

**A Virtual Meeting of Horley Town Council will be held on Tuesday, 2 March 2021, at 7.30 pm.**

**The meeting will be preceded with a minute's silence in memory of former Town Councillor & Town Council Chairman, Gordon McGinty, who sadly passed away in January.**

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**Following Government advice, essential meetings of Horley Town Council will be held virtually during the Covid-19 crisis period and not in the Council Chamber. All papers will be published on our website and social media channels as normal. Members of the public may join the meeting remotely by requesting a Zoom link (by email to: [town.clerk@horleytown.com](mailto:town.clerk@horleytown.com)) by no later than one hour before the start of the meeting. This meeting may be recorded for monitoring purposes.**

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**1 Virtual Meeting (Chairman)**

*To resolve that, in view of the Covid-19 crisis, this meeting of Full Council, taking place on 2 March 2021, be held virtually.*

**2 Apologies and Reasons for Absence**

To receive apologies and reasons for absence.

**3 Disclosable Pecuniary Interests and Non-Pecuniary Interests**

To receive any declarations of interest in relation to any items included on this agenda.

**4 Public Forum**

*Members of the public are invited to put questions or draw relevant matters to the Council's attention. Each member of the public is allowed to speak once only and for a maximum of five Minutes in respect of a business item on the agenda and shall not speak for more than five Minutes at the discretion of the Chairman. If it appears that the number of speakers is likely to unreasonably delay the disposal of business items on the agenda, the Chairman may direct that a member of the public submits a question or comment in writing which shall be answered in due course. At the end of the Public Forum, members of the public will have their video feed turned off and microphone muted by the meeting facilitator. They may however remain to see and hear the meeting but may no longer take part unless invited to do so at the discretion of the Chair.*

**5 Minutes**

To approve the Minutes of the Ordinary Meeting of the Council held on 15 December 2020.

**6 Full Council Updates**

**7 Committee Reports**

To receive the Minutes of the meetings of the following Committees:

- i) Approved minutes of the Planning Committee held on 8 December 2020 and 12 January 2021.
- ii) Unapproved Minutes of the Planning & Development Committee held on 16 February 2021.
- iii) Unapproved Minutes of the Leisure & Amenities Committee held on 19 January 2021.
- iv) Unapproved Minutes of the Finance & General Purposes Committee held on 2 February 2021.

**8 Chairman's Report**

To receive a report of any recent events attended by the Chairman or his representative.

**9 Borough, County Councillor and Other Related Updates**

- i) To receive any updates on recent meetings with Borough and County Councillors, including the SCC/RBBC/HTC joint meeting held on 19 February 2021.
- ii) To note that the next meeting of the HTC/RBBC Liaison Committee will be held on 24 March 2021.
- iii) Virtual Horley Residents' Forum Meeting: To receive an update on the meeting held on 27 January 2021.

**10 Internal Control Review 2020/2021**

To approve the annual review of the effectiveness of the Town Council's system of internal control and management of risk.

**11 Risk Assessment and Management Paper 2021/2022**

- i) To approve the Risk Assessment and Management paper, as recommended by the Finance & General Purposes Committee at its meeting held on 2 February 2021.
- ii) To approve the appointment of the Town Clerk as the named Data Protection Officer, as identified in the Risk Assessment and Management paper.

**12 HTC Annual Audit for the Year Ended 31 March 2020**

- i) To note that the audit has been completed and is unqualified with no Issues Arising requiring action.
- ii) To receive the Final External Auditor Report and Certificate for 2019/2020.
- iii) To approve the Annual Governance and Accountability Return (AGAR) for year ended 31 March 2020.

**13 Notice of Vacancy - Office of Town Councillor - Horley West Ward**

To note that, following the recent resignation of a Town Councillor, a vacancy has been declared for which no request for an election has been made and may be filled by Co-Option, and to agree the way forward.

**14 Council Policies**

To consider the draft Communications & Social Media Policy (previously reviewed by the Communications Sub-Committee), for approval.

**15 Councillor Profiles**

To consider a proposal for Members to add a personal summary to their website profile.

**16 Virtual Town Meeting, 30 April 2021**

To finalise arrangements for the Town Meeting and to note that a presentation will be provided by the HTC Environment Group.

**17 Council Meetings**

- i) To consider updates received from NALC, regarding holding Remote Meetings beyond May 2021.
- ii) To consider the draft Cycle of Meetings for the next Municipal Year.

**18 HTC Town Plan Projects**

To receive an update on the shortlisting of additional projects to bid for funding from the SCC Community Projects Fund (Your Fund Surrey) and latest progress on proposals put forward by this Council.

**19 Grant Application from St Bartholomew's Church**

To consider the grant application received for funding towards the maintenance of the New Churchyard.

**20 RBBC Community Centres Consultation (Closing Date: 22 March 2021)**

To consider further suggestions for future use of the Regent Hall Community Centre and to finalise the list to be put forward by this Council.

**21 Horley Community Partnership**

To receive any updates from Town Council representatives.

**22 Environment Matters**

To receive any updates from the HTC Environment Group.

**23 Leisure Updates**

To receive a brief update from the Head of Leisure on provisional plans for events in Horley in 2021.

**24 Letters Received**

**25 Diary Dates**

**26 Exclusion of Public and Press**

"In view of the special or confidential nature of the business about to be transacted, it is advisable in the public interest that the press and public be excluded and that they be instructed to withdraw."

**27 Staffing Matters**

**CONFIDENTIAL**

- i) To receive a report of a meeting of the Staff Committee held on 23 February 2021.
- ii) Home Working Policy - To consider the draft Policy, for approval and annual review.

**28 Town Awards**

**CONFIDENTIAL**

To consider a recommendation for a Town Award for a local Horley resident.



Town Clerk, 25 February 2021

Date of Next Meeting – 11 May 2021 (Annual Meeting)



## HORLEY TOWN COUNCIL INTERNAL CONTROL REVIEW 2020/21

### Background

The Accounts and Audit (England) Regulations 2011, *Regulation 4 (2)* requires “the Council to conduct an annual review of the effectiveness of its system of internal control which includes the arrangements for the management of risk.”

An effective system of internal control is split into three parts:

1. **Risk Assessment**
2. **Control or procedures in place to mitigate the risks identified**
3. **System for testing the adequacy of internal controls (Internal Audit)**

### Risk Assessment

The Council’s Finance Committee conducted a full risk assessment on 2 February 2021. In that risk assessment, it reviewed financial controls, inter alia:

- Risk of consequential loss of income
- Loss of cash through theft or dishonesty
- Financial controls and records
- Compliance with HM Customs and Excise Regulations
- Sound budgeting to underlie annual precept
- Compliance with borrowing restrictions
- Business continuity
- General Data Protection Regulations (GDPR)
- Protection of physical assets
- Safety of staff and visitors
- Security of buildings, equipment etc.

### Control Systems

The Council has manual reconciliations in place to detect error. Duties are segregated between staff for the operation of its banking systems, **with the RFO creating payments** and in turn, **the Clerk and two** Councillors, authorising payments (three signatories in total). Members review summaries of receipts and payments, preventing or detecting budget overspends and unauthorized expenditure. A Member (who is neither the Chairman of the Council nor a cheque signatory) signs the bank reconciliations and the bank statements as evidence of the verification. Insurance cover is reviewed periodically.

### Internal Audit

An independent Auditor is in place to check that the internal controls are in place. The scope of internal audit, independence, competence, planning and reporting are shown overleaf.

## **Audit Programme Content**

The Local Councils Governance and Accountability Guidelines have been taken into account in establishing the range of audit work and level of testing. Audit work has been programmed under the following five areas:

*Corporate Governance* - This has included a review of the Council's system of administrative control for providing information and instruction to Councillors and staff in relation to their responsibilities and compliance with legal and statutory requirements.

*Accounting Practices* – The Audit review has assessed the systems for recording and controlling day-to-day accounting transactions. It has included a review of controls covering the recording of income and expenditure, computerised accounting systems, petty cash and budgetary control practices. Attention has also been paid to control procedures relating to periodic income and expenditure and the accounting process associated with reconciling the SCRIBE system to Local Government accounting requirements.

*Expenditure* - In the main, work has been conducted reviewing the Council's systems of incurring, validating and authorising payments. Other work included an assessment of system controls covering payroll, General Power of Competence expenditure and miscellaneous payments including expenses.

*Income* - The Council's systems for requesting, receiving and controlling income has been reviewed in relation to accuracy of postings, banking arrangements and debtor control.

*Annual Accounts* - Work on the 2019/20 annual accounts will include validation of the accuracy of the final accounting papers and preparation of supporting documentation required by the external auditor.

