identifiable individual;
sensitive personal information	(sometimes known as 'special categories of personal data' or 'sensitive personal data') means personal information about an individual's race, ethnic origin, political opinions, religious or

philosophical beliefs, trade union membership (or non-membership), genetics information, biometric information (where used to identify an individual) and information concerning an individual's health, sex life or sexual orientation.

4 Data protection principles

- 4.1 The Council will comply with the following data protection principles when processing personal information:
- 4.1.1 we will process personal information lawfully, fairly and in a transparent manner;
 - 4.1.2 we will collect personal information for specified, explicit and legitimate purposes only, and will not process it in a way that is incompatible with those legitimate purposes;
 - 4.1.3 we will only process the personal information that is adequate, relevant and necessary for the relevant purposes;
 - 4.1.4 we will keep accurate and up to date personal information, and take reasonable steps to ensure that inaccurate personal information are deleted or corrected without delay;
 - 4.1.5 we will keep personal information for no longer than is necessary for the purposes for which the information is processed; and
 - 4.1.6 we will take appropriate technical and organisational measures to ensure that personal information are kept secure and protected against unauthorised or unlawful processing, and against accidental loss, destruction or damage.

5 Basis for processing personal information

- 5.1 In relation to any processing activity we will, before the processing starts for the first time, and then regularly while it continues:
- 5.1.1 review the purposes of the particular processing activity, and select the most appropriate lawful basis (or bases) for that processing, i.e.:
 - (a) that the data subject has consented to the processing;
 - (b) that the processing is necessary for the performance of a contract to which the data subject is party or in order to take steps at the request of the data subject prior to entering into a contract;
 - (c) that the processing is necessary for compliance with a legal obligation to which the Council is subject;
 - (d) that the processing is necessary for the protection of the vital interests of the data subject or another natural person; or
 - (e) that the processing is necessary for the performance of a task carried out in the public interest or exercise of official authority.
 - 5.1.2 except where the processing is based on consent, satisfy ourselves that the processing is necessary for the purpose of the relevant lawful basis (i.e. that there is no other reasonable way to achieve that purpose);
 - 5.1.3 document our decision as to which lawful basis applies, to help demonstrate our compliance with the data protection principles;

- 5.1.4 include information about both the purposes of the processing and the lawful basis for it in our relevant privacy notice(s);
- 5.1.5 where sensitive personal information is processed, also identify a lawful special condition for processing that information (see paragraph 6.2.2 below), and document it; and
- 5.1.6 where criminal offence information is processed, also identify a lawful condition for processing that information, and document it.

6 Sensitive personal information

- 6.1 Sensitive personal information is sometimes referred to as ‘special categories of personal data’ or ‘sensitive personal data’.
- 6.2 The Council may from time to time need to process sensitive personal information. We will only process sensitive personal information if:
 - 6.2.1 we have a lawful basis for doing so as set out in paragraph 5.1.1 above, e.g. it is necessary for the performance of the employment contract or to comply with the Council’s legal obligations; and
 - 6.2.2 one of the special conditions for processing sensitive personal information applies, e.g.:
 - (a) the data subject has given explicit consent;
 - (b) the processing is necessary for the purposes of exercising the employment law rights or obligations of the Council or the data subject;
 - (c) the processing is necessary to protect the data subject’s vital interests, and the data subject is physically incapable of giving consent;
 - (d) processing relates to personal data which are manifestly made public by the data subject;
 - (e) the processing is necessary for the establishment, exercise or defence of legal claims; or
 - (f) the processing is necessary for reasons of substantial public interest.
- 6.3 Before processing any sensitive personal information, staff must notify the Town Clerk of the proposed processing, in order that the Town Clerk may assess whether the processing complies with the criteria noted above.
- 6.4 Sensitive personal information will not be processed until:
 - 6.4.1 the assessment referred to in paragraph 6.3 has taken place; and
 - 6.4.2 the individual has been properly informed (by way of a privacy notice or otherwise) of the nature of the processing, the purposes for which it is being carried out and the legal basis for it.
- 6.5 The Council will not carry out automated decision-making (including profiling) based on any individual’s sensitive personal information.
- 6.6 The Council’s data protection privacy notice sets out the types of sensitive personal information that the Council processes, what it is used for and the lawful basis for the processing.

- 6.7 In relation to sensitive personal information, the Council will comply with the procedures set out in paragraphs 6.8 and 6.9 below to make sure that it complies with the data protection principles set out in paragraph 4 above.
- 6.8 **During the recruitment process:** relevant officers, with guidance from the Town Clerk, will ensure that (except where the law permits otherwise):
- 6.8.1 during the short-listing, interview and decision-making stages, no questions are asked relating to sensitive personal information, e.g. race or ethnic origin, trade union membership or health;
 - 6.8.2 if sensitive personal information is received, e.g. the applicant provides it without being asked for it within his or her CV or during the interview, no record is kept of it and any reference to it is immediately deleted or redacted;
 - 6.8.3 any completed equal opportunities monitoring form is kept separate from the individual's application form, and not be seen by the person shortlisting, interviewing or making the recruitment decision;
 - 6.8.4 'right to work' checks are carried out before an offer of employment is made unconditional, and not during the earlier short-listing, interview or decision-making stages;
 - 6.8.5 we will only ask health questions once an offer of employment has been made.
- 6.9 **During employment:** relevant officers, with guidance from the Town Clerk, will process:
- 6.9.1 health information for the purposes of administering sick pay, keeping sickness absence records, monitoring staff attendance and facilitating employment-related health and sickness benefits;
 - 6.9.2 sensitive personal information for the purposes of equal opportunities monitoring and pay equality reporting. Where possible, this information will be anonymised; and
 - 6.9.3 trade union membership information for the purposes of staff administration and administering 'check off'.

