



# ***Saltash Town Council***

***Konsel An Dre Essa***



*The Guildhall  
12 Lower Fore Street  
Saltash  
PL12 6JX  
Telephone: 01752 844846  
[www.saltash.gov.uk](http://www.saltash.gov.uk)*

25 October 2024

Dear Councillor

I write to summon you to the meeting of the **Personnel Committee** to be held at the Guildhall on **Thursday 31st October 2024 at 6.30 pm.**

The meeting is open to members of the public and press up until the Public Bodies (Admission to Meetings) Act 1960.

Yours sincerely,

S Burrows  
Town Clerk/ RFO

**To Councillors:**

J Dent J Foster S Martin (Chairman) S Miller J Peggs (Vice-Chairman) B Stoyel	All other Councillors for information
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## **Agenda**

1. Health and Safety Announcements.
2. Apologies.
3. Declarations of Interest:
  - a. To receive any declarations from Members of any registerable (5A of the Code of Conduct) and/or non-registerable (5B) interests in matters to be considered at this meeting.
  - b. The Town Clerk to receive written requests for dispensations prior to the start of the meeting for consideration
4. To receive and approve the minutes of the Personnel Committee held on 20 June 2024 as a true and correct record. (Pages 5 - 12)
5. To receive the Personnel Committee budget statement and consider any actions and associated expenditure. (Pages 13 - 14)
6. To consider Risk Management reports as may be received.
7. To consider Health and Safety reports as may be received.
8. To receive a recommendation from the Town Vision Sub Committee and consider any actions and associated expenditure. (Pages 15 - 25)
9. To receive reports on staff training and consider any actions and associated expenditure:
  - a. Training Attended;
  - b. Training Requests; (Pages 26 - 87)
10. To note the appointment of the Development and Engagement Manager.
11. To note the appointment of the Office Manager / Assistant to the Town Clerk.
12. To receive staff compliments and consider any actions and associated expenditure. (Pages 88 - 92)
13. To review provision for flu and covid vaccines for all Town Council Officers and consider any actions and associated expenditure. (Page 93)
14. To receive the National Joint Council scale increase for the year 2024-25 and consider any actions and associated expenditure.
15. To receive a report on the Communication and Engagement Officer role and consider any actions and associated expenditure. (Pages 94 - 97)

16. To receive a report on appointing an Assistant Community Hub Team Leader and consider any actions and associated expenditure.
17. To receive a report on appointing additional Service Delivery Staff and consider any actions and associated expenditure.
18. To receive the draft Employee Recognition Scheme and consider any actions. (Pages 98 - 102)
19. To set the Personnel Committee Budget for the year 2025/26 recommending to the Policy and Finance Committee. (Pages 103 - 104)
20. Public Bodies (Admission to Meetings) Act 1960  
To resolve that pursuant to Section 1(2) of the Public Bodies (Admission to meetings) Act 1960 the public and press leave the meeting because of the confidential nature of the business to be transacted and in accordance with Saltash Town Council Standing Orders and Terms of Reference.

Chairman to confirm the Personnel Meeting is now in Part Two.

Members are reminded that items discussed are of the **strictest confidence** and must **not** be discussed or shared with others.

Members are to refrain from taking notes in part two confidential session and to refer to the private and confidential reports provided.

All Members are subject to GDPR, Data Protection Regulations and the Code of Conduct.

21. To receive a staffing report from the Town Clerk and consider any actions and associated expenditure.
22. To receive a collaborative flexible working request and consider any actions and associated expenditure.
23. To receive a report from Human Resources Support Consultancy and consider any actions and associated expenditure.
24. To consider any items referred from the main part of the agenda.
25. Public Bodies (Admission to Meetings) Act 1960  
To resolve that the public and press be re-admitted to the meeting.
26. To confirm any press and social media releases associated with any agreed actions and expenditure of the meeting.

Date of next meeting:                      Friday 28 February 2025 6.30 pm

## SALTASH TOWN COUNCIL

### Minutes of the Meeting of the Personnel Committee held at the Guildhall on Thursday 20th June 2024 at 6.30 pm

**PRESENT:** Councillors: J Dent, J Foster, S Martin, S Miller, J Peggs and B Stoyel.

**ALSO PRESENT:** S Burrows (Town Clerk / RFO)

**APOLOGIES:** None.

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#### **14/24/25 TO ELECT A CHAIRMAN.**

It was proposed by Councillor Martin, seconded by Councillor Foster to nominate Councillor Martin.

No further nominations were received.

Following a vote it was **RESOLVED** to appoint Councillor Martin as Chairman.

Councillor Martin in the Chair.

#### **15/24/25 TO ELECT A VICE CHAIRMAN.**

It was proposed by Councillor Dent, seconded by Councillor Stoyel to nominate Councillor Peggs.

No further nominations were received.

Following a vote it was **RESOLVED** to appoint Councillor Peggs as Vice Chairman.

**16/24/25**      **DECLARATIONS OF INTEREST:**

- a. To receive any declarations from Members of any registerable (5A of the Code of Conduct) and/or non-registerable (5B) interests in matters to be considered at this meeting.

<b>Councillor</b>	<b>Agenda Item</b>	<b>Pecuniary/Non-Pecuniary</b>	<b>Reason</b>	<b>Left Meeting</b>
Foster	14	Non-Pecuniary	Interested in being the Town Crier	Yes

- b. The Town Clerk to receive written requests for dispensations prior to the start of the meeting for consideration.

None.

**17/24/25**      **TO RECEIVE AND APPROVE THE MINUTES OF THE EXTRAORDINARY PERSONNEL COMMITTEE HELD ON 12 APRIL 2024 AS A TRUE AND CORRECT RECORD.**

Please see a copy of the minutes on the STC website or request to see a copy at the Guildhall.

It was proposed by Councillor Martin, seconded by Councillor Miller and **RESOLVED** that the minutes of the Extraordinary Personnel Committee Meeting held on 12 April 2024 were confirmed as a true and correct record.

**18/24/25**      **TO RECEIVE THE PERSONNEL COMMITTEE BUDGET STATEMENT AND CONSIDER ANY ACTIONS AND ASSOCIATED EXPENDITURE.**

The Town Clerk explained that the budget statement format had been amended to offer clarity and simplicity and that the staff training, salaries and contingency budget codes have now been transferred to the Personnel Committee budget statement.

It was **RESOLVED** to note.

**19/24/25**      **TO CONSIDER HEALTH AND SAFETY REPORTS AS MAY BE RECEIVED.**

Nothing to report.

**20/24/25 TO CONSIDER RISK MANAGEMENT REPORTS AS MAY BE RECEIVED.**

Nothing to report.

**21/24/25 TO RECEIVE AN UPDATE ON ROSEVALE ACCOUNTANTS PAYROLL SERVICE AND CONSIDER ANY ACTIONS AND ASSOCIATED EXPENDITURE.**

The Town Clerk informed Members that Saltash Town Council's payroll will be undertaken in-house at the end of June and Rosevale Accountants appointment will be terminated as agreed.

It was **RESOLVED** to note.

**22/24/25 TO REVIEW THE CHRISTMAS PAYROLL AND CONSIDER ANY ACTIONS AND ASSOCIATED EXPENDITURE.**

It was proposed by Councillor Dent, seconded by Councillor Stoyel and **RESOLVED** to approve a change in date for December's payroll from 27 December to 20 December 2024 due to the Christmas shutdown.

**23/24/25 TO RECEIVE REPORTS ON STAFF TRAINING AND CONSIDER ANY ACTIONS AND ASSOCIATED EXPENDITURE:**

a. Training Attended;

It was **RESOLVED** to note.

b. Training Requests;

Nothing to report.

24/24/25

**TO REVIEW UPDATES TO THE FOLLOWING POLICIES AND CONSIDER ANY ACTIONS AND ASSOCIATED EXPENDITURE:**

a. Protocol for Member Officer Relations;

It was proposed by Councillor Martin, seconded by Councillor Stoyel and resolved to **RECOMMEND** to Full Council to approve and adopt the Protocol for Member Officer Relations Policy (as attached).

Councillor Foster left the meeting.

b. Recruitment and Selection;

It was proposed by Councillor Martin, seconded by Councillor Dent and resolved to **RECOMMEND** to Full Council to approve and adopt the Recruitment and Selection Policy (as attached).

Councillor Foster returned to the meeting.

c. Employee Dress Code.

It was proposed by Councillor Foster, seconded by Councillor Peggs and resolved to **RECOMMEND** to Full Council to approve and adopt the amendments to the existing Employee Dress Code Policy (as attached).

25/24/25

**TO RECEIVE AN UPDATE ON THE TOWN COUNCIL RECRUITMENT AND CONSIDER ANY ACTIONS AND ASSOCIATED EXPENDITURE:**

a. Office Manager / Assistant to the Town Clerk;

The Town Clerk informed Members of the lack of candidates received from the agency that meet the criteria. The Town Clerk is to review other agencies.

It was **RESOLVED** to note.

b. Development and Engagement Manager;

The Town Clerk informed Members that the applications received did not meet the criteria of the role.

It was proposed by Councillor Martin, seconded by Councillor Peggs and **RESOLVED** to;

1. Delegate to the Town Clerk to advertise the role with CALC (free of charge), Town Council notice boards, website and social media and on Indeed for a period of two weeks;
2. Delegate spend to the Town Clerk up to a maximum of £500 to advertise on Indeed allocated to budget code 6701 EMF Staff Recruitment.

c. Communications and Engagement Officer.

The Town Clerk informed Members interviews are due to take place on 12 July.

It was **RESOLVED** to note.



Councillor Foster declared an interest in the next agenda item and left the meeting.

**26/24/25**      **TO REVIEW THE APPOINTMENT OF A TOWN CRIER AND CONSIDER ANY ACTIONS AND ASSOCIATED EXPENDITURE.**

It was proposed by Councillor Martin, seconded by Councillor Stoyel and resolved to **RECOMMEND** to Full Council to appoint Councillor Foster to represent the Town Council as the Town Crier as required with no remuneration.

Councillor Foster was invited and returned to the meeting.

**27/24/25**      **PUBLIC BODIES (ADMISSION TO MEETINGS) ACT 1960**

It was proposed by Councillor Martin, seconded by Councillor Foster and **RESOLVED** that pursuant to Section 1(2) of the Public Bodies (Admission to meetings) Act 1960 the public and press leave the meeting because of the confidential nature of the business to be transacted and in accordance with Saltash Town Council Standing Orders and Terms of Reference.

The Chairman informed Members that the meeting is now in Part Two.

The Chairman reminded Members that items discussed are of the **strictest confidence** and must **not** be discussed or shared with others.

The Chairman asked Members to refrain from taking notes in part two confidential session, reports have been provided.

All Members are subject to GDPR, Data Protection Regulations and the Code of Conduct.

Members noted the Chairman's statement.

**28/24/25**      **TO RECEIVE AND APPROVE PRIVATE AND CONFIDENTIAL MINUTES OF THE EXTRAORDINARY PERSONNEL COMMITTEE HELD ON 12 APRIL 2024 AS A TRUE AND CORRECT RECORD.**

It was proposed by Councillor Miller, seconded by Councillor Martin and **RESOLVED** to make an amendment to the private and confidential minutes of the Extraordinary Personnel Committee Meeting held on 12 April 2024.

It was proposed by Councillor Peggs, seconded by Councillor Foster and **RESOLVED** that the private and confidential minutes of the Extraordinary Personnel Committee Meeting held on 12 April 2024 were confirmed as a true and correct record.

**29/24/25**      **TO RECEIVE A STAFFING REPORT FROM THE TOWN CLERK AND CONSIDER ANY ACTIONS AND ASSOCIATED EXPENDITURE.**

It was **RESOLVED** to note the staffing report received from the Town Clerk.

**30/24/25**      **TO CONSIDER ANY ITEMS REFERRED FROM THE MAIN PART OF THE AGENDA.**

None.

**31/24/25**      **PUBLIC BODIES (ADMISSION TO MEETINGS) ACT 1960**

It was proposed by Councillor Martin, seconded by Councillor Foster and **RESOLVED** that the public and press be re-admitted to the meeting.

**32/24/25**      **TO CONFIRM ANY PRESS AND SOCIAL MEDIA RELEASES ASSOCIATED WITH ANY AGREED ACTIONS AND EXPENDITURE OF THE MEETING.**

None.

**DATE OF NEXT MEETING**

Thursday 31 October 2024 at 6.30 pm

Rising at: 7.40 pm

Signed: \_\_\_\_\_  
Chairman

Dated: \_\_\_\_\_

**Personnel Committee - Personnel Budget 2024-25**

Saltash Town Council

For the 6 months to 30 September 2024

<b>Account</b>	<b>Prior YTD 2023/24</b>	<b>Budget Including Virements 2024/25</b>	<b>Actual YTD 2024/25</b>	<b>Budget Available 2024/25</b>
<b>Personnel Operating Expenditure</b>				
<b>Personnel Expenditure</b>				
6654 ST PE Staff Welfare	886	7,385	530	6,855
6660 ST PE Staff Recognition	0	250	0	250
6662 ST PE HR Professional Fees	13,073	9,380	5,398	3,982
<b>Total Personnel Expenditure</b>	<b>13,959</b>	<b>17,015</b>	<b>5,928</b>	<b>11,087</b>
<b>Training Costs</b>				
6678 ST PE Staff Training (Guildhall)	0	607	0	607
6682 ST PE Staff Training (Library)	371	1,182	186	996
6656 ST PE Staff Training (P&F)	2,288	2,000	1,051	949
6676 ST PE Staff Training (Service Delivery)	7,091	6,500	3,741	2,759
<b>Total Training Costs</b>	<b>9,750</b>	<b>10,289</b>	<b>4,979</b>	<b>5,310</b>
<b>Staffing Costs</b>				
Guildhall Staffing Costs	26,270	56,239	13,142	43,097
Library Staffing Costs	144,061	169,277	72,620	96,657
P&F Staffing Costs	318,508	361,524	159,065	202,459
Services Staffing Costs	212,870	289,150	133,569	155,581
<b>Total Staffing Costs</b>	<b>701,709</b>	<b>876,190</b>	<b>378,397</b>	<b>497,793</b>
<b>Other Staffing Cost</b>				
6652 ST PF Employers Pension - Monthly Fee	500	500	500	0
6659 ST PF Town Sergeant & Mace Bearer Fees	385	450	232	218
<b>Total Other Staffing Cost</b>	<b>885</b>	<b>950</b>	<b>732</b>	<b>218</b>
<b>Total Personnel Operating Expenditure</b>	<b>726,302</b>	<b>904,444</b>	<b>390,035</b>	<b>514,409</b>
<b>Total Personnel Operating Surplus/ (Deficit)</b>	<b>(726,302)</b>	<b>(904,444)</b>	<b>(390,035)</b>	<b>(514,409)</b>
<b>Personnel EMF Expenditure</b>				
6691 ST PE EMF Legal Fees (Staffing)	0	4,398	0	4,398
6694 ST PF EMF Staff Contingency (P&F)	0	45,371	0	45,371
6696 ST GH EMF Staff Contingency (Guildhall)	0	17,399	0	17,399
6698 ST LI EMF Staff Contingency (Library)	0	5,000	0	5,000
6700 ST SE Services Delivery Staff Contingency	6,421	48,169	0	48,169
6701 ST PE EMF Staff Recruitment	9,910	15,318	211	15,107

Account	Prior YTD 2023/24	Budget Including Virements 2024/25	Actual YTD 2024/25	Budget Available 2024/25
<b>Total Personnel EMF Expenditure</b>	<b>16,331</b>	<b>135,655</b>	<b>211</b>	<b>135,444</b>
<b>Total Personnel Expenditure (Operational &amp; EMF)</b>	<b>742,633</b>	<b>1,040,099</b>	<b>6,139</b>	<b>146,531</b>
<b>Total Personnel Budget Surplus/ (Deficit)</b>	<b>(742,633)</b>	<b>(1,040,099)</b>	<b>(390,246)</b>	<b>(649,853)</b>

#### **To/From Reserves & Budget Virements 2024/25**

1. Virement of Guildhall training budget to Personnel - £607 - P&F 178/23/24
2. Virement of Library training budget to Personnel - £1,182 - P&F 178/23/24
3. Virement of P&F training budget to Personnel - £2,000 - P&F 178/23/24
4. Virement of Services training budget to Personnel - £6,500 - P&F 178/23/24
5. Virement of Guildhall staffing budget to Personnel - £56,239 - P&F 178/23/24
6. Virement of Library staffing budget to Personnel - £169,277 - P&F 178/23/24
7. Virement of P&F staffing budget to Personnel - £361,524 - P&F 178/23/24
8. Virement of Services staffing budget to Personnel - £289,150 - P&F 178/23/24
9. Virement of Guildhall Staffing Contingency to Personnel - £17,399 - P&F 178/23/24
10. Virement of Library Staffing Contingency to Personnel - £5,000 - P&F 178/23/24
11. Virement of P&F Staffing Contingency to Personnel - £45,371 - P&F 178/23/24
12. Virement of Services Staffing Contingency to Personnel - £48,169 - P&F 178/23/24
13. Virement from 6694 ST PE EMF Staff Contingency (P&F) to 6661 ST PF Finance Consultancy Fees - £9,096 - P&F 172/23/24
14. Virement from General Reserves to 6654 ST PE Staff Welfare - £5,000 - FTC 45/24/25

#### **Key**

Spending is on target as predicted at this point in the financial year

Spending is higher than anticipated and needs to be monitored closely

Budget is overspent - requires investigation and recommend virement

**To receive a recommendation from the Town Vision Sub Committee and consider any actions and associated expenditure**

**25/24/25 TO RECEIVE THE TOWN COUNCIL BUSINESS PLAN DELIVERABLES AND CONSIDER ANY ACTIONS AND ASSOCIATED EXPENDITURE.**

The Chairman led Members through the Town Council Business Plan Deliverables for quarter 1, contained and circulated within the reports pack.