## **LIST OF AUDIT PROGRAMMES**

### **Corporate Governance**

- A1 - Control environment
- A2 - Legality
- A3 - Risk management and insurance
- A4 - Fraud and corruption
- A5 - Committee papers and Minutes
- A6 - Assets and investments

### **Accounting Practices**

- B1 - Books of accounts
- B2 - Bank reconciliation
- B3 - Petty cash
- B4 - Budgetary control
- B5 - Reserves/cash balances

## **Expenditure**

- C1 - Accounts for payment
- C2 - Payroll
- C3 - General Power of Competence
- C4 - Capital
- C5 - Miscellaneous income and expenses

## **Income**

- D1 - Receipts and banking arrangements
- D2 - Precept and grants
- D3 - Main areas of expected income
- D4 - Miscellaneous income

## **Annual Accounts**

- E1 -Year-end controls
- E2 -Year-end accounts

## **Other**

- F1 - Salary Payments and PAYE in Real Time (RTI)
- F2 - Café Pavilion Project
- F3 - Community Infrastructure Levy (CIL)

**Annual review of the effectiveness of internal control and the management of risk 2020/21**

Expected Standard	Evidence of Achievement	Yes or No	Areas for Development
1. Scope of internal audit	<p>Terms of reference for internal audit were approved by Full Council on 27.11.07</p> <p>Internal audit work takes into account both the Council's risk assessment and wider internal control arrangements</p> <p>Internal audit work covers the Council's anti-fraud and corruption arrangements</p>	<p>Yes</p> <p>Yes</p> <p>Yes</p>	No development necessary
2. Independence	<p>Internal audit has direct access to those charged with governance (see Financial Regulations)</p> <p>Reports are made in own name to management</p> <p>Internal Audit does not have any other role within the Council</p>	<p>Yes</p> <p>Yes</p> <p>Yes</p>	No development necessary
3. Competence	<p>There is no evidence of a failure to carry out internal audit work ethically, with integrity and objectivity</p>	Yes	No development necessary
4. Relationships	<p>All responsible officers (Clerk/RFO and Finance Chairman) are consulted on the internal audit plan.</p> <p>Respective responsibilities for officers and internal audit are defined in relation to internal control, risk management and fraud and corruption matters (job descriptions and engagement letter)</p> <p>The responsibilities of council members are understood; training of members is carried out as necessary</p>	<p>Yes</p> <p>Yes</p> <p>Yes</p>	No development necessary

5. Audit Planning and Reporting	The annual Internal Audit Plan properly takes account of all the risks facing the Council and has been approved by the Council following the adoption of the Risk Assessment and Management Paper 2020-2021.	Yes	No development necessary
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Horley Town Council has considered the effectiveness of the Internal Audit control including the arrangements for the management of risk. The review took place by the Internal Audit Review Sub-Committee and the paper was approved at the Full Council meeting held on 2 March 2021.

***Adopted by Horley Town Council 2 March 2021***

***Next Review Date: February 2022***



**HORLEY TOWN COUNCIL  
RISK ASSESSMENT AND MANAGEMENT 2020/21**

Area	Risk	Likelihood	Severity	Control
Assets	Protection of physical assets	L	M	All buildings insured. Value increased annually by index linking.
	Security of buildings, equipment etc	M	H	Alarms (security, smoke and panic) installed at Council Buildings and serviced and tested regularly, in accordance with current regulations. Passwords and keys strictly restricted to nominated personnel. Additional butterfly locks installed on the interior of the two Council Office entry doors to enable safe access and to comply with fire safety regulations. Contents insured. Smartguard Security act as keyholder and attend to callouts <b>to all Council Buildings</b> . New Fire Panel installed at Innes Pavilion and <b>Café Pavilion</b> with automatic alarm monitoring. <b>Keys to all access and internal areas of the Café Pavilion were handed over by the contractor to HTC on Practical Completion (20.11.20). New Café build will have a valuation and full risk assessment carried out prior to Final Completion (post retention period).</b>
Finance	Banking	L	M	Accounts are spread between our bankers, HSBC, and other approved Deposit Takers.
	Business Continuity	L	M	Insurance cover is <b>£450,000</b> (to cover loss of income and relocating office during maximum indemnity period of 24 months).
	<b>Loss of cash</b>	L	H	<b>Liability limited to £2000. No petty cash is kept and most receipts are cashless. Safe used for storage of all cash receipts, mayoral chain of office etc. in alarmed office. Office keys strictly restricted to nominated personnel.</b>
	Financial controls and records	L	M	Monthly reconciliation prepared by RFO, checked by Town Clerk and reported to Finance Committee. Three signatures on cheques or internet banking have been retained for good practice. Two nominated Councillors conduct a review prior to F&GP Committee meetings, our Internal Auditor checks procedures and External Auditors review our accounts.



	<b>Compliance with HMRC Regulations</b>	L	M	VAT payments and claims calculated by RFO and checked by Clerk. Internal and external auditor provides double check. Appropriate systems in place to comply with new legislation on VAT rules and mandatory submissions of VAT Returns to HMRC electronically.
	<b>Sound budgeting to underlie annual precept</b>	L	M	Finance & General Purposes Committee and Full Council receive detailed budget vs. actual reports. Precept derived directly from this and prior committee review of needs.
	<b>Compliance with borrowing restrictions</b>	L	L	Advice sought from Surrey ALC as appropriate.
<b>Liability</b>	<b>Risk to third party, property, or individuals</b>	M	M	Public Liability Insurance held amounting to £15m cover. Open spaces checked regularly. Playgrounds, equipment, and trees checked regularly. Incidents fully investigated if damage reported. <b>A full tree survey of all the trees in the Councils' open spaces is conducted every three years and was completed most recently in October 2020. All recommended tree works will be carried out by March 2021.</b>
	<b>Legal liability as consequence of asset ownership (especially playgrounds)</b>	H	H	Daily and weekly reports of inspections of multi-purpose court, playgrounds and skateboard park and all other equipment as stated in the Asset Register. Annual playground checks made to RoSPA criteria.
	<b>Compliance with HM Revenue and Customs Requirements</b>	L	M	Regular advice available from HMRC, VAT Helpline and Sage etc. Internal and external auditors carry out annual checks.
	<b>Safety of Staff and visitors</b>	L	M	Regular Health & Safety Risk Assessment checks of Council Offices particularly before public events. Fire Risk Assessments undertaken by accredited Fire Protection Company at Council Offices and Innes Pavilion and modifications completed, as required. HTC Officers trained in accredited Fire Safety Training programme, covering new legislation. Panic alarm installed with feed to Surrey Police. Additional security measures put in place following advice received from the Surrey Police Crime Reduction Officer in December 2016. [Review 2020]. <b>A detailed COVID-19 Risk Assessment was carried out on 4 August 2020, documented, published and is kept under regular review with all secure measures put in place and all Government guidance followed. A new Homeworking Policy is to be implemented.</b>
<b>Legal Liability</b>	<b>Confirmation that activities are within legal powers</b>	L	H	Town Clerk clarifies legal position on any new proposal. Legal advice sought where necessary.

	<b>Proper and timely reporting via the Minutes</b>	L	M	Full Council meets every six weeks and receives and reviews cycle of minutes. Minutes made available to press and public via website.
	<b>General Data Protection (GDPR)</b>	L	L	A Data Protection Lead role (not a named officer) has been created. Councillors and staff will ensure full compliance with current legislation during the course of Council business. A dedicated email inbox named 'Data Protection' is in place to receive enquiries received and this will be managed by HTC Officers. <b>The Town Clerk will oversee the process and sign all correspondence as the appointed Data Protection Officer (DPO).</b> There is no requirement for individual Town Councillors to be registered with the Information Commissioner's Office (ICO). <b>HTC remains GDPR compliant following the Brexit transition period.</b>
	<b>Proper document control</b>	L	M	Leases and legal documents locked in secure cabinets. Scanned electronic copies of all such documents are kept in a secure, confidential area on office computer server. Other data storage to comply with Data Protection Act and successor legislation (General Data Protection Regulations).
<b>Admin</b>	<b>Data integrity and resilience</b>	M	H	Broadband used for all internet traffic, real-time virus scans on all workstations and the dedicated server and use of up-to-date virus libraries. All data is stored in SharePoint. A copy of the data in SharePoint is backed-up to the Council's server and, in turn, backed-up to external disks as an extra security measure. <b>Security software has been set up on HTC Officers' desktops, laptops and other Council owned devices (eg iPads) with multi-factor authentication as extra verification of identity by the user.</b> All Staff and Councillors will be provided with a Cyber Security Training Guide and ongoing support from the Council's IT provider.
<b>Councillor Propriety</b>	<b>Registers of Interests</b>	L	H	Members' Register of Disclosable Pecuniary Interests completed by all members and reviewed regularly. Available for public inspection on website or at the Town Council offices by prior appointment.

**Adopted by Horley Town Council 2 March 2021  
Next Review Date: March 2022**

### Section 3 – External Auditor Report and Certificate 2019/20

In respect of **Horley Town Council – SU0046**

#### 1 Respective responsibilities of the body and the auditor

This authority is responsible for ensuring that its financial management is adequate and effective and that it has a sound system of internal control. The authority prepares an Annual Governance and Accountability Return in accordance with *Proper Practices* which:

- summarises the accounting records for the year ended 31 March 2020; and
- confirms and provides assurance on those matters that are relevant to our duties and responsibilities as external auditors.

Our responsibility is to review Sections 1 and 2 of the Annual Governance and Accountability Return in accordance with guidance issued by the National Audit Office (NAO) on behalf of the Comptroller and Auditor General (see note below). Our work **does not** constitute an audit carried out in accordance with International Standards on Auditing (UK & Ireland) and **does not** provide the same level of assurance that such an audit would do.

#### 2 External auditor report 2019/20

On the basis of our review of Sections 1 and 2 of the Annual Governance and Accountability Return (AGAR), in our opinion the information in Sections 1 and 2 of the AGAR is in accordance with Proper Practices and no other matters have come to our attention giving cause for concern that relevant legislation and regulatory requirements have not been met.

Other matters not affecting our opinion which we draw to the attention of the authority:

None.

#### 3 External auditor certificate 2019/20

We certify that we have completed our review of Sections 1 and 2 of the Annual Governance and Accountability Return, and discharged our responsibilities under the Local Audit and Accountability Act 2014, for the year ended 31 March 2020.