7 Criminal records information

Criminal records information will be processed in accordance with the Council's Secure Storage, Handling, Use, Retention and Disposal of Disclosure Information Policy.

8 Data protection impact assessments (DPIAs)

- 8.1 Where processing is likely to result in a high risk to an individual's data protection rights (e.g. where the Council is planning to use a new form of technology), we will, before commencing the processing, carry out a DPIA to assess:
- 8.1.1 whether the processing is necessary and proportionate in relation to its purpose;
 - 8.1.2 the risks to individuals; and
 - 8.1.3 what measures can be put in place to address those risks and protect personal information.

- 8.2 Before any new form of technology is introduced, the manager responsible should therefore contact the Town Clerk in order that a DPIA can be carried out.
- 8.3 During the course of any DPIA, the employer will seek the advice of the Town Clerk and the views of a representative group of employees and any other relevant stakeholders.

9 Documentation and records

- 9.1 We will keep written records of processing activities which are high risk, i.e. which may result in a risk to individuals' rights and freedoms or involve sensitive personal information or criminal records information, including:
 - 9.1.1 the name and details of the employer's organisation (and where applicable, of other controllers, the employer's representative and Town Clerk);
 - 9.1.2 the purposes of the processing;
 - 9.1.3 a description of the categories of individuals and categories of personal data;
 - 9.1.4 categories of recipients of personal data;
 - 9.1.5 where relevant, details of transfers to third countries, including documentation of the transfer mechanism safeguards in place;
 - 9.1.6 where possible, retention schedules; and
 - 9.1.7 where possible, a description of technical and organisational security measures.
- 9.2 As part of our record of processing activities we document, or link to documentation, on:
 - 9.2.1 information required for privacy notices;
 - 9.2.2 records of consent;
 - 9.2.3 controller-processor contracts;
 - 9.2.4 the location of personal information;
 - 9.2.5 DPIAs; and
 - 9.2.6 records of data breaches.
- 9.3 If we process sensitive personal information or criminal records information, we will keep written records of:
 - 9.3.1 the relevant purpose(s) for which the processing takes place, including (where required) why it is necessary for that purpose;
 - 9.3.2 the lawful basis for our processing; and
 - 9.3.3 whether we retain and erase the personal information in accordance with our policy document and, if not, the reasons for not following our policy.
- 9.4 We will conduct regular reviews of the personal information we process and update our documentation accordingly. This may include:
 - 9.4.1 carrying out information audits to find out what personal information the Council holds;
 - 9.4.2 distributing questionnaires and talking to staff across the Council to get a more complete picture of our processing activities; and

- 9.4.3 reviewing our policies, procedures, contracts and agreements to address areas such as retention, security and data sharing.
- 9.5 We may document our processing activities in electronic form so we can add, remove and amend information easily.

10 Privacy notice

- 10.1 The Council will issue privacy notices from time to time, informing you about the personal information that we collect and hold relating to you, how you can expect your personal information to be used and for what purposes.
- 10.2 We will take appropriate measures to provide information in privacy notices in a concise, transparent, intelligible and easily accessible form, using clear and plain language.

11 Individual rights

- 11.1 You (in common with other data subjects) have the following rights in relation to your personal information:
 - 11.1.1 to be informed about how, why and on what basis that information is processed—see the Council’s data protection privacy notice;
 - 11.1.2 to obtain confirmation that your information is being processed and to obtain access to it and certain other information, by making a subject access request—see the Council’s Subject Access Request Policy;
 - 11.1.3 to have data corrected if it is inaccurate or incomplete;
 - 11.1.4 to have data erased if it is no longer necessary for the purpose for which it was originally collected/processed, or if there are no overriding legitimate grounds for the processing (this is sometimes known as ‘the right to be forgotten’);
 - 11.1.5 to restrict the processing of personal information where the accuracy of the information is contested, or the processing is unlawful (but you do not want the data to be erased), or where the employer no longer needs the personal information but you require the data to establish, exercise or defend a legal claim; and
 - 11.1.6 to restrict the processing of personal information temporarily where you do not think it is accurate (and the employer is verifying whether it is accurate), or where you have objected to the processing (and the employer is considering whether the organisation’s legitimate grounds override your interests).
- 11.2 If you wish to exercise any of the rights in paragraphs 11.1.3 to 11.1.6, please contact the Town Clerk.

