



## Hamble-le- Rice Parish Council

Memorial Hall, High Street, Hamble-le-Rice, Southampton SO31 4JE

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**A meeting of the Parish Council will be held on Monday 11<sup>th</sup> September 2017 7.00pm at Roy Underdown Pavilion, Baron Road, Hamble-le-Rice**

### AGENDA

1. a. Apologies for absence
- b. Declaration of interest and approved dispensations
- c. To approve minutes of the Full Council Meeting 24th July 2017 and 14th August 2017

### 2. Public Session

#### Community and Partnership

3. Jason Scott – Harbour Master for Hamble River Harbour Authority – Annual
4. Feedback on Highways discussions – verbal report
5. Consultation update and next steps – paper attached
6. Festive Lights – paper attached

#### Planning

### 7. Planning applications

F/17/81246	Replacement roof, wall cladding and roof lights to Building 11 GE Aviation, Kings Avenue, HAMBLE-LE-RICE, SO31 4NF
F/17/81151	Siting of 1no. 10m long floating pontoon attached to Pile G39. Pile mooring G39/40, River Hamble, Hamble
H/17/81335	Single storey porch to the front elevation

	35 Barton Drive, Hamble-Le-Rice, Southampton, SO31 4RG
O/17/81166	Outline Application: Residential development of up to 200 dwellings, associated open space, landscaping, amenity areas and Infrastructure means of access from Providence Hill. (All matters reserved except for access). LAND OFF PROVIDENCE HILL, BURSLEDON, SOUTHAMPTON, SO31 8AU (15.09.2017)

8. Taking forward our planning role – paper attached

### **Parish Council Assets**

9. Recommendations from the Asset Management Committee on the 29<sup>th</sup> August 2017 – paper attached
10. Printing of car park permits – paper attached
11. Dinghy Park – paper attached
12. Cleaning Contract – paper attached

### **Finance and governance**

13. List of Payments, Petty Cash and Bank reconciliation
14. Process for mid-year budget review and setting for 2018/9 – paper attached
15. Members Code of Conduct – papers attached
16. Health and Safety Audit and associated papers – paper attached
17. Clerks Report and Forward Plan - paper attached

**Exempt Business** - To propose and pass a resolution in accordance with the Public Bodies (Admission to Meetings) Act 1960 to exclude the public and press for the discussion of the following matters where publicity might be prejudicial to the special nature of the business.

No matters for discussion

Amanda Jobling  
Clerk to the Parish Council

Date 06.09.2017

**AMBLE-LE-RICE PARISH COUNCIL**

**MINUTES OF THE PARISH COUNCIL MEETING HELD ON MONDAY, 14<sup>TH</sup> AUGUST AT THE ROY UNDERDOWN PAVILION, COLLEGE PLAYING FIELDS, BARON ROAD, HAMBLE-LE-RICE AT 7.00 PM**

**PRESENT:**

- Cllr S Cohen – Chairman
- Cllr S Schofield – Vice Chairman
- Cllr P Beach
- Cllr M Cross
- Cllr S Hand
- Cllr T Hughes
- Cllr D Phillips
- Cllr I Underdown

**In Attendance**

- Mrs A Jobling – Clerk to the Council
- Mrs J Symes – Assistant Clerk to the Council
- Mrs J Panakis – Minutes Secretary
- 10 Members of the Public

**To Receive Apologies for Absence**

**311/81/17** Apologies for absence were received from Cllr D Rolfe and Cllr G Woodall.

**Declaration of Interest**

**312/81/17** Cllr Cross declared an interest in planning.

**To Accept the Minutes of the Council Meeting held on 24 July 2017**

**313/81/17** These Minutes were not ready for signature and would be presented at the meeting on 11<sup>th</sup> September.

**CLERK**

**Public Session**

**314/81/17** Cllr Cohen proposed, Cllr Hughes seconded, all agreed, and IT WAS RESOLVED that the public session would be extended for the meeting from 15 minutes to 30 minutes to allow all the members of the public to speak and that the Planning Application 17/80438 (Satchell Lane) would be the first item to be dealt with by the Council.

**315/81/17** A number of residents spoke about their concerns regarding Planning Application 17/80438 (Satchell Lane) as follows:

- Road Safety: access onto Satchell Lane from the site is on a blind bend which will be dangerous at peak traffic times.
- Increase in traffic: The site increases the number of homes thereon from 1 to 4, with parking spaces for 3 vehicles this will escalate the numbers of cars exiting on to Satchell Lane and adding to the present traffic congestion there.

Chairman’s Signature: ..... Date: .....

- Water management: at times of heavy rainfall water settles into the several of the gardens in Satchell Lane - more building on this plot will prevent water from draining away and create a flood risk.
- Biodiversity and Trees: the application involves the removal of a significant number of trees some of which have Preservation Orders on them and, from the application, it would appear that some of the proposed buildings are very close to these trees which would damage their root systems. This would also have a negative impact on wildlife and the plot is also only 100m from a conservation area.
- These buildings would create a considerable negative visual impact from the River and the building overlooks a SSSI and Ramsar site. It was queried whether the River Authority, and Fareham Borough Council had been approached to seek their views on this development.

The land owners agent responded to the issues raised and agreed to take them away for further consideration. Cllr Cohen thanked those present for attending and for their helpful contributions.

**Planning**

**316/81/17** *F/17/80438 Construction of 4 no. dwellings with amended access from Satchell Lane, following demolition of existing dwelling (access only, all other matters reserved).*

Cllr Hand proposed, Cllr Beach seconded, Cllr Cross and Cllr Underdown abstained, the majority agreed, and IT WAS RESOLVED that the Parish Council opposed this Planning Application on the grounds of: inadequate access; that the scale of the buildings were too big for the site; concern about the removal of trees and the effect on biodiversity; concern about water run-off from the airfield, lack of drainage and the possibility of flooding; the effect on views from the River Hamble (as protected by the European Landscape Convention (Views and Sea Scapes). Due to these numerous objections, the Parish Council requested that this application be referred to the Local Area Committee for determination and asked that all outside bodies be consulted and comments sought.

**CLERK**

*8.40 pm All members of the public left the meeting.*

**317/81/17** *F/17/80338 Conservation area consent: demolition of existing dwelling at 28 Crowsport, Hamble-Le-Rice, Southampton SO31 4HG and F/17/80337 Construction of 1 no 5 bedroom two storey dwelling with first floor roof terraces and associated landscaping and car parking, following demolition of existing three bed single storey dwelling at 28 Crowsport, Hamble-Le-Rice, Southampton SO31 4HG.*

Cllr Underdown proposed, Cllr Schofield seconded, Cllr Cross, Cllr Phillips and Cllr Beach abstained, the majority agreed, and IT WAS RESOLVED that the Parish Council requested an improved design of the new building which was considered too large for the site, before commenting further on the application for demolition.

**CLERK**

**318/81/17** *F/17/81156 Retention of 2 no temporary industrial/commercial units for a further three year period (renewal of C/14/74900) at Mercury Yacht Harbour, Satchell Lane, Hamble-Le-Rice, Southampton SO31 4HQ.*

Cllr Cohen proposed, Cllr Underdown seconded, Cllr Cross abstained, the majority agreed, and IT WAS RESOLVED that the Parish Council wished it noted that they were disappointed at the repeated renewal of this Planning Application, but had no other objections to it.

**CLERK**

Chairman’s Signature: ..... Date: .....

**319/81/17** O/17/80899 *Outline: erection of up to 19no dwellings with association parking, creation of new access from Providence Hill sub-station and attenuation pond (landscaping reserved). Land adjoining 4 Brookfield, Providence Hill, Bursledon, Southampton SO31 8AU.*

Cllr Schofield proposed, Cllr Cohen seconded, Cllr Cross and Cllr Underdown abstained, the majority agreed, and IT WAS RESOLVED that the Parish Council objected to this Planning Application on the grounds that it would further contribute to the traffic congestion along Hamble Lane and negatively affect air quality in the area. Furthermore Council requested that any Developer contributions for Highways should be used to improve congestion along Hamble Lane.

**CLERK**

### **Finance and Governance**

**320/81/17 Petty Cash Reconciliation** At the end of July, the Petty Cash Account reconciled to £99.28: this had already been signed off by Cllr Schofield. This was noted.

**321/81/17 Bank Reconciliation** At the end of July, the Bank Account reconciled to £112,615.13: the Chairman signed off the reconciliation at the meeting. This was noted.

**322/81/17 Payments** A list of payments were presented to the meeting. These were noted. Cllr Cross volunteered to attend the office during the forthcoming week to sign off the relevant invoices.

**323/81/17 Tenders for the Dinghy** Two tenders had been received and these were opened by the Chairman at the meeting: the highest tender was accepted.

**The meeting closed at 8.15 pm**

**HAMBLE-LE-RICE PARISH COUNCIL**

**MINUTES OF THE PARISH COUNCIL MEETING HELD ON  
MONDAY 24th JULY 2017 AT THE ROY UNDERDOWN PAVILION,  
COLLEGE PLAYING FIELDS, BARON ROAD, HAMBLE-LE-RICE AT 7.00 PM**

**Present**

Cllr S Cohen – Chairman  
Cllr S Schofield - Vice Chairman  
Cllr M Cross  
Cllr S Hand  
Cllr D Phillips  
Cllr I Underdown

**In Attendance**

Mrs A Jobling – Clerk to the Council  
Mrs J Symes - Assistant Clerk to the Council  
Mrs J Panakis – Minutes Secretary  
4 Members of the Public

**To Receive Apologies for Absence**

**286/72/17** Apologies had been received from Cllr P Beach, Cllr T Hughes, Cllr I James, Cllr C Palmer, Cllr D Rolfe and Cllr G Woodall.

**Declaration of Interest**

**287/72/17** Cllr Underdown declared dispensations relating to the Foreshore and Dinghy Park, the River Hamble, and a prejudicial interest in Planning Application 17/80676. Cllr Cross declared an interest in planning. Cllr Hand declared dispensations relating to the Foreshore and Dinghy Park and membership of the Royal Southern Yacht Club. Cllr Cohen declared a dispensation relating to membership of the Royal Southern Yacht Club.

**To Accept the Minutes of the Council Meeting held on 10th July 2017**

**288/72/17** An amendment was agreed to Item 273/71/17 - Local Area Plan Priorities. To add the following after the first sentence:

"...the proposed list presented on 10th July and considered at the meeting. It was acknowledged that new priorities would emerge from the consultation process."

Cllr Underdown then proposed, Cllr Phillips seconded, all agreed and IT WAS RESOLVED to accept the minutes of the Council meeting held on 10th July 2017, with the above addition. The Minutes would be altered accordingly and the Chairman would visit the office sign them as soon as possible.

**Public Session**

**289/72/17** The applicant of Planning Application 17/80676 9 Satchell Lane attended and gave a brief overview of the application and invited questions that members might have about the proposed scheme.

Chairman's signature .....

date.....

Cllr Cohen proposed that Item 9 on the agenda (Planning) be brought forward to enable the public to hear their deliberations.

**Planning and Development Control**

**290/72/17** 17/80676 *Roof and elevational alterations to create two storey dwelling with balcony to front and single storey extension and covered terraced to rear 9 Satchell Lane, Hamble-Le-Rice, Southampton SO31 4HF.*

*Cllr Underdown left the meeting whilst this item was discussed.*

Cllr Phillips proposed, Cllr Hand seconded IT WAS RESOLVED that the decision be left to the officers. **CLERK**

**291/72/17** 17/80851 *Construction of 1 no two bed bungalow with car parking following demolition of existing garages - Garage Block, Verdon Avenue, Hamble-Le-Rice SO31 4HW.*

Cllr Cohen proposed, Cllr Phillips seconded and IT WAS RESOLVED that the Council supported the application, subject to the path being retained, that there was sufficient car parking available and adequate turning space remained for cars at the top of Verdon Avenue. **CLERK**

**292/72/17** 17/80700 *Loft conversion including rear dormer and roof alterations. Front porch, first floor front extension over existing garage, single storey rear extension with wood burner flue and timber cladding to first floor. Blue Cedar House, 6 Sylvan Lane, Hamble-Le-Rice, Southampton SO31 4QG.*

Cllr Hand proposed, Cllr Underdown seconded and IT WAS RESOLVED that the Council noted that there was a considerable increase in the size of the property and the change in design could appear inappropriate against the surrounding buildings. These comments would be submitted but the decision should be left to the Officers. **CLERK**

**293/72/17** T/17/80571 *T1 Blue Atlas Cedar - crown lift over the footpath to 3 meters. Crown lift over the highway to 5.5 m. Remove major deadwood. Prune/reduce limbs by up to 1 m (close to street light to allow better light). Reduce 2 to 3 limbs growing over/towards the garage by 2 to 3 m (ensuring no overhand to the garage). H2 Mixed Hedge Fell to ground level and remove all arisings. Grind out stump 12-18 inches below ground level. T3 Cypress - Fell to ground level and remove all arisings. Grind out stump 12-18 inches below ground level. G4 Mixed species - Fell to ground level and remove all arisings. Grind out stump 12-18 inches below ground level. T5 Lime - fell to ground level and remove all arisings. Eco plug the stump. Blue Cedar House, 6 Sylvan Lane, Hamble-Le-Rice, Southampton SO31 4QG*

Cllr Cohen proposed, Cllr Phillips seconded, and IT WAS RESOLVED that the Council objected on the grounds that there was insufficient information as to the work regarding the trees to be felled. **CLERK**

**294/72/17** 17/80557 *Single storey rear extension, raised patio to rear and elevational alterations at 14 Oakwood Way, Hamble-Le-Rice, Southampton SO31 4HJ.*

Mrs Symes informed the Council that, due to changes in Eastleigh Borough Council's Planning Portal and problems experienced in the office due to these changes, a decision has already

Chairman's signature .....

date.....

been made on this application. Consequently the Parish Council could not comment on it. The issue has been reported to Eastleigh Borough Council.

**295/72/17** 17/80465 *Alterations to roof to provide habitable accommodation including dormer windows 72 Astral Gardens, Hamble-Le-Rice, Southampton SO31 4RY.*

Cllr Underdown proposed, Cllr Cohen seconded and IT WAS RESOLVED that the decision be left to the officers. **CLERK**

**296/72/17** 17/80794 *Single storey rear and side extension 18 Tutor Close, Hamble-Le-Rice, Southampton SO31 4RU.*

Cllr Phillips proposed, Cllr Underdown seconded and IT WAS RESOLVED that the decision be left to the officers. **CLERK**

**297/72/17** 17/80997 *Erection of 2 no 6m high flag poles Mercury Marina, Satchell Lane, Hamble-Le-Rice, Southampton SO31 4HQ.*

Cllr Hand proposed, Cllr Phillips seconded, and IT WAS RESOLVED that the Council objected to the application on the grounds they cited when the first application was submitted, which was that the flag poles were out of keeping with the area. **CLERK**

**298/72/17** *Proposed pier extension - Marina Developments Limited, Hamble Point Marina, School Lane, Hamble-Le-Rice, Southampton SO31 4NB.*

The Task and Finish Group had prepared a written report for the Council on their consideration of this Planning Application. Cllr Underdown proposed, Cllr Hand seconded, and IT WAS RESOLVED THAT the Council objected to the application on the 4 grounds listed in the report. **CLERK**

### **Community and Partnership**

**299/72/17 Consultation Update.** The Clerk reported that they had received 396 replies to the consultation document. Currently there are 20 hard copy responses still to be entered onto the system. The visitor's survey had been completed and was now available to Council. ideas and comments were similar to those of the villagers. During the summer recess, Cllr Schofield, Cllr James, Cllr Woodall and Cllr Cohen would meet to consider the results and the next steps.

**300/72/17 Festive Lights.** Cllr Phillips, the Head Groundsman and the Clerk had met to consider a new location for the tree in the Square: no difficulties were envisaged. The Clerk said that the Council would have to consider revising the budget for this, particularly if the wished to consider looking at solar powered lights as these cost £1,500 per light. The application for the licence had been received and would be submitted in September. Cllr Cohen thanked the Festive Lights Working Group for their efforts. **CLERK**

**301/72/17 Meeting with Cllr K House.** Cllr Cohen reported that it was a useful to discussion focused improving communication on key issues and with a focus on the Local Plan and traffic issues. A meeting with Cllr Humby, Executive Member for Environment and Transport at Hampshire County Council has been arranged in mid August. It is also hoped to organise a joint meeting with Cllr Humby and Cllr House in early September where our concerns about Hamble Lane can be raised. The Local Plan identifies Hamble Lane as having

Chairman's signature .....

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the most severe congestion in Eastleigh Borough Council area, however, there are no suggestions as to how to manage it. Cllr Cohen said that it was important that this dialogue with Cllr House had commenced to highlight the concerns of the Parish Council and it was hoped that further regular meetings could be arranged.