External Auditor Name

**PKF LITTLEJOHN LLP**

External Auditor Signature

Date

08/10/2020

\* Note: the NAO issued guidance applicable to external auditors' work on limited assurance reviews for 2019/20 in Auditor Guidance Note AGN/02. The AGN is available from the NAO website ([www.nao.org.uk](http://www.nao.org.uk))

## Section 1 – Annual Governance Statement 2019/20

We acknowledge as the members of:

### HORLEY TOWN COUNCIL

our responsibility for ensuring that there is a sound system of internal control, including arrangements for the preparation of the Accounting Statements. We confirm, to the best of our knowledge and belief, with respect to the Accounting Statements for the year ended 31 March 2020, that:

	Agreed			'Yes' means that this authority:
	Yes	No*		
1. We have put in place arrangements for effective financial management during the year, and for the preparation of the accounting statements.	✓			prepared its accounting statements in accordance with the Accounts and Audit Regulations.
2. We maintained an adequate system of internal control including measures designed to prevent and detect fraud and corruption and reviewed its effectiveness.	✓			made proper arrangements and accepted responsibility for safeguarding the public money and resources in its charge.
3. We took all reasonable steps to assure ourselves that there are no matters of actual or potential non-compliance with laws, regulations and Proper Practices that could have a significant financial effect on the ability of this authority to conduct its business or manage its finances.	✓			has only done what it has the legal power to do and has complied with Proper Practices in doing so.
4. We provided proper opportunity during the year for the exercise of electors' rights in accordance with the requirements of the Accounts and Audit Regulations.	✓			during the year gave all persons interested the opportunity to inspect and ask questions about this authority's accounts.
5. We carried out an assessment of the risks facing this authority and took appropriate steps to manage those risks, including the introduction of internal controls and/or external insurance cover where required.	✓			considered and documented the financial and other risks it faces and dealt with them properly.
6. We maintained throughout the year an adequate and effective system of internal audit of the accounting records and control systems.	✓			arranged for a competent person, independent of the financial controls and procedures, to give an objective view on whether internal controls meet the needs of this smaller authority.
7. We took appropriate action on all matters raised in reports from internal and external audit.	✓			responded to matters brought to its attention by internal and external audit.
8. We considered whether any litigation, liabilities or commitments, events or transactions, occurring either during or after the year-end, have a financial impact on this authority and, where appropriate, have included them in the accounting statements.	✓			disclosed everything it should have about its business activity during the year including events taking place after the year end if relevant.
9. (For local councils only) Trust funds including charitable. In our capacity as the sole managing trustee we discharged our accountability responsibilities for the fund(s)/assets, including financial reporting and, if required, independent examination or audit.	Yes	No	N/A	has met all of its responsibilities where, as a body corporate, it is a sole managing trustee of a local trust or trusts.
			✓	

\*Please provide explanations to the external auditor on a separate sheet for each 'No' response and describe how the authority will address the weaknesses identified. These sheets must be published with the Annual Governance Statement.

This Annual Governance Statement was approved at a meeting of the authority on:

30/06/20

and recorded as minute reference:

C 49 40

Signed by the Chairman and Clerk of the meeting where approval was given:

Chairman



Clerk



**Other information required by the Transparency Codes (not part of Annual Governance Statement)**  
Authority web address

<https://www.horleysurrey-tc.gov.uk>



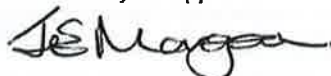
## Section 2 – Accounting Statements 2019/20 for

### HORLEY TOWN COUNCIL

	Year ending		Notes and guidance
	31 March 2019 £	31 March 2020 £	
1. Balances brought forward	407,087	340,841	Total balances and reserves at the beginning of the year as recorded in the financial records. Value must agree to Box 7 of previous year.
2. (+) Precept or Rates and Levies	351,333	372,755	Total amount of precept (or for IDBs rates and levies) received or receivable in the year. Exclude any grants received.
3. (+) Total other receipts	108,847	590,174	Total income or receipts as recorded in the cashbook less the precept or rates/levies received (line 2). Include any grants received.
4. (-) Staff costs	136,928	177,586	Total expenditure or payments made to and on behalf of all employees. Include gross salaries and wages, employers NI contributions, employers pension contributions, gratuities and severance payments.
5. (-) Loan interest/capital repayments	34,263	33,323	Total expenditure or payments of capital and interest made during the year on the authority's borrowings (if any).
6. (-) All other payments	355,235	779,490	Total expenditure or payments as recorded in the cashbook less staff costs (line 4) and loan interest/capital repayments (line 5).
7. (=) Balances carried forward	340,841	313,371	Total balances and reserves at the end of the year. Must equal (1+2+3) - (4+5+6).
8. Total value of cash and short term investments	388,716	301,912	The sum of all current and deposit bank accounts, cash holdings and short term investments held as at 31 March – To agree with bank reconciliation.
9. Total fixed assets plus long term investments and assets	1,883,415	1,886,795	The value of all the property the authority owns – it is made up of all its fixed assets and long term investments as at 31 March.
10. Total borrowings	240,484	695,881	The outstanding capital balance as at 31 March of all loans from third parties (including PWLB).
11. (For Local Councils Only) Disclosure note re Trust funds (including charitable)	Yes	No	The Council, as a body corporate, acts as sole trustee for and is responsible for managing Trust funds or assets.
		✓	N.B. The figures in the accounting statements above do not include any Trust transactions.

I certify that for the year ended 31 March 2020 the Accounting Statements in this Annual Governance and Accountability Return have been prepared on either a receipts and payments or income and expenditure basis following the guidance in Governance and Accountability for Smaller Authorities – a Practitioners' Guide to Proper Practices and present fairly the financial position of this authority.

Signed by Responsible Financial Officer before being presented to the authority for approval



Date

26/05/2020

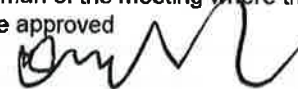
I confirm that these Accounting Statements were approved by this authority on this date:

30/06/20

as recorded in minute reference:

C 4941

Signed by Chairman of the meeting where the Accounting Statements were approved





# Horley Town Council

## Communications and Social Media Policy

*This combined Communications and Social Media Policy replaces the former Social Networking Policy adopted by Horley Town Council in 2016.*

### Part 1 – Communications Generally

#### 1. Introduction

The aim of this Communications and Social Media Policy is to set out a Code of Practice to provide guidance to Councillors and Officers about the use of communications, such as, general correspondence, emails, social networking sites, podcasts, forums, messages boards or comments on web articles such as Twitter, Facebook and other relevant social media sites.

Horley Town Council is committed to active community engagement through a wide range of channels, including online and social media.

The Town Council is committed to the provision of accurate information in respect of its functions, decisions and actions. Accordingly, care needs to be taken when addressing communications within the Town Council and to external organisations and other local government authorities, outside bodies or community groups.

#### 2. Town Council correspondence

The point of contact for Horley Town Council is the Town Clerk and it is to the post holder that all correspondence to the Town Council should be addressed. The Town Clerk (or delegated Officer) should deal with the correspondence and will ensure that information or direct enquiry is passed to Councillors as appropriate. No individual Councillor or Officer shall be the sole custodian of any correspondence or information in the name of the Town Council, a Committee, Sub-Committee or Working Group. In particular, Councillors and Officers do not have the right to obtain confidential information/documentation unless they can demonstrate a “need to know”.

All official correspondence should be sent by the Town Clerk in the name of the Town Council using letter headed paper. Where correspondence to a Councillor is copied to another person, the addressee should be made aware that a copy is being forwarded to that other person.

#### 3. Agenda items for Council, Committees, Sub-Committees and Working Groups

Agendas should be clear and concise. They should contain sufficient information to enable Councillors to make an informed decision and for Councillors and the public to understand what matters are being considered and what decisions are to be taken at a meeting. Items for information should be kept to a minimum on an agenda. Where the Town Clerk or a Councillor wishes fellow Councillors to receive matters for “information only”, this information should be circulated via the Town Clerk or delegated Officer.

#### **4. Communications with the Press and Public**

The Town Clerk will discuss press reports, or comments to the media with the Chairman and Council Leaders, as appropriate. If the Chairman is absent, the report or comments will be discussed with the Vice- Chairman. Press reports from the Council, its Committees or Working Groups should be from the Town Clerk or an Officer or via the reporter's own attendance at a meeting. Unless a Councillor has been authorised by the Council to speak to the media on a particular issue, Councillors who are asked for comment by the press should make it clear that it is a personal view and ask that it be recorded as their personal view.

When responding to social media comments/statements, the same should apply by advising that this is a personal view and not necessarily the view of the Council. In their reply, a Councillor should report that they are responding on a non-Councillor basis. Unless a Councillor is absolutely certain that he/she is reporting the view of the Council, even if they did not agree with the decision when it was made, the Councillor must make it clear to members of the public they are expressing a personal view. If Councillors receive a complaint from a member of the public, this should be dealt with by the Town Clerk in accordance with the Town Council's Complaints Policy.

#### **5. Councillor correspondence to external parties**

As the Town Clerk will be sending most of the Council's correspondence from the Council to other bodies, partners or organisations, it needs to be made clear that it is written in their official capacity and has been authorised by the Town Council unless it is an operational or other matter requiring the Town Clerk to respond by delegated authority as the Proper Officer.

Where after discussion with the Town Clerk, Councillors wish to pursue an initiative on an unofficial/individual basis, they should be mindful of the following:

- a. The need to take care not to give the impression that the initiative has the support of or represents official Town Council Policy;
- b. The dangers of the public or other partners or external bodies in their expectations;
- c. Publicity or media coverage which may reflect on the Town Council.

Accordingly, Councillors should make it clear that they are acting in an unofficial or personal capacity. As a general rule, individual Councillors should not approach another body, statutory, voluntary or commercial organisation, other than in a personal capacity, seeking information which might be related to any Town Council function. Such approaches should be made formally by the Town Clerk or delegated Officer, on behalf of the Councillor in an official capacity. In this respect, Councillors are advised to contact the Town Clerk as above. If a Councillor is dissatisfied with the actions/advice given, then they may ask for an item to be included on the agenda for a Council meeting or appropriate Committee. A copy of all outgoing correspondence relating to the Council or a Councillor's role within it, should be sent to the Town Clerk, and for it to be noted on the correspondence "copy to the Town Clerk" so that the recipient is aware that the Town Clerk has been advised.