12 Individual obligations

- 12.1 Individuals are responsible for helping the Council keep their personal information up to date. You should let the Town Clerk know if the information you have provided to the Council changes, for example if you move house or change details of the bank or building society account to which you are paid.

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- 12.2 You may have access to the personal information of other members of staff, suppliers and service users of the Council in the course of your employment or engagement. If so, the Council expects you to help meet its data protection obligations to those individuals. For example, you should be aware that they may also enjoy the rights set out in paragraph 11.1 above.
- 12.3 If you have access to personal information, you must:
- 12.3.1 only access the personal information that you have authority to access, and only for authorised purposes;
 - 12.3.2 only allow other Council staff to access personal information if they have appropriate authorisation;
 - 12.3.3 only allow individuals who are not Council staff to access personal information if you have specific authority to do so from the Town Clerk;
 - 12.3.4 keep personal information secure (e.g. by complying with rules on access to premises, computer access, password protection and secure file storage and destruction and other precautions set out in the Staff Handbook);
 - 12.3.5 not remove personal information, or devices containing personal information (or which can be used to access it), from the Council's premises unless appropriate security measures are in place (such as pseudonymisation, encryption or password protection) to secure the information and the device; and
 - 12.3.6 not store personal information on local drives or on personal devices that are used for work purposes.
- 12.4 You should contact the Town Clerk if you are concerned or suspect that one of the following has taken place (or is taking place or likely to take place):
- 12.4.1 processing of personal data without a lawful basis for its processing or, in the case of sensitive personal information, without one of the conditions in paragraph 6.2.2 being met;
 - 12.4.2 any data breach as set out in paragraph 15.1 below;
 - 12.4.3 access to personal information without the proper authorisation;
 - 12.4.4 personal information not kept or deleted securely;
 - 12.4.5 removal of personal information, or devices containing personal information (or which can be used to access it), from the Council's premises without appropriate security measures being in place;
 - 12.4.6 any other breach of this Policy or of any of the data protection principles set out in paragraph 4.1 above.

13 Information security

- 13.1 The Council will use appropriate technical and organisational measures to keep personal information secure, and in particular to protect against unauthorised or unlawful processing and against accidental loss, destruction or damage. These may include:
- 13.1.1 making sure that, where possible, personal information is pseudonymised or encrypted;
 - 13.1.2 ensuring the ongoing confidentiality, integrity, availability and resilience of processing systems and services;

- 13.1.3 ensuring that, in the event of a physical or technical incident, availability and access to personal information can be restored in a timely manner; and
 - 13.1.4 a process for regularly testing, assessing and evaluating the effectiveness of technical and organisational measures for ensuring the security of the processing.
- 13.2 Where the Council uses external organisations to process personal information on its behalf, additional security arrangements need to be implemented in contracts with those organisations to safeguard the security of personal information. In particular, contracts with external organisations must provide that:
- 13.2.1 the organisation may act only on the written instructions of the Council;
 - 13.2.2 those processing the data are subject to a duty of confidence;
 - 13.2.3 appropriate measures are taken to ensure the security of processing;
 - 13.2.4 sub-contractors are only engaged with the prior consent of the Council and under a written contract;
 - 13.2.5 the organisation will assist the Council in providing subject access and allowing individuals to exercise their rights under the GDPR;
 - 13.2.6 the organisation will assist the Council in meeting its GDPR obligations in relation to the security of processing, the notification of data breaches and data protection impact assessments;
 - 13.2.7 the organisation will delete or return all personal information to the Council as requested at the end of the contract; and
 - 13.2.8 the organisation will submit to audits and inspections, provide the Council with whatever information it needs to ensure that they are both meeting their data protection obligations, and tell the Council immediately if it is asked to do something infringing data protection law.
- 13.3 Before any new agreement involving the processing of personal information by an external organisation is entered into, or an existing agreement is altered, the relevant staff must seek approval of its terms by the Town Clerk.

14 Storage and retention of personal information

- 14.1 Personal information (and sensitive personal information) will be kept securely.
- 14.2 Personal information (and sensitive personal information) should not be retained for any longer than necessary. The length of time over which data should be retained will depend upon the circumstances, including the reasons why the personal information was obtained. Staff should consult the Council's Retention and disposal Schedule which set out the relevant retention period, or the criteria that should be used to determine the retention period. Where there is any uncertainty, staff should consult the Town Clerk.
- 14.3 Personal information (and sensitive personal information) that is no longer required will be deleted permanently from our information systems and any hard copies will be destroyed securely.

15 Data breaches

- 15.1 A data breach may take many different forms, for example:

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- 15.1.1 loss or theft of data or equipment on which personal information is stored;
 - 15.1.2 unauthorised access to or use of personal information either by a member of staff or third party;
 - 15.1.3 loss of data resulting from an equipment or systems (including hardware and software) failure;
 - 15.1.4 human error, such as accidental deletion or alteration of data;
 - 15.1.5 unforeseen circumstances, such as a fire or flood;
 - 15.1.6 deliberate attacks on IT systems, such as hacking, viruses or phishing scams; and
 - 15.1.7 'blagging' offences, where information is obtained by deceiving the organisation which holds it.
- 15.2 The Council will:
- 15.2.1 make the required report of a data breach to the Information Commissioner's Office without undue delay and, where possible within 72 hours of becoming aware of it, if it is likely to result in a risk to the rights and freedoms of individuals; and
 - 15.2.2 notify the affected individuals, if a data breach is likely to result in a high risk to their rights and freedoms and notification is required by law.
- (For further information and forms see the Council's Data Breach Policy)

16 International transfers

- 16.1 The Council will not transfer personal information outside the European Economic Area (EEA), which comprises the countries in the European Union and Iceland, Liechtenstein and Norway.