Members of the Sub Committee contributed towards the discussions.

It was proposed by Councillor Griffiths, seconded by Councillor Gillies and **RESOLVED** to:


1. Approve the format and design of the deliverables (as attached) and upload to the Town Council website for transparency;
2. Recommend to Planning and Licensing to:
  - a) Remove under 'Health and Wellbeing' the 'Aim' – To support and work with the Saltash Health Care Action Group when reviewing planning applications that are applicable – due to duplication of another 'Aim' – To ensure appropriate support or recommendations are given to applications or projects that support health care development or change of use to a health care setting in Saltash;
  - b) Refer under 'Health and Wellbeing' the 'Aim' – To ensure the availability of all housing types are considered inclusive of rental and affordable housing to improve access to housing for all in Saltash – to 'Housing' because the 'Aim' fits better under that Strategic Priority;
  - c) Remove under 'Housing' the 'Aim' – To ensure future housing projects and developments offer a variety of housing options inclusive of accessible properties – due to duplication of another 'Aim' – To support projects that deliver affordable and sustainable housing whilst meeting a variety of user needs in keeping with policy;
  - d) Remove under 'Housing' the 'Aim' – Special consideration be given to the Churchtown Farm development and resolution for occupation by Saltash residents – due to the 'Aim' not being achievable under the Town Council powers.

3. Recommend to Services to:

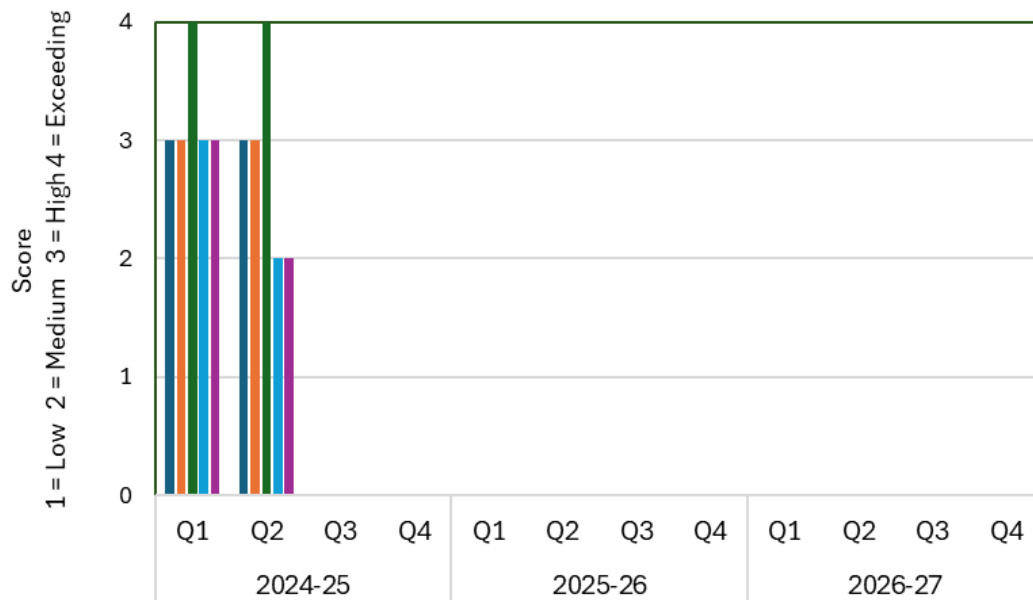
- a) Remove under 'Boosting Jobs and Economic Prosperity' the 'Aim' – To invest in Town Council employees – due to the 'Aim' not fitting within the Committees Terms of Reference, the 'Aim' is covered by the Personnel Committee;
- b) Remove under 'Health and Wellbeing' the 'Aim' – Maintain, promote and reinvest in Town Council play parks and recreational areas – due to duplication of the same 'Aim' under the 'Recreation and Leisure' Strategic Priority;
- c) Refer under 'Climate and Emergency' the 'Aim' – Continue to partake in No Mow May initiative to strategic areas – due to it fitting better under the 'Actions' of – Support community initiatives for tree planting and wildflower meadows;
- d) Amend under 'Climate and Emergency' the 'Aim' – Continue to implement sustainable, non-toxic grounds maintenance methods – to cover all environmental matters to - Continue to implement sustainable grounds maintenance methods and good environmental practices;
- e) Remove under 'Climate and Emergency' the 'Aim' – Seek further environmentally friendly alternatives for groups maintenance works within the Town Council service Delivery Department – due to duplication of the 'Aim' – Continue to implement sustainable grounds maintenance methods and good environmental practices;
- f) Refer under 'Climate and Emergency' the 'Aim' – Continue to be hedgehog friendly – due to it fitting better under the 'Actions' of - Continue to implement sustainable grounds maintenance methods and good environmental practices;
- g) Refer under 'Recreation and Leisure' the 'Aim' – Promote mental health and wellbeing via the Town Council website to 'Health and Wellbeing' because the 'Aim' fits better under that Strategic Priority.

4. Recommend to Station Property to:
  - a) Amend under 'Climate Emergency' the 'Aim' – To continue to support the Climate Change and Environmental Working Group with free use of Isambard House – due to the Working Group no longer existing – To continue to support external groups with free use of Isambard House (in line with the Hire Policy) where their purpose is climate change and environmental matters.
5. Recommend to the Personnel, Planning and Licensing, and Services Committees to review and develop their Strategic Priorities against their 'Actions' at every Committee meeting.
6. Recommend to the Library and Station Property Sub Committees to review and develop their Strategic Priorities against their 'Actions' at every Sub Committee meeting.
7. Refer to the Policy and Finance Committee to review Minute number 135/23/24 and consider the six Town Council Strategic Priorities under the Committees Terms of Reference;
8. Request the Devolution Sub Committee and Property Maintenance Sub Committee to consider the six Town Council Strategic Priorities under the Sub Committees Terms of Reference.




Strategic Priority 1 - Boosting Jobs and Economic Prosperity		Aims of the Personnel Committee	What does success look like?	Actions	Live Score (1 = Low 2 = Medium 3 = High 4 = Exceeding)	2024-25			
						Q1	Q2	Q3	Q4
	To ensure Saltash benefits from higher income, reduced poverty, improved facilities and quality of life. Promote Saltash as a vibrant and welcoming visitor destination.	To continue to be a good employer and invest in officer growth by supporting relevant professional development	<p>Training and professional development to match the role undertaken</p> <p>In-house mentoring</p> <p>Career progression</p> <p>Fair salary grade</p>	<p>Provide access to courses and certifications suitable for the positions</p> <p>Establish promotion / career progression plans</p> <p>Continue to be a member of the National Joint Committee (NJC) for Government Services</p> <p>Employee recognition awards for work completed above and beyond the role by setting a robust policy</p> <p>Regular performance reviews and feedback sessions to keep employees focused and motivated using their strengths and understanding areas for improvement</p> <p>Continue to appoint a HR Consultant for employees and the employer to access support/advice as required</p>	3	3	3		
		Real Living Wage Employer	Be an accredited Living Wage Employer	<p>Continue to enroll as a Living Wage Employer committing to tackle low pay by paying the real Living Wage to employees</p> <p>Promote the Living Wage scheme when recruiting new posts</p> <p>Committed to tackle low pay by encouraging organisations that work for the Town Council to pay the real Living Wage</p>	3	3	3		
		Local Government Pension Scheme	To be part of the LGPS	<p>Continue to be part of the LGPS to help employees to build a pension pot that will provide enough income to meet basic everyday needs in retirement years</p> <p>Promote the LGPS when recruiting new posts</p>	4	4	4		
		Operate in accordance with our Civility and Respect Pledge	Town Council to sign the annual Civility and Respect Pledge	<p>Reminders to all employees (staff team meetings) and Town Council members of the pledge taken (Full Council meeting)</p> <p>The pledge to be ethos of the work environment and incorporated into the core values of each department</p> <p>Incorporated into employee performance reviews</p>	2	3	2		
		Provide a Protocol to advise Officers and Members of the appropriate working relations with one another	Create, adopt and adhere to the protocol	<p>Create a Town Council Protocol for Member Officer Relations and review regularly recommending to Full Council</p> <p>Line managers to refresh employees at regular staff team meetings</p>	2	3	2		

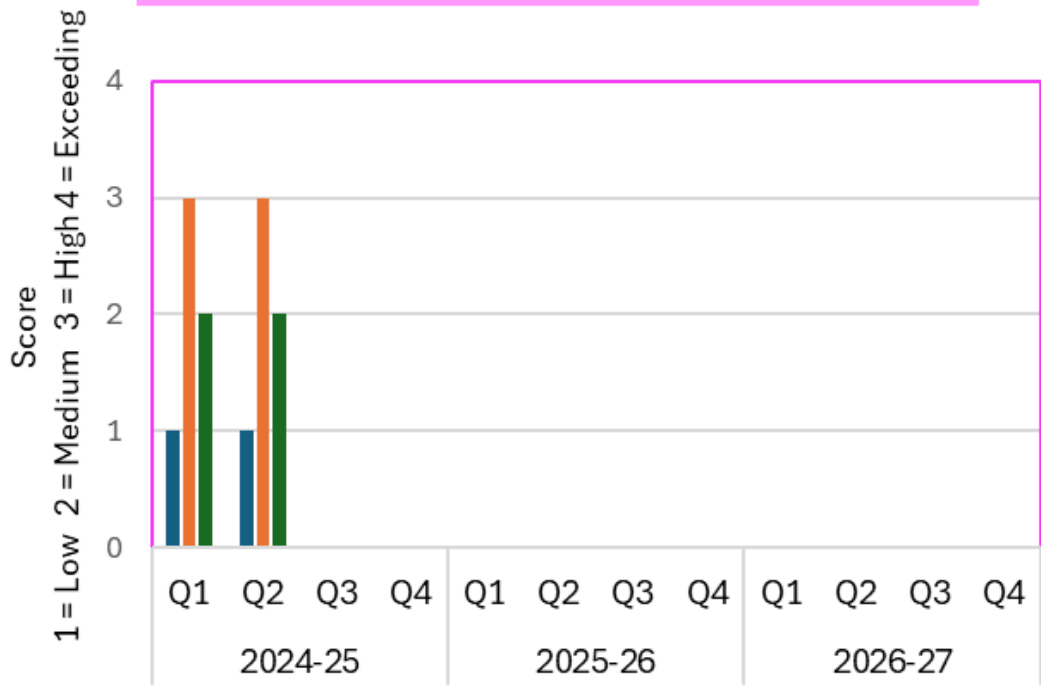
**Business Plan**  
**Strategic Priority 1 - Boosting Jobs and Economic Prosperity**  
**Aims of the Personnel Committee**




- To continue to be a good employer and invest in officer growth by supporting relevant professional development
- Real Living Wage Employer
- Local Government Pension Scheme
- Operate in accordance with our Civility and Respect Pledge
- Provide a Protocol to advise Officers and Members of the appropriate working relations with one another


Strategic Priority 2 - Health and Wellbeing		Aims of the Personnel Committee	What does success look like?	Actions	Live Score (1 = Low 2 = Medium 3 = High 4 = Exceeding)	2024-25			
						Q1	Q2	Q3	Q4
	<p>To support the Saltash Healthcare Action Group in improving our local NHS provision. Support improvement to mental health, fitness facilities, educational wellbeing of children and opportunities to access a high level of quality learning for young people.</p>	Provide excellent welfare facilities	<p>Health and wellness initiatives</p> <p>Excellent work-life balance</p> <p>Provide a safe and healthy work environment</p>	<p>Improve Guildhall rest rooms and changing facilities</p> <p>Dedicated employee toilet at Saltash Library</p> <p>Continue to provide excellent welfare facilities to service delivery employees</p> <p>Implement a flexible approach to working patterns to provide employees an improved work-life balance</p> <p>Provide health care insurance that covers medical, dental and vision care</p> <p>Continue to appoint a HR Consultant for employees/employer to access support/advice as required</p>	1	1	1		
		Provide occupational health assessments as required to support staff at work	<p>Various appointments as required</p> <p>Mental health support</p> <p>Associated cost to be covered by the Town Council</p>	<p>Appoint an occupational health consultant (medical and H&amp;S) as required</p> <p>Line managers to provide employee's one-to-one support as required</p> <p>Continue to appoint a HR Consultant for employees/employer to access support/advice if required</p>	3	3	3		
		Robust risk assessments and health surveillance checks available to appropriate officers to protect them at work	<p>Robust risk assessments</p> <p>Health surveillance checks if required</p> <p>Mental health support</p>	<p>Line managers to review annually departmental Town Council risk assessments</p> <p>Appoint an occupational health consultant as required</p> <p>Appoint annually a health surveillance company to help protect employees from health risks at work</p> <p>Line managers to be trained mental health first aider to support their team</p>	2	2	2		


**Business Plan**  
**Strategic Priority 2 - Health and Wellbeing**  
**Aims of the Personnel Committee**




- Provide excellent welfare facilities
- Provide occupational health assessments as required to support staff at work
- Robust risk assessments and health surveillance checks available to appropriate officers to protect them at work

Strategic Priority 3 - Housing	Aims of the Personnel Committee
 <p>To ensure Saltash has a balanced range of high quality and affordable housing by working in partnership with Cornwall Council</p>	<p>The Personnel Committee recognised strategic priority 3 - Housing did not fit within the remit (Terms of Reference) of the committee</p>

Strategic Priority 4 - Travel and Transport	Aims of the Personnel Committee
 <p>To work with key stakeholders to support access to affordable, accessible and sustainable transport in Saltash and the rural and urban areas, and promote walking and cycling.</p>	<p>The Personnel Committee recognised strategic priority 4 - Travel and Transport did not fit within the remit (Terms of Reference) of the committee</p>

Strategic Priority 5 - Climate Emergency		Aims of the Personnel Committee
	To continue to acknowledge a climate emergency and to bring forward a local climate change strategy.	The Personnel Committee recognised strategic priority 5 - Climate Change did not fit within the remit (Terms of Reference) of the committee

Strategic Priority 6 - Recreation and Leisure	Aims of the Personnel Committee
 <p>To continue to provide, improve, and support in Saltash, play parks, open green speaces, library service, cultural acitivity, leisure and support facilities, and to acknowledge our unique position on the Tamar and Lynher Rivers.</p>	<p>The Personnel Committee recognised strategic priority 6 - Recreation and Leisure did not fit within the remit (Terms of Reference) of the committee</p>



**To receive reports on staff training requests and consider any actions and associated expenditure**

The Administration Officer is asking Members for their support for her to undertake her CiLCA qualification.