**302/72/17 Rural Services Network Survey.** A survey had been sent to Hamble Parish Council. It was thought Hamble was chosen because of the size of its population. The Council agreed that the Clerk would respond on their behalf. **CLERK**

**303/72/17 Seaview Project.** This was deferred from the last meeting. A full report had been prepared by Cllr Underdown on the draft options for specific mitigation measures for the Hamble Estuary/Southampton Water. The report was supported by the Council and it was agreed that Cllr Underdown would submit it on their behalf. **CLLR UNDERDOWN**

**304/72/17 Hamble Official Guide.** Cllr Cohen thanked Cllr Underdown for his work on producing a draft guide but after discussion it was agreed that the guide should be delayed until later in the year pending other work.  
Cllr Cohen proposed, and Cllr Phillips seconded and IT WAS RESOLVED THAT the Council deferred printing the Guide and that it was incorporated into the Council's Communication and Re Branding Exercise. **CLERK**

### **Planning and Development Control**

**305/72/17 The Planning Role of the Parish Council.** Cllr Cohen thanked the Assistant Clerk for her report, which would be deferred and considered at the September meeting. The Assistant Clerk informed the Council that a workshop on the Planning Framework was being offered by HALC on 6th September: information about this would be circulated to members and any Councillor interested in attending should contact her in the first instance. **ASST CLERK**

**306/72/17 Planning Delegation during the Summer Recess.**  
Cllr Cohen proposed, and Cllr Underdown seconded, all agreed and IT WAS RESOLVED THAT Planning decisions would be delegated to the Clerk during the summer recess in consultation with the Chair and the Vice Chair, and circulated via e-mail to the other Councillors for their comments. An emergency meeting date was allocated in August, should a contentious application be received. **CLERK**

**307/72/17 Local Plan.** The Clerk reported that this was a very technical document and serious consideration was required as to how the Council made its response. It was agreed that the Clerk would devise a proposal as to how to breakdown the Plan to enable the Council to respond to it. **CLERK**

### **Parish Council Assets**

**308/72/17 Telephony.** The Clerk was keen to update the office telephony to improve customer service through the addition of extra lines and call management as well as reducing the unit cost of calls. Carrera the Councils IT provider was able to provide the units and service at a competitive price but terminating the current contract with BT would leave an outstanding contract penalty estimated at about £732. Based on the reduced costs and the absence of upfront costs it was agreed that even if the penalty costs the Carerra offer was likely to be more cost effective. Cllr Cohen proposed, and Cllr Underdown seconded, and IT WAS RESOLVED THAT the Council would transfer their current telephone lines to Carerra.

Chairman's signature .....

date.....

This would be reviewed in 2 years to ensure Carerra's package was still value for money.  
**CLERK**

**309/72/17 Photocopier Replacement.** The Clerk informed the Council that the present copier was 8 years old, and although had low usage, repairs were becoming difficult due to the age of the machine and the problem of sourcing parts.

Cllr Underdown proposed, and Cllr Cohen seconded and IT WAS RESOLVED THAT the Clerk along with the Chair and Vice Chair consider a replacement and report recommendations back to the next meeting. **CLERK.**

**Finance and Governance**

**310/72/17 Clerks Report.** The Clerk said that in future she would include a report of the actions required from the previous meeting. Cllr Cross referred to Item 7: the next meeting of the Asset Management Committee on 27th August and requested that all the paperwork for the meeting be available to the Committee as early as possible for them to consider, due to its complexity. **CLERK**

***The meeting closed at 8.45 pm.***

11<sup>th</sup> September 2017

# Hamble Parish Council – Consultation update and next steps

**DECISION: TO NOTE THE FINAL SURVEY OUTCOMES AND TO AGREE THE KEY THEMES ARISING FROM IT. TO WORK WITH EBC TO FIND THE BEST MECHANISM TO SECURE RESIDENTS WISHES IN RELATION TO THE LOCAL PLAN. TO APPOINT CHAMPIONS TO TAKE FORWARD WORK ON EACH OF THE THEMES.**

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## INTRODUCTION

The We R Hamble consultation and supporting visitor survey has been concluded. Copies of the survey data has now been posted onto the website for people to view.

## CONTENT

The detail of the survey has been circulated to Council at the end of the July. Since then Members have met and identified the following themes from the survey:

- Development and Infrastructure
- Environment
- Transport and Travel
- Leisure and visitor economy
- Community and Social
- Business and Employment
- Waterfront and Marine.

An summary of the results can be found in the attached paper.

## The way forward

HPC Village Plan is now out of date and a new plan is needed. Two options exist: to replace the current village plan or to create a neighbourhood plan. In the former instance the Village Plan could include a Village Design Statement that is Supplementary Planning Guidance adopted by EBC as part of its Local Plan. It would be a material consideration when determining applications within Hamble and would enable the community to exert some influence without the need to commission a full Neighbourhood Plan.

It is clear that residents want control on development with people identifying the importance of maintaining a sense of village which if friendly and peaceful. There is a strong link between growth and the threat of losing the sense of community. Resistance to growth is reinforced by the negative impact of development on existing patterns of congestion.

In the light of reassurances from EBC about the timetable to adoption of the Local Plan and confirmation of a 5 year housing land supply (the latest planning appeal hearing at Mallards Road Burseldon -

<http://www.richboroughstates.co.uk/live/appeals/1842a.pdf> ) it is recommended that the Council works with EBC to see how best these objectives can be met.

In addition to this work needs to start on a framework for each of the main themes identifying high level objectives. From this the Council will be able to create both policy and specific projects to around them. These will in turn become the basis of a new Village Plan.

Earlier in the year the council discussed appointing champions to take forward key areas of work. It was agreed to defer that process until the consultation was completed. We now have the themes and it would be timely to revisit that decision and to appoint champions to lead on these areas of work including identifying objectives for each area.

In addition to the development of champions and work streams it is recommended that the Consultation Working Group continue for the foreseeable future to coordinate the work and to support members in their individual areas of work..

# WeRHamble

COMMUNITY CONSULTATION

*Help Shape the Future of Hamble-Le-Rice*

# WeRHamble

- 425 Responses
  - (15% of Parishioners)
- Tenure
  - 81% Owner Occ.
  - 4% Social Housing
  - 15% Private Renting
- Length of Residency
  - 24% 0-5 Years
  - 45% 16+ Years
- Gender
  - 38% Male
  - 62% Female
- Age
  - 12% 19-34
  - 65% 35-64
  - 23% 65+
- Race/Disability
  - Majority British/UK
  - 12% Disability long-term sick

# Key Observations

## Positive

- ✓ Waterfront location is of upmost importance
- ✓ Bars/Restaurants/Cafes play an important role
- ✓ Village feel
- ✓ Open spaces are cherished and regularly used
- ✓ Walking and Outdoor leisure
- ✓ Desire for sustainability
- ✓ Strong desire to promote tourism
- ✓ Encourage Events/Activities/Markets

## Negative

- X Classic NIMBY issues
- X Infrastructure concerns
- X Access, Parking and Congestion
- X Better range of shops
- X More Recycling facilities
- X Improve Footpaths and pavements
- X More Litter/Dog Bins
- X Demand for Boat Trips
- X Fly tipping
- X Speeding

## Q4: What do you like about where you live? Response. 414

- 93% Being near the Water
- 80% Restaurants, Pubs and Cafes
- 77% Village Life
- 76 % Wild Life and Open Space

Being near the water and waterfront are very important to residents.

Leisure and Hospitality are key elements of the village

Further exploration of village life required. Traditional values appear important.

Wildlife/Nature/Outdoor space is valued highly

## Q5: Transport and Access Response. 414

- Congestion
  - 82% Very Important
- Footpaths/Pavements
  - 48% Very Important
  - 28% Important
- Emissions
  - 39% Very Important
  - 22% Important
- Regular Public Transport
  - 30% Very Important
  - 24% Important

**Observations:** Congestion and associated issues such as air quality are key (Traffic and Air Quality Studies)

Further exploration required around the issue of footpaths and pavements.

Regular public transport is important along with affordability.

Why is there little appetite for Park and Ride?

No desire for Taxi Rank

## Q8: Facilities for Older People

### Response. 405

- Opportunities to meet
  - 30% Very Important
  - 27% Important
- Care/Care Services
  - 23% Very Important
  - 21% Important
- Help (cleaning, shopping etc)
  - 21% Very Important
  - 27% Important
- Advice on Support Services
  - 21% Very Important
  - 25% Important

**Observations:** How do we review what services are available at Parish and Borough level?

How do we communicate with older people?

Can we facilitate on behalf of agencies (Age concern, NHS, Alzheimer's Society etc)

## Q9: Environment and Sustainability Response. 415

- Recycling Facilities
  - 61% Very Important
  - 25% Important
- Air Quality
  - 63% Very Important
  - 22% Important
- Better use of Renewable
  - 46% Very Important
  - 30% Important
- Funding wind/solar
  - 37% Very Important
  - 25% Important

**Observations:** Residents have strong environmental and sustainable interest.

How do we exploit these qualities.  
Positive image for Village and Borough.  
Can we explore funding opportunities.

Audit of recycling? What is considered best practice? Who's doing it well?

Can Air Quality be used to support move to public transport and solution to congestion/Hamble Lane etc?

## Q10: Employment – Where do you work Response. 392

48% - Other

29% - Hamble

11% - Southampton

**Observations:** How many of the other group are retired? What are other key locations?

1/3 work in Hamble. Can we find out more about local employers and staff commutes/distance from home to work?

# Q11: If you were looking for work, what would help you find it? Response. 333

55% - Flexible working

40% - Access to IT

32% - Improved  
broadband/mobile

**Observations:** How do we feedback to businesses?

Library will provide IT access. Is there a short-term solution?

Can we lobby broadband providers? How bad is it...

## Q12: How do you get to work? Response. 302

81% - Car

33% - On foot

19% - Train/Rail

16% - Bicycle

**Observations:** Why is car usage so high (lack of public transport/awareness of other methods)

1/3 on foot encouraging and ties in with local jobs.

How do we encourage use of public transport and cycling?

## Q13: Where do you take train from? Response. 191

41% - Hamble  
– 78 respondents

32% - Soton. Parkway  
62 respondents

**Observations:** Just under 50% of respondents use the train for work. Is this reflective of all residents?

What improvements are required at Hamble? (Bus/Shuttle service to major employers)

How could we reduce the number of vehicles driving to Parkway?

## Q14: How often do you visit the waterfront?

Response. 398

57% - Most Weeks

36% - Every Day

7% - Less than once a month

**Observations:** Strong Affinity with the waterfront? Supports Question 1.

What is considered the waterfront?

What do the 1/3 do every day is it work or leisure?

# Q15: What do you do when you visit the Waterfront?

Response. 400

87% - Walking

79% - Visit Pubs/Bar/Cafes

40% - Water based activities

32% - Ferry Trip

**Observations:** Walking is main activity on the waterfront? Links in with footpath and signage responses. How do we capitalise?

Strong desire for waterfront bars/cafes/pubs. How do we communicate this? How can hospitality businesses make more of this?

Water based activities need further research and classifying

Ferry Trip support desire for Boat trips

## Q16: Improvements to waterfront Response. 403

- Footpaths and Pavements
  - 32% Very Important
  - 28% Important
- Organised Events (Farmers Mkt.)
  - 31% Very Important
  - 27% Important
- BBQ/Picnicking areas /seating
  - 27% Very Important
  - 22% Important
- River Trips
  - 23% Very Important
  - 18% Important

**Observations:** Do we need more walking trails/info – What can we do to improve. (Jo Andrews – Relaunch Strawberry Trail etc).

Foreshore car park usage/frequency of events. Other options for markets?

Hamble/Westfield Common BBQ areas or foreshore?

Funding from Hampshire – Rural/Tourism?

What is the position regarding boat trips. How do we make it happen? (Partners/providers)

## Q17: Should we promote Tourism?

Response. 397

74% - Yes

26% - No

**Observations:** Overwhelming support for Tourism. How do we promote the Village?

Hospitality working group. Destination marketing options. Can we secure support and funding?

Tourist Officer?

# Q18: What facilities are needed to attract visitors?

Response. 375

64% - Boat Trips

58% - Farmers/Craft markets

53% - Nature Trails

52% - Improved Public Transport

52% - Improved Parking

**Observations:** Boat trips consistent with other questions. Important to action.

Can we have a regular market through the summer. Who else can we attract?

Nature trails – rural funding?

Who is using public transport (where are they traveling from)?

Parking options? Donkey Derby field (innovative ideas: Schools, business premises at weekends?)

## Q19: How often do you use recreational spaces?

Response. 396

37% - Weekly

33% - Daily

12% - Monthly

18% - Less than once per month

**Observations:** What are the main uses on a daily/weekly basis?

1/3 daily activity is this high? Activity levels...

## Q20: Which facility do you use? Response. 385

67% - Hamble Common

53% - Airfield

35% - Westfield Common

28% - College Playing Fields

**Observations:** Locations suggest facilities are used for walking?

Future access to Airfield?

## Q21: What would you like to see more of? Response. 403

- Litter/Dog bins
  - 50% Very Important
  - 26% Important
- Walking Cycling Routes
  - 46% Very Important
  - 27% Important
- Promote wildlife/Biodiversity
  - 43% Very Important
  - 26% Important
- Management of open spaces
  - 37% Very Important
  - 17% Important

**Observations:** Is litter a problem, beyond Westfield common? How do we increase the number of bins/dog bins? Does this tie in with Recycling?

Walking routes supports previous questions. New Routes/Guided Tours. Ordnance Survey Map updates.

Wildlife biodiversity – Richards Report?

## Q21: Which of the following are you concerned about? Response. 398

- Fly Tipping
  - 57% Very Important
  - 23% Important
- Speeding
  - 51% Very Important
  - 20% Important
- Anti Social Behavior
  - 45% Very Important
  - 20% Important

**Observations:** How can we be seen to be addressing Fly tipping? (Police Hotline, CCTV, Neighborhood watch)?

Speeding. Do we need traffic calming on fast roads like Satchel Lane?

Village speed – 20 is plenty?

How can we work with hospitality to mitigate anti social behavior – what are the main causes?

# Q23: What are the main three words do you want to describe Hamble?

Response. 398

61% - Village

44% - Friendly

38% - Safe

32% - Beautiful

**Observations:** Reinforces desire to be seen as village. Suggest many quintessential traditional qualities.

Further probing required around definitions and meaning.

Safe is perhaps a given?

# Focus Group and Policy TFG Areas

- Development and Infrastructure
- Environment
- Transport and Travel
- Community and Social
- Business and Employment
- Leisure and visitor economy
- Waterfront & Marine

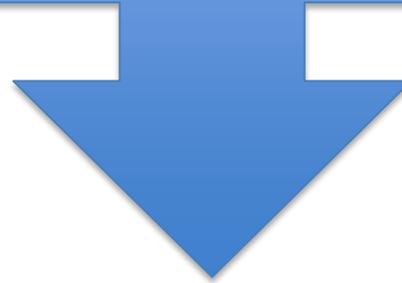
**Policy TFGs Feed in to Brand Group**



**Hamble Le Rice Brand Working Group**

# Policy TFG Areas

**Review Research Finding  
Focus Group / Engagement  
Further Research  
Objectives  
Quick wins  
Longer term wins**



**Policy/Guidelines**

# Next Steps

- Feedback on consultation
- Focus Group Research
- Formation of Policy TFG's
- Branding Exercise
- Creation of policy Guidelines
- Timeline
- Neighborhood Plan or Local Plan
- Examine options/Risk
  - Political implications
  - Village Design Statement (Bishops Waltham Example)
  - Influence on EBC
- Members to discuss
- Agree on plan of action

# WeRHamble

COMMUNITY CONSULTATION

*Help Shape the Future of Hamble-Le-Rice*

11<sup>th</sup> September 2017

# Hamble Parish Council – Festive Lights update

## **DECISION: TO APPROVE NOTE THE PROGRESS AND**

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### **Progress update**

The Festive Lights Working Group have progressed work in a number of areas as follows:

- Identified a new location for this year's Christmas tree in The Square – application submitted to HCC for consent for the new location
- Identified the need to remove and re-provide a power source to support the new location – Approach made to SSE for advice on the process.
- Application for £300 has been made to EBC as a contribution towards the lighting scheme.
- Power sources have been included in the specification for Coronation Parade but lighting and a tree has not been included in this year's plans as the works on site will have started and a safe space cannot be found.

### **Outstanding issues**

Feedback from the grounds man relating to the movement of power sources indicates that it could take some time to arrange. At the foreshore it took many months to conclude! Members are asked to consider whether they wish to trial solar powered lights for the tree this year as a fall back situation. Costings for solar power lights can be obtained and reported back to the next meeting.

It is also necessary to place the order for the tree. Last year's tree was 17ft high. Given the more prominent position in the Square it is recommended that a 25-30ft tree is sought. The cost of the tree needs to include delivery. Again this will be reported back to the next meeting.