#### **6. Communications between Councillors and Staff**

Whilst all Councillors and Staff are encouraged to develop contact with each other, both Councillors and Staff need to be conscious of the "Employer" and "Employee" relationship and professional standards should be maintained at all times. Both should be aware that requests directly from Councillors to employees to action given matters, whether established Council Policy or not, can disrupt established routines and work programmes and could confuse line management.

Councillors wishing to have urgent action taken, should contact the Town Clerk who can then reschedule staff priorities if necessary. Councillors must not give instructions to any member of staff, unless specifically authorised to do so (for example, 3 or more Councillors sitting as a Committee or Working Group with appropriate delegated authority from the Town Council). In such circumstances, Councillors who wish to investigate or promote any issue for possible adoption and/or action should, in any event, discuss the matter with the Town Clerk so that preliminary consideration can be given to the legal, financial, technical, and staffing implications and to the possible impact and relationship to existing projects or policies in which the Town Council is currently involved.

#### **7. Email and Phone Communication**

Instant replies to emails and phone requests should not be expected and reasons for urgency should be clearly stated. Information to Councillors should normally be directed via the Town Clerk or delegated Officer. Emails from Councillors to external parties regarding Council business should be copied to the Town Clerk. Councillors should acknowledge their emails when requested to do so.

#### **8. Meetings with the Town Clerk or other Officers**

Wherever possible, an appointment should be agreed and made in advance. Meetings should be relevant to the work of that particular Officer. Councillors should be clear that the matter is legitimate Town Council business and not matters driven by personal or political agendas.

## **Part 2 – Social Media**

### **1. Introduction to Social Media**

As Horley Town Council takes on additional responsibilities, it will seek to grow its social media presence to maintain positive interaction with residents on local government matters and to support the local community. This Communications and Social Media Policy provides a framework for the appropriate and safe use of corporate (i.e. Town Council operated) social media channels by Councillors and Officers.

### **2. Scope**

This Communications and Social Media Policy sits alongside the Press Protocol used by the Town Council as well as the Council's Standing Orders in informing Councillors and Officers of acceptable practice when operating Council social media accounts. It applies to all employees and elected Councillors of Horley Town Council.

### **3. Policy Statement**

This Communications and Social Media Policy provides a framework for the appropriate use of social media and will ensure that its use is effective, lawful, and does not bring the Council into ill-repute. It will also ensure that Council computer networks and stored information remain uncompromised.



#### 4. Aims of Social Media

This Communications and Social Media Policy will clearly set out how social media can be managed effectively and how any risks can be avoided or mitigated. Social media offers great potential for building relationships and improving Council interaction with local residents. The Town Council aims to use social media channels to:

- Improve engagement with individuals, communities, and to successfully promote Council services;
- Apply a consistent and corporate voice across Town Council social media platforms;
- Operate within existing policies, guidelines, and relevant legislation;
- Ensure that the Council's reputation is never damaged or adversely affected via online communications;
- Rapidly disseminate information to interested parties;
- Adopt a structured approach to using social media that will ensure its use is effective, lawful, and does not compromise Town Council information or its computer systems and networks;
- Encourage users (regardless of whether they are using a personal or official account) to use social media sensibly, responsibly, and in a manner that will not adversely affect the Town Council or violate its policies.

#### 5. Risks Posed by the Use and Misuse of Social Media

The following risks associated with social media use have been identified:

- Breach of GDPR through the accidental or malicious disclosure or loss of personal data processed by the Council;
- Breach of Safeguarding regulations through the dissemination of media relating to minors and other vulnerable people without obtaining appropriate consent;
- Reputational damage to the Council caused by the clumsy or malicious handling of sensitive topics;
- Harassment or abuse of staff, Councillors, and residents through online comment and messaging systems;
- Infection of computer devices from infected sites and malicious links;
- Social engineering attacks and online scams
- Civil or criminal legal action arising from the failure to comply with relevant legal requirements.

#### 6. Responsibilities of Officers and Councillors to Mitigate Risk

Many of the risks relating to the use of social media bear resemblance to the risks and challenges faced by the Council on a regular basis, namely the risks relating to breach of GDPR, breach of safeguarding, risk of reputational damage (albeit that social media has the potential for greater fallout from the poor handling of sensitive topics), and the potential for harassment or abuse as mentioned above.

Horley Town Council's social media channels will be administered by Council Officers. Councillors are welcome to contribute content but generally will not have direct access to Council operated accounts. The Town Council's social media accounts shall remain separated from the personal, social media accounts of Councillors and Officers, currently facilitated by a Town Clerk Facebook account.

Officers and Councillors involved in the creation and operation of the Council's social media channels should follow the following guidelines:

1. Be aware of and recognise the risks identified in this Communications and Social Media Policy.
2. Remember that you are personally responsible for the content you publish on any form of social media on behalf of Horley Town Council.
3. Never give out the personal details, such as home addresses and telephone numbers, of any person unless you have their express consent. Ensure that any personal or sensitive information is processed in line with the Council's Data Protection Policies.
4. Social media sites are available in the public domain and it is important to ensure that you are confident about the nature of the information you publish. Permission must be sought if you wish to publish or report on meetings or discussions that are meant to be private or internal to Horley Town Council. Do not cite or reference customers, partners, or suppliers without prior approval.
5. Do not use insulting, offensive, or racist language or engage in any conduct that would not be acceptable in the workplace. Show consideration for others' privacy and avoid topics that may be considered objectionable or inflammatory such as politics or religion.
6. In the six-week run up to an election (the "pre-election" period), local or general – councils must not do or say anything that can be seen in any way to support any political party or candidate. It is good practice for Councillors and Officers to avoid using the Council's social media channels in any way that could be construed as favouring a candidate or party and extra care should be used during election periods.

## 7. The Law and Social Media

This Communications and Social Media Policy, as well as the Council's response to harassment and abuse via social media, is informed by the [Crown Prosecution Service's Guidance on Communications sent via Social Media](#), as well as the following legislation:

- Data Protection Act 2018 (notably including GDPR)
- The Protection of Freedoms Act 2012
- Regulation of Investigatory Powers Act 2000
- Computer Misuse Act 1990
- Crime and Disorder Act 1998
- Human Rights Act 1998

## 8. Evaluation and Review Date

This policy will be regularly reviewed and updated by Horley Town Council.

**This Communications and Social Media Policy was adopted  
by Horley Town Council on 2 March 2021**

**Policy Review Date: 2024**

**HORLEY TOWN COUNCIL**  
**Communications Sub-Committee**

Minutes of a Meeting of the above-named Sub-Committee held virtually on Zoom  
on 2 February 2021, at 6.45 pm

**Present** Cllrs Helen Kitajewski (HK), Chair  
Samantha Marshall (SM)  
Adrian Kitajewski (AK)  
Mike George (MG)  
Martin Saunders (MS)  
Wayne Phillips (WP)

**In Attendance** Joan Walsh (JW)  
Helen Maan (HM)

**1. Apologies and Reasons for Absence**

All Members of the Communications Sub-Committee were present.

**2. Declarations of Interest**

None were declared.

**3. Minutes of Previous Meeting (held on 6 October 2020)**

The minutes were approved as a correct record.

**4. Updates from Previous Meetings**

JW advised that HTC remained fully compliant with the Website Accessibility Regulations and the matter would be kept under regular review. **Noted.**

**5. Data Protection Act and General Data Protection Regulations (GDPR)**

JW gave the following update:

- HTC continued to follow the latest guidance from the ICO as the independent Regulator for Data Protection Law.
- The latest information available from the ICO relates to Brexit and the UK's Withdrawal from the EU.
- The ICO has no official function in the exit role but advises that as the Data Protection Act (DPA) and the Privacy & Electronic Communications Regulations (PECR) are already UK law, they will remain in place regardless.
- From 1 January 2021, GDPR along with the amended DPA and the PECR comprises existing personal data protection legislation in the UK and all the main principles remain unchanged.
- As a local government authority, HTC will ensure it remains fully compliant and we meet all our legal obligations in this respect. **Noted.**

JW added on Covid-19 related matters that the ICO, using its revised regulatory approach states it will:

- Continue to accept new information access complaints under the Freedom of Information Act (FOIA).
- It will therefore expect public authorities, with any backlogs of these requests, to establish recovery plans to return to compliance within a reasonable timeframe.
- It will consider unpausing formal monitoring and regulatory action that was in place before the pandemic and expects public authorities to proactively publish important information and understand the importance of proper record keeping.

JW further advised that HTC had no recent requests for information under the FOIA and all requirements under the Local Government Transparency Code 2015 were met. **Noted.**

**6. eNewsletter**

HM advised that the open rate in the past month was around 46% and the total number of subscribers remained largely unchanged at 1,184 in total. HM also reported that the largest interest shown in links to articles were about the SCC 100m Community 'Your Fund' and the Surrey Police survey on the precept.

**Noted.**

**7. HTC Website**

HM advised that she unable to produce the website stats from the HTC office during the Covid-19 lockdown.

JW reported an interesting suggestion put forward by Cllr James Baker, for Members to consider by adding a brief, personal summary about themselves, their personal interests etc alongside their Councillor Profiles on the HTC website. Something similar had been done by HTC previously with extracts from one or two Councillors included in the printed Newsletters intermittently, for public information. The suggestion was well received by those present, and subject to approval by all Members, it should be introduced. That matter would be raised at the next Full Council meeting on 2 March 2021.