The syllabus for the course is as attached.

The costs are broken down into sections as follows:

<b>Description</b>	<b>Cost</b>
Introduction to CiLCA webinar (SLCC) Non-member	£50
Building your portfolio course non-members	£250
Qualification	£450
<b>Total Cost: £750</b>	

There is no expected increase for 2025.

The course dates for 2025 are to be released later this year. They are offered bi-monthly.

The workflow is as follows:

1. Introductions to CiLCA session - webinar helping to understand the requirements of the qualification and what is expected;
2. Building your portfolio - Six two-hour webinar sessions once a month provided by SLCC

The Administration Officer will be required to register for the CiLCA qualification separately.

3. CiLCA Qualification - comprised of 30 learning outcomes over five units, which cover the breadth of work undertaken by those working with local councils. I will submit documents, reports, and explanations to demonstrate knowledge and understanding to an acceptable standard to ensure I can meet the assessment criteria.

**Budget Code:** 6656 Staff Training (P&F)

**Budget Availability:** £1,309 (2024-25)

**Budget Code:** 6656 Staff Training (P&F)

**Budget Availability:** £TBC (2025-26)

I am in full support of the Administration Officer undertaking the next step in her training and development at Saltash Town Council by taking the CiLCA qualification after 1 April 2025.

Due to the cost of the training, the Personnel Committee are advised to create a training agreement between the Administration Officer and the Town Council to recover cost should the Administration Officer decide to leave Saltash Town Council within a period.

Members are asked to consider approving the Administration Officer training days during the 12-month period.

**End of Report**

**Town Clerk/RFO**

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# PORTFOLIO GUIDE

JULY 2022

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A handbook for students, trainers and assessors in England and Wales

Certificate in Local Council Administration



NATIONAL IMPROVEMENT  
STRATEGY FOR PARISH  
& TOWN COUNCILS



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Published by the National Association of Local Councils and the Society of Local Council Clerks on behalf of the Improvement and Development Board (for local councils in England) and the National Training Advisory Group (for local councils in Wales)

The National Association of Local Councils  
109 Great Russell Street  
London WC1B 3LD  
Tel: 0207 637 1865 | [www.nalc.gov.uk](http://www.nalc.gov.uk)

The Society of Local Council Clerks (SLCC)  
8 The Crescent  
Taunton  
Somerset TA1 4EA  
Tel: 01823 253646 | [www.slcc.co.uk](http://www.slcc.co.uk)

NTAG, c/o One Voice Wales  
24c College Street  
Ammanford  
SA18 3AF  
01269 595400

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This guide explains everything you need to know about CiLCA and answers most of your questions. Learners are advised to find out what information is provided and where. Trainers should know the handbook well and help learners find their way around.

**Section One** notes the background to CiLCA; it introduces Level 3 and suggests who might take CiLCA; it explains who manages CiLCA.

**Section Two** describes the structure of CiLCA, the importance of training and the number of hours involved.

**Section Three** provides guidance on compiling the portfolio; it explains word limits and annotations.

**Section Four** explains how assessment works and its integrity is protected. It includes policies to handle cheating, complaints and appeals.

**Section Five** suggests some resources that you might find useful.

**Section Six** contains the nationally agreed occupational standards which provide a basis for the five units of CiLCA.

**Section Seven** is the most important assessment plan. It includes the tasks to complete and additional guidance.

## Section One: Setting the Scene

What lies ahead?

Excellent - you have decided to take the CiLCA challenge. Your task is to demonstrate that you have the core knowledge and skills for working with a local council. This guide explains what CiLCA is, where it comes from and how it works. You are asked to read it with care and refer to it often.

What is CiLCA?

CiLCA is a foundation qualification for local council officers and others working with local councils. It's a Certificate in Local Council Administration awarded at Level 3 of the National Qualifications Framework (NQF) where it is worth 20 credits<sup>1</sup> and it equips people for moving on to a Level 4 qualification<sup>2</sup>. CiLCA is owned and managed by the Improvement and Development Board (IDB) working on behalf of local councils in England and the National Training Advisory Group (NTAG) representing local councils in Wales<sup>3</sup>. Local councils in this instance are parish, town, community and neighbourhood councils. CiLCA is administered by the Society of Local Council Clerks (SLCC).

Where has CiLCA come from?

CiLCA was created by the sector bodies in England as a foundation qualification in 2001 and accredited and quality assured by the AQA as part of a new National Training Strategy. In 2003 the Monitoring and Verification Board (M&VB) took over responsibility on behalf of the sector bodies and CiLCA Wales was launched in 2010. CiLCA has been updated from time to time and was then refreshed in 2015 to position it at Level 3 of the NQF making it transferable outside the sector. CiLCA also has its roots in a set of occupational standards for the chief

officers or clerks of a local council approved in 2012 following consultation across the sector. The standards indicate to employers the potential scope of the chief officer's work.

What is Level 3?

Familiar qualifications at Level 3 are AS/A-levels, NVQs Level 3 or BTEC Nationals. At Level 3 you describe relevant knowledge in some detail and demonstrate skills and understanding by using that knowledge in a professional setting and in a broad range of different activities. Assessment includes written explanations that show an accurate and detailed understanding and examples of relatively complex work undertaken in the workplace.

Who can take CiLCA?

CiLCA is suitable for all officers working with local councils. Officers new to the sector are advised to take CiLCA after their first year in post. Councillors and officers of advisory bodies can also take CiLCA which is flexible enough to suit candidates from diverse local councils. Learners must join an introductory session with a training needs assessment. This helps you and your trainer decide whether you are ready to take CiLCA.

When a council's chief officer has CiLCA, they are qualified for the purposes of the general power of competence and in England for the Local Council Award Scheme (Quality and Quality Gold). A CiLCA qualified officer can also be a Principal Member of the Society.

CiLCA should be equally accessible to all but you need access to council documents and permission from the officers responsible to use them for CiLCA. If you are not linked to a

<sup>1</sup> As an NQF-aligned award, CiLCA can be assessed *only* by the IDB and NTAG.

<sup>2</sup> A university-accredited advanced qualification is delivered by the SLCC called the Certificate of Higher Education in Community Governance.

<sup>3</sup> Members of the IDB represent the National Association of Local Councils (NALC), the SLCC, chief officers of county associations of local councils (CALCs), the Local Government Association and the Ministry of Housing, Communities and Local Government. Members

of NTAG represent the SLCC, NALC, One Voice Wales, the Welsh Government and the Welsh Local Government Association.



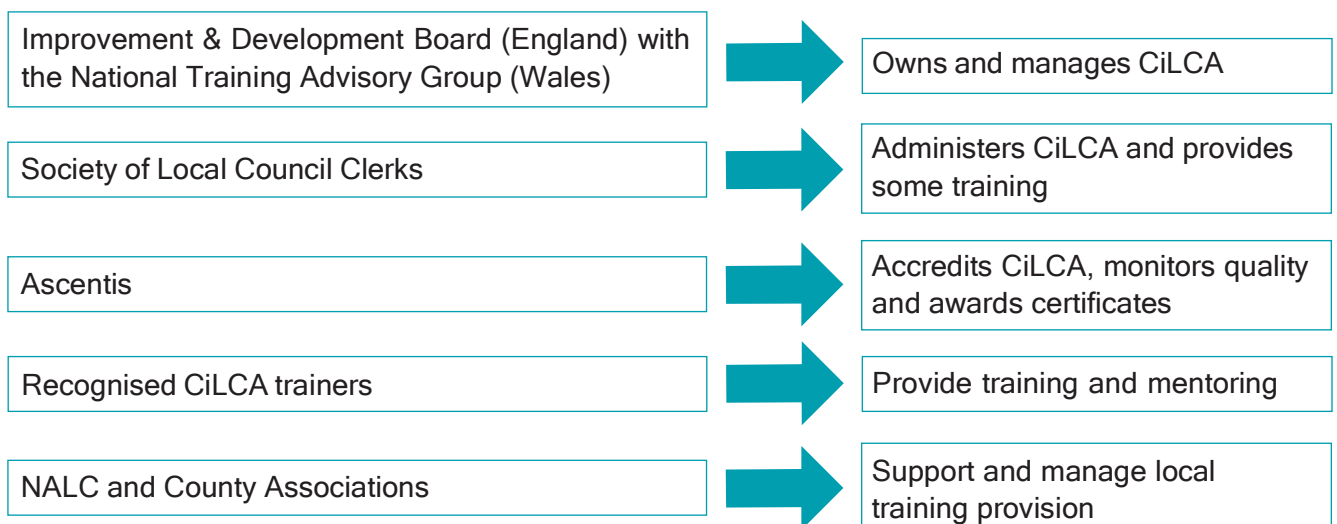
specific council you are advised to find a council willing to provide appropriate documents. If you have a registered condition (such as dyslexia or visual impairment) that might affect your ability to create your portfolio, you should notify the CiLCA Administrator who identifies advice or support. For example, a candidate with visual impairment could provide an audio commentary for the portfolio.

### Who manages and administers CiLCA?

The IDB and NTAG are responsible for strategic oversight with operational review in the hands of a group representing both England and Wales (the Ops Group). The IDB's secretariat is provided by the National Association of Local Councils (NALC) while One Voice Wales (OVW) provides support for NTAG. The SLCC is approved as a delivery centre for CiLCA by Ascentis - the awarding body that accredits CiLCA. Ascentis monitors quality assurance to protect the integrity of CiLCA and awards certificates. The IDB and NTAG have worked with Ascentis to develop CiLCA as a Level 3 qualification worth 20 credits. The qualification complies with Ascentis's approved framework.

CiLCA is administered by officers at the SLCC. The Head of Conferences, Training and Education manages the education and administrative team including the Academic Leader, the Internal Quality Assurance Verifier (the IV) and the CiLCA Administrator. The Academic Leader advises on the academic integrity of the qualification. The Internal QA Verifier manages the CiLCA assessment process and the assessors who mark the portfolios. The CiLCA Administrator liaises with candidates and assessors, manages EMMA, the e-portfolio facility and keeps all records.

Training for the CiLCA qualification is provided by recognised CiLCA trainers (look for the 'recognised trainer' logo). The SLCC is responsible for the quality of training although many CiLCA courses and mentors are provided independently through the SLCC and CALCs nationwide. Recognised CiLCA trainers are experienced in the subject; they are expected to have an appropriate training or teaching qualification or comparable experience and to have been trained in CiLCA portfolio-building by the SLCC.

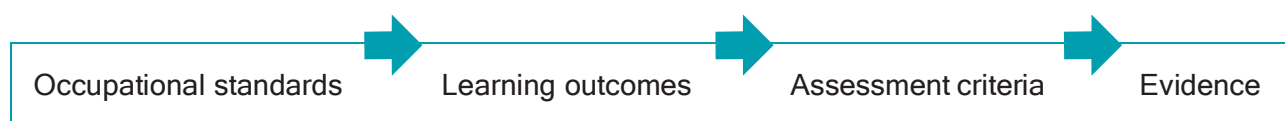


## Section Two: Preparing for CiLCA

How does CiLCA work?

The occupational standards agreed in 2012 provide a framework for CiLCA consisting of five units matching the five areas of work in the standards. The units identify the outcomes of learning or what a council officer needs to understand, know or be able to do. Each outcome is assessed against related

criteria. You show that you can meet the assessment criteria by providing evidence in a portfolio. Assessors check your performance against the assessment criteria. This guide provides additional guidance to help you – and trainers and assessors – check what is needed.



How can you learn what is required?

In order to complete CiLCA you will benefit from:

- a working knowledge of local councils usually gained through experience as a council officer or councillor.
- the introductory session including a training needs analysis
- training in the basic knowledge for clerks before starting CiLCA (eg ILCA<sup>4</sup> or a local induction course)
- training in how to build the CiLCA portfolio.

This guide explains what a CiLCA qualified officer needs to learn. There is a model training course based on this curriculum which trainers adapt to meet local needs. You are a learner until you submit your work and then you become a candidate.

Training will help you to take responsibility for your own learning so that you become a more confident practitioner (there are no model answers). Trainers and mentors are experienced and knowledgeable. You do not have to be a member of the training organisation to benefit from their training which is available to everyone who needs it.

Training organisations employ ‘recognised trainers’ and sign a Service Level Agreement (SLA) annually. The SLCC monitors the performance of both trainers and candidates and suggests improvements. It encourages trainers to share issues and good practice through an annual forum for trainers.

Trainers help you remain motivated and manage your time. They may ask you to enter into a learning agreement setting out the expectations of trainer, learner and employer. They may agree to review selected elements of the portfolio. Trainers are not responsible for suggesting that a unit is ready for approval by an assessor. The purpose of reviewing drafts is to advise you whether you are on the right track.

Trainers have no contact with the assessors or the Internal Quality Assurance Verifier but can seek advice through the CiLCA Administrator at the SLCC. Learners are not expected to communicate directly with CiLCA officers except when registering formal complaints (see below).



### How do you get started?

You apply and pay for CiLCA via the SLCC website. The CiLCA Administrator confirms your application. You are then registered with Ascentis and EMMA at the next bi-monthly registration date.

### How long does CiLCA take?

You have one year to submit your portfolio from the date of registration. You should not apply for CiLCA until after your introductory training session. Depending on the state of your council's documents and the provision of training, your portfolio could take from six months to a year to complete. As an example, if you do one learning outcome a week, it will take seven months. You are required to submit all units of your portfolio within one year of registration and to pass all units within fifteen months. You can seek a three-month extension if you have a sound reason (such as illness). You apply by e-mail to the CiLCA Administrator. If you still cannot complete, you must re-register and pay an additional fee. It is essential to have a final deadline.

Your council should support your studies. It can pay for training and CiLCA fees and offer study time where possible. The council as an employer can be a party to the learning agreement. The council is advised to monitor your workload and limit new projects during this time. CiLCA is awarded to you and not to your council although the council benefits significantly.

You cannot claim credit for qualifications, or parts of qualifications, relevant to elements of the portfolio as the aim is to apply existing knowledge to a specific council.

Ascentis requires CiLCA to take about 200 hours so that the qualification can carry 20 credits. It comprises five units listed in the table below. Each unit carries a number of credits depending on the work involved. Credits and hours include training, research, writing and time at work. As an example (see the table), up to 70% of the 200 hours may be part of your paid work with 20% spent on research and writing and 10% on training and group support. Over a year, 200 hours is about four hours a week but up to three hours can be part of your normal work.