17 Training

The Council will ensure that staff are adequately trained regarding their data protection responsibilities. Individuals whose roles require regular access to personal information, or who are responsible for implementing this policy or responding to subject access requests under this policy, will receive additional training to help them understand their duties and how to comply with them.

18 Consequences of failing to comply

- 18.1 The Council takes compliance with this policy very seriously. Failure to comply with the policy:
 - 18.1.1 puts at risk the individuals whose personal information is being processed; and
 - 18.1.2 carries the risk of significant civil and criminal sanctions for the individual and the Council; and
 - 18.1.3 may, in some circumstances, amount to a criminal offence by the individual.
- 18.2 Because of the importance of this policy, an employee's failure to comply with any requirement of it may lead to disciplinary action under our procedures, and this action

may result in dismissal for gross misconduct. If a non-employee breaches this policy, they may have their contract terminated with immediate effect.

18.3 If you have any questions or concerns about anything in this policy, do not hesitate to contact the Town Clerk.

I have read and understood this policy and agree to abide by its terms.

Signed.....



Ringwood Town Council

Data Protection & Information Policy

Adopted on: 17th April 2019

Introduction

In order to conduct our business, services and duties, Ringwood Town Council processes a wide range of data; most relating to our operations but some which we handle on behalf of partners. In broad terms, this data can be classified as:

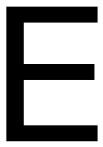
- Data shared in the public arena about the services we offers, our mode of operations and other information we are required to make available to the public.
- Confidential information and data not yet in the public arena such as ideas or policies that are being worked up.
- Confidential information about other organisations because of commercial sensitivity.
- Personal data concerning our current, past and potential employees, Councillors, and volunteers.
- Personal data concerning individuals who contact us for information, to access our services or facilities or to make a complaint.

We will adopt procedures and manage responsibly, all data which we handle and will respect the confidentiality of both our own data and that belonging to partner organisations we work with and members of the public. In some cases, we will have contractual obligations towards confidential data, but in addition will have specific legal responsibilities for personal and sensitive information under data protection legislation.

This Policy is linked to other policies of ours which will ensure information considerations are central to the ethos of the organisation.

We will periodically review and revise this policy in the light of experience, comments from data subjects and guidance from the Information Commissioners Office.

We will be as transparent as possible about our operations and will work closely with public, community and voluntary organisations. Therefore, in the case of all information which is not personal or confidential, we will be prepared to make it available to partners and members of the town's communities. Details of information which is routinely available is contained in our Publication Scheme which is based on the statutory model publication scheme for local councils.



Protecting Confidential or Sensitive Information

Sometimes it is necessary for us to keep and process sensitive and personal information about both employees and the public. We have therefore adopted this policy not only to meet our legal obligations but to ensure high standards. In accordance with the General Data Protection Regulation (GDPR) and the Data Protection Act 2018, we will seek to strike a balance between the rights of individuals and the rights of others (including ourselves) with legitimate reasons for using personal information.

The policy is based on the premise that Personal Data must be:

- Processed fairly, lawfully and in a transparent manner in relation to the data subject.
- Collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes.
- Adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed.
- Accurate and, where necessary, kept up to date.
- Kept in a form that permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed.
- Processed in a manner that ensures appropriate security of the personal data including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures.

Data Protection Terminology

Data subject - means the person whose personal data is being processed.

That may be an employee, prospective employee, associate or prospective associate of Ringwood Town Council or someone transacting with it in some way, or an employee, Member or volunteer with one of our clients, or persons transacting or contracting with one of our clients when we process data for them.

Personal data - means any information relating to a natural person or data subject that can be used directly or indirectly to identify the person.

It can be anything from a name, a photo, and an address, date of birth, an email address, bank details, and posts on social networking sites or a computer IP address.

Sensitive personal data - includes information about racial or ethnic origin, political opinions, and religious or other beliefs, trade union membership, medical information, sexual orientation, genetic and biometric data or information related to offences or alleged offences where it is used to uniquely identify an individual.

Data controller - means a person who (either alone or jointly or in common with other persons) (e.g. Town Council, employer, council) determines the purposes for which and the manner in which any personal data is to be processed.

Data processor - in relation to personal data, means any person (other than an employee of the data controller) who processes the data on behalf of the data controller.

Processing information or data - means obtaining, recording or holding the information or data or carrying out any operation or set of operations on the information or data, including:

- organising, adapting or altering it
- retrieving, consulting or using the information or data
- disclosing the information or data by transmission, dissemination or otherwise making it available
- aligning, combining, blocking, erasing or destroying the information or data. regardless of the technology used.