**Noted.**

**8. Other Communications Matters**

**i) Draft Communications & Social Media Policy**

JW summarised the contents of the draft combined Policy – Communications (Part 1) and Social Media (Part 2). Following the review with Members, it was recommended for Full Council approval on 2 March 2021, subject to a minor revision to reflect that Part 2 on Social Media would replace the previous 'Social Networking' Policy adopted by the Town Council in 2016.

**Noted.**

**ii) Cyber Security Awareness**

JW advised that the Council's IT provider had decided to produce a Cyber Security Awareness training guide, free of charge and this would replace the series of training sessions previously arranged, even though one session had already taken place. It was felt that the training guide would be more beneficial and could be used for future reference, but any queries could still be raised for further advice. HM said she would circulate the guide to all Members and Officers once available.

**Action: HM**

**9. Date of Next Meeting:**

**Tuesday 30 March 2021, 6.45pm (to be held virtually on Zoom).**

**Noted.**

**Comms SC/JW/HM**

Date	Meeting	
Tuesday	06-Apr	
Tuesday	13-Apr	
Tuesday	20-Apr	Planning Full
Tuesday	27-Apr	
Friday	30-Apr	TOWN MEETING
Tuesday	04-May	
Thursday	06-May	County, Borough and PCC Elections
Tuesday	11-May	Annual Council and Full Council
Tuesday	18-May	Planning Full
Tuesday	25-May	Leisure
Tuesday	01-Jun	
Tuesday	08-Jun	Finance (AGAR Submission) Cycle 1
Tuesday	15-Jun	Planning P&C
Tuesday	22-Jun	
Tuesday	29-Jun	Full Council (AGAR Submission)
Tuesday	06-Jul	Leisure
Tuesday	13-Jul	Finance
Tuesday	20-Jul	Planning Full
Tuesday	27-Jul	
Tuesday	03-Aug	
Tuesday	10-Aug	Cycle 2
Tuesday	17-Aug	Planning P&C
Tuesday	24-Aug	
Tuesday	31-Aug	
Tuesday	07-Sep	Full Council
Tuesday	14-Sep	
Tuesday	21-Sep	Planning Full
Tuesday	28-Sep	Finance
Tuesday	05-Oct	Leisure
Tuesday	12-Oct	Cycle 3
Tuesday	19-Oct	Planning P&C
Tuesday	26-Oct	
Tuesday	02-Nov	Full Council
Tuesday	09-Nov	Finance
Tuesday	16-Nov	Planning Full
Tuesday	23-Nov	
Tuesday	30-Nov	Leisure
Tuesday	07-Dec	Planning P&C Cycle 4
Tuesday	14-Dec	Full Council (Precept)
Tuesday	21-Dec	
Tuesday	28-Dec	
Tuesday	04-Jan	
Tuesday	11-Jan	Planning Full
Tuesday	18-Jan	
Tuesday	25-Jan	Finance Cycle 5
Tuesday	01-Feb	
Tuesday	08-Feb	Planning P&C
Tuesday	15-Feb	
Tuesday	22-Feb	Leisure
Tuesday	01-Mar	Full Council
Tuesday	08-Mar	
Tuesday	15-Mar	Planning Full
Tuesday	22-Mar	
Tuesday	29-Mar	Finance
Tuesday	05-Apr	
Tuesday	12-Apr	
Tuesday	19-Apr	Planning P&C Cycle 6
Tuesday	26-Apr	Leisure
Friday	29-Apr	TOWN MEETING
Tuesday	03-May	
Thursday	05-May	Borough Elections
Tuesday	10-May	Annual Council and Council
Tuesday	17-May	Planning Full
Tuesday	24-May	

Reduce the number of cycles in a year to six

Avoid School Holidays (greyed out) where possible

Every other Planning meeting to be plans and consultations only to meet deadlines (P&C)

## **Presentation to the Horley Town Council 2021**

We are grateful to the Council for its continuing support in helping us maintain the New Churchyard in a way that is aesthetically pleasing & safe for the public.

As you are aware though it is called the "New Churchyard" it is really a public cemetery for the use of any resident of Horley

### **Grass & Hedge Maintenance April 2020- March 2021**

We were pleased with the quality of work by Idverde. Several members of the public have complimented them on their performance. We had increased the frequency of cuts, 2 years ago.

### **New contract with idverde for April 2021 –March 2022**

We had negotiated with idverde who took over Burleys, for a contract for 2 years at the beginning, of 2020, at same contract price + CPI. We had also provided them with the schedule of maintenance from the previous year which they have followed.

### **Their charges for April 2021 – March 2022 - £8,484.00 incl. VAT**

#### **Expenses incurred in 2020**

- 1) Cost of Grass & Hedge maintenance by idverde -£8,376 including VAT
- 2) Cost of cutting down a dead Ash – posing a risk to allotment holders - £354
- 3) Cost of Pollarding a large Oak – posing a risk to neighbouring houses -£900, being the cheapest of 3 quotes.

#### **Volunteer contribution;**

Volunteers continue to help maintain a safe environment by backfilling sunken graves, attending to any tree work that does not require professional help & by keeping the place free of debris.

They have taken down 2 dead Elms, cut back masses of Bramble thus exposing some hidden graves.

Marker posts have been put in to coincide with the grid held in the parish office, thus making it easier for relatives to locate the grave of a loved one.

County Care Volunteers under the supervision of James Baker have cleaned the moss from the entrance gates. The painting of the gates has been held back by the current restrictions.

#### **Grants received during 2020.**

Council Grant - £6,550 for the maintenance of the New churchyard

Kay Hammond County Cllr from member's allocation fund - £750 towards tree work

### **Anticipated expenses for year beginning April 2020**

#### **For the New Churchyard**

Cost of contract for grass & hedge maintenance by idverde -£8,484.

5 Year Tree Survey due in 2021 – Cost £365 + extra for cost of tree tagging.

Additional costs may accrue from any work identified in the Tree Survey.

#### **For the Old Churchyard –**

Grass & Hedge maintenance is by RBBC. They will also do a 5 year tree survey during 2021.

### **Request for Council grant for year beginning April 2021**

In view of the extra expenses already incurred & more expenses anticipated, we would be grateful if the Council could cover the whole of cost of the Grass maintenance contract.

#### **PCC contribution**

Any shortfall will be covered by the PCC, but this is becoming more difficult, with falling church membership the ageing population, & also due to reduced church attendance during the Pandemic.

Dr Thiru Jesudason.

Church warden

St Bart's Horley

# Horley Town Council

## Council Grant Scheme Financial Year 2021/2022

1. It is anticipated that grants to successful applicants will be announced at various points throughout the year.
2. Applicants are required to complete the Council's form to apply for financial assistance, and to provide all the information requested.
3. Grants can be made for capital or revenue expenditure or special projects, however grants will not be approved for salary payments.
4. In considering applications for financial assistance, the Council will take into account the purpose for which the grant is required, the organisation's accounts, how the grant will benefit the residents of Horley, other bodies to which applications for financial assistance have been made, the contribution being made (whether financial or in kind) and any other supporting information.
5. Organisations are not restricted to the number of grant applications which may be made over a period of time. However the history of previous applications will be considered in the decision-making process.
6. Where a grant is offered for a project still in the planning stages the Council may pledge to grant a certain sum which will become payable when the project is under way. In this case the offer will only be kept open for a limited period; the project must have commenced, or a firm commitment made to a start date e.g. by placing contractually binding orders to start imminently, before the grant can be claimed, and this must be within twelve months of the offer of financial assistance being made. After this time the offer will lapse.
7. The maximum figure payable for grants will normally be £1,000.
8. Applications will be considered at a relevant Council Meeting. Applicants will be informed of the outcome as soon as possible.
9. The application form, accounts and other information may be copied and placed on the public agenda for the meeting, so please ensure the information is clear and legible.

**If required, further information is available from Horley Town Council, Council Offices, 92 Albert Road, Horley, Surrey RH6 7HZ (tel 01293 784765) or email [town.clerk@horleytown.com](mailto:town.clerk@horleytown.com)**



<b>1. Contact and background information</b>	
Name of organisation	St Bartholomew's Church,
Address of organisation	Church Road, Horley. RH6 8AB
Summary of aims and objectives	To maintain the New Churchyard to a standard which is acceptable to the general public & parishioners by <ol style="list-style-type: none"> <li>1) Cutting the grass beyond the roundabout, the four footpaths &amp; the strip along the roadway up to the graves, approximately 1-2 yards.</li> <li>2) Grass over the graves &amp; grass over the remaining area cut to a height of 2 inches(cut &amp; drop)</li> <li>3) Cut the hedge along Church Road &amp; the remaining hedges in the New Churchyard on top &amp; both sides. Part of which may need to be cut by hand as the new graves are close to the hedge.</li> </ol>
Age groups specifically catered for, if any	All age groups. Visiting loved ones who have died affects all generations.
Is the organisation a non-profit making body?	Yes
Is the organisation a Registered Charity? (if so, please give registration number)	Charity Number 1133767
Number of members in the organisation	102
Number of members resident in Horley	102, of whom some are in education & some receiving benefits.
Is membership restricted in any way?	No
Do you charge a membership fee, or charge for access to your activities? Please give details	No

<b>2. Details of Grant Applied for</b>	
Purpose for which the grant is required	To ensure the Churchyard is maintained regularly to an acceptable standard for the bereaved & residents.
How will Horley residents benefit?	Many bereaved relatives will benefit knowing the churchyard is maintained to the highest standard possible. As the Churchyard is for every resident of Horley, the approval of this grant will benefit the whole community of Horley & the relatives of the deceased.