If the community are to be invited in decorating the tree then information will be needed to go out in the November edition of the Village Magazine. The deadline is the 11<sup>th</sup> October 2017.

11 September 2017

# Hamble Parish Council – Taking Forward our Planning Role

## **DECISION: RESPONDING TO PLANNING APPLICATIONS**

---

### **INTRODUCTION**

The absence of a Local Plan leaves the Parish Council in a position where it is likely to continue receiving plans for large scale developments. The Parish Council is also being notified of an increasing number of applications to add large extensions to existing private properties.

### **CONTENT**

The Parish Council may wish to consider how to approach future planning applications and how the feedback from the community consultation can be incorporated as evidence in responses to applications.

It is important to make meaningful responses to private dwelling applications and minor schemes as members have valuable local knowledge. Particularly regarding how well a proposed extension or development may fit in to its surroundings. Will a proposed development blend in, dominate or is it totally out of character with its surroundings? How will local services be affected?

The Parish Council can also influence design regarding materials used, site landscaping and environmental impact. The Council can support and encourage development that delivers the right outcomes for the community.

The Parish Council has formed Working parties/Task and Finish Groups to consider and report back on the Satchell Lane development and Hamble Point Marina application.

Some publications for your consideration and future reference are:

Communities and Local Government National Planning Framework  
[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/6077/2116950.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/6077/2116950.pdf)

How to Respond to Planning Applications: An 8 Step Guide  
<https://www.nalc.gov.uk/library/publications/1632-how-to-respond-to-planning-applications/file>

Planning Aid England Briefing Notes and Guides

<http://www.rtpi.org.uk/planning-aid/planning-explained/briefing-notes-and-guides/>

Planning Advisory Service

<https://www.local.gov.uk/pas>

**OPTIONS:**

1. Do members wish to arrange planning training?

Support could be requested from the Planning Team at Eastleigh Borough Council. Louise O'Driscoll, Head of Development Management, has offered to arrange to training by the planning team once the Parish Council agrees its specific needs.

Specific training could be bought, in once members have agreed scope, from:

Tony Charles, Portchester Planning Consultancy

<https://www.rtpiconsultants.co.uk/consultant/portchester-planning-consultancy/1608#main> or

Andrea Pellegram, Andrea Pellegram Ltd.

<http://www.pellegram.co.uk/>

Planning Advisory Service - Making defensible planning decisions

<https://www.local.gov.uk/pas/pas-support/planning-committee-support/making-defensible-planning-decisions>

HALC – Planning Framework –Details attached. This course will not be run until March 2018 however if many of the councilors would like to attend this course we may be able to arrange training at the Roy Underdown Pavilion before the end 2017. (Cost details and dates awaited from HALC)

[http://www.hampshirealc.org.uk/Learning\\_Development/development-for-all-the-planning-framework.aspx](http://www.hampshirealc.org.uk/Learning_Development/development-for-all-the-planning-framework.aspx)

Arcadian Ecology/Hants and IOW Wildlife Trust – Commenting on planning applications with respect to wildlife

2. Form working groups or Task and Finish groups to visit sites and consider all applications on weekly/ monthly/quarterly basis.

3. Produce a Parish Planning Policy from the public consultation feedback.

4. Would members prefer applications to be displayed at meetings in a different way; pinned on the wall, on screen using the lap and projector or purchasing a smart TV to link to laptop?

Appendices

HALC – The Planning Framework

Making Defensible planning decisions

Free Conference offered by Historic England

24<sup>th</sup> July 2017

# Hamble Parish Council – Asset Management Committee 29.08.17

## **DECISION: TO APPROVE THE RECOMMENDATIONS FROM THE AMC**

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### **INTRODUCTION**

The Asset Management Committee met on the 29<sup>th</sup> August and considered a range of issues. See agenda on website.

### **RECOMMENDATIONS**

There were 2 recommendations as follows:

1. To cease annual playground inspections by Dave Potter Inspection Ltd as these replicate those carried out by Zurich.
2. To remove 2 benches from that are in poor condition from Mount Pleasant, Lovers Lane and use the parts to replace the damaged bench on Hamble Lane adjoining the Police College. If there is demand for replacements at Mount Pleasant then these can be replaced when the branding exercise is complete.

Neither of these have a negative cost implication or increase the risk to the Council.

10<sup>th</sup> July 2017

# Hamble Parish Council – Provision of clock parking permits

## **DECISION: REVIEW PROCESS AND COSTS**

---

### **INTRODUCTION**

We currently order 275 permits each year and issue 264 to parishioners. Eleven are issued to Parish Council vehicles (2) , Hamble Lifeboat crew (6) and Parish Council leaseholders based on the foreshore (3).

The Parish Council vehicle and Hamble lifeboat permits are not time restricted. The Lifeboat crew permits are for use when the crew are on a call out.

### **CONTENT**

The permits authorise free parking for up to four hours per day at the Foreshore car park.

The charge at the car park for 4 hours is £2.50.

The 2017 permits were sold for £7.00 each. (Printing costs £589 plus VAT = £706.80) So far 245 permits have been sold

The quotation for printing and supply for 2018 is £563 plus VAT = £675.60

The permits are complicated to print and assemble, two other local printing companies have been approached but are unable to supply such a specialist item.

The current process to issue each individual permit involves eight separate actions. Flow chart attached.

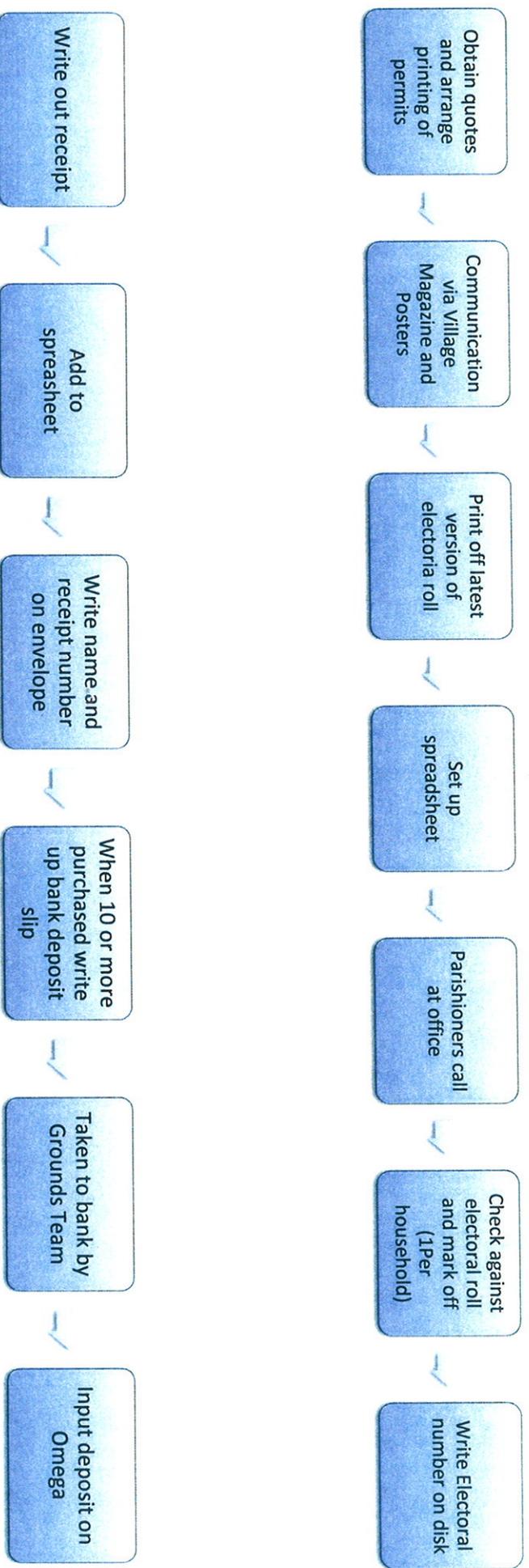
The permits are issued annually during January each year and parishioners are required to call at the office. All our communications ask parishioners to bring the correct cash amount as change is not available but this is rarely the case so we have to ensure a good supply of change is available at the office.

This is also peak period for the annual allocation of dinghy park spaces so the office is extremely busy.

## **OPTIONS**

- 1 Continue the current process implementing an annual price increase.
- 2 Consider restricting use to particular hours i.e. weekdays only, 9am – 5pm only, in an effort to ease the weekend parking pressure.
- 3 As a one off extend the permit duration to 18 months and separate the renewal from the dinghy park allocation, increasing cost (e.g. £15) to reflect the extra duration.

# Foreshore Parking Permit Procedure



11<sup>th</sup> September 2017

# Hamble Parish Council – Reconvene Dinghy Park Working Party

## **DECISION: TO RECONVENE THE WORKING PARTY TO REVIEW THE 2017 TERMS AND CONDITIONS, AGREE CONTENT FOR SURVEY OF USERS**

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### **INTRODUCTION**

1. During the autumn of 2016 the Council set up the Dinghy Park Working Group consisting of Cllrs Sheelagh Cohen, Debbie Phillips and Sally Schofield and the Assistant Clerk, Jeanette Symes providing the secretariat.

2. Its terms of reference were:-

The remit of the Working Party was to review the current regulations, to consider making amendments and additions to these and also to review the current charging structure taking into account similar arrangements elsewhere.

At a latter point it was also agreed that the Councils Moorings would also form part of the deliberations.

### **CONTENT**

3. The Terms and Conditions of letting were reviewed and rewritten, the charges were increased to reflect the absences of any increases over the previous 6 years and the reallocation process was streamlined with using email and electronic payments.

### **SPECIFIC ISSUES**

4. A range of issues have emerged from this year's process and from the inspection carried out by Cllrs Cross and Underdown that need further consideration. These include

- Timely vacation of spaces – when not renewing permit
- More than one craft kept in space – often a small craft such as a kayak or surf board.
- Slipway cleaning
- Vehicles parking on slipway and on the service road
- Uptake of electronic payment option
- Failure to pay contravention fines
- Displaying permit stickers

## OPTIONS

5. This year's income from the Dinghy Park was collected in 2016/7 and came to £28,731. In the light of this it is appropriate to use some of this income to improve facilities at the Dinghy Park and to consider options for further increased income. It is recommended that the Dinghy Park Working Party is reconvened to:
  - Review charges for coming season
  - Review Terms and Conditions
  - Approve short survey of users to cover:
    - Terms and conditions
    - Electronic renewal process
    - Suggestions for improvements
    - Rolling renewal of Hamble resident permits when retaining same space
    - Racking for small craft – kayaks, surfboards, sailboards
    - Investigate racking suppliers and costings.
6. At the last AMC an update on the Inspection recommendations was made. The need to reconvene the DPWG was mentioned and Cllr Underdown requested being included in the Group this year.
7. In addition there remains no resolution to the moorings situation. There are now people on the register but it has been stated that the moorings are not in the correct position to let them. This issue needs to be resolved as it represents a loss of income and an underuse of an asset. Council is asked to advise.

11<sup>th</sup> September 2017

# Hamble Parish Council – Facilities Cleaning Contract

## **DECISION: TO APPOINT ALLIANCE UK CLEANING SERVICES AS CLEANING CONTRACTOR**

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### **INTRODUCTION**

1. Currently all sports changing rooms and the committee room and facilities at the Roy Underdown Pavilion are cleaned by the Grounds Team. The Parish Office has been cleaned by the Clerk and Assistant Clerk since April 2017.
2. It was agreed that our cleaning arrangements needed reviewing and that an external provider should be found.
3. In order to recruit a cleaner or cleaning contractor an advert was placed on the Parish Council noticeboards and on the website. Due to the lack of response local firms were contacted directly; those that responded did not want to offer a quotation for the contract. Hampshire County Council were approached and asked to suggest firms for the contract. Several of the firms approached did not have any operatives working locally and only two firms agreed to survey the sites and offer quotations.

### **CONTENT**

4. During the football season the Grounds Team will be cleaning up to 4 sets of changing rooms at the RUP and two at Mount Pleasant, plus separate referee changing rooms.
5. This is very costly involving all three members of the team for several hours diverting them from other activities for which they are better suited to. This additional time will enable a range of additional activities to be achieved during the winter season.
6. There is a need for an electric supply to be installed at the Roy Underdown Pavilion close to the changing room to avoid the need for extension leads for the cleaners. An electrical contractor will be appointed and will also be required to provide further data and electric points in the Parish Office as part of a separate area of work.
7. There will be ongoing savings in spending on cleaning products as the contractors will provide their own cleaning materials and equipment. also reduce

8. The quotation from Service Master is £11,988 plus VAT. Alliance UK Cleaning Services is by far the most competitive, at £5099.05 plus VAT and they are already providing services for other local authorities. References have been obtained from three of their current clients; these were all very positive and are attached for consideration. Copies of both quotations are available at the office or on the website.
  
9. In the unlikely event of any issues the contract is for an initial 3 month period and renewed on a monthly basis.

### **OPTIONS**

1. Proceed on the basis of the quotations received appoint Alliance UK Cleaning Services to be in place by end of September 2017.
2. Endeavour to obtain a third quotation
3. Arrange an immediate deep clean of the changing rooms at Roy Underdown and Mount Pleasant pending third quotation.

### **Appendices**

References for Alliance UK Cleaning Services

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# AllianceUK Cleaning Services

## Tender



Prepared For  
Jeanette Symes  
Of  
Hamble Parish

# Preamble

During my walk around the three buildings run by Hamble Parish, it was evident that the cleaning has been hit and miss. The first site with the changing facilities needs a deep clean to bring up to a good hygienic level. There were numerous cobwebs, and heavy limescale in the sinks and toilets. The building is looking tired, and the structure in some areas will always allow spiders to come in and build their webs, however a thorough weekly clean will keep these to a minimum.

In the second block, there is a more modern building, which is hired out for private functions. There are toilets and changing faculties in this block, the floors in the changing rooms will need to be scrubbed on a frequent basis.

The third site is a small office, which will need to be vacuumed during each visit, the surface areas to be wiped down.

During the walk round of the three differing sites, it was noted that currently the cleaning is currently undertaken by the grounds keepers.

AllianceUK is a family business employing approximately 150 staff, which has been established for 21 years and is based less than 30 minutes away from the sites in Hamble. We hold the current cleaning contract for 10 schools and also have a wide range of other clients including: The Mary Rose Trust (including the new museum), Royal Armouries - Fort Nelson, Portsmouth Water Company, HMS Victory, South Downs National Park Authority and many more.

The Hamble Community Sites are less than thirty minutes' drive away from our office; we deliberately focus our whole business on cleaning contracts within a radius of about 30 minutes' drive from our Waterlooville office because by staying local we can pro-actively manage our work and meet our promise of a reliable, flexible and effective cleaning service to meet with any changing demands of the contracts. Crucially we have a fleet of 8 vans manned by teams of our mobile cleaners who provide backup for our contracts. Having this flexible trained workforce available during daytime and throughout the night time enables us to provide and guarantee first class cover so that Parish Council gets the right number of cleaning hours every week.

## Specific Issues

AllianceUK Cleaning Services would provide the cleaning service to the three sites, which would take away "headache" of managing the cleaning staff. Any absences would be covered by our mobile teams, ensuring continuity of service.

In some of the areas of the buildings there was a build-up of heavy dirt (body fats) on the light switches and doors. Daily wiping of touch points including light switches would keep these areas not only clean but also hygienic.

In the toilets, the lower pipes were heavy in dust (under the sinks); a lot of high-level dust was on the top of the toilet partitions. AllianceUK would incorporate into the cleaning regime the importance of low level and high level cleaning we would clean these areas thoroughly each week, to ensure the dust level is kept to a minimum.

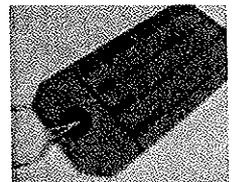
There is a lot of high area cleaning all around the sites, with high sky lights; we would ensure that we provide the cleaners with correct platforms, training and supply long reaching cobwebbers, for the cleaners to ensure the school is free from any cobwebs.

Some of the toilets we viewed during our visit, had a build-up of limescale in the toilets, urinals and in the sinks and fittings. The cleaners will be provided with the correct acid based descaler for the removal of limescale. The sinks, Wc's and other fittings will need to be treated with descaler weekly, to ensure the levels of limescale is kept to a minimum, and the cleaners will be specifically trained in its safe use. The sinks will need to be treated with the descaler weekly, to ensure the levels of limescale are kept to a minimum. The sinks will be daily maintained with "Shiny Sinks" cleaner.

AllianceUK would work closely with the Clark, ensuring that we work in partnership to ensure the safety of the three sites, ensuring a clean healthy environment.