We process **personal data** in order to:

- fulfil our duties as an employer by complying with the terms of contracts of employment, safeguarding the employee and maintaining information required by law.
- pursue the legitimate interests of our business and our duties as a public body, by fulfilling contractual terms with other organisations, and maintaining information required by law.
- monitor our activities (including their equality and diversity aspects)
- fulfil our duties in operating our premises (including their security)
- assist regulatory and law enforcement agencies
- process information including the recording and updating details about our Councillors, employees, partners and volunteers.
- process information including the recording and updating details about individuals who contact us for information, or to access a service, or make a complaint.
- undertake surveys, censuses and questionnaires to fulfil the objectives and purposes agreed by our Councillors.
- undertake research, audit and quality improvement work to fulfil our objects and purposes.
- carry out Council administration.

Where appropriate and governed by necessary safeguards we will carry out the above processing jointly with other appropriate bodies from time to time.

We will ensure that at least one of the following conditions is met for personal information to be considered fairly processed:

- The individual has consented to the processing
- Processing is necessary for the performance of a contract or agreement with the individual
- Processing is required under a legal obligation
- Processing is necessary to protect the vital interests of the individual
- Processing is necessary to carry out public functions

Particular attention is paid to the processing of any **sensitive personal information** and we will ensure that at least one of the following conditions is met:

- Explicit consent of the individual has been given
- We are required by law to process the data for employment purposes
- The processing is required in order to protect the vital interests of the individual or another person

Who is responsible for protecting a person's personal data?

Ringwood Town Council as a corporate body has ultimate responsibility for ensuring compliance with the Data Protection legislation. The Council has delegated this responsibility day to day to the Town Clerk.

- Email: chris.wilkins@ringwood.gov.uk
- Phone: (01425) 484720
- Correspondence: The Town Clerk, Ringwood Gateway, The Furlong, Ringwood BH24 1AT.

Diversity Monitoring

We monitors the diversity of our employees and Councillors, in order to ensure that there is no inappropriate or unlawful discrimination in the way we conduct our activities. We undertake similar data handling in respect of prospective employees. This data will always be treated as confidential. It will only be accessed by authorised individuals within the Council and will not be disclosed to any other bodies or individuals. Diversity information will never be used as selection criteria and will not be made available to others involved in the recruitment process. Anonymised data derived from diversity monitoring will be used for monitoring purposes and may be published and passed to other bodies.

We will always give guidance on personnel data to employees, councillors, partners and volunteers through a Privacy Notice and ensure that individuals on whom personal information is kept are aware of their rights and have easy access to that information on request.

Appropriate technical and organisational measures will be taken against unauthorised or unlawful processing of personal data and against accidental loss or destruction of, or damage to, personal data.

Personal data will not be transferred to a country or territory outside the European Economic Areas unless that country or territory ensures an adequate level of protection for the rights and freedoms of data subjects in relation to the processing of personal data.

Information provided to us

The information provided (personal information such as name, address, email address, phone number) will be processed and stored so that it is possible for us to contact, respond to or conduct the transaction requested by the individual. By transacting with us, individuals are deemed to be giving consent for their personal data provided to be used and transferred in accordance with this policy but where reasonably practicable specific written consent will be sought. It is the responsibility of those individuals to ensure that the Town Council is able to keep their personal data accurate and up-to-date. The personal information will be not shared or provided to any other third party or be used for any purpose other than that for which it was provided.

The Councils Right to Process Information

Processing is with consent of the data subject, or

Processing is necessary for the performance of a contract or agreement with the individual, or

Processing is required under a legal obligation, or

Processing is necessary to protect the vital interests of the individual, or

Processing is necessary to carry out a public function.

Information Security

We will take care to ensure the security of personal data. We will make sure that your information is protected from unauthorised access, loss, manipulation, falsification, destruction or unauthorised disclosure. This is done through appropriate technical measures and appropriate policies.

We will only keep your data for the purpose it was collected for and only for as long as is necessary, after which it will be deleted.

Children

If we need the consent of the data subject in order to process personal data and it relates to a child (under 13), we will not process that data without the express parental/guardian consent of the child concerned.

Rights of a Data Subject

Access to Information: an individual has the right to request access to the information we have on them. They can do this by contacting our Town Clerk.

Information Correction: If anyone believes that the information we have about them is incorrect, they may contact us so that we can update it and keep their data accurate. Please contact our Town Clerk.

Information Deletion: If an individual wishes us to delete the information about them, they should contact our Town Clerk.

Right to Object: If an individual believes their data is not being processed for the purpose it has been collected for, they may object by contacting our Town Clerk

We do not use automated decision making or profiling of individual personal data.

Complaints: If an individual has a complaint regarding the way their personal data has been processed, they may make a complaint to the Town Clerk or the Information Commissioners Office casework@ico.org.uk Tel: 0303 123 1113.

These rights and how we will give effect to them are explained in greater detail in our Subject Access Request Procedure. Further guidance to our staff on how their data and rights will be protected is given in our Data Protection (Employment) Policy and our Staff Handbook.