Total cost of project	£8,484.00
Amount of grant requested	£8,484.00
Please state what contribution your organisation will make towards the project (either financial or in kind)	Volunteers help maintain a safe environment, by backfilling sunken graves, attending to tree work that does not require professional help. They have cut back masses of Bramble, thus exposing at least 5 hidden graves. Also cut the hedges not in the contract.
Funds granted from other bodies (please give details)	Towards essential tree work £750 – from Kay Hammond, County Cllr, from member's allocation fund.
If there is a shortfall in these figures, how do you propose to fund the deficiency?	Monies collected from funerals & from the PCC.

### 3. Previous Applications

Please give details below of all grant applications made by your organisation to the Town Council, whether successful or not, in the last five years:

In 2020 - £6,550.00 towards maintenance of the New Churchyard

In 2019 - £6,400.00 towards New churchyard maintenance

-A further £1,000.00 towards the Lychgate repair

In 2018 - £6,200.00 towards New churchyard maintenance

In 2017 - £6,000.00 towards New churchyard maintenance

In 2016 - £5,200.00 towards New Churchyard Maintenance.

In 2020 an unsuccessful application for £900.00

Towards the cost of pollarding a large Oak posing a risk to neighbouring houses on Church View Close

### 4. Accounts

Please attach a copy of your most recent accounts and balance sheet to this application.

If you are a new organisation without past accounts, please attach a copy of your budget for the year.  
<http://apps.charitycommission.gov.uk/Showcharity/RegisterOfCharities/CharityWithoutPartB.aspx?RegisteredCharityNumber=1133767&SubsidiaryNumber=0>

### 5. Contact Details

Name	Rev. Canon Leslie Wells
Address	Parish Office Church Road Horley RH6 8AB

Phone no.	Parish office 01293 782218	E-mail	<a href="mailto:Leswells80@hotmail.com">Leswells80@hotmail.com</a> <a href="mailto:parishoffice@horleyteamministry.org.uk">parishoffice@horleyteamministry.org.uk</a>
Fax no.		Web address	<a href="http://www.horleyteamministry.org.uk">www.horleyteamministry.org.uk</a>

## 6. Declaration

I confirm that I am making this application on behalf of the organisation named. I undertake on behalf of the organisation that any financial assistance offered will only be used for the purpose for which it was granted, and will be returned to the Town Council if it is not required for that purpose.

Signed: 

Name: Rev. Canon Leslie Wells

Capacity in which signed: Rector Horley Parish

Date: 08/02/2021

**If your application is successful please indicate the name to which the cheque should be made payable or alternatively provide full bank account details**

**Lloyd's Bank**

**Name of a/c – Horley Parochial Church Council**

**Sort Code – 30-94-38**

**A/C number - 00110251**

**Please return the completed application form with supporting information to [town.clerk@horleytown.com](mailto:town.clerk@horleytown.com) or post to**

**Town Clerk, Horley Town Council, Council Offices, 92 Albert Road, Horley RH6 7HZ**



# Community centres: Briefing for Horley Town Council January 2021

## Purpose

As you will be aware Reigate and Banstead Borough Council runs three community centres in the borough: the Banstead Centre; the Woodhatch Centre; and, Regent House, Horley.

This note provides a brief update on what has happened at the centres since the Council took over the operation of the centres from Staywell in April 2020. It also sets out our plans for local engagement in the coming months to inform the future direction of the centres.

## Update

Covid-19 has had a significant impact on the community centres in Banstead, Woodhatch and Horley and our plans. The centres were closed (with the exception of access for charities) between late March and June 2020. Staff were largely re-deployed onto covid-19 welfare work between late March and the summer. This was therefore not the transition we had envisaged when taking back the operation of the centres from Staywell.

The centres implemented a recovery plan from mid June 2020 onwards with the gradual return of occupiers, hirers and from October small groups of members engaged in permitted activities. The centres have also offered innovative services on line in particular via Zoom and outside to seek to continue to meet the needs of residents.

All the centres delivered successful Christmas package offers. The focus was on making sure vulnerable members were brought some Christmas cheer. Centres worked hard to generate local donations, each of the community centre former management committees gave generous cash contributions and a range of companies gave donations as well as RBBC staff, friends and family.

In total 241 Christmas packages were put together and delivered. Specifically over 50 were in Horley. All were very well received and appreciated, tears of gratitude were shed when some staff delivered. Each of the centres have subsequently received a number of telephone calls and letters to thank them, some said it absolutely made their day and Christmas.

In addition staff at Regent House Horley secured a donation of c110 Cook frozen meals and delivered these to 57 addresses – mostly vulnerable older members but also a number of vulnerable families that we have spoken to through our broader covid welfare work.

The centres are currently largely closed in the third national lock down. Regent House is open on a Friday for the Foodclub which is a permitted activity, this is co-ordinated by Tony Freeman the community development worker.

The Zoom groups and community centre communications continue. Zoom exercise classes have proved successful. We recently introduced a new art class and a quiz. We will also continue communications via facebook. We plan to issue newsletters to centre members later in January, the fourth newsletter posted out since we have been involved, with a focus on activities and providing members with a cover letter about our covid welfare support offer.

We think it unlikely we will be able to move back to our small group offer in centres until at least March but will obviously be informed by Government guidance. Staff will be supporting covid welfare work as well as undertaking development work for the centres.

### **Plans for engagement and consultation**

We want to understand how the community centres can best meet the needs of their local communities. Our intention is very much to keep and build on what works well and to consider how we can further improve the offer to support the needs of the wider community.

To inform our thinking we are therefore doing a range of engagement to understand the needs of both current users and potential future users:

- 121 phone interviews with a small number of current members and volunteers have been completed
- Focus groups over Zoom with a sample of users from each centre have been held
- A resident survey will be issued in the early Spring – it will be available on line to anyone with an interest and will be posted to residents in the immediate area around each of the centres
- A community centre member survey will be issued in the early Spring – it will be available on line and will be posted to all those who are members of the community centres

In relation to Horley we are liaising with colleagues in the Council working on the Horley town regeneration project to seek to ensure that our communications are co-ordinated and any future work fits together well.

All the engagement feedback will be incorporated into overall engagement report, a full internal report and a published summary external report. To complement the engagement activity workshops will be held with staff on the emerging changes. Conversations are also being held with partners about potential models.

The findings of the engagement and consultation work will be shared with an All Party Consultative Group of Members and will feed into recommendations as to how work in the

community centres should progress which will go to the Council's Executive Group in Summer 2021.

**Contact**

We are keen to hear from all those with an interest in the centres. If you have questions or comments please contact:

Cllr Rod Ashford, Portfolio Holder for Community Partnerships

[Cllr.Ashford@reigate-banstead.gov.uk](mailto:Cllr.Ashford@reigate-banstead.gov.uk)

Isabel Wootton, Project Manager Community Centres

[Isabel.Wootton@reigate-banstead.gov.uk](mailto:Isabel.Wootton@reigate-banstead.gov.uk)



## Home Working Policy

### 1. Introduction

Horley Town Council (HTC) understands that there may be instances when an employee needs to work from home. Depending on the nature of the employee's role, the Council may consider flexible home working appropriate. This Home Working Policy enables home working to support the Town Council's business and employee needs and demands. It remains flexible whilst identifying the responsibilities, measures, and the risk-based approach to be carried out within the home environment to ensure the safety and well-being of staff. Whilst homeworking is categorised as a type of flexible working, employees should not assume that other aspects of flexible working (such as amended hours) are automatically part of a homeworking arrangement.

### 2. Home Working Application Process

- 2.1 Applications for home working may be granted where it is satisfied that the needs of the Town Council can continue to be met while the employee works from home. Working from home must be cost-effective and ensure that there is no significant increase in workload on colleagues. The work carried out by the employee must be capable of being carried out from home.
- 2.2 Employees who wish to apply to temporarily work from home should submit an application via email to the Town Clerk who will aim to respond within one calendar month of the application being received unless it is a matter of urgency where a quicker interim decision may be made. The Town Clerk may need to visit the employee's home to carry out a risk assessment.
- 2.3 On approved applications, written confirmation will be provided, detailing arrangements and timescales for the employee to sign and return to the Town Clerk. Each request will be considered on its own merits. The Town Council is under no obligation to permit a period of working from home just because it has agreed to it in the past.
- 2.4 If an employee's application is rejected, the reasons for this will be issued in writing to the employee. The employee may appeal the decision within 5 working days of the decision being issued. The reasons for the appeal shall be set out in writing and sent to the Staff Committee.

### 3. Definition

- 3.1 Flexible home working is defined as time split between home and the office when an employee undertakes some of their duties from home on an agreed basis. This is usually planned in advance and may be for complete or part days. Examples of the type of work considered suitable for home working include report writing, preparations for meetings, project work etc. The holding of physical meetings at home is not permitted due to public liability insurance.
- 3.2 There may be times when home working is required by HTC to meet business needs during times of emergencies or as required by law. This is not defined as "flexible" home working.

- 3.3 Working from home may enable work to be carried out efficiently and without disruption. It may also prove a more efficient use of time if employees who have been away from their work base for part of day and are closer to their home on their return journey, to complete the working day at home rather than at their normal place of work.
- 3.4 In cases where office facilities are shared or the employee risks continual interruption, the Town Clerk in consultation with the Council Chairman may agree that an employee may work from home. This may include agreeing to home working on a regular basis or for a fixed period as well as shorter ad hoc periods. All employees should be aware of the potential impact home working could have on teams e.g. isolation from the teams and/or Council activities and a reduction in managerial support, or supervision (if applicable).
- 3.5 It should be recognised that where certain tasks cannot be carried out by an employee at home, they must be carried out at the workplace or designated to another employee as agreed with the Town Clerk.

#### **4. Eligibility**

Employees are eligible to apply for working from home in the following circumstances:

- where the employee has successfully completed the probationary period attached to their job role;
- where the employee's role does not involve supervisory duties that require undertaking in person alongside the team members involved;
- where their home working environment is suitable;
- where no aspect of the employee's recent appraisal was marked as unsatisfactory;
- where the employee's disciplinary record is clean;
- where arrangements for full office cover during core business hours, Monday to Friday, may be arranged by the remaining complement of staff.