Unit title	Credit value	Total Hours	Paid work	Writing	Training
Core Roles in Local Council Administration	3	30	21	6	3
Law & Procedure for Local Councils	5	50	35	10	5
Finance for Local Councils	5	50	35	10	5
Management for Local Councils	2	20	14	4	2
Community Engagement	5	50	35	10	5
<b>Total</b>	<b>20</b>	<b>200</b>	<b>140</b>	<b>40</b>	<b>20</b>

Each unit has three to nine learning outcomes and related assessment criteria. You provide evidence that you have met the criteria to an expected standard. The tasks include pieces of work written specifically for the portfolio and council documents that you annotate to show knowledge and understanding. This must be your own work.

You cannot create documents for an invented council but you can suggest amendments to genuine documents to demonstrate understanding. There is sometimes a word limit as this reinforces the important professional skill of writing concisely. Guidance on word limits and annotations is provided in Section 3.

## Section Three: Building the Portfolio

How do you construct your portfolio?  
You provide evidence to meet the numbered assessment criteria for each of the 30 learning outcomes. It is expected that you submit your portfolio via EMMA where your work is marked unit by unit.

EMMA is very easy to use. You follow instructions given to you in an e-mail when you register. A short video (available via the SLCC website) demonstrates how EMMA works. You write and then upload documents

including council documents as required by each task. All portfolios begin by submitting a completed copy of your personal statement. This is available on EMMA (see below for details).

Your personal statement is followed by all the evidence required. The box below provides a checklist to help you format your portfolio so that assessors and verifiers can find their way quickly through your documents. This formatting is required by Ascentis.

All portfolios are uploaded to EMMA

The personal statement comes at the start of the portfolio. It provides your details and confirms that it is clear throughout the portfolio which work is/is not your own. It also explains to the assessor the context in which you are working, your organisation(s) and your role(s) and confirms that you have attended training. It is the first task with a word limit (400 words) and an early opportunity to see if you follow instructions on writing concisely. It is *essential* that you complete the introduction on the personal statement.

Every page of work that you produce yourself should include (either at the top of the page or as a header) your name and numbers of the relevant Unit and learning outcome (LO). If your name is not on a page, it is assumed that it is *not* your own work.

It must always be clear whether or not you wrote any accompanying or annotated council (or other) document. All annotated documents must state your perspective or role in relation to the document (see the guidance on annotations).

Each piece of work that you produce yourself should state the date of completion but if you submit your work more than six months after completing it, you should update it.

Assessors review presentation skills throughout the portfolio. If submissions show weak communication or word processing skills, they will be referred for further work. Trainers can guide you on page layout, the use of font styles and sizes, grammar, spelling, punctuation, proof reading and concise writing. They can provide templates for six LOs early in the portfolio to help with layout.

In submitting a portfolio, you take full responsibility for its contents. You are also agreeing that the SLCC, OVV, your CALC or training partnership will create and maintain records containing your personal data. These records will be used for administration and monitoring statistics as required. The application explains to whom your contact details may be disclosed in line with the General Data Protection Regulations. You can

ask the SLCC for its privacy policy. The contents of your portfolio are treated in confidence by all concerned. Portfolios are stored securely on EMMA and are frequently backed up. It is the SLCC's responsibility to ensure that all portfolios and records are

secure. As required by Ascentis, portfolios are archived three years after a completion date or end date (if a portfolio is not completed). You should download or print anything you wish to keep for reference.

What is the policy on word limits? Some activities have a word limit to ensure that you write concisely. You can exceed the word limit by up to 10%. A word limit of 400 words means a maximum of 440. If you under-use the word limit by more than 10% you might have missed vital items of information. If no word limit is given, you still write concisely and keep to the point.

- You can use bullet points to be more concise; ensure that they are properly formatted and fit the stem sentence appropriately.
- Footnotes can be used to expand on a point as long as substantive information required as a significant element of the task is included in the main body of the text.
- References to legislation are not counted; they can be put in footnotes. Note that legislation includes name, date, section, sub-section, schedule, paragraph or regulation.
- You should note the word count on any written work with a word limit. Headings and footnotes are not included in the word count.

#### How do annotations work?

Annotations are notes attached to a document. They can be written into a document using highlighting, comment boxes, footnotes or endnotes or can be put into an accompanying document. In fact it is helpful to the assessor if you introduce your annotated documents with an uploaded sheet of notes laid out in the standard format; they should also cover the bullet points below. You are not expected to write everything you know in annotations but to select key points that demonstrate exactly what is required. In addition to any annotations specified in the task, you include (if relevant in each case):

- your perspective (did you create, amend, oversee, use or simply study the document); it must be crystal clear to the assessors and verifiers whether you are annotating documents created by yourself or someone else
- a note of how the council or councillors use the document
- important legal references
- a note of how the document might be improved.

All candidates seeking CiLCA Wales, should make sure that their documents, explanations and annotations demonstrate a proper understanding of the Welsh Language Act. Welsh candidates should also note that the word 'national' can refer to Wales, England or the UK as appropriate.

If you work for more than one council, you can use documents from different councils but do make this clear. If you are not a member or employee of a specific council you should link up with a council that will share documents with you. If you need help in identifying a supportive council you ask your training provider to help.

## Section Four: Assessing CiLCA

How does assessment work?

You are expected to use EMMA (the e-portfolio) for submitting your work. When you have been registered for CiLCA you are given access to EMMA and receive instructions on how to use it. At the same time you are allocated to an anonymous assessor. Your portfolio is assessed one unit at a time (in any order). You should read the assessment criteria and guidance with care and then complete the work for your chosen unit. You write explanations or annotations and upload all necessary documents. Check that you have included all the evidence required before clicking the submit button. Your unit is then available for your assessor. You will receive feedback unit by unit. If you have a strong reason for not using EMMA, you can apply to submit the whole portfolio in a different format.

To avoid any conflict of interest your portfolio is allocated to an assessor from another county. Portfolios cannot be anonymous as the documents submitted belong to specified councils.

Assessment is objective and gives all candidates an equal chance of achieving CiLCA. The aim is to be flexible and allow for the diversity of councils. CiLCA qualifies all candidates to work with councils undertaking a range of activities so trainers advise officers of less active councils on how to provide suitable evidence when necessary.

Assessors are selected for proven subject knowledge and assessment practice and qualifications. They are supported through induction and receive training. Assessors hold two meetings a year to share ideas, address concerns and participate in standardisation activities to ensure consistent assessment practice.

If advice for trainers emerges from assessment, the Internal QA Verifier issues a training briefing via the CiLCA Hub for trainers and e-mail.

Ascentis's policy is that candidates must submit all required evidence and achieve all the assessment criteria to an adequate standard. Misunderstandings, minor errors and points for improvement are noted in feedback but do not always require further work. Candidates are asked to do further work and re-submit sections of the portfolio where evidence is omitted, significant points are missed or errors show that the understanding of the law or accepted good practice is less than sufficient, especially where the council might be put at risk. Exemplary work is often noted.

The contents of a portfolio are always treated in confidence by officers at the SLCC responsible for education and the administration of CiLCA, by the assessor team and representatives of Ascentis. Trainers cannot discuss the contents of a portfolio outside the specific training team unless a candidate gives permission. You can, and should, discuss your portfolio and feedback with your trainer.

Assessors may take up to three weeks to assess each unit. You receive feedback within three to six weeks of submission depending on whether the marking is verified by the Internal QA Verifier. While you are waiting for the results of one unit, you continue to prepare your next unit. You would not be wise to submit your units all at once. Your assessor provides feedback on each unit via EMMA and you receive an e-mail when the feedback is ready. There are two possible results for each learning outcome.



1. You have provided all the required evidence and achieved the assessment criteria (excellent).
2. The learning outcome is referred for further work. The assessor provides feedback suggesting what you need to do. You re-submit your work as soon as it is ready. This is your first referral – and it is free of charge.

If your work is referred a second time, you cannot make another attempt on that unit until you have finished all five units. Additional submissions are still marked. You find the required referral payment form on the SLCC's CiLCA web pages. You then pay a fee to unlock the referred units. When the payment has been received the Administrator unlocks the units. You respond to the feedback and re-submit your work as soon as possible.

Remember, you must submit all five units for the first time by the one-year deadline. You have another three months from this date in which to complete and pass all referred work. This includes the time taken to mark referred work.

When you have passed all five units, you celebrate. You will receive your certificate when your result has been processed by the SLCC and Ascentis.

Multiple referrals: If an assessor finds that you have more than ten first referrals or more than five second referrals you may be asked to stop submitting work until you have consulted a trainer or a mentor. If you are required to re-apply, there will be a fee. You will not automatically have any fourth attempts following third referrals without permission. For up-to-date information, see the SLCC website.

Furthermore, if you have twice been unable to complete CiLCA by your deadline you will not be permitted to apply a third time unless you can explain exceptional circumstances.

#### How is the integrity of CiLCA assured?

Confidence in the integrity of CiLCA as a qualification is vital. All parties commit to maintaining this integrity through the quality assurance process. The Internal QA Verifier is responsible for assessment and the internal quality assurance of CiLCA. Ascentis is the external body that accredits CiLCA; its External Verifier monitors quality assurance by reviewing the work of the assessors and verifier once a year.

Ascentis advises the Internal QA Verifier on training for assessors and provides access to training. New assessors are guided through

an induction and training process which includes monitoring by an experienced assessor. The process continues until the Internal QA Verifier is satisfied that the assessor is achieving the expected standard.

The Internal QA Verifier checks at least a 25% sample covering all assessors and all units (or a minimum of 5) and trains assessors to ensure consistency. The Internal QA Verifier keeps a record of all meetings and issues discussed with assessors. Assessors identify advice for trainers emerging from assessment. If there is any concern that an appropriate standard of marking is not being maintained,

this is raised with the national committee<sup>5</sup> which investigates the matter and acts on its findings.

Ascentis expects the IDB and NTAG to monitor the numbers and performance of candidates from different regions to identify good practice for the benefit of trainers across the country. If trainers wish to make a complaint regarding the administration of CiLCA or an example of unfair treatment, they follow the complaints procedure that follows.

How can you complain or appeal?

- You make a complaint if a serious problem with the administration of CiLCA is identified.
- Trainers can make a complaint if they identify an example of unfair treatment.
- You can appeal against an assessment decision related to any element of the portfolio.

All complaints and appeals must be put in writing with evidence to support the case and sent to the CiLCA Administrator who notifies the Head of Conferences, Training and Education (CTE) at the SLCC, the Chief Executive and Ascentis. The Head of CTE deals personally with complaints about administration but sends appeals and complaints suggesting unfair treatment to the Internal QA Verifier who is responsible for the assessment process.

Complaints and appeals are investigated by the officer concerned who may discuss the evidence with the candidate, trainer or other parties. The officer then decides how to respond and writes a report justifying the decision and any action to be taken which is then sent to the candidate or trainer by the

CiLCA Administrator. If the response remains unsatisfactory, the complaint or appeal can be submitted to the IDB (England) or NTAG (Wales) who appoints two representatives to review the case. Their decision is final. The outcomes of all complaints and appeals are reported for monitoring to the IDB or NTAG, the Chief Executive of the SLCC and Ascentis. There is a fee for making an appeal to cover administrative costs but the fee is returned if the appeal is upheld (see the SLCC website).

What is cheating?

You must not give yourself an unfair advantage by plagiarism or syndication. Plagiarism is where a candidate uses or imitates someone else's words or ideas and passes them off as their own. In all qualifications this is unacceptable. When you write explanations and annotations, you must use your own words. You cannot use material from other sources unless you acknowledge that source in a reference. You don't have to use a specific style of referencing but someone should find the source from the information you provide. You must put direct quotes in quotation marks.

When you submit your portfolio you take full responsibility for its content. It must be clear which writing is your own work. Every document or page that you write and upload onto EMMA must be labelled with your name.

Syndication occurs when two or more people submit the same or closely similar words. To check that syndication has not taken place, candidates from the same council are normally assessed by the same assessor. Trainers, assessors and others can alert the Internal QA Verifier to possible incidents of cheating.

The SLCC is required to notify Ascentis of any allegations. The Internal QA Verifier notifies the candidate, reviews the evidence and

decides whether there is deception or not. There are two possible outcomes detailed below.

- There is no deception. The candidate is notified and the portfolio is assessed. The candidate is advised on how to avoid the charge of plagiarism or syndication in future.
- Deception is identified. The problem is explained to the candidate who cannot resubmit a portfolio for six months following the decision letter and pays a full fee for resubmission.

A written appeal against the Internal QA Verifier's decision can be submitted to the IDB (England) or NTAG (Wales) and their decision is final. Candidates have 28 days from the date of the Internal QA Verifier's decision letter in which to appeal. The IDB or NTAG appoints two representatives to assess the evidence and decide whether there is a clear case of deception. There are then three possible outcomes reported to the IDB or NTAG, the Internal QA Verifier, Ascentis and the candidate:

- There is no deception; the candidate is cleared and the portfolio can be assessed.
- The Internal QA Verifier's decision is upheld and the sanction remains.
- The representatives of the IDB or NTAG find that the case is less severe and advise the candidate of action to be taken to enable re-submission.

## Section Five: Resources

You should have access to the latest editions of the following general resources:

- Arnold-Baker on Local Council Administration originally written by Charles Arnold-Baker and more recently updated by Roger Taylor; published by LexisNexis (OVW, CALCs and SLCC sell copies at a discounted price)
- Local Councils Explained by Meera Tharmarajah, formerly of NALC, is useful if you have a copy. A new edition is awaited in 2021.
- Model standing orders are available in electronic form from CALCs.
- The booklet, The Good Councillors' Guide, is a useful introduction. There are separate editions for England and Wales. The booklet for England can be downloaded from [www.nalc.gov.uk](http://www.nalc.gov.uk) and hard copies are available from CALCs.
- The Clerk's Manual is published by the SLCC (see [www.slcc.co.uk](http://www.slcc.co.uk))
- The Parish Councillor's Guide is written by Paul Clayden; published by Shaw & Sons (normally available from your training provider)
- Councils that are members of NALC will have access to NALC's Legal Topic Notes and you should have access to the SLCC's advice notes if you are a member.

Specialist topics include:

- Being a Good Employer: a useful booklet available to download from [www.nalc.gov.uk](http://www.nalc.gov.uk) or in hard copy from CALCs. For specialist guidance on employment issues the website for ACAS (Advisory, Conciliation and Arbitration Service) is also useful.
- Governance and Accountability for Smaller Authorities In England: Practitioners Guide or Governance and Accountability for Local Councils in Wales: Practitioners Guide (latest editions) can be downloaded from the SLCC website. Each edition contains statutory proper practices and is essential for all councils.
- A Community and Town Councillors Handbook: The land use planning system in Wales is published by Planning Aid Wales and available from <http://www.planningaidwales.org.uk/about-planning/guidance-publications/>.
- Planning Help provides an 8-step guide on its web pages: How to comment on a planning application available from [www.planninghelp.org.uk](http://www.planninghelp.org.uk).

For any learner wishing to study Harvard referencing (especially in preparation for Level 4):

- Pears R & Shields G (latest) Cite them right: the essential referencing guide, Newcastle, Peartree Books

A central resource known as the CiLCA Hub is available for trainers. It contains examples of documents they can use; they should build a resource pack including local information or case studies. For example, you should be familiar with local development plans for your area and national planning policies for England or Wales as appropriate.