Making Information Available

Our Publication Scheme explains how we will make a significant amount of information available routinely, without waiting for someone to specifically request it. The scheme is intended to encourage local people to take an interest in the work of the Council and its role within the community.

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In accordance with the provisions of the Freedom of Information Act 2000, this Scheme specifies the classes of information which we publish or intend to publish. It is supplemented with an Information Guide which will give greater detail of what we will make available and hopefully make it easier for people to access it.

All formal meetings of Council and its committees are subject to statutory notice being given on notice boards, the Website and sent to the local media. We publish an annual programme in May each year. All formal meetings are open to the public and press and reports to those meetings and relevant background papers are available for the public to see. We welcome public participation and include a public participation session in each Council and committee meeting. Details can be seen in our Standing Orders, which are available on our Website or at our Offices.

Occasionally, Council or committees may need to consider matters in private. Examples of this are matters involving personal details of staff, or a particular member of the public, or where details of commercial/contractual sensitivity are to be discussed. This will only happen after a formal resolution has been passed to exclude the press and public and reasons for the decision are stated. Minutes from all formal meetings, including the confidential parts are public documents.

The Openness of Local Government Bodies Regulations 2014 requires written records to be made of certain decisions taken by officers under delegated powers. These are not routine operational and administrative decisions such as giving instructions to the workforce or paying an invoice approved by Council, but would include urgent action taken after consultation with the Chairman, such as responding to a planning application in advance of Council. In other words, decisions which would have been made by Council or committee had the delegation not been in place.

The 2014 Regulations also amend the Public Bodies (Admission to Meetings) Act 1960 to allow the public or press to film, photograph or make an audio recording of council and committee meetings normally open to the public. We will where possible facilitate such recording unless it is being disruptive. We will also take steps to ensure that children, the vulnerable and members of the public who object to being filmed are protected without undermining the broader purpose of the meeting.

We will be pleased to make special arrangements on request for persons who do not have English as their first language or those with hearing or sight difficulties.

Disclosure Information

We will as necessary undertake checks on both staff and Members with the Disclosure and Barring Service and will comply with their Code of Conduct relating to the secure storage, handling, use, retention and disposal of Disclosures and Disclosure Information. We will follow an appropriate operating procedure.

Data Transparency

We act in accordance with the Code of Recommended Practice for Local Authorities on Data Transparency (September 2011). This sets out the key principles for local authorities in creating greater transparency through the publication of public data and is intended to help them meet obligations of the legislative framework concerning information.

“Public data” means the objective, factual data on which policy decisions are based and on which public services are assessed, or which is collected or generated in the course of public service delivery.

The Code will therefore underpin our decisions on the release of public data and ensure it is proactive in pursuing higher standards and responding to best practice as it develops.

The principles of the Code are:

Demand led: new technologies and publication of data should support transparency and accountability

Open: the provision of public data will be integral to the Council's engagement with residents so that it drives accountability to them.

Timely: data will be published as soon as possible following production.

Government has also issued a further Code of Recommended Practice on Transparency, compliance of which is compulsory for parish councils with turnover (gross income or gross expenditure) not exceeding £25,000 per annum. These councils have been exempt from the requirement to have an external audit since April 2017. Ringwood Town Council exceeds this turnover but will nevertheless ensure the following information is published on its Website for ease of access:

- All transactions above £100.
- End of year accounts
- Annual Governance Statements
- Internal Audit Reports
- List of Councillor or Member responsibilities
- Details of public land and building assets
- Draft minutes of Council and committees within one month
- Agendas and associated papers no later than three clear days before the meeting.