#### **5. Conditions**

- 5.1 Home working arrangements must suit both the Town Council and the employee.
- 5.2 In general, the Town Council will be supportive of employees working up to 2 days per week from home as long as core business needs are met and that the employee can meet all the requirements of their role from home. Longer periods of home working may also be approved at the discretion of the Town Council as directed by the Town Clerk in consultation with the employee.
- 5.3 The working environment should be distraction free for home working.
- 5.4 Risk assessments of the home working environment, in line with legal requirements, must be undertaken. A self-assessment form (Appendix 1) must be completed by the employee and agreed by the Town Clerk before home working can commence.
- 5.5 Requests shall be considered on their own merits, taking into account resources, impact on colleagues and working relationships.
- 5.6 When working from home, employees are responsible for ensuring they are contactable during normal working hours. This should be via a Council mobile telephone (where provided) or the employee's home or mobile telephone numbers. Microsoft Teams and/or Zoom are considered to be acceptable means of being contactable. Details of personal telephone numbers will remain confidential within the Town Council and messages will be taken and forwarded on.



- 5.7 As a general rule, it is not considered necessary for those working from home to require supplies of stationery etc. Large volumes of printing and collating of documents should be carried out on the Town Council premises where possible.
- 5.8 Home working agreements will be reviewed periodically in light of any change of circumstances, whether relating to the employee, the work they are required to undertake, the working environment or any new changes to legislation.

## **6. Home Working Trial Period**

- 6.1 The aim of the trial period (one calendar month) is for both the employee and the Town Council to evaluate whether the new working arrangements are working out as planned. At the end of the trial period, the Town Clerk will meet with the employee to evaluate the success of the trial and if working from home by the employee may continue.
- 6.2 During the trial period or at the evaluation meeting, either side may propose that reasonable adjustments be made to facilitate a smoother working arrangement. The Town Council reserves the right to terminate working from home by declaring that the trial has been unsuccessful or if the proposed amendments are deemed unreasonable.

## **7. Responsibilities**

- 7.1 **Health & Safety** - In line with the Health & Safety at Work Act 1974 ("the Act") and the Health & Safety Policy, the Town Council will ensure, as far as reasonably practical, the health, safety and welfare at work of all employees, including those working from home. The Town Council reserves the right to inspect home working premises in order to ensure that current risk assessments and Council Policies and procedures are being adhered to. Reasonable notice will be given to employees before any inspection is to be carried out. Employees are expected to carry out their work in such a way as to ensure, as far as reasonably practical, that there is no risk to health and safety to themselves, members of their family or visitors.
- 7.2 **Data Protection, Security & Confidentiality** - Arrangements for home working shall ensure that the employee can maintain the security and confidentiality of documents whilst complying with Data Protection legislation. Employees must follow set protocols on the use of the Town Council's Office 365 User Account, internet and computer usage at all times whilst discharging their duties. They must remain fully compliant with the General Data Protection Act Regulations (GDPR). All Data Protection, security and confidentiality measures must be adhered to along with all password protection in place for HTC computer systems as directed by the Town Clerk.
- 7.3 **Remote Access** - To enable remote access, employees shall use their Council issued laptop and office 365 User Account allowing full remote working with collaboration tools including Microsoft Teams, Outlook, Word and Excel. They must ensure that all Council owned equipment, such as, laptop and other devices are password protected and locked when not in use for a period of time and switched off at the end of the working day, to maintain data and information security.
- 7.4 **Running costs and expenses** – Where an employee is choosing to work from home, the Town Council will not normally contribute towards costs – for example, heating and lighting unless in exceptional circumstances to complete an urgent deadline or project which shall be considered on its own merits by the Town Clerk in consultation with the Council Chairman.
- 7.5 **Accidents, Incidents & Dangerous Occurrences** - In line with the Council's Accident Reporting Procedure, employees must inform the Town Clerk of any accidents, incidents or dangerous

occurrences which take place whilst working from home. The initial report should be via telephone with the appropriate paperwork being completed on the employee's return to the workplace.

- 7.6 **Policies and Procedures** - All work carried out on Town Council business is covered by the requirements of the Council's Policies and procedures, even if this work is undertaken from home.
- 7.7 **Council Tax** - If the area of the house being used for home working is also used by the rest of the family at other times there are no implications regarding Council Tax. However, if the area is used solely for business and is not available to the family there may need to be a change of definition. In such cases the employee should check the details with the Billing Authority.
- 7.8 **Taxation** - Employees choosing to work from home are not entitled to tax relief on additional outgoings. As there is no requirement to work from home there would be no tax relief on any proportion of the costs for heating, lighting and rent on rooms used for business purposes.
- 7.8.1 An employee may, however, be able to claim tax relief for additional household costs if they work from home on a regular basis, either for all or part of the week. This includes if they have to work from home because of the Coronavirus Pandemic (COVID-19) (if it remains in existence at the time when HTC adopts the Policy). This must be kept under regular review and amended as appropriate.
- 7.9 **Insurance** - If any equipment owned by the Council becomes unusable due to theft or accidental damage by an employee, it will be covered by the Town Council insurance under its 'All Risks' Policy. Employee must, however, ensure that reasonable care is taken with all Council owned property in their possession.
8. **Working from Home Arrangements (COVID-19) – [ACAS Guidance](#)**
- 8.1 Employers and employees should be practical, flexible and sensitive to each other's situation when working from home because of the Coronavirus (COVID-19) Pandemic.
- 8.2 There might be a need for ongoing changes to working arrangements during the COVID-19 pandemic. For example, because of changes to [Government rules](#) or employees' circumstances.
- 8.3 **When making decisions about working from home, it's important employers and employees communicate regularly. For example, to discuss:**
- which roles can and cannot be done from home
  - who may or may not want to work from home
  - any concerns and how best to handle them
- 8.4 This can also help make sure that decisions about working from home are fair and [follow discrimination law](#). An employee's pay and other terms and conditions of their employment stay the same, apart from having to work from home on a temporary basis. Employees working from home are still covered by [the law on working hours](#).

**Appendix 1**

**Occasional Home Working: Application form and Risk Assessment**

To be reviewed annually or if circumstances change

**Employee Name:**

**Job Title:**

**Service Area:**

**Date of Risk Assessment:**

**Home telephone number:**

**Mobile telephone number:**

*Work / personal – please indicate*

**Home Address:**

**Statement of need for home working**

**Benefits for Town Council**

**Benefits for Employee**

**Employee Declaration**

I confirm that:

- the attached risk assessment was carried out in relation to the facilities and equipment which I intend to use when working as part of the home working arrangement
- I understand my responsibilities under the policy in respect of occasional home working and confidentiality of Town Council data

I understand that:

- should any equipment provided to me by the Council for use during the home working arrangement is lost or damaged then I will be required to fund its replacement.
- on leaving the Council I will be required to return any equipment provided to me.

**Signed:**.....

**Date:**.....

## Appendix 2

### Risk Assessment - Home Working Environment

Questions	Yes / No	Comments
<b>1. General</b>		
<ul style="list-style-type: none"> <li>• Completed a DSE assessment?</li> </ul>		A template is appended to the Home Working Policy.
<b>2. Chair</b>		
<ul style="list-style-type: none"> <li>• Is the chair height adjustable?</li> <li>• Is the back rest adjustable in height &amp; tilt?</li> <li>• Does the chair have a five-staff base?</li> <li>• Is the chair comfortable?</li> <li>• Do you need a footrest?</li> </ul>		
<b>3. Desk / work surface</b>		
<ul style="list-style-type: none"> <li>• Is the area large enough for all the equipment and the full range of tasks to be undertaken there (Employees should adopt a clear desk approach)?</li> <li>• Is there sufficient clearance beneath the area for thighs and knees and to stretch the legs?</li> <li>• Have you sufficient space to access your desk as well as more space around it?</li> <li>• If you use a document holder is it positioned at same height and distance as your monitor?</li> </ul>		
<b>4. Keyboard</b>		
<ul style="list-style-type: none"> <li>• Is there sufficient space in front of the keyboard to place a wrist rest?</li> <li>• Are all the keys present and in working order?</li> </ul>		
<b>5. Mouse</b>		
<ul style="list-style-type: none"> <li>• Is there sufficient space adjacent to the keyboard for the mouse to be used comfortably?</li> <li>• Is it positioned close to the keyboard to prevent over extending or cramping of the wrist?</li> <li>• Do you have a mousemat?</li> </ul>		
<b>6. Screen</b>		
<ul style="list-style-type: none"> <li>• Is the monitor positioned firstly in front of you?</li> <li>• Is the monitor positioned at the correct height? <i>(when looking horizontally eyes should be resting just below the top of the screen)</i></li> <li>• Does the screen tilt and swivel easily?</li> <li>• Is the image on the screen clear and stable?</li> </ul>		
<b>6. Environment</b>		
<ul style="list-style-type: none"> <li>• Are there any manual handling issues relating to you working from home?</li> <li>• Is the work area free from trip hazards – including the tidying of cables and leads?</li> <li>• Does the route to your workplace involve</li> </ul>		

<ul style="list-style-type: none"> <li>using a loft ladder?</li> <li>• Are there access problems if you carry large or heavy items?</li> <li>• Is the general lighting adequate?</li> <li>• Can you eliminate strong light sources / reflections?</li> <li>• Is the temperature and ventilations adequate and free from draughts?</li> <li>• Is the work area free from distracting noise?</li> <li>• Will your home working activities involve significant use of the telephone?</li> <li>• Are you intending to use a mobile phone for this purpose or will you have access to a land line?</li> <li>• In relation to your electrical equipment is there any evidence of damage to plugs or leads?</li> <li>• Is there any evidence of overheating?</li> <li>• Are combustible materials kept away from sources of heat?</li> <li>• Do you have a smoke alarm fitted?</li> <li>• Do you know what action to take in the event of a fire?</li> </ul>		
<p><b>7. I.T. Equipment</b></p>		
<ul style="list-style-type: none"> <li>• I have a suitable broadband internet connection and good wi-fi or a cable to the router</li> </ul>		

**Response to employee's self-assessment of the proposed working arrangements, following discussion with the Town Clerk.**

<p>Actions taken in relation to any risks identified:</p>
<p><b>I have reviewed the employee's request for home working with their line manager and:</b></p> <p>a) I agree to the proposed occasional home working arrangements  <b>OR</b> <i>(delete as appropriate)</i></p> <p>b) I do not agree to the proposed home working arrangements for the following reasons:</p> <p><b>Signed:</b>.....</p> <p><b>Date:</b>.....</p>

## Appendix 3

### Risk Assessment - Home Working Environment

# Display screen equipment (DSE) workstation checklist

Name:	
Date:	
Further action needed? Y/N	
Follow-up action completed on:	

The following checklist can be used to help you complete a risk assessment and comply with the Schedule to the Health and Safety (Display Screen Equipment) Regulations 1992 as amended by the Health and Safety (Miscellaneous Amendments) Regulations 2002.