You should be aware of policies that reinforce the management of CiLCA. The SLCC keeps policies on public liability insurance, Health and Safety and the General Data Protection Regulations (GDPR) on file. You can also ask to see the following SLCC policies required by Ascentis:

- Conflicts of Interest Policy
- Equality, Access & Reasonable Adjustments Policy
- Health & Safety Statement
- Internal Quality Assurance Policy
- Malpractice & Maladministration Policy
- A Risk Assessment

Other policies, and policies in brief, are set out in this guide:

- Management responsibilities
- Assessment ethos and the assessment plan
- Internal verification and quality assurance processes
- The induction and staff development of assessors
- Complaints and appeals procedures
- GDPR policy (on application)
- A confidentiality statement
- The security of portfolios and records

Other records are stored by the SLCC and kept indefinitely. Records of all IDB and NTAG meetings are kept by NALC or OVW while the SLCC is responsible for the CiLCA-related records of all other meetings. The CiLCA Administrator uses data produced by EMMA to report as required by the IDB and NTAG to show how many registrations are submitted and how many CiLCAs are achieved in Wales and across English counties. The CiLCA Administrator monitors all registrations and can identify registrations that expire without a submission or an extension after one year.

## Section Six: The occupational standards

Twenty two occupational standards provide a basis for the thirty learning outcomes contained in the assessment plan (Section 7). The five units of CiLCA correspond with the five themes of the standards. Some standards require more than one learning outcome while some standards are assessed in the Level 4 or 5 qualifications.

The role of proper officer, chief officer or clerk to a local council is a recognised profession. (These standards refer consistently to the clerk although CiLCA is available for a range of council officers.) The scope of work undertaken in the clerk's profession is diverse but all local councils operate within the same legal, financial and procedural framework and share the same purpose of democratically representing a local community. Differences depend on the size of the community served by the council and its level of its activity. The occupational standards, agreed by the sector bodies in 2012 following extensive consultation, provide a framework for the profession across the range of councils, levels of responsibility and functions.

“Occupational standards describe what a person needs to do, know and understand in their job in order to carry out their role in a consistent and competent way” (UK Standards 2009). They suggest best practice and the values of a job.

CiLCA tests your skills, knowledge and understanding for meeting these occupational standards at Level 3 of the NQF. Many council officers, such as the Responsible Financial Officer, have specific responsibilities that may not be covered by these standards.

A clerk is a valuable investment for the local council, especially when qualified. However,

a clerk is valued for many attributes in addition to qualifications. Three overarching values are resourcefulness, objectivity and integrity.

**Resourcefulness:** Clerks respond to questions and problems with a dynamic, ‘can-do’ attitude. They take the initiative and approach their work with enthusiasm, common sense and a vision for the future of the council and its community. They are resilient and flexible and adapt to changing circumstances. They are keen investigators who know where to go for advice, information and ideas.

**Objectivity:** Clerks maintain a professional detachment from specific views expressed by individual members of the council or in the community. They respect the legal framework and democratic processes within which councils operate and advise the council accordingly. The council can rely on their discretion and neutral, independent approaches to problems and on their professional, objective advice.

**Integrity:** Many characteristics contribute to the integrity and inherent strength of clerks. They are reliable, committed and consistent; they are honest, open and worthy of trust; they support their employing council as a corporate body. They are approachable, diplomatic and sensitive to the needs of others; they treat people fairly, equally and with respect for diversity. They are committed to their own and the council's excellence and pursue personal and professional development to underpin confidence in their actions. They take responsibility for their work and are accountable for their advice and the decisions they take.

The standards represent what an experienced, qualified clerk should be able to do. Many standards involve giving advice, ensuring compliance with the law, managing diverse tasks and supporting the council. CiLCA qualified officers meet most of these standards at Level 3 as appropriate for their council. The standards are organised into five themes:

1. The core role Standards 1 to 5 relate to the general knowledge, activities and skills upon which the remaining standards depend
2. Law and procedures Standards 6 to 9 relate to the legal and procedural framework underpinning the council's statutory role
3. Finance Standards 10 and 11 refer to the financial management of the council. The standards apply to the clerk, whether or not that person is also the Responsible Financial Officer (RFO).
4. Management Standards 12 to 15 refer to the management of projects, services, assets, facilities and people enabling the council to fulfil its role whatever that may be.
5. Community Standards 16 to 22 relate to the council's role in the community including town and country planning, community engagement, community planning and partnership working.

#### The core role

- S1 Understand the roles, responsibilities and duties of the council and of the individuals involved in the work of the council
- S2 Carry out research so that the council is well-informed for making decisions
- S3 Manage the implementing of decisions for which the council is responsible
- S4 Organise and maintain effective administrative systems, processes, policies and records
- S5 Employ a variety of written and oral communication skills including the use of information and communications technology (ICT)

#### Law and procedures

- S6 Advise the council on its duties and powers
- S7 Ensure that all statutory requirements are observed including employment law, Health and Safety, Freedom of Information, Data Protection and Equality
- S8 Establish appropriate and lawful procedures for managing the meetings of the council and its committees
- S9 Advise the council on statutory requirements and other procedures for maintaining public confidence in the council

#### Finance

- S10 Advise the council on financial planning and reporting including the preparation and review of budgets, the management of risks to public money and funding applications
- S11 Ensure compliance with proper financial practices including accounts, financial regulations, audit processes, VAT and procurement

## Management

- S12 Support the council in the planning, management, funding and review of projects, services, assets and facilities
- S13 Manage the employment, performance and development of council staff
- S14 Manage effective relationships with contractors and service users
- S15 Advise the council on its performance as a corporate body ensuring councillors have opportunities for training and development

## Community

- S16 Advise and support the council as it identifies and implements plans for the future of the community it represents
- S17 Manage and administer the council's participation in the planning system according to current planning law, policies and procedures
- S18 Demonstrate an awareness of all aspects of the community served by the council, recognising and respecting different interests and enabling cohesion
- S19 Help provide all members of the community with opportunities for influencing decisions that affect their lives
- S20 Facilitate the council's engagement with the community, managing public relations and ensuring that the council is transparent in all its actions
- S21 Manage effective partnership working
- S22 Advise and support the council as it facilitates community activity



## Section Seven: CiLCA

This section contains the learning outcomes and assessment criteria for CiLCA. Under the heading for each unit you see its credit value and the number of learning outcomes covered. Each learning outcome (LO) indicates what a CiLCA qualified officer is expected to know, understand or be able to do. The references to a 'CiLCA qualified officer' include the range of officers taking the qualification. Assessors seek assurance that you have the required knowledge, understanding and skills by checking your work against the numbered assessment criteria. Each LO sets out the evidence you must provide to show that you have met the criteria and provides guidance to help you appreciate what is expected. Do refer to the explanation of annotations above as it is not repeated in the guidance. Several words with specific meanings are used in the guidance:

- 'May' means that something is permitted
- 'Can' or 'could' mean that you have a choice
- 'Should' means that something is good or best practice
- 'Must' refers to something required by law.

You complete the appropriate version of LO7 for England or Wales. If you need to transfer CiLCA from Wales to England or vice versa, please ask for guidance.

To help you achieve CiLCA you should:

- follow instructions closely
- read the instructions several times and seek clarification if necessary
- keep to the point and avoid including material that isn't requested
- follow guidance on word limits and use a concise writing style

- name the council when asked to relate the task to a specified council
- note your role in relation to all council documents.

Your trainer's role is to:

- remind you that you are responsible for your own learning
- provide the basic knowledge required
- point you in the right direction
- provide guidance without saying precisely what to write
- help you stay on track by providing support and encouragement
- guide you on managing the support and expectations of employers
- help you to understand the tasks

You can claim up to 20 CPD points for time spent on CiLCA including training, mentoring, other support, learning at work, studying and writing. Points can be allocated to different years pro rata up to 20 points in total.

This guide is maintained in digital format so that it can be updated easily. Trainers are asked to notify the CiLCA Administrator at the SLCC if the guide requires modifying. Trainers and assessors will be notified of any changes.

This version of CiLCA was created in 2020 following a review of the 2015 edition. The IDB and NTAG monitor its progress as a matter of routine but will consider a major review after five years.

Good luck!

## UNIT ONE: CORE ROLES IN LOCAL COUNCIL ADMINISTRATION

Credit value: 3

This unit has 4 learning outcomes (LOs).

LO1 A CiLCA qualified officer understands the roles, responsibilities and duties of the council and of the individuals involved in the work of the council.

Assessment criterion: The assessors check that you can

1.1 explain, with reference to relevant legislation, the roles, responsibilities and duties of the council, clerk, Chair, a councillor and the responsible financial officer (RFO) at your named council.

### The evidence

For each of the five roles at your named council:

- Summarise the role and establish the basis of the role in statute
- Note relevant responsibilities
- Specify two statutory duties

1000 words

### Guidance

Check that each role is accounted for and make clear the differences between the council as a corporate body and the councillors as individuals and between the clerk and the RFO. One sentence provides an overview of each role. Identify the legislation that either permits or requires the role to be created. Another one or two sentences identify significant responsibilities (something for which the person or the council is responsible). For each role you also specify two statutory duties (actions required by law) and related legislation.

LO2 A CiLCA qualified officer can carry out research and make recommendations.

Assessment criteria: The assessors check that you can

- 2.1 research a topic for your named council and provide evidence of sources used
- 2.2 summarise findings
- 2.3 provide the council with options or recommendations as appropriate.

### The evidence

Submit a short report on any topic for your named council that

- summarises the findings of research
- provides evidence of sources used
- provides the council with options or recommendations as appropriate.

### Guidance

Officers are often asked to investigate a topic for their council. Any realistic topic for a named council is appropriate. Examples are extremely wide-ranging (eg play equipment, road closure rules, a planning application, a job evaluation, IT equipment, pensions).

A short report in a formal report-writing format addressed to a named council is required. There is no word limit but the writing must be concise and to-the-point; two pages would be sufficient. The report should be recent or current and dated. Your summary contains key points that councillors need to know to help them make a decision - not everything that has been discovered.

You include sources that were researched (eg websites, publications, experts) to indicate the reliability and credibility of the findings. A specific referencing format is not required but the information provided should help someone trace the source.

The council could be making a decision as a consequence of the research so you offer a choice between options or recommendations to be accepted or rejected. It should be clear to councillors what decision they need to consider.

LO3 A CiLCA qualified officer can identify a council's core documents and policies.

Assessment criterion: The assessors check that you can

3.1 provide a list of policies for a specific council identifying legal references and dates of approval and review.

#### The evidence

Provide a list of all the policies for which your named council is responsible. In each case, note appropriate legal references, the date when the document was (or will be) approved by council and the date when it is due to be reviewed.

#### Guidance

Policies include core documents such as standing orders, financial regulations, the Code of Conduct and a publication scheme. In addition, your named council may have a number of policies to guide activities. You do not need to refer to insurance policies. You need to be clear which policies are current and in place. It is also important to know when to review documents so you note the last date of approval and the date of the next review (including approval dates for documents that are still in draft form). Welsh candidates should also consider policies specific to Wales.

Some documents are required by law or are created as a consequence of legislation. Where possible relevant legislation should be noted. If legislation is not applicable note N/A. You should include all documents required by law.

LO4 A CiLCA qualified officer demonstrates professional writing skills and uses information and communications technology.

Assessment criterion: The assessors check that you can

4.1 use concise expression, accurate spelling and grammar and well-designed word processing.

#### The evidence

Your assessor comments on presentation at the end of every unit. You may be required to re-submit work that requires improved presentation.

Submit evidence of your ability to write and illustrate an article for a newsletter, bulletin or web page to raise the profile of the council.

#### Guidance

You must write and design an illustrated article that raises the profile of your named council. For example, the article could publicise the council's achievements. The assessor considers whether this work (and all work submitted in each unit) demonstrates

- good spelling, grammar, sentence construction and meaningful note form
- concise writing, clarity and logical paragraph organisation
- smart and accessible page layout, use of fonts, colour and design (including at least one graphic, photograph or image)

## UNIT TWO: LAW AND PROCEDURES FOR LOCAL COUNCILS

Credit value: 5

This unit has 9 learning outcomes.

LO5 A CiLCA qualified officer understands the requirements of data protection legislation for the council.

Assessment criteria: The assessors check that you can

5.1 identify data protection legislation and its key principles

5.2 explain the core documents and processes required for your named council

### The evidence

You write an explanation that:

- identifies data protection legislation including the primary statute and supplementary regulations
- summarises the key principles of data protection
- identifies the core documents required for your named council
- describes your named council's processes for implementing the legislation.

450 words

### Guidance

Provide the names and dates of the statute and the relevant regulations. Write a summary of the principles that inform the legislation (eg transparency). You write a list of the core documents required for your named council briefly noting the purpose of each document. Finally describe your named council's processes for putting the legislation into practice including, for example training, a data audit, website information, policy review and the data subject's rights.

LO6 A CiLCA qualified officer understands the difference between statutory duties and specific powers including s137.

Assessment criteria: The assessors check that you can

- 6.1 explain the difference between duties and powers
- 6.2 identify specific powers used for carrying out a council's functions.
- 6.3 explain the Local Government Act 1972 s137 and show how a council might use this power.

#### The evidence

Write an explanation that identifies the difference between duties and powers. Provide four examples of powers used for specific functions.

Write an account that explains the Local Government Act 1972 s137 (1) and provide one example of using s137 (1). Examples cannot include the general power of competence or, until abolished, the power of well-being (Wales).

300 words

#### Guidance

It is important to recognise that duties and powers are prescribed by law with different implications. The difference must be clear. The four examples chosen must be powers and not duties. Suggest a range of powers related to the specific functions, services or activities of your named council. Even the least active council employs an officer and pays for administrative materials. Provide the statutory reference and explain what it allows the council to do.

In explaining s137(1), attention should be drawn to important features of the power; for example, but not exclusively, explain the meaning of s137(1), the calculation of the annual allowance for your named council and the need for a separate account. Identify one example of a function, purchase or activity where s137 could be used.

LO7 A CiLCA qualified officer understands the general powers available to their council (other than s137).

Assessment criteria: The assessors check that you can

- 7.1 explain
- a. the general power of competence providing legal references
  - b. the criteria for eligibility
  - c. the process for confirming and reaffirming eligibility.
- 7.2 explain three activities that your named council might undertake using the general power of competence, identifying risks and restrictions relevant to each activity.

#### The evidence

Submit notes explaining what the general power of competence is and where it is found. Identify the criteria that councils must meet to be eligible to use the power (with the legal reference) and the process of confirming and reaffirming eligibility. Identify three activities that your named council might undertake using the power and explain risks and restrictions that might apply in each case. Make clear the difference between risks and restrictions.

250 words

#### Guidance

You specify the relevant legislation as a substantive part of the answer and explain what the general power of competence allows a council to do. The legal reference for the eligibility criteria is also required. It is not necessary to provide the details of relevant qualifications as long as both qualifications are recognised. The process by which the council regularly confirms eligibility is specified in law. Identified activities could be innovative or unusual but the general power of competence is a power of first resort so an eligible council can use it for most of its activities. Your named council does not have to be very active or eligible to use the power. This evidence includes activities that it might undertake if circumstances were different. For each of the three activities any risks or restrictions that might apply are identified. It is not essential to identify all the risks and/or restrictions in each case although the difference between risks and restrictions must be made clear.



LO8 A CiLCA qualified officer understands the implications of employment law and equality legislation for a local council

Assessment criterion: The assessors check that you can

8.1 explain the importance in law of the Written Statement of Employment Particulars and other statutory duties arising from employment and equality legislation.

#### The evidence

Annotate two documents, an employment contract and an equality policy for your named council, to show how employment law and equality legislation are relevant to your council.

#### Guidance

The aim is to demonstrate an awareness of employment law and equality legislation. You select the two documents required and annotate them to explain

- the importance in law of the Written Statement of Employment Particulars and of an employer's statutory duties such as minimum wage rules, statutory sick pay and holiday pay, working time rules, and the need for disciplinary and grievance procedures.
- the statutory duties of the council and other responsibilities arising from equality legislation such as equal access for members of the public and equality in recruitment and in the management of employees, with reference to protected characteristics.