## On Site Supervision

- As a family run company focusing on local businesses, we aim to provide Hamble Parish with the knowledge that they will get the materials, management and give the cleaners the moral support when they need it. We will visit the site frequently when the cleaners are working and as our office is nearby, and only 30 minutes away if called we can be on-site to help and support the cleaners in minutes.
- The visits will be a combination of planned (when walk rounds of the rounds will be undertaken with the site cleaners) and unexpected visits, to ensure quality services are being delivered. Our style is collaborative and we take particular care to ensure that the management style is informal and most of all helpful. We have found by following this style that formal disciplinary procedures have rarely to be instigated. The Operations Manager will visit the sites monthly to liaise with the Parish Representative to ensure Hamble Parish receives the premium service it deserves. The exact schedule is driven by the needs of the contract, with the right amount of time spent on-site as is necessary. This intensive and bespoke approach provides personal and knowledgeable support to both the cleaners and the school.
- Cleaners cannot do their job without training in the role and that is why Alliance has developed a training package to induct the cleaners in the most important elements of their job, such as the use of 'Red Tags' to identify and take out of use any defective and dangerous equipment. Also at this training the cleaners will either help Alliance produce the 'Rounds Cards' so that they become the basis for day to day site management. The process of producing or training and then the on-going adjustment of these 'Rounds Cards' is another measure which develops the Alliance 'Working Together' culture. Further on-job training is given during the start-up phase of the contract. AllianceUK will provide good supervision of the cleaners and the service will not be compromised.
- In particular we ensure that all employment matters are dealt with by a senior manager so that the right action and procedures are adopted from the very beginning.
- All recruitment is undertaken by Alliance management. This includes the interviewing and induction of new cleaners, then on-site training which includes teaching the new staff the Parish policies which includes the fire drill, and the fire exits.



# Area Management

Unusually, compared to many cleaning businesses, AllianceUK only operates within about ½ hours travelling time from our office in Waterlooville. We are a family company with all the strength and values that come with a close involvement of the Directors with the day to day running of the cleaning services, but also the strength of a business which is in its 21st year of trading and which has strong cash reserves and proven technical and managerial competence. With the office been within minutes of will be fully supported and structured at all times.

The Operation Manager will have to be on-site for many of the initial weeks of the contract to ensure that the service delivery is maintained correctly

We have developed a strong portfolio of local businesses and organisations as our customer base and we have only been able to keep and grow this customer base because we provide an outstanding on-going service to our customers day after day. This consistency is achieved by the integration of the small business passion combined with a sound organisational structure.

With our proactive management approach and the close proximity of our Business to the sites AllianceUK Cleaning:

- Are the focus point in terms of accountability for the work of the AllianceUK
- Will develop and confirm with the school a definitive work plan to achieve the specification and agreed outcomes
- Organising/integrating contract resources and the efforts of the cleaners
- Managing and coordinating the day-to-day work of the site cleaners
- Maintaining a process of liaison and contract review with the school.
- Maintaining effective quality management and time and cost control
- Taking action to correct any aspects of contract performance and delivery that may not match the school's requirements/expectati



# Health and Safety

The company has a qualified NEBOSH Certificate and Tech IOSH Health and Safety Officer who, once the contract has been awarded, will undertake a refresher Health and Safety audit of the whole site, working in partnership with the school Health and Safety Officer.

The necessary Risk Assessments, COSHH Assessments and Method statements are produced and collated with other relevant information such as Material Safety Data Sheets. A meeting is held to discuss the findings and find out any relevant school Health and Safety notices required to be incorporated into our system i.e.: Fire and Emergency Evacuation Procedures and the appropriate cleaners training is undertaken. The final version once approved is put together into a Site Health and Safety Information File. A copy of which is provided to the school, a copy for the cleaners to keep on site and a file copy for AllianceUK.

Annual checks and a review will be made to ensure the document is kept up to date and relevant.

Electrical Safety PAT is undertaken annually and repairs made as and when necessary by the company in-house electrician and a qualified machinery repair contractor.

PPE is issued as identified in the COSHH and Risk Assessments and appropriate training in its use given as required.

Accident statistics are low with only 3 RIDDOR accidents in the last six years

# Recruitment and On Going Training

Recruitment is always undertaken by the AllianceUK Management team  
On-going Training is undertaken if there is a particular shortcoming with a cleaner as identified by the Alliance Management Team, during the Walk round of the contract; so as to try to rectify the problem before a “Capability or Disciplinary” action is instigated.

New cleaners that may join the cleaning team at Hamble Parish are given a similar training package to the Contract Start Induction training package including the off job training undertaken by a manager and on-job training by the Alliance Management team, although as it is undertaken individually the timescales are shorter.

Health and Safety refresher training is undertaken at the start of every term, with all the cleaners using the format described in the Induction training, allowance has been made in the tender for the time to undertake this.

Any new Health and Safety hazard or new equipment is inducted to those concerned by a similar format to the induction process as and when required.

To assist in the on-going training of all AllianceUK cleaners a monthly newsletter is produced and distributed with the monthly payslip. The Newsletter (shown below) covers topical HR issues but also has a Health and Safety section and a Product or Process feature. The Newsletter has proved to be a popular and effective communication tool.

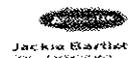


If specific training needs are shown to be necessary such as specific hygiene training during the Swine Flu epidemic or more recently when there was a surge in electrical safety issues, an individual letter or Newsletter is issued to all staff as an emergency and this is further reinforced by site visits to ensure all staff have understood the issues and implemented the procedures.

Currently AllianceUK have a number of cleaners as well as our Mobile Cleaners and Supervisors that have recently completed their NVQ Training in Cleaning. With on-going training and support offered to all our staff we take pride in enhancing our staffs knowledge and skillset, and self-esteem

# Start Up Timetable

- **Initial Meeting:** Once the go ahead is given for the contract to commence an initial Meeting will be arranged with the school manager (or representative), so that you, the customer, can meet our management team and so we can all become familiar with your cleaning needs.
- **Walk Through;** A 'Walk Through' is undertaken of the whole site to ensure the detailed equipment and chemical requirements are checked. Training needs will also be identified, a Training Needs Programme drafted and task "Rounds cards" (which form the cornerstone of the AllianceUK Quality System) are produced based on the existing cleaners rounds and any amendments necessary.
- **Recruitment:** If required, any recruitment is always dealt with by an AllianceUK manager this ensures all the legal requirements are met when recruiting and because interviews and selection are very time consuming, all staff wear an ID badge, which also shows their DBS number. This ensures our staff are easily identifiable. Below is an example



- **DBS Checks:** we will undertake a check of all existing staff DBS checks and renew as required. Any new staff will have checks undertaken in accordance with the Legislation and in consultation with the Parish.
- **Health & Safety:** During the Walkthrough a Health & Safety survey is also undertaken and all necessary Risk and COSHH Assessments made and recorded, also any Method Statements needs are identified. Any site hazards should be identified at this time by the client so these can be embodied into AllianceUK H&S Survey. A full Health & Safety Pack based on all the relevant information will be

forwarded to the Parish. A copy will be held on-site for the site and cleaner's reference.

- **Start Up:** The start-up schedule will be agreed and any amendments made with consultation with school staff. From the start, management will intensively work with the cleaners to induct them in the AllianceUK systems and then frequently attend the site, in the evenings while they are working, so that any initial problems are quickly identified and ironed out. Crucially the cleaners are quickly integrated into the AllianceUK methods and procedures.

# Start Up Timetable Continued

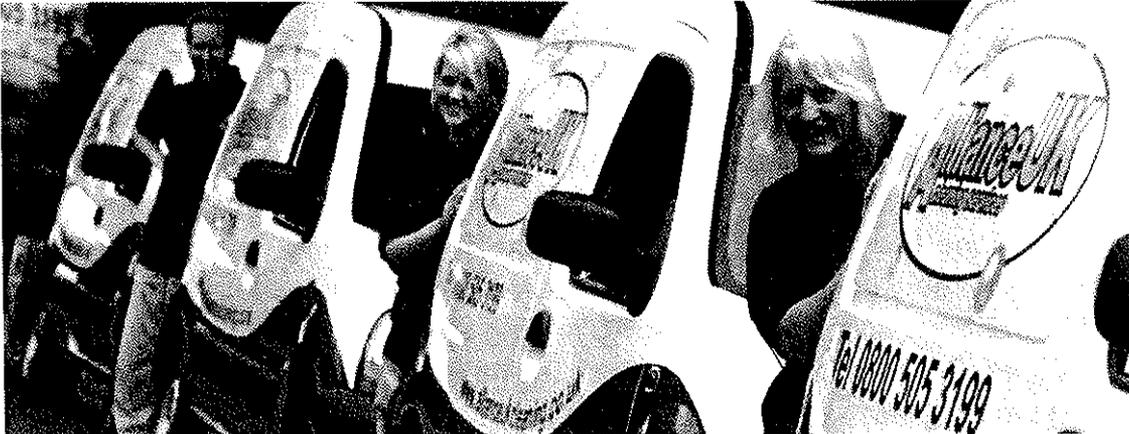
- **On and Off Site Training:** Off site, paid training is given to the cleaners and inducts them into the company management procedures, supervisory responsibilities, health & safety and disciplinary procedures. Any language issues are dealt with by a simultaneous 3 way telephone translation service provided by Language Direct ([languagedirect.org](http://languagedirect.org)). Zone site Induction and Health and Safety training is conducted with all cleaners during paid training sessions on the first day of the contract and at least annually thereafter. Cleaning staff who do not respond efficiently and effectively are coached using our development, capability or disciplinary procedures. All new staff subsequently recruited undertakes Induction and Health and Safety training when they start
- **On-going Service:** Once the service has been established, regular review meetings will be scheduled to discuss any service issues that arise and the AllianceUK management will continue to regularly and frequently visit the cleaners - both planned and unplanned visits, to check on standards and individuals' performance.
- At AllianceUK we have considerable experience of taking over contracts and TUPE'ed cleaners and not only maintaining but also improving cleaning standards and establishing a well-motivated, effective cleaning team.

## **Client Feedback**

*"The quality of cleaning, the support from management and the supply of cleaning staff has been excellent. AllianceUK in the tender promised a quality level of service and this has been delivered throughout the period of the contract..... I would highly recommend AllianceUK to any organization."* Roger Osborne, Contracts Manager, Cowplain Community School

*"We would like to thank you for your company's performance over the years. We have nothing but good words for the service you have provided and we are happy to mention that in any reference you may need in future".* Lee Burns  
Facilities Co-ordinator East Hampshire District Council

# Company Profile



Alliance UK is as locally based cleaning company with a difference. With a team of over 150 trained and uniformed staff, we practice a pro-active style of management which means we consistently deliver a high quality, reliable service to all our customers.

At Alliance UK we recognise that only well motivated staff can deliver a quality service and we are highly experienced in taking over ailing contracts and turning standards around by training and motivating the cleaners. Backed up by a fleet of modern vehicles, each equipped with a complete range of cleaning equipment, we can provide rapid support to our customers 24 hours a day.

By using the best modern cleaning techniques, our environmentally sensitive approach has helped us build an enviable portfolio of local businesses including The Mary Rose Trust, The Royal Armouries at Fort Nelson, Cowplain Community School, Rachel Maddocks School, Redbarn School and Portsmouth Water Company, to name but a few. These establishments trust us to give excellent results at a competitive price.

When you partner with Alliance UK Cleaning it's not just a change of invoice, we tackle the issues and make a sustainable and permanent difference. The key to our success Alliance UK's 'Working Together' approach – the partnership between management, cleaners and you, the customer. We take the hassle out of cleaning by keeping this at the heart of our business which means you can relax and get on with yours.



is

# Working Together



**AllianceUK's 'Working Together' partnership links Customer, Cleaners and AllianceUK Management together - this means a Better Service by:**

## ***A Pledge to Meet our Customers' Specific Needs***

Bespoke cleaning specifications, plus a wide range of specialist cleaning services (see Specialist Services page) takes the worry out of cleaning and ensures we always have the right solution when you need it.

## ***Active Management Involvement in Your Day to Day Cleaning***

As a local company, we maintain regular management contact with you as well as providing ongoing support and contact with our cleaners. This avoids the problems associated with lone and small groups of cleaners working unsupervised and makes them work better.

## ***Quality from Our Trained, Motivated and Uniformed Workforce***

With our ethical employment practices we focus significant management attention on our cleaners. We provide smart uniforms, site specific training and undertake regular performance checks using the AQMS (AllianceUK Quality Management System) Plus we send each employee our monthly newsletter: *all this means a better service for you.*

## ***The Use of Environmentally Sensitive Chemicals***

Our policy is to use the best chemicals and modern cleaning techniques to ensure the minimum impact on the environment whilst maintaining the highest quality cleaning standards.

## ***Professionalism, Competence and Innovation***

Membership of the *British Institute of Cleaning Science (BICSc)*, *The Institute of Occupational Health and Safety (IOSH)*, *Peninsular Business Services* and the *Hampshire Chamber of Commerce*, ensures our service is undertaken ethically and safely utilising the latest methods, chemicals and equipment.

We use a computer based telephone logging system to monitor our cleaner's time and attendance. By utilizing technology managers reduce poor timekeeping and absenteeism. This ongoing customer focus means that you can leave us to worry about cleaning **allowing you to focus on your core business which helps you to 'make your bottom line shine'**



# Our Guarantee

## *Quality*

We will maintain regular management contact with Hamble Parish staff; this means regular visits from AllianceUK management. By maintaining this ongoing customer contact, performance is checked and any changing needs are quickly identified.

Also regular site visits by AllianceUK management will be made to check on cleaners work.

Only well-motivated staff can deliver a quality service. This motivation comes from sound training, good management and leadership within an organisation, which takes an ethical approach to employment. AllianceUK is committed to these values and is currently working with Business Link Wessex towards achieving the national recognition of the **Investor in People**.

## *Reliability*

We recognise that your cleaning requirements may fluctuate so we will be flexible in our response to ensure we provide the great value service you need to keep your business in good shape. We are locally based and, if necessary, a visit can be arranged within the hour.



***Cleaners' absences are covered utilising our team of mobile cleaners in fully equipped vans. This backup system means that cleaning difficulties are quickly resolved and the right help given when and where it's needed.***

Our knowledgeable management team is focused on providing the right type and quality of equipment and the correct range of chemicals. All this is combined with an ongoing maintenance programme to ensure cleaners always have the right tools in a serviceable condition to do their jobs correctly and safely. It is this ongoing commitment by AllianceUK, which is the key to our success in building and keeping a broad range of quality local contracts.

## **Our Guarantee - *continued***

### ***Health and Safety***

AllianceUK considers Health and Safety to be fundamental to its business ethic. This quotation takes full account of any Health and Safety requirements needed to undertake the specified work. Prior to contract commencement a full health and safety audit will be undertaken and all necessary risk assessments, COSHH assessments and method statements will be undertaken. It is expected that the customer will reciprocate with details of any site specific Health and Safety information deemed relevant to the cleaning services.

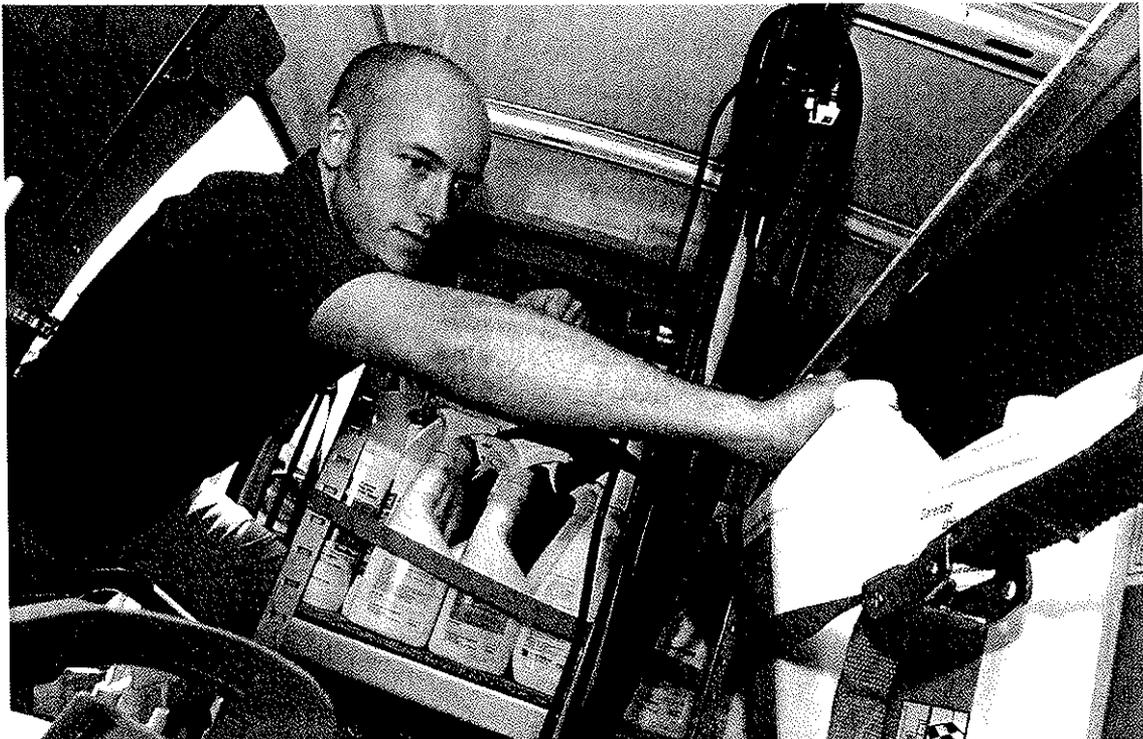
The designated company Health and Safety Officer is professionally qualified and a 'Technician Member' of the Institute of Occupational Health and Safety.