The questions and 'Things to consider' in the checklist cover the requirements of the Schedule. If you can answer 'Yes' in the second column against all the questions, having taken account of the 'Things to consider', you are complying. You will not be able to address some of the questions and 'Things to consider', eg on reflections on the screen, or the user's comfort, until the workstation has been installed. These will be covered in the risk assessment you do once the workstation is installed.


Work through the checklist, ticking either the 'Yes' or 'No' column against each risk factor:


- 'Yes' answers require no further action.
- 'No' answers will require investigation and/or remedial action by the workstation assessor.
- They should record their decisions in the 'Actions to take' column.
- Assessors should check later that actions have been taken and have resolved the problem.

Remember, the checklist only covers the workstation and work environment. You also need to make sure that risks from other aspects of the work are avoided, e.g. by giving users health and safety training, and providing for breaks or changes of activity.

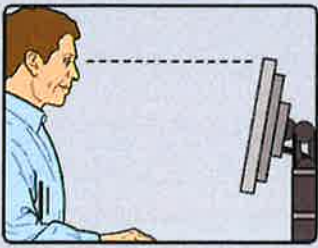
For more advice on these see *Working with display screen equipment (DSE): A brief guide*.


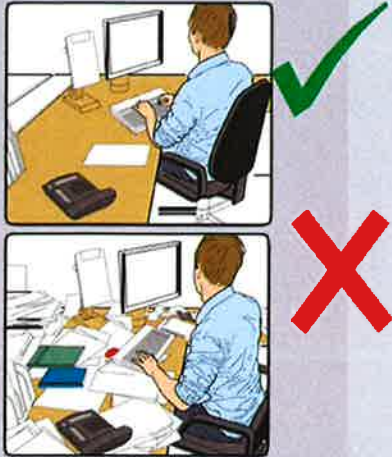


Risk Factors	Y/N	Things to consider	Action to take
<b>Keyboards</b>			
Is the keyboard separate from the screen?		This is a requirement, unless the task makes it impracticable (e.g. where there is a need to use a portable).	
Does the keyboard tilt?		Tilt need not be built in	
<p>Is it possible to find a comfortable keying position?</p> 		<p>Try pushing the display screen further back to create more room for the keyboard, hands and wrists.</p> <p>Users of thick, raised keyboards may need a wrist rest.</p>	
Does the user have good keyboard technique?		<p>Training can be used to prevent:</p> <ul style="list-style-type: none"> <li>• hands bent up at the wrist;</li> <li>• hitting the keys too hard;</li> <li>• overstretching the fingers.</li> </ul>	
Are the characters clear and readable?		<p>Keyboards should be kept clean. If characters still can't be read, the keyboard may need modifying or replacing.</p> <p>Use a keyboard with a matt finish to reduce glare and/or reflection.</p>	

Mouse Trackball etc			
Is the device suitable for the tasks it is used for?		If the user is having problems, try a different device. The mouse and trackball are general-purpose devices suitable for many tasks, and available in a variety of shapes and sizes. Alternative devices such as touch screens may be better for some tasks (but can be worse for others).	
Is the device positioned close to the user? 		<p>Most devices are best placed as close as possible, e.g. right beside the keyboard.</p> <p>Training may be needed to:</p> <ul style="list-style-type: none"> <li>• prevent arm overreaching;</li> <li>• encourage users not to leave their hand on the device when it is not being used;</li> <li>• encourage a relaxed arm and straight wrist.</li> </ul>	
Is there support for the device user's wrist and forearm?		<p>Support can be gained from, for example, the desk surface or arm of a chair. If not, a separate supporting device may help.</p> <p>The user should be able to find a comfortable working position with the device.</p>	
Does the device work smoothly at a speed that suits the user?		<p>See if cleaning is required (e.g. of mouse ball and rollers).</p> <p>Check the work surface is suitable. A mouse mat may be needed</p>	
Can the user easily adjust software settings for speed and accuracy of pointer?		Users may need training in how to adjust device settings.	



<b>Display Screens</b>			
Are the characters clear and readable?		<p>Make sure the screen is clean and cleaning materials are available.</p> <p>Check that the text and background colours work well together.</p>	
Is the text size comfortable to read?		Software settings may need adjusting to change text size.	
Is the image stable, i.e. free of flicker and jitter?		<p>Try using different screen colours to reduce flicker, e.g. darker background and lighter text.</p> <p>If there are still problems, get the set-up checked, e.g. by the equipment supplier.</p>	
Is the screen's specification suitable for its intended use?		For example, intensive graphic work or work requiring fine attention to small details may require large display screens.	
Are the brightness and/or contrast adjustable?		Separate adjustment controls are not essential, provided the user can read the screen easily at all times.	
<p>Does the screen swivel and tilt?</p> 		<p>Swivel and tilt need not be built in; you can add a swivel and tilt mechanism.</p> <p>However, you may need to replace the screen if:</p> <ul style="list-style-type: none"> <li>• swivel/tilt is absent or unsatisfactory.</li> <li>• work is intensive; and/or</li> <li>• the user has problems getting the screen to a comfortable position.</li> </ul>	

<p>Is the screen free from glare and reflections?</p> 	<p>Use a mirror placed in front of the screen to check where reflections are coming from.</p> <p>You might need to move the screen or even the desk and/or shield the screen from the source of the reflections.</p> <p>Screens that use dark characters on a light background are less prone to glare and reflections</p>	
<p><b>Software</b></p>		
<p>Is the software suitable for the task?</p>	<p>Software should help the user carry out the task, minimise stress and be user-friendly.</p> <p>Check users have had appropriate training in using the software.</p> <p>Software should respond quickly and clearly to user input, with adequate feedback, such as clear help messages.</p>	
<p><b>Furniture</b></p>		
<p>Is the work surface large enough for all the necessary equipment, papers etc.?</p> 	<p>Create more room by moving printers, reference materials etc elsewhere.</p> <p>If necessary, consider providing new power and telecoms sockets, so equipment can be moved.</p> <p>There should be some scope for flexible rearrangement.</p>	

Can the user comfortably reach all the equipment and papers they need to use?		Rearrange equipment, papers etc to bring frequently used things within easy reach.  A document holder may be needed, positioned to minimise uncomfortable head and eye movements.	
Are surfaces free from glare and reflection?		Consider mats or blotters to reduce reflections and glare.	
Is the chair suitable? Is the chair stable? Does the chair have a working: <ul style="list-style-type: none"> <li>• seat back height and tilt adjustment?</li> <li>• seat height adjustment?</li> <li>• castors or glides?</li> </ul>			
<b>Environment</b>			
Is there enough room to change position and vary movement?		Space is needed to move, stretch and fidget.  Consider reorganizing the office layout and check for obstructions  Cables should be tidy and not a trip or snag hazard.	
Is the lighting suitable, e.g. not too bright or too dim to work comfortably?		Users should be able to control light levels, e.g. by adjusting window blinds or light switches.  Consider shading or repositioning light sources or providing local lighting, e.g. desk lamps (but make sure <b>lights don't cause glare</b> by reflecting off wall or other surfaces).	
Does the air feel comfortable?		DSE and other equipment may dry the air.  Circulate fresh air if possible. Plants may help.  Consider a humidifier if discomfort is severe.	

Are levels of heat comfortable?		Can heating be better controlled? More ventilation or air conditioning may be required if there is a lot of electronic equipment in the room. Or, can users be moved away from the heat source?	
Are levels or noise comfortable?		Consider moving sources of noise, e.g. printer, away from the user. If not, consider soundproofing.	
<b>Final questions to users</b>			
<ul style="list-style-type: none"> <li>• Has the checklist covered all the problems they may have working with their DSE?</li> <li>• Have they experienced any discomfort or other symptoms which they attribute to working with their DSE?</li> <li>• Has the user been advised of their entitlement to eye and eyesight testing?</li> <li>• Does the user take regular breaks working away from DSE?</li> <li>• Write down the details of any problems here:</li> </ul>			

## Further information

[Working with Display Screen Equipment \(DSE\): A brief guide](http://www.hse.gov.uk/pubns/indg36.htm) Leaflet INDG36(rev4)  
[www.hse.gov.uk/pubns/indg36.htm](http://www.hse.gov.uk/pubns/indg36.htm)

For information about health and safety guidance, visit [www.hse.gov.uk](http://www.hse.gov.uk)