Current Projects Update

No.	Name	Status	Recent developments	Description and notes	Lead Officer/Member	Financing
Full Council						
FC1	Long Lane Football Facilities Development	In progress	Ground survey completed. Pre-application planning advice received. VAT consultant's initial advice on business arrangements received. Discussions on the detail of business and legal arrangements commenced.	A joint venture with Ringwood Town Football Club and AFC Bournemouth Community Sports Trust to improve the football facilities for shared use by them and the community.	Town Clerk	No financial commitment yet
FC2	Strategic Plan	On hold - awaiting officer availability		Exploring ideas for medium term planning	Town Clerk	N/A
Planning Town & Environment Committee						
PTE1	Neighbourhood Plan	In progress	Action Plan agreed by Steering Group. Working groups established (Housing; Environment; Design & Heritage; Town Centre). Grant application submitted for next round of funding.	To prepare a Neighbourhood Plan for the civil parish of Ringwood but limited in scope to a few specified themes.	Deputy Clerk	Budget of £21,500 (£3,800 in 2021/22 budget, £3,000 in General Reserve and £14,700 to be funded by Locality grant)
PTE2	Human Sundial	In progress	HCC has appointed contractors and confirmed works will be carried out in August 2021, following completion of the works in West Street.	Replacement of damaged sundial and surrounding paviers; installation of removable benches to protect it for the future - working with HCC (Principal Designer and Contractor)	Deputy Clerk	£5,295.15 spent from budget of £10,657 to be funded from CIL and contribution of £5,249.15 from Carnival
PTE3	Crow Stream Maintenance	Annual recurrent	Spraying of stream banks completed on 1 April. Annual stream clearance to be carried out by volunteers in September.	Annual maintenance of Crow Ditch and Stream in order to keep it flowing and alleviate flooding	Deputy Clerk	£1,120 spent to be funded by transfer from earmarked reserve
Projects being delivered by others which are monitored by the Deputy Clerk and reported to this committee:						
	A31 widening scheme	In progress	West Street junction with A31 closed and traffic flow reversed in Meeting House Lane. Works in West Street ongoing to end July 2021. Works to divert water main to commence May 2021. Works on A31 to commence October 2021 and due for completion by November 2022.	Widening of A31 westbound carriageway between Ringwood and Verwood off slip to improve traffic flow; associated town centre improvements utilising HE Designated Funds	Highways England (HE)	HE funded
	SWW Water Main Diversion (associated with A31 widening scheme)	In progress	Work to begin in May with temporary traffic lights in Mansfield Road until August. Route across Bickerley has been confirmed and will be open cut. Work on the trench on the 2 large fields will be delayed until after Carnival. There will be a site compound at the southern end of Bickerley for 6 months (from June), and one in Pocket Park for 2 months (June/July).	Diversion of water main that runs along the A31 westbound carriageway.	South West Water / Kier	HE funded
	Pedestrian crossings Christchurch Road	Completed		Informal pedestrian crossings to the north and south of roundabout at junction of Christchurch Road with Wellworthy Way (Lidl)	Hampshire CC	Developers contributions
	Moortown drainage improvements	In progress		HCC considering a controlled opening of the system in Moortown Lane to alleviate highway flooding	Hampshire CC	Developers contributions
	Pedestrian crossing Castleman Way	On hold	Site does not meet HCC criteria for toucan crossing. Agreed to revisit following promotion of cycle path through Forest Gate Business Park.	Toucan crossing in Castleman Way to improve pedestrian and cycle route between town centre and Moortown	Hampshire CC	Developers contributions
	Cycleway signage and improvements	Completed		New signage and minor improvements to cycleway between Forest Gate Business Park and Hightown Road	Hampshire CC	HE Designated Funds
	Carvers footpath/cycle-way improvement	Completed		Creation of shared use path across Carvers between Southampton Road and Mansfield Road	Hampshire CC	Developers contributions
	Crow Lane Footpath	In progress		New footpath to link Beaumont Park with Hightown Road, alongside west of Crow Lane	Hampshire CC	Developers contributions
Policy & Finance Committee						
PF1	Website renewal	In progress	The basic structure and layout of the new site has been agreed and created. Work on filling in the content (both new and by transfer from the existing site) is continuing. Committee decided on 17 Feb 2021 not to seek renewal	Arranging a new website that is more responsive, directly editable by Council staff and compliant with accessibility regulations.	Town Clerk	Funded from agreed budget.
PF2	Greenways planning permission renewal	Cancelled	Committee decided on 17 Feb 2021 not to seek renewal	Preparing a planning application to renew the lapsed permission for a detached bungalow	Town Clerk	
PF3	Youth Detached Outreach work	In progress	A third party provider has been appointed and is recruiting the workers needed.	To provide youth workers for detached outreach work	Carvers Manager	

PF4	Review of governance documents	On hold - awaiting officer availability		Periodic review of standing orders, financial regulations, committee terms of reference, delegated powers, etc. to maintain suitability and fitness	Town Clerk
PF5	Poulner Lakes Lease	On hold - awaiting track maintenance solution	A site meeting to assess technical options for future track maintenance was held on 9th March. A specification has been prepared and estimates based on this are being obtained.	Negotiating a lease from Ringwood & District Anglers' Association of the part of the site not owned by the Council	Town Clerk