Our cleaners will be instructed on relevant health and safety requirements as identified by the audit process.

All portable electrical equipment is professionally maintained and tested in accordance with HSE guidance.

### ***Emergency Cleaning Response***

Mobile cleaning teams in modern, fully equipped vans can quickly respond to emergency situations 24/7. A free phone 0800 telephone number is available to call managers out of working hours so that problems can be responded to quickly. The bonus is that as an existing AllianceUK customer you will only be charged at standard hourly rates and ***no extra call out charge applies.***



# General Procedures

## ***European Working Time Directive and National Minimum Wage***

This quotation takes into account all current employment legislation including TUPE. Work hours, job methods, procedures, pay periods and holiday entitlements all conform to legislation and will be explained to all staff – each of whom has access to an Employment Handbook.



## ***Employment and Security Procedures***

AllianceUK is an equal opportunity employer; cleaning staff for your contract will have been recruited in a professional manner. All staff complete an application form and undergo an DBS Check. References taken as required and a file maintained on each staff member.

AllianceUK use the services of specialist employment consultants, '**Peninsular Business Services**' for all employment matters. This ensures that all our employment practices are fair and comply with the latest legislation.

## ***Insurance***

AllianceUK will provide all necessary insurance for its personnel, as well as Public Liability and Product insurance - please see enclosed 'Certificate of Insurance'.

## ***Maintenance Deficiencies***

Any building maintenance or repair problems found during the cleaning will be reported to your staff.

## **The Customer is King!**



Working under the close scrutiny of Henry VIII at the Mary Rose Museum

# Pricing

The price for year one:

**£5099.05 +VAT**

The price is for a clean of the sites once a week for 52 weeks a year.

The equipment includes:

Vacuums  
Extension Leads  
High Level Cobwebbers  
Large Mop Buckets and Mops  
Toilet Mop Buckets and Mops  
Cloths

Chemicals are also provided are included in the cost.

Limescale Remover  
Toilet Cleaner  
Multi Purpose Cleaner  
Glass Cleaner  
Graffiti Remover (if and when required)  
Washroom Cleaner

We will supply a scrubber to do the floors in the changing rooms – this is not a cost to you, as we hold the scrubbers on our vans, and our team will bring when and as required. This helps keep the price down.

A COSHH file will also be supplied, with COSHH details, Method Statements and Risk Assessments. This will be kept on one of the sites.

## Deep Clean Price

If you wish to proceed with a deep clean before commencement, the price would be:

**£190 +VAT**

# AllianceUK Health & Safety Policy

It is the policy of the Company to seek to provide safe and healthy working conditions, to encourage safe working methods and to enlist the active support of all personnel employed in achieving these ends.

## *AllianceUK will:*

- Prevent accidents and work related illness; safeguarding the health, safety and welfare of employees.
- Bring to the notice of all employees the safety policies of AllianceUK and of the Clients and the arrangements made for their health and safety at work.
- Consult and encourage feedback from employees on day to day health and safety issues.
- Provide the necessary information, training and supervision for safe working practices and the need to work safely.
- Have regard for the health and safety of those not employed by AllianceUK, but who may be affected by the AllianceUK's operations.
- Have emergency procedures in case of fire or other significant incidents.

Each Manager and Supervisor within ALLIANCEUK is responsible for instigating, monitoring and reporting on safety arrangements to the extent of their authority.

AllianceUK expects every employee to take reasonable care of the health and safety of his/herself, and other people who may be affected by their acts or omissions. To co-operate with management at any level in achieving safe working conditions and in complying with all relevant statutory provisions relating to health and safety at work. It is the responsibility of every employee to ensure the health and safety of themselves and others by: -

- Making themselves familiar with contents of the Health and Safety Policy and systems.
- The wearing of safety clothing defined as personal protective equipment and using equipment provided in a safe manner for which it is to be used.
- Conforming to both verbal and written instructions concerning health and safety.
- Reporting all accidents, whether persons are injured or not.
- Reporting all hazards, potential hazards or persons creating hazards.
- Co-operating with AllianceUK in seeing that regulations are observed, and where possible, making suggestions for their improvement.

# AllianceUK Health & Safety Policy

AllianceUK accepts the responsibility, where appropriate, for:-

- ensuring that all fire precautionary measures are taken in premises occupied by them and for the maintenance of free access to emergency escape routes.
- the control of contractors working on behalf of the Company and for the safety of other persons including members of the public, who come into direct contact with the AllianceUK's operations.
- contractors and visitors on Company premises.



Peter Crump  
Managing Director

# AllianceUK Environment Policy

*AllianceUK is committed to promote Sustainable Development practice throughout its business.*

## ***Policy Statement- AllianceUK will:***

- Aim to minimise the use of all materials, supplies and energy it uses
- Minimise waste produced in all areas of the organisation, reuse and recycle waste where possible, and aim for waste-free processes
- Aim to include environmental and ethical considerations in purchasing and tendering out services

## ***Leadership and Management***

- Have a Sustainable Development policy
- Monitor and report on our performance on Sustainable Development in the following areas:
  1. Economic
  2. Social - working within an ethical and moral compass
  3. Environment – the key activities that we make an environmental impact on

## ***Waste reduction***

- Whenever possible use of both sides of paper
- Effective use of IT (including e-mail) to prevent unnecessary printing and duplication (adjusting font sizes and margins to allow documents to fit onto one piece of paper, print preview prior to printing, thorough proofing of large print-runs before printing)
- Circulation or display of non-urgent memos or information, as opposed to printing multiple copies.
- To comply with the Environmental Protection Act 1990 by keeping the building clear of litter and refuse, taking account of the statutory Code of Practice on litter.
- To avoid the use of batteries, especially those with high levels of lead, mercury and cadmium, where there is a better environmental option; recycle those batteries which have to be used.

## ***Waste reuse***

- Purchase of second-hand furniture and similar items whenever feasible
- Saving and reusing envelopes where possible
- Printing draft documents on the back of paper which has already been used on one side

## ***Recycling***

- Recycling all materials where local facilities (free or otherwise) exist
- Collecting toners and cartridges for remanufacturing

# AllianceUK Environment Policy

## *Energy and Transport*

- Use of energy efficient light bulbs and equipment
- Use of fuel efficient vehicles and ensuring their regular maintenance to ensure ongoing fuel efficiency
- Use of power-down features on electronic equipment
- Turning off lights and heaters when not needed, and use of adequate insulation
- Use of primary fuels over secondary fuels
- Use of rechargeable batteries in preference to non-rechargeable ones
- Responsible use of water with minimal wastage

## *Purchasing*

- Purchase of products containing recycled material for office use
- Buying in bulk to reduce packaging waste
- Buying in returnable and refillable containers where possible and appropriate
- Purchase of products containing recycled material
- Buying in bulk to reduce packaging waste
- Buying in returnable and refillable containers where possible and appropriate.
- Purchase of environmentally friendlier goods where such information exists, for example avoidance of over-processed goods
- Purchase biodegradable substances when they represent the best environmental option and value for money.
- Purchase cleaning products which do not present a problem to humans or the environment, are biodegradable

## *Business and Community*

- Supported local business and or promote and encourage fair trade
- Work with environmentally and socially responsive employers

Training our staff on our sustainability objectives as well as communicating our achievement in meeting our sustainability targets internally/externally through regular objective setting and review of this policy. To get suppliers to meet Sustainable Purchasing Policy and Supplier Questionnaire.

The Directors are responsible for implementing this policy which will be communicated to all staff, clients and suppliers and is available on request.



Peter Crump  
Managing Director

# Quality Management System (AQMS)

It is the policy of AllianceUK Cleaning Service to supply services to the highest possible standard. We are firmly of the belief that only a consistently high standard of service to all our clients can secure a prosperous future for us all.

To achieve this objective AllianceUK has developed the **AllianceUK Quality Management System (AQMS)**. This conforms to ISO 9001 standard and is based on the policy developed by The Chartered Quality Institute. This is the chartered body for quality management professionals. Established in 1919, it gained a Royal Charter in 2006. The system is the central element of our standard work process, and succeeds by ensuring that Customer Satisfaction drives all our work, and that our customer delivery processes are both efficient and effective.



A **Quality Manual** has been written which sets out how the programme is operated. The manual also details how responsibility and control is established by formal written procedures, and the roles of all personnel in achieving this aim. It is mandatory that every member of staff must be familiar with this Quality Policy and must adhere to the procedures which are applicable to the area of work within the company.

The Quality Assurance Scheme has the full backing of the Directors of the Company and is administered by the Contracts Manager.

It is the Contracts Manager responsibility to ensure that all sections of this Policy are fully complied with. If, for any reason, problems arise which cannot be resolved he/she will bring them to the attention of the Managing Director.

We monitor our contract delivery performance using the Balanced Scorecard system, where all attributes of contract performance are measured—the prime one being Customer Perception and Satisfaction.

A copy of this Quality Policy is available for viewing.

The ongoing suitability of this Quality Policy is reviewed during the Management Review Meetings.

A handwritten signature in black ink, appearing to read 'Peter Crump', with a horizontal line underneath.

Peter Crump  
Managing Director

# AllianceUK Employee Handbook

At AllianceUK we put staff relationships at the top of our agenda because our service is completely dependent on the motivation, training and skill of our people. To ensure fair and ethical employee management practices we have a Staff Handbook which, in addition to the Contract of Employment, is issued to each person when they join our business.

## ***Procedures***

Cleaning staff for will have been recruited in a professional manner; all staff complete an application form and undergo an interview, references taken as required and CRB checks initiated if necessary. Records are maintained on each staff member.

AllianceUK use the services of specialist employment consultants, '**Peninsular Business Services**' for all employment matters. This ensures that all our employment practices are fair and comply with the latest legislation. The handbook covers the following topics:

- Joining our organisation
- Wages and salaries, etc.
- Holiday entitlement and conditions
- Sickness/injury payments and conditions
- Safeguards
- Standards
- Health, safety, welfare and hygiene
- General terms of employment, information and procedures
- Whistle-blowers
- Capability procedure
- Disciplinary procedure
- Capability/disciplinary appeal procedures
- Grievance procedure
- Personal harassment policy and procedure
- Equal opportunities policy
- Termination of employment
- Rules for the use of company vehicles

# AllianceUK – Terms and Conditions

Albion Contract Services Ltd, trading as AllianceUK (hereinafter referred to as AllianceUK) agrees to furnish all labour, equipment/machinery, supplies and supervision necessary to provide cleaning services to the Named Areas. AllianceUK will select all personnel to perform its obligations hereunder. These personnel shall be employees, or sub-contractors of AllianceUK.

The term of the Agreement will be from an initial date for a 3 month period after which it will continue on an ongoing and continuous basis automatically renewing monthly on the anniversary of the initial date unless either party to this contract gives the other party written notice to the effect that this contract is to terminate, in such circumstances the party will give the other 30 days written notice to terminate”

This agreement may be terminated by the Customer for non-performance. Before termination is effective the Customer must give written notice of the defect/s and will allow seven (7) days for AllianceUK to rectify the defect/s if at the end of this period the standards are still unsatisfactory then the Termination period is 30 days notice on either side in case of dissatisfaction.

The Customer must provide running hot and cold water, suitable 240v electricity supply and a safe working environment with secure on-site storage area for machinery and cleaning materials. AllianceUK and the customer will inform each other of any Health and Safety matter which will affect each others employees, agents, sub-contractors or the public.

Payment is due on the 15<sup>th</sup> of the month following the month for which service was rendered and 30 days after invoice date for supplies delivered. AllianceUK reserves the right to discontinue service/supplies without further notice for non-payment by the due date.

The Customer warrants, covenants and agrees that during the terms of this Agreement and within ninety (90) days after termination (for whatever reason), that the Customer will not knowingly employ any employees, ex-employees of AllianceUK except in the case of a TUPE Transfer of Undertakings (Protection of Employment) Regulations 1981, transfer. If the Customer wishes to offer employment to an AllianceUK employee then an Agency fee equivalent to 3 months cleaning service will become immediately payable to AllianceUK.

AllianceUK guarantee to hold costs firm for a period of one year from the date of this agreement, subject to no changes in government legislation and to the customer requesting no alteration to work undertaken. In such an event, AllianceUK shall be entitled to review and increase the charge accordingly. At any time after one year the contract value may be reviewed by AllianceUK and any alteration notified to the customer in writing giving at least 30 days notice.

In times of staff shortages, every endeavour will be made to provide adequate cover, if this cannot be met, a credit note will be provided for the period of no service.

AllianceUK accept no obligations in connection with operation by their employees of any alarms or security devices at the customer's premises. The operation of such equipment is a matter of goodwill and AllianceUK will accept no liability for incorrect operation of such equipment, which operated will at all times be at the customers risk.

This agreement is to run continuously, accordingly no deductions shall be allowed in respect of Statutory/Public/Bank holidays. Our charges have taken into consideration that no service will be carried out during these periods unless otherwise agreed and specified.

Paper products, refuse sacks, bin liners, soap and other consumables will be provided by and at the expense of the Customer unless otherwise specifically agreed.

If AllianceUK is prevented or in some way obstructed from carrying out its duties by the Customer, its staff or agents, it will be considered as having performed its obligations and the sum due for such period will be payable by the Customer. This agreement will be suspended during any period when by reason beyond the control of AllianceUK, the work, hereby contracted for is unable to be performed.

*ServiceMASTER*  
*Clean*



# Commercial Cleaning Quotation

Quotation Number: DC1971

Date: 12<sup>th</sup> June 2017

*ServiceMASTER*  
*Clean*



## Customer Quotation

2 High St,  
Hamble-le-Rice,  
Southampton  
SO31 4JE

## Customer Contact

Jeanette  
Assistant Clerk

## ServiceMaster Contact

David Cram  
Managing Director  
Mobile: 07477088898



## Contents

1. Introduction
2. Business Profile
3. Cleaning Divisions
4. Quality Assurance
5. Quality Service
6. Cleaning Products & Equipment
7. Periodic Cleaning Service
8. ServiceMaster Step by Step Cleaning System
9. Service Schedules
10. Consumables
11. Services
12. Pricing
13. Sample Contract
14. ServiceMaster Contract Services Agreement
15. Health and Safety Policy Statement
16. Company Insurance Details
17. ServiceMaster Clients
18. Why Choose ServiceMaster Clean

The Clean you Expect- The Service you Deserve

*ServiceMASTER  
Clean*



## 1. Introduction

ServiceMaster Clean have a long standing reputation for Quality of Service. This is maintained by the strength of our professional relationships with our customers and our employees.

Throughout this presentation we aim to demonstrate how ServiceMaster Clean can work in partnership with **Hamble le Rice Parish Council** under contract to provide you with a consistently high standard of cleaning with outstanding levels of communication. We will show how we can offer you value for money and a level of service that far exceeds companies in the cleaning sector.

## 2. Business Profile

Famous for our yellow Service Van, ServiceMaster Clean is one of the leading international Residential, Commercial and Communal Cleaning Services. With an reputation for quality, over 300 ServiceMaster Independent Businesses have been established since ServiceMaster was brought over from America to the United Kingdom in 1957.

### Your local ServiceMaster Clean Business

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The ServiceMaster Clean franchise for your area has been operated and owned by Cram Ltd of Southampton/Bournemouth & Poole

### Business Philosophy

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*"ServiceMaster defines its  
Quality by its Pursuit of  
delivering Service Excellence"*

*ServiceMASTER*  
*Clean*



### 3. Cleaning Divisions

#### ServiceMaster Contract Cleaning Services

- *Cleaning of Nurseries, Schools & Colleges*
- *Cleaning of Commercial Properties*
- *Cleaning of Communal Areas*
- *Cleaning of Light Industrial Premises*

#### ServiceMaster Restoration Response

- *24 Hour Fire and Flood Restoration Service*
- *24 Hour Emergency callout for spillages & bodily fluids etc.*

*ServiceMASTER  
Clean*



## 4. Quality Assurance

Our service is delivered through a Quality Assurance Management Programme. This system is audited through Clean Link to ensure that the highest standards are adhered to at every stage.

### a) Personnel

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All applicants for employment are screened and interviewed ensuring that Passport ID or similar is produced to verify that person. In addition, testimonials are requested as part of the selection process. All ServiceMaster Cleaning Staff are provided with uniforms, and ID security badges are provided upon request by the customer.