Remember to follow the standard guidance on annotations.

LO9 A CiLCA qualified officer understands the implications of Health and Safety legislation for a local council.

Assessment criterion: The assessors check that you can

9.1 explain the clerk's role in response to Health and Safety legislation.

The evidence
<p>Submit evidence that explains the clerk's role in response to Health and Safety legislation in a written explanation.</p> <p style="text-align: right;">300 words</p>
Guidance
<p>You demonstrate an understanding of the clerk's role including the day to day responsibility for Health &amp; Safety. This can include</p> <ul style="list-style-type: none"> <li>● duties to employees, contractors, volunteers and others affected by the council</li> <li>● the delegation of functions related to Health &amp; Safety where relevant</li> <li>● reference to risk assessments relevant to Health &amp; Safety</li> </ul> <p>There is no need to show a thorough knowledge of the legislation, but evidence should show how it affects your named council. This may include, for example, lone working, fire precautions, manual handling, COSHH, the safe use of equipment (eg display screens), trip hazards and first aid. You also recognise the implications for insurance provision.</p>

LO10 A CiLCA qualified officer can prepare for and support council meetings.

Assessment criteria: The assessors check that you can

- 10.1 produce agendas and minutes for full council meetings and the annual meeting of the council
- 10.2 explain good practice in the design of agendas and minutes
- 10.3 convene meetings lawfully
- 10.4 record lawful decisions.

#### The evidence

Submit a set of agenda and minutes for the annual meeting of your named council and one set for an ordinary council meeting. The documents are annotated to meet the assessment criteria and include legal references.

#### Guidance

Check that you submit exactly the agendas and minutes required. The annotations show an understanding of how to write a lawful agenda and appropriate minutes. They highlight good practice and make recommendations for change if necessary. The documents and related annotations identify good practice such as:

- Compliance with the law
- Convening meetings lawfully
- Clear 'business to be transacted'
- Appropriate handling of councillors' interests
- Appropriate handling of public participation
- Appropriate handling of confidential matters (if the documents don't include a confidential matter, you explain in your notes how to handle them)
- Concise minutes and clear, lawful decisions

Where possible, legal references are included in the annotations. Remember to check the standard guidance on annotations.

LO11 A CiLCA qualified officer knows how to advise a council on standing orders.

Assessment criterion: The assessors check that you can

11.1 explain how standing orders operate and are tailored to the needs of a council.

The evidence
Submit a copy of standing orders for your named council annotated to show how they work and explaining the purpose of four specific orders.
Guidance
In demonstrating how standing orders work, you might show, for example, how some standing orders reflect procedures set out in law or while others are tailored to suit a specific council. You comply with the standard guidance on annotations and choose four specific standing orders to explain their purpose. Note as an example, that the constituent parts of Model Standing Order 1 are separate orders.

LO12 A CiLCA qualified officer can advise a council on the different kinds of committee and delegation to the clerk.

Assessment criteria: The assessors check that you can

- 12.1 explain the benefits and disadvantages of committees with delegated powers, advisory committees and working groups
- 12.2 explain delegation to the clerk.

#### The evidence

Write notes to explain the benefits and disadvantages of committees. You note the differences between committees with delegated powers, advisory committees and working groups. You also explain delegation to the clerk in your named council.

400 words

#### Guidance

It is important to explain the differences between committees with delegated powers, advisory committees and working groups. Some of the benefits and disadvantages to the council and to individual councillors in each case should be noted. You also provide guidance on the delegation of decision making to the clerk in your named council.

LO13 A CiLCA qualified officer understands a council's duty to uphold high standards of behaviour in public life.

Assessment criterion: The assessors check that you can

- 13.1 explain how a council fulfils its duty to uphold high standards of behaviour in public life with reference to the statutory duties of councillors and good practice for conducting meetings and protecting individuals.

#### The evidence

You submit an explanation showing how a council fulfils its duty to uphold high standards of behaviour in public life. You refer to the statutory duties of councillors and good practice for conducting meetings and protecting individuals.

300 words

#### Guidance

The council has a duty to uphold high standards of behaviour in public life. The legal reference for this duty should be noted. Councils fulfil this duty by adopting a Code of Conduct and by guiding councillors to comply with their statutory duties. The explanation should include non-statutory activities designed to help the council fulfil its duty such as ensuring councillors are trained, managing conflict, protecting individuals and avoiding breaches of the Code.

## UNIT THREE: FINANCE FOR LOCAL COUNCILS

Credit value: 5

This unit has 7 learning outcomes.

LO14 A CiLCA qualified officer can advise a council on the preparation and monitoring of budgets.

Assessment criteria: The assessors check that you can

- 14.1 prepare budget proposals comparing income and expenditure for the last, current and next financial year and calculate the next precept
- 14.2 prepare and present an appropriate budget monitoring document to the council.

### The evidence

Submit a budget proposal document comparing income and expenditure for the last, current and next financial years and calculating the precept. Also submit a budget monitoring document. Annotate the documents to show how they help your named council make sound financial decisions.

### Guidance

Two documents are required. They should be clear and transparent.

- A budget proposal is put to the council to help councillors decide the precept for the following year. It shows plans for expenditure and for income other than the precept. You also show how you calculate the precept to be demanded from the billing authority. The budget proposal often has four columns comparing the actual outcome for the last financial year, the budget and predicted outcomes for the current year (two columns) and plans for the next financial year. You can vary the model as long as good practice in making a comparison between years is recognised.
- A budget monitoring document is presented to councillors from time to time during the year so that they can assess progress against the planned budget for income and expenditure (or receipts and payments) to date. You select an appropriate document presented to councillors for their assessment at a meeting during the year.

Annotations follow the standard guidance to show how the documents help the council make sound financial decisions.

LO15 A CiLCA qualified officer understands how to prepare and explain a cash book and bank reconciliation.

Assessment criterion: The assessors check that you can

15.1 prepare or explain a cash book and bank reconciliation.

The evidence
Submit evidence of a mid-year extract from the cash book and related bank reconciliation (not the year-end) as required. Annotate the evidence to explain how the cash book works.
Guidance
<p>The cash book records money as it is received or paid on a daily basis. Your daily account may be kept using a spreadsheet or computer software. If your daily record is kept using computer software, your annotations can include screenshots of an extract to show how the record works. You submit an extract from the cash book linked to a bank reconciliation. The extract and bank reconciliation are taken from any point in the year except the year-end (March). The bank reconciliation is a transparent calculation showing how the balances in the cash book are reconciled with the balance on a bank statement. There is no need to submit the bank statement.</p> <p>Start by explaining the standard four bullet points on annotations. Relevant information is recorded in the cash book with appropriate analysis columns and accurate balancing of the account. There should be clear evidence of VAT and s137 payments as required by law (where relevant). You explain how the figures from the cash book, bank reconciliation and budget documents inform each other.</p>



LO16 A CiLCA qualified officer understands risk assessment and the value of insurance for risk management.

Assessment criterion: The assessors check that you can

16.1 prepare a risk assessment covering all of the council's functions and showing the importance of insurance.

The evidence
Submit a risk assessment covering all your named council's functions, annotated to show understanding and good practice including the importance of insurance.
Guidance
Your risk assessment should include both your named council's policy for managing risk and the schedule of risks to public money relating to council property, activities and employees. Annotations should highlight the principles of risk management, levels of risk and ways of mitigating risks (eg insurance policies or regular inspections). The scheme should also be dated and include provisions for review. Annotations follow the standard guidance.

LO17 A CiLCA qualified officer can apply for grant funding.

Assessment criterion: The assessors check that you can  
17.1 complete a grant application.

The evidence
Complete and submit a grant application form, annotated to draw attention to three examples of good practice.
Guidance
You submit any genuine application for which you have been responsible in the last two years. If this is not possible, you can look for a suitable fund and generate an application for your council or a local community group. This can be a practice exercise rather than a genuine application. An example of a suitable fund is Awards for All. Using annotations, you identify three examples of good practice in making a grant application such as reflecting the objectives of the grant-awarding body. Annotations follow the standard guidance.

LO18 A CiLCA qualified officer can advise a council on financial procedures.

Assessment criteria: The assessors check that you can

- 18.1 explain how financial regulations help a council manage risks to public money
- 18.2 identify the council's arrangements for internal controls
- 18.3 identify a council's regulation for contracts
- 18.4 explain how the council manages the payment of its employee(s).

#### The evidence

Submit annotated extracts from your named council's financial documents to identify and explain the criteria above. Documents as appropriate can include financial regulations, standing orders, internal control procedures and payroll procedures.

If you need to write a short explanation of payroll procedures, you have 300 words.

#### Guidance

You can submit extracts rather than complete documents. Annotations follow standard guidance and provide additional information as required. For 18.1, you highlight at least four regulations to show how they protect your named council from risks such as error or loss through fraud, theft, bad debts (remember that 1a, 1b etc are separate regulations). In addition, for 18.2, highlight the regulation(s) that set out your council's internal control procedures or submit a separate internal controls policy. Councils must by law have a standing order specifying how they handle contracts. For 18.3, you highlight the correct extract.

If your named council has a document setting out procedures for paying employees, then this should be included for 18.4. If not, then you write a short explanation (maximum 330 words). Your explanation includes (as appropriate for the council):

- whether payroll is contracted out or done in-house
- which software is used (if any)
- arrangements for pensions
- the need for Real Time Information
- how rates of pay are decided
- authorisation of the payroll and payments by the council

LO19 A CiLCA qualified officer knows the implications of VAT legislation for a council.

Assessment criteria: The assessors check that you can explain

- 19.1 whether or not your named council is registered for VAT and if so, why.
- 19.2 the difference between business and non-business activities
- 19.3 the difference between taxable, zero-rated and exempt supplies
- 19.4 when it is not lawful for your named council to reclaim VAT

The evidence	
Write an explanation that identifies and explains the four criteria above.	350 words
Guidance	
<p>The aim is to show an understanding of the basic concepts of VAT legislation for local councils. First you explain your council's VAT registration status (19.1). It is important to recognise whether an activity on which the council is spending money is a business or non-business activity and whether business supplies of goods or services made by the council are taxable or exempt supplies (19.2 and 19.3). You also need to recognise the circumstances under which it is unlawful for a council to reclaim VAT (19.4).</p>	

LO20 A CiLCA qualified officer understands the processes involved in the annual audit.

Assessment criterion: The assessors check that you can

20.1 explain the purpose and timing of annual audit processes and the duties and responsibilities involved.

The evidence
<p data-bbox="181 622 1257 692">Write an explanation of annual audit processes and identify the timing, duties and responsibilities involved in complying with the relevant audit guidance.</p> <p data-bbox="1278 696 1417 725" style="text-align: right;">400 words</p>
Guidance
<p data-bbox="181 808 1406 1059">You explain the processes, timing and purpose of internal audit, preparation of accounts and end-of-year statements, external audit and exercising electors' rights. End-of-year statements include the annual governance and accountability return and/or other documents depending on the annual income or expenditure of your named council. In England, you refer to the appropriate transparency code for authorities if relevant. You identify the duties and responsibilities of your named council, the RFO, the clerk, the Chair, the internal and external auditors throughout the process.</p>

## UNIT FOUR: MANAGEMENT FOR LOCAL COUNCILS

Credit value: 2

This unit has 3 learning outcomes.

LO21 A CiLCA qualified officer understands the range of activities involved in managing projects, services, facilities or assets.

Assessment criterion: The assessors check that you can

21.1 explain the work and responsibilities involved in managing a specified council project, service, facility or asset.

### The evidence

Submit annotated evidence from council documents or write an explanation (500 words) to meet the assessment criterion for one council function.

### Guidance

Select one project, service, facility or asset that is managed by your named council for consideration. If the council is not responsible for managing any project, service, facility or asset then a relevant function managed by another council or by a community organisation can be used. As a guide, examples include:

- a project to run a festival
- a project to promote the democratic process
- a library or grass-cutting service
- a village hall or playground
- ceremonial assets
- the purchase of computer equipment

You show how the chosen subject is managed. General elements of the management process can include legal powers, planning, budgeting, responsibilities, managing contracts, decision making, monitoring, review, problem solving, Health & Safety, risk assessment, insurance, sustainability, partnership working, community or user engagement and time management. You also outline specific work involved in the chosen activity.

Council documents such as a project management plan or management reports can demonstrate an understanding of management processes. If council documents are used, they should be annotated according to standard guidance. Alternatively, a written explanation of 500 words (maximum 550) can be submitted.

LO22 A CiLCA qualified officer can advise a council on responsibilities for managing staff and volunteers.

Assessment criteria: The assessors check that you can

- 22.1 prepare advice to a council on structures and processes for managing the clerk, additional staff and volunteers.
- 22.2 write a professional development plan.

#### The evidence

Write two papers. The first paper

- summarises your named council's role as an employer
- explains appropriate arrangements for managing the clerk, additional staff and volunteers

The second paper is a professional development plan for yourself.

500 words in total

#### Guidance

For 22.1 the role of your named council as an employer should be summarised briefly. It is not appropriate for the council as a whole to act as a line manager for staff; you therefore propose appropriate arrangements for delegating the management of the clerk, other staff and volunteers. These arrangements could include a committee and officer roles while processes and core documents relate to recruitment, performance management and continuous professional development.

For 22.2 write a short report for your council setting out professional development plan for yourself. This should include appropriate qualifications, training and continuous professional development and set out the benefits to the council.

LO23 A CiLCA qualified officer can write or review a training and development policy.

Assessment criterion: The assessors check that you can

23.1 prepare or review a training and development policy for councillors, staff and volunteers that helps a council achieve its objectives.

#### The evidence

Annotate your named council's training and development policy to show how training helps the council meet its objectives.

#### Guidance

The task is to demonstrate an understanding of the content and value of a training and development policy. The policy should be tailored to the needs of your named council and its staff. The policy can include references to:

- the reasons for the policy
- the training and development of councillors, all members of staff and volunteers
- connections between training, development and the council's objectives
- a training and development budget
- responsibilities for training and development processes
- a process for reviewing the policy

You also meet standard guidance on annotations.



## UNIT FIVE: COMMUNITY ENGAGEMENT

Credit value: 5

This unit has 7 learning outcomes.

LO24 A CiLCA qualified officer understands how to write an appropriate response to a planning application.

Assessment criteria: The assessors check that you can

24.1 describe a specific planning application

24.2 explain 'material considerations' relevant to the application including national and local planning policies

### The evidence

Identify a specific planning application. You write a description of the application, providing a reference, dates, its location and a note explaining what the application is for. You then explain the 'material considerations' relevant to the application. These include national and local planning policies and a reference, where relevant, to planning obligations.

### Guidance

Choose a planning application from your community or a neighbouring community. The application should be current or recent (within the last twelve months). You write an explanation providing the evidence required. You are expected to demonstrate that you understand the concept of 'material considerations'. These must include relevant planning law for England or Wales, national planning policies, your local planning authority's policies and, where relevant, a neighbourhood plan. There are many other 'material considerations' to be considered including the possible relevance of planning obligations such as s106 and/or the Community Infrastructure Levy. There is no word limit since the number of words depends on the application selected.

LO25 A CiLCA qualified officer understands diversity in local communities and fosters good community relationships.

Assessment criteria: The assessors check that you can

- 25.1 identify the diverse groups in a named community
- 25.2 suggest how a local council might take into account the needs of different groups in a community.

#### The evidence

Write a short explanation of the diverse groups in a named community. Choose an example of different interests and explain how the council might take these into account when providing a service or facility.

400 words

#### Guidance

Every community is diverse. There are different age groups, ethnic groups, people with different needs, skills and interests and people living or working in different localities. There are informal and organised community groups while some people join community activities and others do not. The task is to describe the diversity and differences in your community.