Recreation, Leisure & Open Spaces Committee

RLOS1	War Memorial repair	In progress	The repair has been completed. An inspection and maintenance regime is being devised and a re-dedication ceremony is being planned, with a provisional date of 15th August 2021.	Repair by conservation specialists with Listed Building Consent with a re-dedication ceremony to follow.	Town Clerk	£8,596 spent. Grant award leaves £4,776 to be funded from donations and general reserve.
RLOS2	Bickerley tracks	In progress	Fresh gravel has been laid.	Enhanced repair of tracks to address erosion and potholes (resurfacing is ruled out by town green status) and measures to control parking.	Town Clerk	Nothing yet committed or agreed
RLOS3	Public open spaces security	In progress	The agreed works have all now been completed and arrangements are in hand to plant the new earth bunds.	Review of public open spaces managed by the Council and measures to protect them from unauthorised encampments and incursions by vehicles	Town Clerk	Revised budget of £6,300 for emergency measures agreed.
RLOS4	Grounds department sheds replacement	In progress	Cllr Briers met grounds staff to define needs and the project scope in order to prepare an outline specification.	A feasibility study into replacing the grounds maintenance team's temporary, dispersed & sub-standard workshop, garaging and storage facilities. Combined with a possible new car park for use by hirers of and visitors to the club-house.	Town Clerk	Capital budget of £10,000
RLOS5	Cemetery development	In progress	Contact has been re-established with the firm previously consulted about building a columbarium	Planning best use of remaining space, columbarium, etc.	Town Clerk	Capital budget of £25,000 (but unlikely to finish in 2021-22 and therefore to be carried into an earmarked reserve)
RLOS6	Community Allotment	Concluded by adapting to ongoing processes	Agreed to treat as an informal joint venture between the Council and the tenants' association.	Special arrangement needed for community growing area at Southampton Road	Town Clerk	
RLOS7	Bowling Club lease	On hold during pandemic restrictions		Request by Ringwood Bowling Club for lease to be extended in space and term for a replacement club-house.	Town Clerk	
RLOS8	Ringwood Youth Club	On hold awaiting officer availability		Winding up the redundant CIO to terminate filing requirements	Town Clerk	
RLOS9	Aerator repair	Completed	The attachment has been returned and is back in service following the overhaul.	Major overhaul to extend life of this much-used attachment	Grounds Foreman	
RLOS10	Waste bin replacement programme	In progress	The first 17 bins have been delivered and are being installed as pressure of work allows. More will be ordered later this year.	Three-year programme to replace worn-out litter and dog-waste bins	Grounds Foreman	
RLOS11	Ash Grove Fence repair	Completed	The grounds foreman has inspected the completed fence and signed off the final payment to the contractor.	Replacing the worn-out fence around the play area	Grounds Foreman	
RLOS12	Van replacement	On hold awaiting officer availability		Replacing the grounds foreman's diesel van with an electric vehicle	Grounds Foreman	
RLOS13	Bickerley compensation claim	In progress	Officers presented a report at the meeting on 21st April.	Statutory compensation claim for access and damage caused by drainage works	Deputy Clerk	
RLOS14	Poulner Lakes waste licence	On hold awaiting officer availability		Arranging to surrender our redundant waste licence to avoid annual renewal fees	Town Clerk	
RLOS15	Acorn bench at Friday's Cross	On hold - until suitable season	Arrangements with Men's Shed are proceeding and the materials will be ordered shortly	Arranging the re-painting of this bespoke art-work	Town Clerk	
RLOS16	Town Safe	In progress	Preliminary contacts with PCC and Conservation Officer	Possible re-paint of this important survival, part of a listed structure	Town Clerk	
RLOS17	New allotments site	In progress	Practical Completion of site agreed following inspection. Decision to proceed agreed at February meeting. Legal work in progress.	The transfer to this Council (pursuant to a s.106 agreement) of a site for new allotments off Crow Arch Lane	Town Clerk	
RLOS18	Cemetery map and registers digitisation	In progress	Registers have been scanned. Digital map is being prepared.	Digitisation of cemetery records to facilitate remote working, greater efficiency and, eventually, direct public access	Town Clerk	Capital budget of £5,000
RLOS19	Carvers Strategic Development	In progress	A working party led by Cllr Frederick is developing a visualization for approval by the Carvers Working Party as a basis for public consultation	Devising a strategic vision and plan for the future of Carvers Recreation Ground pulling together proposals for additional play equipment and other features	Carvers Manager	

Staffing Committee

S1	HR support contract renewal	On hold	Will commence in March 2021		Town Clerk
S2	Finance Staffing review	In progress	Agreed changes (both temporary and permanent) are being implemented.	Reassessing staffing requirements and capacity for finance functions and re-negotiating staff terms	Town Clerk

Proposed/Emerging Projects Update

No.	Name	Description	Lead	Recent developments	Progress / Status Stage reached	Estimated cost	Funding sources
Full Council							
None							
Planning Town & Environment Committee							
	Climate emergency	Minor funding to support local initiatives	Cllr DeBoos	REAL WP debating vision and plans for 2021	Budget bid to undertake in 2021-22 approved	£1,000	
	Roundabout under A31	Planting and other environmental enhancements		Area being used by Highways England for storage of materials during works to widen the A31.	Floated as possible future project		
	Lynes Lane re-paving Rear of Southampton Road	Ringwood Society proposal Proposal by Ringwood Society to improve appearance from The Furlong Car Park and approaches			Floated as possible future project Floated as possible future project		
	Dewey's Lane wall	Repair of historic wall		Re-build/repair options and costs are being investigated	Floated as possible future project		
	Signage Review	Review of signs requiring attention - e.g. Castleman Trailway, Pocket Park, Gateway Square	Cllr Day		Floated as possible future project		
Policy & Finance Committee							
	Paperless office	Increasing efficiency of office space use	Cllr. Heron	Discussions with Town Clerk and Finance Manager			
Recreation, Leisure & Open Spaces Committee							
	Poulner Lakes	Developing and improving facilities	Cllr Heron		Floated as possible future project		
	Brockey Sands	Environmental enhancements to this area between the Bickerley and the Millstream	Cllr Day		Floated as possible future project		
	Land at Folly Farm	Developing and improving this woodland site	Cllrs Heron & Ring		Floated as possible future project		
Staffing Committee							
None							