### b) Training

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Initial and ongoing training is provided to ensure ServiceMaster methods, systems and procedures for your terms of specification are followed. We offer our employees NVQ training and we pride ourselves on our ethos of Developing People.

### c) Work Schedules & Contract Details

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All work schedules requested by the customer and any specific contractual detailed schedules will be processed by our Operations Coordinator using our CleanLink computer database program.



## d) Communication

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A Communication Log book is left at the contract site so that messages can be given to the lead cleaner/supervisor by the customer contact.

## e) Maintaining Service Standards

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Your Cleaning Contract will be monitored to ensure we are delivering the service that we have specified. Our Area Service Supervisor will monitor the Communication Log on every visit to the contract site. Any additional instructions for the cleaners are noted in the log. Once the work has been completed, it is signed-off.

## f) On-Site Supervision & Area Supervision

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Supervision is provided to ensure cleaning standards are achieved and maintained, supplies are replenished, equipment is working and a philosophy of teamwork adhered to

## g) Service Check Audits

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We at ServiceMaster Clean understand that to ensure our Cleaning Staff deliver a service that meets both ServiceMaster and our customer's standards, we must check the work carried out on a regular basis. Each month an audit is carried out on the cleaning standards of your building. Any corrective action required is carried out and the Service Check audit sheet is discussed at the Customer Service Monthly Review.



## 5. Quality Service

### a) Customer Service Account Management Programme

---

Our Customer Service Account Manager Programme guarantees that your Contract is being fulfilled to the high standards we expect. This information is reported back to you at the Customer Review Meetings held with your Area Service Manager

### b) Business Review

Your Customer Service Account Manager is a key element in making your ServiceMaster Commercial Cleaning Contract work for you. Communication is an important aspect of this and to ensure that we build good working relationships with our customers our Customer Service Accounts Manager will arrange a Business Review meeting to be carried out every four months.

### c) Service Improvement Notice (S.I.N)

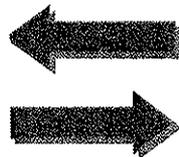
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By having an Area Service Manager for each Area we aim to prevent concerns arising. However, in the event of corrective actions relating to our cleaning services, the customer's concern is registered and a Service Improvement Notice raised. The situation will be assessed and the necessary procedures taken to rectify the concern. The S.I.N. will then continue to be monitored by both your Area Service Manager and your Customer Service Account Manager.

#### Work Schedules

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Additional work is processed through our team of Service Operations Coordinators.



#### Customer Service

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The Area Service Manager monitors the standards of our services and acts as the first point of communication with you.



## 6. Cleaning Products & Equipment

Our Professional Cleaning Products are developed and manufactured by ServiceMaster for our exclusive use. We only use the finest available products that not only ensure a high standard of cleanliness and hygiene, but also comply with strict environmental policies and COSHH regulations (Control of Substances Hazardous to Health). Many of our products are routinely used in hospital facilities due to the level of hygiene they achieve

Product	Description	Use
All Purpose Cleaner	Lime Green Fluid	Multi Surfaces
Polish	Spray Polish	Polishing Furniture
Sanimaster	Fungicide/Viricide Detergent/Disinfectant	Toilets, Kitchens and Offices
Scrub n' Shine	Cream Cleaner	Porcelain sinks etc.
Glass Clean	Glass Cleaner	Spotting of Glass
Stainless Steel Cleaner	Cream Liquid	Cleaning Stainless Steel
Furbish	Cream Polish	Wood, Leather, Stainless Steel
Bowl Care Plus	Bowl Cleaner	Surfactant and Disinfectant Cleaner and Descaler
FibreFresh Spotter	Carpet Spotter	Removing Carpet Stains



All our electrical appliances will be regularly maintained and inspected in line with the "Electricity at Work Act" Regulations

### Products used by ServiceMaster in Servicing your Contract

The Material Safety Data Sheets (COSHH) which accompany all products are stored in the Site Document folder, for reference and safety purposes. The folder is kept on site at all times.



## 7. Periodic Cleaning Service

### Periodic Cleans in the Commercial Environment

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In a Commercial Environment where people often spend many hours a day together using the same space and equipment it is vital to protect staff and children from the consequences of unhygienic and unclean surroundings. Areas not normally scheduled for daily/weekly cleaning ultimately become soiled over a period of time. It is of paramount importance that these areas form part of a periodic clean, based on similar lines to a spring clean of a house. **ServiceMaster recommends periodic cleans to enhance the appearance and image of your building.**

### Why is the Daily Clean not enough?

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Our Daily Housekeeping and Sanitising Programme will ensure your workplace is clean and fresh. However, it cannot prevent build-up of soiling in areas that do not form part of your regular cleaning programme. **We will discuss with you the benefits of a periodic clean particularly in highly populated areas where hygiene and appearance needs to be maintained at all times.**

### Hard Floors

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Although a hard floor surface is practical to keep clean within a commercial environment, day to day cleaning can not protect it from wear and tear which ultimately breaks down the surface of the floor and makes it more absorbent to soiling. **With floors such as Vinyl, Amtico and terrazzo we recommend a periodical floor refurbishment programme.**



## 7. Periodical Cleaning Service Continued

### Soft Furnishings – Chairs and Carpets

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The soft furnishings are heavily used in a Commercial Environment. From the soiling of chair backs and arms created by hand-marks and coffee staining through to residues on the carpets from tar or other substances brought in on footwear. **Daily vacuuming alone cannot remove this type of soiling in the way a Periodic Clean can.**

### ServiceMaster Deep Clean

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A ServiceMaster Periodical Clean is a thorough and professional Deep Clean carried out at specified intervals to return particular areas to their original clean and hygienic state. Although it is not possible for surface areas to be restored to a 'new condition' the ServiceMaster Deep Clean will ensure that any removable soiling is erased and that the refurbished area looks fresh and clean.

### Maintaining Cleaning Standards

---

Our key objective in working with you is to achieve high standards of cleaning throughout your building. We are able to achieve and maintain this by incorporating specialist periodic cleaning, whether it is an area that we are not contracted to clean regularly, or areas that require restoration cleaning such as soft furnishings.

### Professional Restoration Services

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As we have outlined, ServiceMaster Clean have the expert knowledge and experience to carry out a wide range of Periodic Cleaning Services for our Contract Service Customers. This Service also includes one-off corrective cleans and sterilisations following specific incidents of soiling or accidents. **ServiceMaster is recommended by leading Furniture Manufacturers and Insurance Companies for Cleaning and Restoration work.**



## 8. ServiceMaster Step by Step Cleaning

ServiceMaster Clean's Step by Step Cleaning System enables us to work with you in selecting the right cleaning methods and scheduled frequency of clean for your building, in doing so, we are able to provide your establishment with an efficient high quality cleaning programme to meet your cleaning goals. This is achieved by using ServiceMaster Cleans Time & Motion programme, by inputting the cleaning method to be carried out, size of area to be cleaned and frequency of clean, enables us to produce the estimated time that it will take to carry out the cleaning if your building. Examples of cleaning methods:-

Method Steps	Frequency to be Selected		
	Daily	Weekly	When Required
<b>Housekeeping (Cleaning Process)</b>			
Check communication log	✓		
Empty bins	✓		
Spot clean desk tops	✓		
Spot clean upholstery	✓		
Dust ledges & flat surfaces up to 1.8m		✓	
Spot clean light switches and glass doors			
Vacuum carpet / hard floor traffic areas	✓		
Vacuum all carpet areas		✓	
Dust mop / damp mop hard floor areas	✓		
Scrubber dry hard floors			✓
Spray clean hard floors			✓
Vacuum upholstery		✓	
Clean & buff furniture surfaces		✓	
Spot walls and doors		✓	
Clean skirting		✓	
Dust ceilings		✓	
Inspection	✓		
<b>Sanitising (Cleaning Process)</b>			
Empty bin	✓		
Clean sinks and sanitise	✓		
Spot clean mirrors	✓		
Clean urinals, toilets & sanitise	✓		
Clean and wipe ledges	✓		
Vacuum – damp mop floors & sanitise	✓		
Dust ceilings		✓	
Spot clean walls, doors and partitions	✓		
Descale sinks, urinals & toilets	✓		
All consumables checked and topped up	✓		
Inspection	✓		



## 9. Service Schedule A

Areas to be Serviced	
<b>Roy Underdown Pavilion</b>	
Entrance	
Disable Toilet	
Meeting Room	
Stairs	
Landing	
Ladies Toilet	
Gents Toilet	
Meeting Room	
Kitchenette	
X 2 Changing Facility's	
<b>Mount Pleasant Recreation Ground</b>	
Entrance	
Ref Changing room	
Toilet Shower Room	
Changing Facility 4	
Changing Facility 3	
Changing Facility 2	
Changing Facility 1	
Men's Toilets	
Ladies Toilets	
<b>Office</b>	
Open Plan Office x 2	
Kitchen Area	





## 9. Service Schedule C

Toilets/ Changing Facility's Extent of Service	Estimated Frequency of Service							
	Daily	Weekly	Monthly	Semi Annually	Annually	3 x Week	4 x Week	As Directed
1) Clean & sanitise sinks, toilets, Shower Rooms & urinals		✓						
2) Clean mirrors		✓						
3) Empty all waste paper bins & sanitise wipe		✓						
4) Spot clean doors and partitions		✓						
5) Refill all soap, toilet tissue & towel dispensers		✓						
6) Dust all horizontal surfaces from floor to 1.8m		✓						
7) Changing Rooms		✓						
8) Vacuum, damp mop & sanitise hard floors		✓						
9) Polish chrome & stainless steel fittings		✓						
10) Inspect priority areas		✓						
<b>Kitchenettes - Extent of Service</b>								
1) Sanitise work tops		✓						
2) Sanitise wipe external cupboards		✓						
3) Empty all waste bins, damp wipe & sanitise		✓						
4) Spot clean doors, frames & switches		✓						
5) Wipe horizontal surfaces from floor to 1.8m		✓						
6) Clean & polish sinks & taps		✓						
7) Vacuum & damp mop non slip floors		✓						
8) Sanitise microwave (check daily)		✓						
9) Sanitise fridge (check daily)		✓						
10) Inspect priority areas		✓						



## 9. Service Schedule D

General - Extent of Service									
1) Notify building contract & irregularities	✓								
2) Uniforms provided	✓								
3) Relief cover									✓
4) Type of security					Keys and Alarm				
5) Service Visit					✓				
6) Customer service review						✓			
7) Cleaning hours Roy Underdown Pavilion					6 Hours Weekly				
8) Cleaning hours Mount Pleasant Recreation Ground & Office					3 Hours Weekly				
9) Number of cleaners				A Cleaning Technician Will Be Provide With A fully Equipped Vehicle					
10) Cleaning days	✓				TBC				
Please Note:- Desks constructed of man made materials will be cleaned with a general purpose cleaner									



## 10. Consumables

CONSUMABLES (CHARGEABLE)				
Prices @ 11 <sup>TH</sup> November 2016				
PRODUCT	PRODUCT CODE	QUANTITY	PRICE	<input checked="" type="checkbox"/>
Black Bags	CM140/39	200	£16.99	
Square Bin Liners	CM009	1000	£13.35	
Swing Bin Liners	9902X	500	£41.75	
Toilet Rolls – Standard	Elise 320	36	£10.50	
Toilet Rolls – Nouvelle	JA7825X	40	£23.00	
Toilet Rolls – Luxury	AC106 Whisp	40	£27.00	
Toilet Rolls – Mini Jumbo 200mm 3" Core	RT3507	12	£23.20	
Toilet Rolls – Mini Jumbo 200mm 2 ¼" Core	RT3504	12	£23.20	
Toilet Rolls – specify name/size/quantity				
Hand Towels – White C Fold – Luxury	AE102	2250	£31.50	
Hand Towels – White C Fold – Standard	1088K/52278	2400	£23.15	
Hand Towels – Blue Z Fold	J95232	3000	£31.80	
Hand Towels – White Centre Pull Large	M2 48190	6	£21.15	
Hand Towels – Blue Centre Pull Large	AF103	6	£19.70	
Hand Towels – White Centre Pull Small	S2 46465	12	£28.65	
Hand Towels – specify name/size/quantity				
Hand Soap – Pink Perfumed	BK101-5	5 Litres	£10.55	
Hand Soap – Anti-bacterial	BK103-5	5 Litres	£10.95	
Hand Soap – Palmolive soft Wash	207443	6 x 300 ml	£14.90	
Hand Soap – specify name/size/quantity				
Washing-up Liquid	BB028-1	1 x 750ml	£1.70	
3-in-1 Dishwasher Tablets	2421D	64	£23.66	
Dishwasher Salt Granules	BB092/25	24 Kg	£12.05	
Kitchen Roll	AG154	12	£14.55	
Urinal Blocks	BC078	3.75 Kg Tub	£14.45	
Air Freshener Spray – Lemon	BG040/LE	6X1	£9.50	
Air Freshener Spray – Summer	BG040/SU	6X1	£9.50	
Air Freshener Shade – Citrus	6657/C	12	£14.60	
Air Freshener Shade – Floral	6657/F	12	£14.60	
Bleach	BC015-75	1 x 750 ml	£0.75	
Bleach	BC015-5	5 Litres	£5.95	

NB: By signing the Contract Services Agreement at Section 14 you are accepting that ServiceMaster will supply you with all of the consumable items ticked above for the duration of your contract unless otherwise notified to us in writing.



## 11. Services

Service Provided	When Required	Service Contract
Blind Cleaning	✓	✓
Carpet Cleaning	✓	✓
Carpet Spotting & Stain Removal	✓	✓
Communal Cleaning	✓	✓
Graffiti Removal	✓	✓
Hard Floor Cleaning & Restoration	✓	✓
Hygiene Services	✓	✓
Janitorial Services	✓	✓
Kitchen Deep Cleans	✓	✓
Office Cleaning	✓	✓
Light Industrial Cleaning	✓	✓
Floor Mats	✓	✓
Fogging –Odour & Microbial Control	✓	✓
Odour Removal	✓	
Pressure Washing	✓	✓
Steam Cleaning – Sterilisation	✓	✓
Toilet Deep Cleans	✓	✓
Upholstery Cleaning	✓	✓
Window Cleaning	✓	✓
Restoration Response	✓	

Our full-time Cleaning Operatives are trained to NVQ Level and adhere to our ISO quality standards. This means we at ServiceMaster Clean are well-placed to offer you a professional range of Services. Whether once a year or on a daily basis, we can offer help and advice



## 12. Pricing

Housekeeping and Sanitising Areas as shown in Service Schedule	Weekly Price	Annual Price
Roy Underdown Pavilion 52 Weeks	£162.00	£8,424.00
Mount Pleasant Recreation & Office 44 Weeks	£81.00	£3,564.00

- The above Housekeeping & Sanitising cost is for a Weekly Service, Based On Above.
- Pricing is based on a cleanable area shown in Schedule 9A.
- All Cleaning Products, Service Vehicle will be supplied by ServiceMaster in the quoted price. Expendable items such as hand soap, hand towels, bin liners, black bags, washing-up liquid and air fresheners will be invoiced separately.
- Invoicing will be Monthly on the 1<sup>st</sup> of each month. The amount of £999.00 is due for settlement within 30 days of the invoice date.

### Additional Services (Charged at an extra cost)

Areas	Programme	Frequency	Price
<b>Roy Underdown Pavilion</b>	Deep Clean	One Off	£324.00
<b>Mount Pleasant Recreation</b>	Deep Clean	One Off	£162.00

- The above prices are all exclusive of VAT.
- This quotation is valid for 6 weeks from quotation date.
- ServiceMaster Contract Services Agreement** follows under Section 13.



## 13. Sample contract

1. Customer Details	
Company Name:	
Address:	
Postcode:	
Telephone:	

2. Property to be Serviced	
Address (if different from above)	
Postcode:	
Areas to be cleaned:	AS SPECIFIED IN SECTION 9A OF THE QUOTE

3. Service Days:	
Date contract to commence:	
Number of Bank Holidays upon which Service is Required:	
Details of closedown, during which no service required:	

4. Customer Charges:	Frequency	Invoice Frequency	* Price
Housekeeping & Sanitising	Daily	Monthly	
Consumables Starter Pack Required: YES / NO	One-off	One-off	
<b>Additional Services</b>			
External Windows- Wash with Tucker pole System	Monthly	Monthly	
Internal Windows – And Partitions	Quarterly	Quarterly	
Sanitary Bins – Supply	8 Visits per	Quarterly	
All Carpets – (Not Rented Offices)	Annually	Annually	
Carpets – Restoration	6-monthly	6-monthly	

\* All prices quoted subject to VAT at the current rate

5. Schedules forming part of this Agreement	
1. Service Schedule	Number of pages attached: 4 (Section 9A-D)
2. Pricing & Contract Services Agreement:	Number of pages attached: 3 (Sections 12,13 & 14)
3. Consumable Checklist	Section 10 attached / Not Required

Signed on behalf of ServiceMaster	Signed on behalf of Customer	
Signed:	Signed:	
Name (Capitals): David Cram	Name (Capitals)	
Job Title: Managing Director	Job Title:	Date:

Terms & Conditions on which Cram t/a ServiceMaster Contract Service are set out above and overleaf to the Exclusion of all other terms and conditions.