Diversity can mean that people have conflicting interests and perspectives but the council is responsible for treating them with equal respect. You choose one service or facility in your community and explain how your named council could take into account the needs of two different groups affected by that service or facility. For example, dog owners and people in wheelchairs think differently about a park; how would your council manage these different perspectives and why?

LO26 A CiLCA qualified officer understands the impact of positive community engagement.

Assessment criteria: The assessors check that you can

- 26.1 describe ways in which different groups in the community can be encouraged to influence decisions
- 26.2 suggest ways in which those who rarely join in can be encouraged to express a view.

#### The evidence

Submit proposals for community engagement that give different groups in the community, including those who rarely participate, the opportunity to influence decisions. This can be either an annotated council document or an explanation of 400 words.

#### Guidance

Modern local councils find ways in which people in the community can influence the council's decisions. Community engagement includes listening and finding out what people think about issues affecting the community. Proposals for community engagement should recognise the diversity of the local community and highlight ways in which people can communicate their ideas. Examples of such methods might include surveys, focus groups, workshops or social media. In particular you identify people who rarely participate (if ever) and show how they can be encouraged to express a view.

The council may have a document demonstrating these points. If so, you annotate it using the standard guidance and show how the criteria can be met. If there is no such document, you have 400 words (maximum 440) for an explanation covering all aspects of the task.

LO27 A CiLCA qualified officer advises the council on raising the council's profile and promoting the democratic process.

Assessment criteria: The assessors check that you can

- 27.1 list ways in which the council can raise its profile in the community  
 27.2 write an article promoting the democratic process to your local community.

#### The evidence

Submit two documents (a list and an article) that show how the council can raise its profile and promote the democratic process.

#### Guidance

The first document is a list identifying a selection of ways in which the named council can raise its profile, making sure that people across the community know what the council does. Examples include webpages, social media, signage or activities in the community.

Secondly you write an article promoting the democratic process. For example, the article may be appropriate for publication as a webpage or a newsletter. There is no word limit as a genuine article can be used. The writing should be concise and engage the readers' interest. In promoting the democratic process, the article might include, for example, a reminder that

- electors can identify potential councillors and nominate candidates for election
- candidates must meet the required criteria to be councillors
- people are encouraged to vote to elect councillors to represent their interests.

LO28 A CiLCA qualified officer ensures the transparency of a council's decisions and actions.

Assessment criterion: The assessors check that you can

28.1 recognise the implications of legislation and guidance that ensures the transparency of the council's decisions and actions.

#### The evidence

Annotate your council's publication scheme and one additional document to demonstrate transparency. Your annotations should make it clear how your council ensures the transparency of its decisions and actions.

#### Guidance

Community engagement is supported by the Freedom of Information Act, regulations and codes that require the council to be transparent about its activities. You annotate two documents to demonstrate transparency including the council's publication scheme explaining information available to the public. The council can adapt a model scheme from the Information Commissioner's Office. The process by which the council responds to requests, deals with vexatious demands and maintains records of the process must be clear, either in the scheme itself or in the separate supporting document.

Additional notes include the standard guidance on annotations related to the publication scheme and other actions ensuring transparency. Legislation, codes and guidance in England includes financial transparency, web accessibility, the Openness of Local Government Bodies Regulations 2014 and in Wales, requirements related to the Welsh language.

LO29 A CiLCA qualified officer can write or review a grant awarding policy.

Assessment criterion: The assessors check that you can  
29.1 write or review a grant awarding policy.

The evidence
Annotate a grant awarding policy document for your named council to explain key features.
Guidance
The focus here is about ways in which your named council engages with community organisations to support them in their work. The council needs a grant awarding policy that explains to community organisations how its grant scheme works. A scheme might include the aims and objectives of the council, its priorities for awarding grants, the amounts to be awarded, the criteria that an application should meet and details of the application and awarding process. If necessary, you write a grant awarding policy for your council. You annotate your council's grant awarding policy to explain its key features and to meet the standard guidance on annotations.

LO30 A CiLCA qualified officer can create an action plan for the council.

Assessment criterion: The assessors check that you can  
30.1 create a council's action plan for the year ahead.

The evidence
Annotate a council document including plans for your council's activities in the year ahead.
Guidance
<p>You are required to submit your council's plan for its activities over at least a twelve-month period. The plan can come in any format from a single page action plan to a strategic plan or long-term business plan. The plan sets out what your council aims to achieve. If the council already has an appropriate document that includes a plan for a twelve-month period, this can be used. Councils that are limited in their activities should still be clear about what they aim to achieve. As a minimum, your council's action plan should include an aim, objectives and actions indicating how those objectives are to be achieved.</p> <p>The annotations follow the standard guidance.</p>





**To receive reports on staff training requests and consider any actions and associated expenditure**

**Information:**

According to the Town Council training records, two members of the Service Delivery Department require Institution of Occupational Safety and Health (IOSH) Training.

**IOSH Managing Safely – Ian Bovis**

- Training is targeted at managers, supervisors, and team leaders;
- Focuses on health and safety responsibilities in the workplace, including risk management, accident investigation, and ensuring compliance with regulations;
- It aims to equip managers with the skills to manage health and safety in their teams effectively.
- Three-day online Zoom course or a three-day face to face course in Valley Road, Plympton.

Both are at the same cost of £625.00 + VAT per person.

The syllabus for the course is as attached.

**IOSH Working Safely – Michael Stephens**

- Training is aimed at employees across all industries;
- Provides a basic understanding of health and safety, covering key concepts like hazard identification, risk assessment, and workplace safety practices;
- Designed to give workers the knowledge to contribute to safer work environments.
- can be a one-day online Zoom course or a one-day face to face course in Valley Road, Plympton.

Both are at the same cost of £250.00 + VAT per person.

The syllabus for the course is as attached.

**Availability:**

(Courses can only be booked following the Personal Committee meeting)

Current availability is as follows:

Managing Safely:

Online: 15-17 July inclusive

Face to face: 5-7 August inclusive

Working Safely:

Online: 5<sup>th</sup> August

Face to face: 21<sup>st</sup> October

Future dates to be arranged.

**Budget:**

**Budget Code:** 6676 ST PE Staff Training (Service Delivery)

**Budget Availability:** £2,819.00 (2024-25)

Members are asked to approve:

1. The Service Delivery Manager attends IOSH Managing Safely training at their earliest opportunity, at a cost of £625.00+vat to be allocated to budget code 6676 ST PE Staff Training (Service Delivery);
2. The Service Delivery General Assistant M Stephens attends IOSH Working Safely at their earliest opportunity, at a cost of £250.00+vat to be allocated to budget code 6676 ST PE Staff Training (Service Delivery);

**End of report.**



# IOSH Managing Safely®



## Introduction

The Institution of Occupational Safety and Health (IOSH) is Europe's leading body for health and safety and is committed to promoting protection from workplace hazards at every level. The course certificate issued by IOSH is recognised nationally and identifies the holder as having been instructed in proactive approaches to managing health, safety and welfare.

The course covers the basics in health and safety management in a high impact interactive format, whilst giving management the tools to introduce new workplace controls, implement sensible changes and reduce workplace risks.



## Course Duration

SSG offer this course over three days as a classroom or virtual course.



## Course Attendees

The course is suitable for managers and supervisors in any sector and any organisation, as it will get them up to speed on the practical actions that need to be taken to handle health and safety in their teams.



## Course Programme

- Module 1: Introducing Managing Safely®
- Module 2: Assessing risks
- Module 3: Controlling risks
- Module 4: Understanding your responsibilities
- Module 5: Identifying hazards
- Module 6: Investigating accidents and incidents
- Module 7: Measuring performance



## Training Certification and Assessment

Delegates will complete a short assessment and conduct a workplace practical project. Those who successfully complete this course will be issued with an IOSH certificate. It is recommended that this is refreshed regularly.



## Suggested Follow on and Complementary Courses

- IOSH Managing Safely® Refresher
- NEBOSH National General Certificate in Occupational Health and Safety
- Risk Assessment Workshop
- CoSHH Assessment Workshop
- IEMA Foundation Certificate in Environmental Management



# IOSH Working Safely



## Introduction

The Institution of Occupational Safety and Health (IOSH) is Europe's leading body for health and safety and is committed to promoting protection from workplace hazards at every level.

IOSH Working Safely is designed for delegates to gain an understanding of the essentials of health and safety. It focuses on why health and safety is important and how individuals can positively contribute to health and safety within their organisation ensuring that individual responsibilities are clearly understood. The course covers all the basics in a high impact interactive format.



## Course Duration

SSG offer this course over one day as a classroom or virtual course.



## Course Attendees

This course is intended for people at any level, in any sector, needing a grounding in the essentials of health and safety. Everyone at work should understand why they must 'work safely' and this course offers exactly that in a refreshingly informal way.



## Course Programme

### Part 1: Introducing working safely

- Why is it important to work safely?

### Part 2: Defining hazard and risk

- What is a hazard and what can cause you harm?
- What is risk?
- How can risks be controlled?
- How do you decide what to do about risk?

### Part 3: Identifying common hazards

- What are some common hazards?
- What can we do about common hazards?
- Includes: asbestos, computer workstations, housekeeping, lighting, slips, trips and falls, stress, temperature, fire, manual handling, noise, plant and machinery

### Part 4: Improving safety performance

- What are the organisation's responsibilities?
- What are your responsibilities?
- How is safety improved?



## Training Certification and Assessment

Delegates will complete both a written and practical assessment. Those who successfully complete this course will be issued with an IOSH certificate.



## Suggested Follow on and Complementary Courses

- IOSH Managing Safely®
- Risk Assessment Workshop
- Fire Safety Awareness
- Emergency First Aid at Work

## To receive staff compliments and consider any actions and associated expenditure

### 1. Administration Officer:

**From:** member of the public

**Sent:** 25 September 2024 16:48

**To:** enquiries <enquiries@saltash.gov.uk>

**Subject:** Compliment to Dawn

I used the number provided and Dawn from Saltash town council was the first to answer, Dawn has gone above and beyond to help me out over the last couple weeks with an issue I have been trying to get sorted out for a while regarding who owns certain bit of land behind my property in pillmere. I feel like I have been listened to as a Saltash resident. Thank you.

### 2. Receptionist / Mayors Secretary and Service Delivery Team:

**From:** from a member of the public

**Sent:** Tuesday, August 13, 2024 3:54 PM

**To:** enquiries <enquiries@saltash.gov.uk>

**Subject:** Wedding reception 10/8/24 at the Railway Station

Hi,

Craig and I dropped in to say a huge 'thank you' to everyone for being so brilliant in the run up to (and during) our wedding reception at the Railway Station on Saturday. We left a card and a little something to show our appreciation with the lady on the Guildhall reception.

I'll share the pictures that were taken on Saturday when we receive them from our photographer. We specifically asked her to take a few of the empty venue, so as we can share with you. In the meantime, I've attached a video that Craig took, which you're welcome to use on Social Media etc.

Thanks again for delivering such great customer service. All of our guests were so impressed with the venue, and I'm sure that you'll receive lots of future wedding/event bookings.

See attached thank you card.

Best wishes,

3. Planning and General Administrator:

The Town Clerk spoke with a member of the public regarding the fire fighter's graves at St Stephen's. He couldn't thank the Planning and General Administrator enough for everything she did to assist him with his query. He said she was very pleasant to deal with and would like his thanks passed on to the relevant people.

4. Service Delivery General Assistants:

**From:** from a member of the public

**Sent:** Thursday, August 22, 2024 8:01 AM

**To:** Services (Saltash Town Council) <services@saltash.gov.uk>

**Subject:** Re: Hedge in Pillmere

Hi

I wanted to send an email about the fabulous service your staff provided Dickie, Michael & Kevin.

Lovely friendly guys , did an amazing job.

I wanted to pass this on as so little praise and thank you are given now days .

Thank you again very much appreciated.

Pictures below of the work undertaken:





5. Service Delivery General Assistants:

**From:** from a member of the public  
**Sent:** 15 October 2024 16:00  
**To:** enquiries <[enquiries@saltash.gov.uk](mailto:enquiries@saltash.gov.uk)>  
**Subject:** Saltash Town Council Web Site enquiry

Saltash Town Council Web Site enquiry

ref : 163846504  
message : Hi There

This is not an enquiry so i hope it is passed on to the relevant person we walk our dog every day at waterside and i would just like to say what an excellent job the guys are doing cleaning up the area it is starting look really nice, everyone of the men who work out of the office situated in the carpark are friendly extremely helpful and deserve a big pat on the back  
Kindest regards

6. Service Delivery General Assistants and Administration Officer:

**From:** from a member of the public  
**Sent:** 04 October 2024 12:51  
**To:** enquiries <[enquiries@saltash.gov.uk](mailto:enquiries@saltash.gov.uk)>  
**Subject:** Grassmere Way tree cutting

Good afternoon,

I am writing to say what an amazing job the tree cutters have done this morning. They came to cut down some dead trees and they were quick, polite and cleaned up after. They also managed to cut down one in a difficult position that they thought they'd have to come back for.

Thank you for getting this issue resolved so quickly, I believe a lady called Dawn was instrumental in this, so many thanks to her also.

Regards,

**End of Report**

**Town Clerk/RFO**

Inside greeting:  
Thank you

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Noel  
Tatt

© Noel Tatt, Canterbury, CT1 3TE  
Tel: 01227 811600  
Illustration by Laura Stone  
Courtesy of Gerry Murray Designs

Code  
DJ



recycle me



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CBP002128



Thanks  
SO VERY MUCH

52090



Thank you

We very much appreciate  
all of your help & support  
over the last few months.

Everyone has been so  
kind and patient, which  
has been fantastic!

We would highly recommend  
the Railway Station for  
weddings / events.

Best wishes,



**To review provision for flu and covid vaccines for all Town Council Officers and consider any actions and associated expenditure**

In previous years the Town Council has provided provisions for flu and covid vaccinations, if appropriate, for all Officers.

The main flu and COVID-19 vaccination campaign will commence on Thursday 3 October 2024.

For the year 2024 the associated costs for those not eligible to receive for free on the NHS are as follows:

Flu Vaccine	Boots private winter flu jab is £21.95
Covid-19	Boots Pharmacy offer this service at a cost of £98.95 per dose.

**Budget Code:** 6654 Staff Welfare

**Budget Availability:** £6,855

**End of report**

**Administration Officer**

**To receive a report on the Communication and Engagement Officer role and consider any actions and associated expenditure**

The delegated authority was given by the Town Clerk to the Development and Engagement Manager to prepare a report on the changes considered to the Communications and Engagement Officer's advertised working hours, with any associated expenditure, reporting back to the Personnel Committee Meeting being held on the 31<sup>st</sup> of October 2024.

**Current Job Description and Responsibilities**

As attached.

**Proposed changes**

**To consider:**

- 1) Part-time hours at 25 hours per week with the opportunity to increase to full-time at 37 hours per week.  
or
- 2) Immediate offer of full-time hours at 37 hours per week.

**Benefits**

**Option 1:**

- 1) Offers the opportunity to attract a wider pool of candidates that may be interested in career growth and flexible working.
- 2) Enables the council to align staffing and budgets with actual business demand, avoiding commitment to full-time positions when not necessary.
- 3) Provides employees with the flexibility to manage their workload, allowing for any additional demands to be assessed during performance reviews, with the potential to increase hours as needed.

**Option 2:**

- 1) Offers the opportunity to attract a wider pool of candidates that may be interested in full-time work.
- 2) This provides the opportunity for enhanced collaboration between staff, which is very beneficial with the type of role this is, which may not be achieved as easily through part-time work.