# 14. ServiceMaster Contract Services Agreement

## RECITALS

A. Cram Ltd T/as ServiceMaster (hereinafter "ServiceMaster") is a wholly independent associate of ServiceMaster UK Limited and maintains a commercial and industrial cleaning service on a continuing basis.

B. The person, firm or company, the name of which is inserted on Section 1 overleaf (herein after "the Customer"), desires ServiceMaster to supply such cleaning services at its premises or the stated premises in Section 2 overleaf.

## PROVISIONS

1. Commencing on the date shown in Section 3 overleaf (Commencement Date), ServiceMaster will provide and perform the services described on Schedule 1, referred to in Section 5 overleaf, in the areas defined in Section 2 overleaf.

2. In consideration of the faithful performance of the services hereunder the Customer shall pay to ServiceMaster the total 4 weekly sum stated in Section 4 overleaf (subject to variation as hereinafter provided) plus VAT at the prevailing rate. First billing will be made on the first day of service provided and will be payable within 30 days of the invoice date, Subsequent billings will be 4 weekly thereafter and also payable within 30 days of the invoice date.

2.1. The charge specified in Section 4 overleaf is based on an annual costing charge. The annual costing takes account of bank holidays shut down periods and other holiday periods identified in Section 3 overleaf and these have been taken into account in the calculation of the charge.

2.2. The specified charge at the time the contract is taken up will be maintained for 12 (twelve) Months. However, ServiceMaster retains the right to revise charges in the following circumstances (i) following any revisions to Employment Legislation in place at the date of this contract (ii) following the emergence of unforeseen costs arising solely as a result of ServiceMaster's obligations under TUPE legislation which may apply upon assumption of cleaning responsibilities. Changes would be put in writing.

2.3. The customer will notify ServiceMaster in writing of any changes in the areas to be serviced, the use of areas to be serviced and the furnishings or floor, wall, or ceiling surfaces in the areas to be serviced. After examination of the changes ServiceMaster may adjust the charges to take account of the revised task.

## DURATION

3.1. This agreement will remain in force for a period of 12 (twelve) months from the date of commencement specified in Section 3 overleaf. Following the expiry of the initial 12 month period, the agreement will stay in force until terminated by either party giving not less than 12 (twelve) weeks' notice in writing.

3.2. ServiceMaster shall be entitled to terminate or suspend this agreement if any service charge payable hereunder or any part thereof shall be unpaid 14 days after the same shall have become due.

3.3. Any notice which this agreement requires is to be in writing and shall duly be sent onto the address of the other party shown in Section 1 overleaf (or other such notice address as shall be communicated from time to time) by first class post and shall be deemed to have been duly served two working days after being posted.

## NON - PERFORMANCE

4.1. The Customer may terminate this agreement for non-performance. Before any such termination is effective, the Customer must give ServiceMaster written notice specifying in detail the nature of any defect in performance. ServiceMaster shall have 15 (fifteen) days to rectify the defect in performance to the reasonable satisfaction of the Customer. If the defect is not satisfactorily rectified at the end of the 15<sup>th</sup> day, the customer shall notify ServiceMaster in writing of the failure to satisfactorily rectify the defect and the Agreement may be terminated in 30 (Thirty) days from the date the written complaint was made.

## EXCLUSIVITY

5.1. It shall be understood and agreed that (i) during the term of this agreement the Customer shall not directly or indirectly hire any person

employed by ServiceMaster, and (ii) for 90 (ninety) days following the termination hereof the Customer shall not directly or indirectly hire any person who was employed by ServiceMaster at any time during the 1 (one) year period prior to the termination of the agreement.

## VARIATION

6.1. None of the terms hereof or of any additional terms set out in Schedule 2 (if applicable) referred to in Section 5 overleaf, may be terminated, varied or supplemented or compliance therewith waived except by an instrument in writing signed by or on behalf of the parties.

6.2. The terms set out in this agreement and in Schedule 2 (if applicable) referred to in Section 5 overleaf, form the whole agreement between ServiceMaster and the Customer.

## ASSIGNMENT

7.1 In the event of the sale of all or part ServiceMaster's business, the customer has the option to terminate with immediate effect or agree to the reassignment of the agreement.

## OBLIGATIONS OF SERVICEMASTER

8.1. ServiceMaster will ensure that the facilities to be provided by careful and efficient personnel in strict conformity with best practices and highest applicable standards. ServiceMaster further agrees that upon request of the Customer it will remove from the areas to be serviced any of its employees who, in the reasonable opinion of the Customer, are guilty of improper conduct or are not qualified to perform the work assigned to them.

8.2. Subject as herein provided, all personnel furnished by ServiceMaster will be employees of ServiceMaster and ServiceMaster will pay all salaries and expenses of and all PAYE and National Insurance and other payments relating to such employees. ServiceMaster will be considered for all purposes hereunder as an independent contractor and will not at any time directly or indirectly act as an agent, servant or employee of the customer or make any commitments or incur any liabilities on behalf of the Customer without the Customers express consent.

8.3. ServiceMaster is responsible for the direct supervision of its personnel through its designated representative and such representative will in turn be available at all reasonable times to report and confer with the designated agent of the Customer with respect to the services rendered.

8.4. Where facilities services are provided by subcontractors, ServiceMaster will ensure that the appointed subcontractors are bona fide and competent to provide the said services. ServiceMaster shall also be responsible for monitoring the work of the appointed subcontractors and ensuring that their product or services are supplied / performed in strict conformity with the best practices and highest standards. This would be put in writing.

8.5. ServiceMaster shall at all times during the period of this agreement maintain full insurance cover with a reputable insurer against public liability risks for the sum of not less than £5,000,000 and also against liability whether at Common Law or under Statute in respect of accident or injury to workers employed on these services.

8.6. The obligations of ServiceMaster are set out in there entirety in this agreement and therefore the terms and conditions implied in the Supply of Goods and Services Act 1982 are executed to the fullest extent permitted by law.

## FORCE MAJEURE

9.1. ServiceMaster will perform all the services described within except when prevented by Strike, Lockout, Act of God, Accident or other circumstances beyond its control.

## ADDITIONAL TERMS

10.1. If indicated in Section 5 overleaf, additional terms and conditions will be included in Schedule 2. All such terms will form an extension to these standard terms and conditions.



## 15. Health and Safety Policy Statement

**ServiceMaster Clean** endeavour to take every measure and precaution possible to ensure the Health and Safety of all employees and customers as far as is reasonably practicable.

All employees of ServiceMaster have a responsibility to support the policy of ServiceMaster Clean and to conform to all the rules and advice stated in the Employee Handbook and that issued and updated intermittently as required.

Those employees who have specific responsibilities for Health and Safety must ensure that these are met and that in the event of absence a suitable member of staff assumes responsibility for these.

Employees are expected to contribute towards Safe and Healthy working conditions and are required to report to their immediate superior any suspected deficiency or hazard.

## 16. Company Insurance Details

As required by ServiceMaster Ltd. we carry Public and Employers' Liability Insurance	
Employer's Liability	£10,000,000
Public Liability	£5,000,000 (For any one claim)
Product Liability	£5,000,000 (For any one period of insurance)



## 17. ServiceMaster Clients

### Working in Partnership

ServiceMaster Clean provide specialist professional cleaning services for Commercial, Communal, Residential and Restoration Response. As a result we work with a wide range of clients, from Private Individuals through to International Corporations.

We pride ourselves on providing an outstanding service across our market. Many of our contracts are long standing and the positive feedback we receive from our clients is backed up by our contracts being maintained year upon year.



### Client Diversity

Outlined below is a selection of the type of customers we work with. If you would like to read testimonial references received from customers we can provide you with these upon request

Banks

Insurance Companies

Building Societies

Soft Furninshing Manufacturers

Department Stores

Computer Services

Serviced Offices

Architects & Planners

Estate Agents

Software Companies

Solicitors

Housing Associations

Schools, Colleges, Nurseries

Medical Practices

Auctioneers

Dentists

Medical Researchers

Car Retailers

Truck Manufacturers

Distribution Companies

Recruitment Companies

Private Homes



## 18. Why choose ServiceMaster Clean?

Why ServiceMaster?	The Benefits	The Facts
<i>We are a local cleaning business</i>	This enables us to provide a quick personal response to your service needs.	Our national reputation for quality is based on caring for our customers locally.
<i>We provide professional cleaning services</i>	With our ISO and safe contractor awards we guarantee high cleaning standards and we use the finest cleaning products.	As a result we are recommended by insurance companies and furnishing manufacturers.
<i>We pride ourselves on high quality cleaning</i>	Consistently high cleaning standards ensure you receive the quality you deserve.	Our quality assurance programme allows us to monitor and maintain our standards and meet your needs.
<i>We offer a wide range of services</i>	Saving you time and money with no need to shop around.	We offer comprehensive daily, periodic and one off services to commercial, residential and communal customers.
<i>We deliver a peace of mind service</i>	Our customer care and staff training programme means you can be sure of an outstanding service.	Developing professional partnerships with our customers is a fundamental part of our service. This leads to successful communication with you, preventing problems arising.
<i>We present added value</i>	We understand that sometimes our customer's requirements change so we make sure we listen to your needs.	ServiceMaster philosophy: "ServiceMaster defines its quality of service by its pursuit of delivering service excellence".

*ServiceMASTER*  
*Clean*



*ServiceMASTER*  
*Clean*<sup>®</sup>

ServiceMaster Clean

Telephone: 02380 019177

ServiceMaster Clean by Cram Ltd

(An independent franchise owned and operated under licence)

Registered Office: Unit 018 Solent Business Centre 343 Millbrook Rd West

Southampton Hampshire SO15 0HW



## LIST OF ALL UNPAID INVOICES

Items marked with a \* are disputed invoices.

<u>Date</u>	<u>Invoice</u>	<u>Supplier</u>	<u>Account</u>	<u>Net Value</u>	<u>VAT</u>	<u>Invoice Total</u>	<u>Balance</u>
✓ 27/06/17	805481192	TRADE UK (B&Q)	T02	111.72	15.54	127.26	127.26
✓ 30/06/17	1706/035	DESIGN & PRINT	D04	1,093.33	218.67	1,312.00	1,312.00 ✓
✓ 30/06/17	60158	ACE LIFTAWAY	A20	578.86	115.77	694.63	694.63
✓ 30/06/17	73732	AXIS	AO2	485.00	97.00	582.00	582.00
✓ 30/06/17	1706/036	DESIGN & PRINT	D04	49.00	0.00	49.00	49.00
✓ 04/07/17	1374782212	TMOBILE	T06	41.45	8.29	49.74	49.74
✓ 04/07/17	2336782	EBC	E02	42.30	8.46	50.76	50.76
✓ 10/07/17	268	SURREY HILLS	SH01	414.00	82.80	496.80	496.80
✓ 10/07/17	2340380	EBC	E02	860.26	0.00	860.26	860.26
✓ 12/07/17	54047031	HCC	H04	170.17	0.00	170.17	170.17
✓ 15/07/17	127411	CARRERA	C010	108.00	21.60	129.60	129.60
✓ 15/07/17	127312	CARRERA	C010	205.32	41.06	246.38	246.38
✓ 17/07/17	130413	LOCAL EYES	LE01	70.00	6.00	76.00	76.00
✓ 17/07/17	9192397	PHOENIX	PH01	78.50	15.70	94.20	94.20
✓ 19/07/17	DD309490	SGW	S05	28.30	5.66	33.96	33.96
✓ 19/07/17	DD8528685	ALLSTAR	A05	26.17	5.23	31.40	31.40
✓ 20/07/17	DD2773148/2	BUSINESS STREAM	BS02	199.95	0.00	199.95	199.95
✓ 25/07/17	77395	MEDIKIT LTD	ME01	12.15	2.43	14.58	14.58
✓ 25/07/17	8343950	EMO	E08	215.25	10.76	226.01	226.01
✓ 25/07/17	DD22607339	OPUS	O010	90.51	4.53	95.04	95.04
✓ 25/07/17	10035237	EBC	E02	-38.71	0.00	-38.71	-38.71
✓ 26/07/17	100172028	REPLACEMENTKEYS	RK01	13.29	2.66	15.95	15.95
✓ 26/07/17	2348179	EBC	E02	33.84	6.77	40.61	40.61
✓ 26/07/17	DD8549744	ALLSTAR	A05	65.33	13.07	78.40	78.40
✓ 31/07/17	4-17/18	JACKIE PANAKIS	J02	382.50	0.00	382.50	382.50
✓ 31/07/17	1707/020	DESIGN & PRINT	D04	1,312.00	0.00	1,312.00	1,312.00
✓ 31/07/17	64	D&D DISTRIBUTORS	D01	220.00	0.00	220.00	220.00
				<b>7,650.13</b>	<b>814.45</b>	<b>8,464.58</b>	<b>8,416.58</b>

MRC  
16-08-17

11<sup>th</sup> September 2017

# Hamble Parish Council - Budget Process

**DECISION: TO APPROVE THE APPROACH TO THE REVISED BUDGET AND THE WIDER BUDGET SETTING PROCESS FOR 2018/9 AS SET OUT IN THE REPORT. TO NOTE THE VARIANCES IDENTIFIED FOR THE REVISED BUDGET.**

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## INTRODUCTION

1. There are two stages to the budget process which the council needs to address. The first is to review the councils 6 month position and make adjust the budgets based on this activity. The second is to start work on setting the budget for next year.
2. The following principles need to be agreed to assist with the process:  
Members should be at the heart of budget planning
  - a. Budget should reflect the Councils priorities – these should be informed by the consultation process and by a renewals programme that ensures assets are managed appropriately.
  - b. Opportunities to generate income should be maximised – works on the principle that the user pays
  - c. Where expenditure can be minimised this should be fully explored
  - d. Resources for future years should be considered against the Councils willingness to use/increase the precept

## CONTENT

3. The council's budgets fall under the following headings. This reflects our areas of activity:

Staffing  
Admin  
Civic and archive  
Publications  
St Andrewes Cemetery  
Grants  
Grounds  
Mt Pleasant  
College Playing Fields  
HPCF Hamble Lane

Other rec areas  
Allotments  
Foreshore Dinghy Park  
Foreshore  
Foreshore Toilets  
RUP Committee Room  
Westfield Common  
RUP pavilion  
Mount Pleasant Pavilion

4. For each of these areas there is information available about :
  - What we spent our money on last year
  - How much money we raised from the activity and
  - Where money is needed this year.
5. Based on that information it should be possible to predict how much money will be needed next year against how much we can raise. The difference between the two is the amount we need to raise through the precept process.

### **TIMESCALE**

6. The revised budget for 2017/18 should be concluded by the end of September so that additional/reductions in costs/income can be factored in. A list of variances is included in appendix 1. To assist with this it is proposed that the Chair and Vice Chair work with the Clerks team to agree the revisions for amendment by October.
7. For next year's budget it is recommended that the council adopts the following approach:
  - The Asset Management, Personal and Burial Ground Committee make recommendations on income generation and areas of new expenditure based on the best available information. Where needed Task and Finish groups of members may be needed to draw together other information to assist in the process?
  - Where detailed information is not available such as Mount Pleasant an amount is earmarked from the reserves to cover anticipated expenditure. An estimate of cost at this stage will enable work to continue and the appropriate level of taxation set for the parish
  - Where other funding is available this should be identified. In particular the council needs to conclude the work on the Local Area Priority list for EBC and developer contributions.
  - All work is concluded by the end of October to ensure that we can make a timely decision on the precept for 2017/8



11<sup>th</sup> September 2017

# Hamble Parish Council –Revised Code of Conduct for Councillors

## **DECISION: TO APPROVE THE NEW CODE OF CONDUCT AND ASSOCIATED DOCUMENTS**

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### **INTRODUCTION**

1. The Council is required to have a published Code of Conduct . At the Annual Council Meeting on the 8<sup>th</sup> May the Clerk undertook to revisit the policy and make any necessary suggestions for our current approach.
2. The Code of Conduct set out some broad principles that Councillors are expected to adhere to. Where there is an alleged complaint or breach of the code, members of the public are able to refer the matter to Eastleigh Borough Council who is required to appoint a monitoring officer to investigate.

### **CONTENT**

3. Attached is the version produced by the National Association of Local Councils. An advice note produced by Eastleigh Borough Councils Monitoring Officer is also attached and should be published alongside the policy and lastly a procedure note is also available, along with the complaints form all of which should be available to the public on the website.
4. In addition the Council hold the register of interest for each member and this is available for public inspection. To improve transparency it is intended that this information be published on the website associated with Members contact information. Ahead of doing this Members need to ensure that their information is up to date and that any changes have been notified to the Clerk.