### **Budget Considerations**

The salary scale is 13 – 17. Starting at point 13, the annual salary confirmed by NJC 2024/25 is £28,163.

Full time = 37 hours £28,163 plus on cost

Part-time = 25 hours Pro rata £19,029 plus on cost

### **Budget for 2024/25**

The new role will fit within the budget for a full-timer from 1 January 2025.

### **Budget for 2025/26**

The personnel committee are meeting on 31<sup>st</sup> October where they will agree the 2025/26 precept budget.

### **Next Steps:**

Members are asked to consider the following:

- 1) If the role should be kept as part time, increased to full-time straight away, or offer part-time with the opportunity for full-time in the future.

**End of Report**

**Development and Engagement Manager**

## Job Description

Position Title	Communications and Engagement Officer
Location	Saltash Town Council – The Guildhall
Reporting to	Development and Engagement Manager
Hours	25 hours per week variable but generally 9am to 2pm Monday to Friday, subject to your attendance at civic events and projects as required directed by the Development and Engagement Manager
NJC Grade	13 - 17

### Job purpose:

To collaborate with the Development and Engagement Manager on the day-to-day operations of Town Council events, projects and funding opportunities to ensure effective communication is delivered.

To provide excellent communication and marketing protecting the media and public relations of Saltash Town Council. Working in line with the business plan and enhancing the Town Council by delivering messages that align with the Town Council's vision, values and objectives.

Secure positive and relevant media coverage for the Town Council.

### Key Responsibilities:

1. To market and promote activities and functions in which the Town Council is involved in conjunction with other staff where relevant.
2. To market and promote events and promotions in which the Town Council may wish to engage.
3. To participate in the organisation and project management of events and functions as directed/requested with other staff where relevant.
4. To promote Town Council services and facilities by way of press releases, social media posts, website and other forms of good communication, in conjunction with other staff where relevant.
5. Liaising with the Development and Engagement Manager (and any other relevant member of staff) in order to facilitate the production of a regular Town Council newsletter.
6. To design, marketing and promotional material to a high standard working within the Town Council Style Guide.
7. To be responsible for the Town Council's social media account working with other staff where relevant.

8. To provide Line Managers with social media and website stats for reporting at relevant Town Council meetings.
9. To facilitate the Chairman's column (as provided by the Town Clerk or the Office Manager / Assistant to the Town Clerk) to the local press on a monthly basis.
10. To develop and implement the Town Council's Communication Strategy and Social Media Policy.
11. To be an advocate for the Town Council business plan as part of the team in assisting the Town Council to meet the objectives.
12. Contribute to the design and effective communication of the business plan for both the implementation of the current business plan and the devising of the new business plan in the future.
13. Be proactive in identifying opportunities for learning and professional development to ensure continuous improvement.
14. To operate in accordance with the diverse needs of the community to ensure equal access to service.
15. To take a lead on Public and Media relations, ensuring the Town Council reputation is protected at all times.
16. Use your own skill set to develop other staff in social media and other comms coverage to ensure we meet a standard across the board.
17. To provide cover for staff (where trained to do so) when required and directed by the Development and Engagement Manager.
18. To work in accordance with all Town Council's policies and procedures.
19. This job description is not necessarily an exhaustive list of duties but is intended to reflect a range of duties the post-holder will perform.
20. The job description will be reviewed as necessary and may be changed in the light of experience and in consultation with the post-holder.
21. To be responsible for security of premises, including safe custody of premises keys, safe keys, and setting of security alarm when necessary.



# DRAFT Employee Recognition Scheme

RESPONSIBLE COMMITTEE: PERSONNEL

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This is a policy/procedure document of Saltash Town Council to be followed by both Council Members and Employees.

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Current Document Status			
Version	1 DRAFT	Approved by	
Date	October 2024	Responsible Officer	
Minute no.		Next review date	

Version History					
Date	Version	Author/ editor	Committee/ date	Minute no.	Notes
10.2024	1 DRAFT				New policy - DRAFT

Document Retention Period
Until superseded

# **Employee Recognition Scheme**

## **Introduction**

This policy sets out the details of our organisation's 'Employee Recognition Scheme' (drawn at the Personnel Committee scheduled meetings) scheme, the objective of which is to give recognition to employees who have performed particularly well each quarter.

The scheme is an essential part of a reward strategy, and it aims to motivate employees to achieve high standards, encourage innovation, promote high levels of customer service and celebrate success.

## **Measurement**

The determination of the Employee Recognition Scheme is based on a variety of factors. However, it is expected that an employee who achieves the reward will have performed exceptionally well and will have done more than is usually expected in their job. In particular, it is likely that there will be an unusually high level of performance in one of the following areas:

- Productivity: Exceeding output expectations.
- Customer service: Going the "extra mile" for a customer.
- Exceptional effort: Giving an exceptional level of support to the organisation.
- Creativity: being particularly innovative.
- Being proactive: Taking charge of a situation or solving a difficult problem.

## **Nominations limitations**

An employee cannot receive the Employee Recognition Scheme award more than once a year. However, there is no limitation on the number of times that an employee can be nominated for the Employee Recognition Scheme award.

## **Process of nomination**

Any employee with at least three months service can be nominated for the title of Employee Recognition Scheme. This includes employees who work part time or on

fixed term contracts. Non employees (such as agency staff or contractors) cannot be nominated.

Nominations can come from colleagues, councillors, management or customers. Customers can complete a nomination card, these are available at the Guildhall, Community Library Hub or online at [www.saltash.gov.uk](http://www.saltash.gov.uk) .

All nominations must be in writing. The nomination must clearly state:

- the name of the individual who is being nominated;
- the name of the individual who is making the nomination; and
- the reason(s) for the nomination.

Nominations must be sent to the Town Clerk, or in the case of a nomination for the Town Clerk it should then be sent to the Chairman of the Personnel Committee two weeks prior to the Personnel Committee scheduled meeting. Customer nominations are collated by the Town Clerk as and when received.

### **Selection process**

The Personnel Committee will be given details of the reason(s) why each person has been nominated. The names of the nominees and the nominator's will not be revealed to the Personnel Committee. Having been given the reason(s) for each nomination, the committee members will discuss them and decide on the most worthy nomination.

If two nominations receive equal votes, the final decision will be made by the Chairman of the committee who will enforce their casting vote.

### **Announcement**

The Employee Recognition Scheme will be announced following the Personnel Committee meeting. The announcement will include:

- A list of all the employees nominated that quarter;
- A profile of the employee; and
- An explanation of what the individual did to achieve Employee Recognition Scheme status.

The announcement will be made at a team meeting.

### **The nature of the award**

The primary reward is the achievement of the accolade “Employee Recognition Scheme”. All successful winners will be profiled on the Town Council social media subject to the permission of the employee.

In addition, the employee will receive vouchers to the value of £25 and a certificate.

### **Presentation and recording of the award**

The Employee Recognition Scheme winner will be presented with a certificate, as detailed above at a team meeting. A photograph will be taken at the presentation, and this will be placed on the Town Council social media (with the permission of the employee).

The name of the employee will be displayed in the reception of the Guildhall subject to the permission of the employee.

### **Annual review**

The Personnel Committee is responsible for carrying out reviews of the effectiveness of this scheme. It will do this by seeking the opinions of employees and management. As part of the review, alterations to the scheme will be considered to ensure that it continues to be an effective motivational tool for employees.

# Agenda Item 19

**Personnel Committee - Personnel Budget 2024-25**  
Saltash Town Council  
For the 6 months to 30th September 2024

**Black text - budget assumptions**  
**Red text - Actions required by FO**  
**Purple text - new codes**  
**Blue text - recommend virements**

Account	Prior YTD 2023/24	Budget Including Virements 2024/25	Actual YTD 2024/25	Budget Available 2024/25	Precept 2025/26	Notes	Budget 2026/27	Budget 2027/28	Budget 2028/29	Budget 2029/30
<b>Personnel Operating Expenditure</b>										
<b>Personnel Expenditure</b>										
6654 ST PE Staff Welfare	886	7,385	530	6,855	2,000	Based on 2024/25 Actual + CPI 3% Vire unused balance to 6691 ST PE Legal Fees & Welfare	2,560	2,747	2,948	3,164
6660 ST PE Staff Recognition	0	250	0	250	250	Current Budget (no increase)	250	250	250	250
6662 ST PE HR Professional Fees	13,073	9,380	5,398	3,982	10,815	Based on 2024/25 Actual + CPI 3%	10,065	10,800	11,589	12,435
<b>Total Personnel Expenditure</b>	<b>13,959</b>	<b>17,015</b>	<b>5,928</b>	<b>11,087</b>	<b>13,065</b>		<b>12,875</b>	<b>13,797</b>	<b>14,787</b>	<b>15,849</b>
<b>Staff Training</b>										
<del>6678 ST PE Staff Training (Guildhall)</del>	<del>0</del>	<del>607</del>	<del>0</del>	<del>607</del>	<del>0</del>	Includes Caretakers & Cleaners for all premises. Delete code & Recommend virement of unused balance to 6676 ST PE Staff Training (Service Delivery)	651	699	750	805
6682 ST PE Library Staff Training	371	1,182	186	996	1,218	Current Budget + CPI 3%	1,269	1,362	1,462	1,569
6656 ST PE P&F Staff Training	2,288	2,000	1,111	889	4,000	Increased to bring staff training up to date	2,146	2,303	2,471	2,651
6676 ST PE Service Delivery Staff Training	7,091	6,500	4,301	2,199	7,695	Current Budget + CPI 3% Increase to include Guildhall	12,122	13,346	14,694	16,178
<b>Total Training Costs</b>	<b>9,750</b>	<b>10,289</b>	<b>5,599</b>	<b>4,690</b>	<b>12,913</b>		<b>16,188</b>	<b>17,710</b>	<b>19,377</b>	<b>21,203</b>
<b>Staff Salaries</b>										
<del>Guildhall Staffing Costs</del>	<del>26,270</del>	<del>56,239</del>	<del>13,142</del>	<del>43,097</del>	<del>0</del>	Includes Caretakers & Cleaners for all premises. Delete code & Recommend virement of unused balance to Services Salary Costs	59,052	62,004	65,104	68,359
Library Salaries	144,061	169,277	72,620	96,657	170,385	NJC 2024/25 scale + 5%	177,741	186,628	195,959	205,757
P&F Salaries	318,508	361,524	159,065	202,459	452,635	NJC 2024/25 scale + 5%	387,915	416,234	446,617	479,221
Services Salaries	212,870	289,150	133,569	155,581	420,152	NJC 2024/25 scale + 5%	303,608	318,788	334,728	351,464
<b>Total Staff Salaries</b>	<b>701,709</b>	<b>876,190</b>	<b>378,397</b>	<b>497,793</b>	<b>1,043,171</b>		<b>928,316</b>	<b>983,654</b>	<b>1,042,408</b>	<b>1,104,801</b>
<b>Other Staffing Cost</b>										
6652 ST PF Employers Pension - Monthly Fee	500	500	500	0	500	CC confirmed no increase for 2025/26	0	0	0	0
6659 ST PF Town Sergeant & Mace Bearer Fees	385	450	232	218	600	Based on 8 days civic occasions	0	0	0	0
<b>Total Other Staffing Cost</b>	<b>885</b>	<b>950</b>	<b>732</b>	<b>218</b>	<b>1,100</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Total Personnel Operating Expenditure</b>	<b>726,302</b>	<b>904,444</b>	<b>390,655</b>	<b>513,789</b>	<b>1,070,249</b>		<b>957,379</b>	<b>1,015,161</b>	<b>1,076,572</b>	<b>1,141,853</b>
<b>Total Personnel Operating Surplus/ (Deficit)</b>	<b>(726,302)</b>	<b>(904,444)</b>	<b>(390,655)</b>	<b>(513,789)</b>	<b>(1,070,249)</b>		<b>(957,379)</b>	<b>(1,015,161)</b>	<b>(1,076,572)</b>	<b>(1,141,853)</b>
<b>Personnel EMF Expenditure</b>										
6691 ST PE EMF Legal Fees & Staff Welfare (Staffing)	0	4,398	0	4,398		To be agreed. Rename code	0	0	0	0
6694 ST PF EMF P&F Staff Contingency	0	45,371	0	45,371		P&F recommend Virement from 6661 ST PF Finance Consultancy Fees £9,097 ** See Notes Below	0	0	0	0
6696 ST GH EMF Guildhall Staff Contingency	0	17,399	0	17,399		Includes Caretakers & Cleaners for all premises. Delete code & Recommend virement of balance to 6700 ST SE Service Delivery Staff Contingency ** See Notes Below	0	0	0	0
6698 ST LI EMF Library Staff Contingency	0	5,000	0	5,000		** See Notes Below	0	0	0	0
6700 ST SE EMF Service Delivery Staff Contingency	6,421	48,169	0	48,169		** See Notes Below	0	0	0	0
6701 ST PE EMF Staff Recruitment	9,910	15,318	211	15,107		To be agreed	0	0	0	0
<b>Total Personnel EMF Expenditure</b>	<b>16,331</b>	<b>135,655</b>	<b>211</b>	<b>135,444</b>	<b>0</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Total Personnel Expenditure (Operational &amp; EMF)</b>	<b>742,633</b>	<b>1,040,099</b>	<b>390,866</b>	<b>649,233</b>	<b>1,070,249</b>		<b>12,875</b>	<b>13,797</b>	<b>14,787</b>	<b>15,849</b>
<b>Total Personnel Budget Surplus/ (Deficit)</b>	<b>(742,633)</b>	<b>(1,040,099)</b>	<b>(390,866)</b>	<b>(649,233)</b>	<b>(1,070,249)</b>		<b>(957,379)</b>	<b>(1,015,161)</b>	<b>(1,076,572)</b>	<b>(1,141,853)</b>
<b>** Staff Contingency Adjustment - 10% of Salary Costs</b>										
	<b>Budget Available 2024/25</b>	<b>Virements 2024/25</b>	<b>2025/26 Salary Budget</b>	<b>10% of 2025/26 Budget</b>	<b>(Reduction) / Addition to Staff Contingency EMF Budget</b>					
6694 ST PF EMF P&F Staff Contingency	45,371	9,097	452,635	45,263	(9,205)	Reduction to 2025/26 Precept				
6698 ST LI EMF Library Staff Contingency	5,000	0	170,385	17,038	12,038	Addition to 2025/26 Precept				
6700 ST SE EMF Service Delivery Staff Contingency	48,169	17,399	420,152	42,015	(23,553)	Reduction to 2025/26 Precept				
<b>Total Staff Contingency</b>	<b>98,540</b>	<b>26,496</b>	<b>1,043,171</b>	<b>104,317</b>	<b>(20,719)</b>	<b>Total Reduction of 2025/26 Precept</b>				
<b>Total Personnel Budget Precept 2025/26</b>					<b>(1,049,530)</b>	<b>Total Precept 2025/26</b>	<b>(957,379)</b>	<b>(1,015,161)</b>	<b>(1,076,572)</b>	<b>(1,141,853)</b>

Account	Prior YTD 2023/24	Budget Including Virements 2024/25	Actual YTD 2024/25	Budget Available 2024/25	Precept 2025/26	Notes	Budget 2026/27	Budget 2027/28	Budget 2028/29	Budget 2029/30
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Estimated CPI 3% for Qtr 4 2024/25\*  
 \* Bank of England Monetary Policy Report August 24

Precept 2024/25	(913,494)
Precept 2025/26	(1,049,530)
Increase / (Decrease)	<b>136,036</b>
Difference as %	<b>62.7%</b>

**NOTE: SUBJECT TO EMPLOYERS NATIONAL INSURANCE INCREASE TO BE CONFIRMED AT THE AUTUMN BUDGET**