### Appendices

Code of Conduct for Members

Advice note on the complaints process for the public

Procedure note on how the complaint will be handled



## **Code of Conduct for Members**

### **Introduction**

Pursuant to section 27 of the Localism Act 2011, Hamble Le Rice Parish Council Council ('the Council') has adopted this Code of Conduct to promote and maintain high standards of behaviour by its members and co-opted members whenever they conduct the business of the Council, including the business of the office to which they were elected or appointed, or when they claim to act or give the impression of acting as a representative of the Council.

This Code of Conduct is based on the principles of selflessness, integrity, objectivity, accountability, openness, honesty, and leadership.

### **Definitions**

For the purposes of this Code, a 'co-opted member' is a person who is not a member of the Council but who is either a member of any committee or sub-committee of the Council, or a member of, and represents the Council on any joint committee or joint sub-committee of the Council, and who is entitled to vote on any question that falls to be decided at any meeting of that committee or sub-committee.

For the purposes of this Code, a 'meeting' is a meeting of the Council, any of its committees, sub-committees, joint committees or joint sub-committees.

For the purposes of this Code, and unless otherwise expressed, a reference to a member of the Council includes a co-opted member of the Council.

### **Member obligations**

When a member of the Council acts, claims to act or gives the impression of acting as a representative of the Council, he/she has the following obligations.

1. He/she shall behave in such a way that a reasonable person would regard as respectful.
2. He/she shall not act in a way which a reasonable person would regard as bullying or intimidatory.
3. He/she shall not seek to improperly confer an advantage or disadvantage on any person.
4. He/she shall use the resources of the Council in accordance with its requirements.
5. He/she shall not disclose information which is confidential or where disclosure is prohibited by law.

### ***Registration of interests***

11<sup>th</sup> September 2017

6. Within 28 days of this Code being adopted by the Council, or the member's election or the co-opted member's appointment (where that is later), he/she shall register with the Monitoring Officer the interests which fall within the categories set out in Appendices A and B.

7. Upon the re-election of a member or the re-appointment of a co-opted member, he/she shall within 28 days re-register with the Monitoring Officer any interests in Appendices A and B.

8. A member shall register with the Monitoring Officer any change to interests or new interests in Appendices A and B within 28 days of becoming aware of it.

9. A member need only declare the existence but not the details of any interest which the Monitoring Officer agrees is a 'sensitive interest'. A sensitive interest is one which, if disclosed on a public register, could lead the member or a person connected with the member to be subject to violence or intimidation.

***Declaration of interests at meetings***

10. Where a matter arises at a meeting which relates to an interest in Appendix A the member shall not participate in a discussion or vote on the matter. He/she only has to declare what his/her interest is if it is not already entered in the member's register of interests or if he/she has not notified the Monitoring Officer of it.

11. Where a matter arises at a meeting which relates to an interest in Appendix A which is a sensitive interest, the member shall not participate in a discussion or vote on the matter. If it is a sensitive interest which has not already been disclosed to the Monitoring Officer, the member shall disclose he/she has an interest but not the nature of it.

12. Where a matter arises at a meeting which relates to an interest in Appendix B, the member shall not vote on the matter. He/she may speak on the matter only if members of the public are also allowed to speak at the meeting.

13. A member only has to declare his/her interest in Appendix B if it is not already entered in his/her register of interests or he/she has not notified the Monitoring Officer of it or if he/she speaks on the matter. If he/she holds an interest in Appendix B which is a sensitive interest not already disclosed to the Monitoring Officer, he/she shall declare the interest but not the nature of the interest.

14. Where a matter arises at a meeting which relates to a financial interest of a friend, relative or close associate (other than an interest of a person in Appendix A), the member shall disclose the nature of the interest and not vote on the matter. He/she may speak on the matter only if members of the public are also allowed to speak at the meeting. If it is a 'sensitive interest' the member shall declare the interest but not the nature of the interest.

**Dispensations**

15. On a written request made to the Council's proper officer, the Council may grant a member a dispensation to participate in a discussion and vote on a matter at a meeting even if he/she has an interest in Appendices A and B if the Council believes that the number of members otherwise prohibited from taking part in the meeting would impede the transaction of the business; or it is in the interests of the inhabitants in the Council's area to allow the member to take part or it is otherwise appropriate to grant a dispensation.

11<sup>th</sup> September 2017

Interests described in the table below. <b>Subject</b> Employment, office, trade, profession or vocation	<b>Description</b>
Sponsorship	Any employment, office, trade, profession or vocation carried on for profit or gain by the member or by his/her spouse or civil partner or by the person with whom the member is living as if they were spouses/civil partners. Any payment or provision of any other financial benefit (other than from the Council) made to the member during the 12 month period ending on the latest date referred to in paragraph 6 above for expenses incurred by him/her in carrying out his/her duties as a member, or towards his/her election expenses. This includes any payment or financial benefit from a trade union within the meaning of the Trade Union and Labour Relations (Consolidation) Act 1992.
Contracts	Any contract made between the member or his/her spouse or civil partner or the person with whom the member is living as if they were spouses/civil partners (or a firm in which such person is a partner, or an incorporated body of which such person is a director* or a body that such person has a beneficial interest in the securities of*) and the Council —
(a) under which goods or services are to be provided or works are to be executed; and (b) which has not been fully discharged. Land	Any beneficial interest in land held by the member or by his/her spouse or civil partner or by the person with whom the member is living as if they were spouses/civil partner which is within the area of the Council. 'Land' excludes an easement, servitude, interest or right in or over land which does not give the member or his/her spouse or civil partner or the person with whom the member is living as if they were spouses/civil partners (alone or jointly with another) a right to occupy or to receive income.
Licences	Any licence (alone or jointly with others) held by the member or by his/her spouse or civil partner or by the person with whom the member is living as if they were spouses/civil partners to occupy land in the area of the Council for a month or longer.
Corporate tenancies (a) the landlord is the Council; and (b) the tenant is a body that the member, or his/her spouse or civil partner or the person with whom the member is living as if they were spouses/civil partners is a partner of or a director* of or has a beneficial interest in the securities* of.	Any tenancy where (to the member's knowledge)—
Securities	Any beneficial interest held by the member or by his/her spouse or civil partner or by the person with whom the member is living as if they were spouses/civil partners in securities* of a body where—
(a) that body (to the member's knowledge) has a place of business or land in the area of the Council; and (b) either— (i) the total nominal value of the securities* exceeds £25,000 or one hundredth of the total issued share capital of that body; or (ii) if the share capital of that body is of more than one class, the total nominal value of the shares of any one class in which the member, or his/her spouse or civil partner or the person with whom the member is living as if they were spouses/civil partners has a beneficial interest exceeds one hundredth of the total issued share capital of that class.	



# BREACH OF THE CODE OF CONDUCT - COMPLAINT FORM

## Making your Complaint

Alleged breaches of the Code of Conduct Complaints must be submitted in writing, ideally on this form. This includes fax and electronic submissions. However, in line with the requirements of the Disability Discrimination Act 2000, we can make reasonable adjustments to assist you if you have a disability that prevents you from making your complaint in writing.

We can also help if English is not your first language.

If you need any support in completing this form, please let us know as soon as possible.

Richard Ward  
Head of Legal & Democratic Services  
Eastleigh Borough Council  
Civic Offices, Leigh Road  
Eastleigh, SO50 9YN

Phone: 023 8068 8103

Email: [richard.ward@eastleigh.gov.uk](mailto:richard.ward@eastleigh.gov.uk)

## Your details

1. Please provide us with your name and contact details

<b>Title:</b>	
<b>First name:</b>	
<b>Last name:</b>	
<b>Address:</b>	
<b>Daytime telephone:</b>	
<b>Evening telephone:</b>	
<b>Mobile telephone:</b>	
<b>Email address:</b>	

**Your address and contact details will not usually be released unless it is necessary to do so because of the nature of the complaint.**

However, we may tell the following people, as appropriate, that you have made this complaint:

- the member(s) you are complaining about
- the monitoring officer of the authority
- the parish or town clerk (if applicable)

We may tell them your name and give them a summary of your complaint. We may give them full details of your complaint where necessary or appropriate to be able to deal with it. If you have serious concerns about your name and a summary, or details of your complaint being released, please complete section 5 of this form.

**2.** Please tell us which complainant type best describes you:

- Member of the public
- An elected or co-opted member of an authority
- Member of Parliament
- Local authority monitoring officer
- Other council officer or authority employee
- Parish Council representative
  
- Other (       )

**What you need to do**

**3.** Please provide us with the name of the member(s) you believe have breached the Code of Conduct and the name of their authority:

Title	First name	Last name	Council or authority name

**4.** Please explain in this section (or on separate sheets) what the member has done that you believe breaches the Code of Conduct. If you are complaining about more than one member you should clearly explain what each individual person has done that you believe breaches the Code of Conduct.

It is important that you provide all the information you wish to have taken into account. For example:

- You should be specific wherever possible about exactly what you are alleging the member said or did. For instance, instead of writing that the member insulted you, you should state/quote what was said.
- You should provide the date/times of the alleged incidents wherever possible. If you cannot provide exact dates it is important to give a general timeframe.
- You should confirm whether there are any witnesses to the alleged conduct and provide their names and contact details if possible.
- You should provide any relevant background information or firm evidence to support your complaint.

Please provide us with the details of your complaint. Continue on a separate sheet if there is not enough space on this form.

Signed:

Date:

**Only complete this next section if you are requesting that your identity is kept confidential**

In the interests of fairness and natural justice, members who are complained about have a right to know who has made the complaint. They also have a right to be provided with a summary of the complaint. We are unlikely to withhold your identity or the details of your complaint unless you can provide an appropriate reason.

Please note that requests for confidentiality or requests for suppression of complaint details will not automatically be granted. The Monitoring Officer will consider the request alongside the substance of your complaint. We will then contact you with the decision. If your request for confidentiality is not granted, other than in exceptional circumstances which are set out in the next paragraph, we will allow you the option of withdrawing your complaint.

**It is important to understand that there can be exceptional circumstances where the matter complained about appears to be so serious that an investigation or other action will be initiated as you have disclosed, even if you have expressly asked us not to do so.**

Please provide us with details of why you believe we should withhold your name and/or the details of your complaint:



## Hamble Parish Council Code of Conduct for Members – complaints process

Eastleigh Borough Council and each Town and Parish Council in the Eastleigh area is responsible for overseeing the operation of its respective Councillors' Code of Conduct. The Borough Council's Monitoring Officer has the power to investigate if a Councillor is thought to have broken their authority's Code of Conduct.

If you believe that a Councillor has broken the Councillor Code of Conduct, you can make a complaint to the Eastleigh Borough Council's Monitoring Officer.

You can complain about Councillors and co-opted members of Eastleigh Borough Council, or about Parish or Town Councillors for any of the Parish and Town Councils in the Eastleigh area. A co-opted member is a voting member of an authority or one of its committees, who was appointed to their position rather than elected.

However, please note that the Monitoring Officer can only consider complaints about the behaviour of individual Councillors or co-opted members, not about the District, Parish or Town Council as a whole or the decisions the Council's make, or the people employed by them. If you wish to make a complaint about the Council as a whole, or one of its services, please contact the Clerk at your Parish Council or look for details of its complaints procedure on the website.

You can complain about a member of the Council breaking any part of the Code of Conduct. Councillors are required to observe the Code whenever they are:

- Conducting the business of the authority;
- Conducting the business of the office to which they have been elected or appointed; or
- Acting as a representative of the authority.

Details of how to make a complaint to the Eastleigh Borough Council's Monitoring Officer can be found on the Eastleigh Borough Council's website

## Process for Dealing with a Complaint that a Member or Co-opted Member has Breached the Code of Conduct

1. The Monitoring Officer is appointed the proper officer to receive all complaints that a Member has breached the Code of Conduct and all complaints should be sent to:

The Monitoring Officer  
Eastleigh Borough Council

~~Civic Offices~~ Eastleigh House  
~~Leigh Road~~ Upper Market Street  
Eastleigh  
Hampshire  
SO50 9YN

2. Once a complaint has received it will be checked to ensure that it:
  - a) Can be dealt with by the Council (or is it a criminal offence which should be referred to the Police);
  - b) Is a complaint about a Member of Eastleigh Borough Council or a Member of one of the parish or town councils in the Borough;
  - c) Does relate to a section(s) of the relevant Code of Conduct;

If a complaint does not comply with any of the above the Monitoring Officer will write to the complainant to advise why the complaint cannot be dealt with under the Council's procedure for complaints that a Member had breached the Code of Conduct.

3. If the complaint satisfies the criteria above it will be considered by the Monitoring Officer using the following initial assessment of complaints as a guide:
  - a) Is the Member no longer a Member and there would be little to be gained from taking action?
  - b) If the Member is no longer a Member but is a Member of a different authority would it be preferable to refer the complaint to that other authority?
  - c) Has the complaint or a similar complaint been considered previously and there is nothing more to be gained from further action?
  - d) Is the complaint about something that happened so long ago that there would be little benefit in taking action?
  - e) Is the complaint too trivial to warrant further action?
  - f) Does the complaint appear to simply be malicious, politically motivated or tit-for-tat?

The Monitoring Officer may decide to contact the complainant and the subject of the complaint to try to resolve the complaint informally.

If, at this stage, the Monitoring Officer decides that no action be taken or that it be referred to another authority, notification, in writing, will be given to the complainant, the subject of the complaint and any other relevant authority (including the town or parish council if the subject of the complaint is a town or parish council Member) if appropriate.

4. If, after considering the items in (3) above, and any other relevant matters, the Monitoring Officer decides that the complaint merits formal investigation he must make the necessary arrangements for this to be carried out. He will write to the complainant, the subject of the complaint and the parish or town council if relevant advising that an investigation will take place.
5. In carrying out an investigation all complaints will be assessed on a case by case basis and relevant guidance and professional advice will be taken into account. The Independent Person will be consulted and his/her views taken into account prior to any decision being taken.
6. Once the Monitoring Officer has completed his investigation he will produce a written summary of his findings. This will include whether he agrees that the Code of Conduct has been breached or not. Where the Monitoring Officer finds that the Code has been breached he may or may not take action or refer the matter to a sub-Committee of the Administration Committee for a decision on appropriate action. Action that can be taken includes:
  - reporting findings to Council and/or to the relevant Parish/Town Council;
  - making recommendations to the relevant Group Leader to remove the Member from committees of the Council;
  - making recommendations to the Leader of the Council that the Member be removed from the Cabinet, or from particular Portfolio responsibilities;
  - arranging training for the Member;
  - recommending to the Council or relevant committee or relevant Parish/Town Council that the Member be removed from outside bodies;
  - withdrawing facilities provided by the Council or recommending that the relevant Parish/Town Council withdraw facilities such as a computer and/or internet access; and/ or
  - excluding the Member from the Council's offices or other premises or recommending that the Parish/Town Council exclude the Member from the parish/town council office or other premises (except for meeting rooms for attendance at meetings).

Once an investigation has been completed and a decision made to take no action or on suitable action this will be published on the Council's website, unless there are reasons within legislation to keep the information confidential. The Monitoring Officer will also write to the complainant, the subject of the complaint and the parish or town council if relevant providing details of the outcome.

7. There is no ability to appeal against a decision made by the Monitoring Officer, the Administration Committee or its sub-committee. Further action may be pursued, where relevant, with the Ombudsman or by way of judicial review.
8. The Monitoring Officer will produce an annual report for consideration by the Administration Committee providing details of all complaints received (excluding any details deemed confidential in law) and action taken. The Administration Committee can request interim reports or details of a specific complaint at any time.
9. If, at any stage, there is insufficient detail for the Monitoring Officer to effectively deal with the complaint, he can go back to the complainant or approach the subject of the complaint or other parties to request further information.
10. If, at any stage, the Monitoring Officer feels it is inappropriate for him to deal with a complaint he can refer it to the Deputy Monitoring Officer, Chief Executive or a sub-committee of the Administration Committee for consideration.
11. The Monitoring Officer may authorise any officer of the Council or other appropriate person to carry out investigations on his behalf.
12. The Council and the subject of a complaint may at any stage seek the views of the Council's Independent Person about the complaint.

NOTE In this procedure note where it states 'Monitoring Officer' in his absence this includes the deputy Monitoring Officer; where it states Member this includes all Members or Co-opted Members of Eastleigh Borough Council and of any of the town and parish councils in the Borough; where it refers to the Code of Conduct it means the relevant Code of Conduct for the authority that the Member or Co-opted Member belongs;

#### **ADMINISTRATION SUB-COMMITTEE**

Where the Monitoring Officer refers a matter to a sub-committee of the Administration Committee that sub-committee will be made up of three Members of the Administration Committee, excluding group leaders and, where possible, including at least one Member who is from a different political party to the Member who is the subject of the complaint. One Member will be elected chair of the sub-committee.

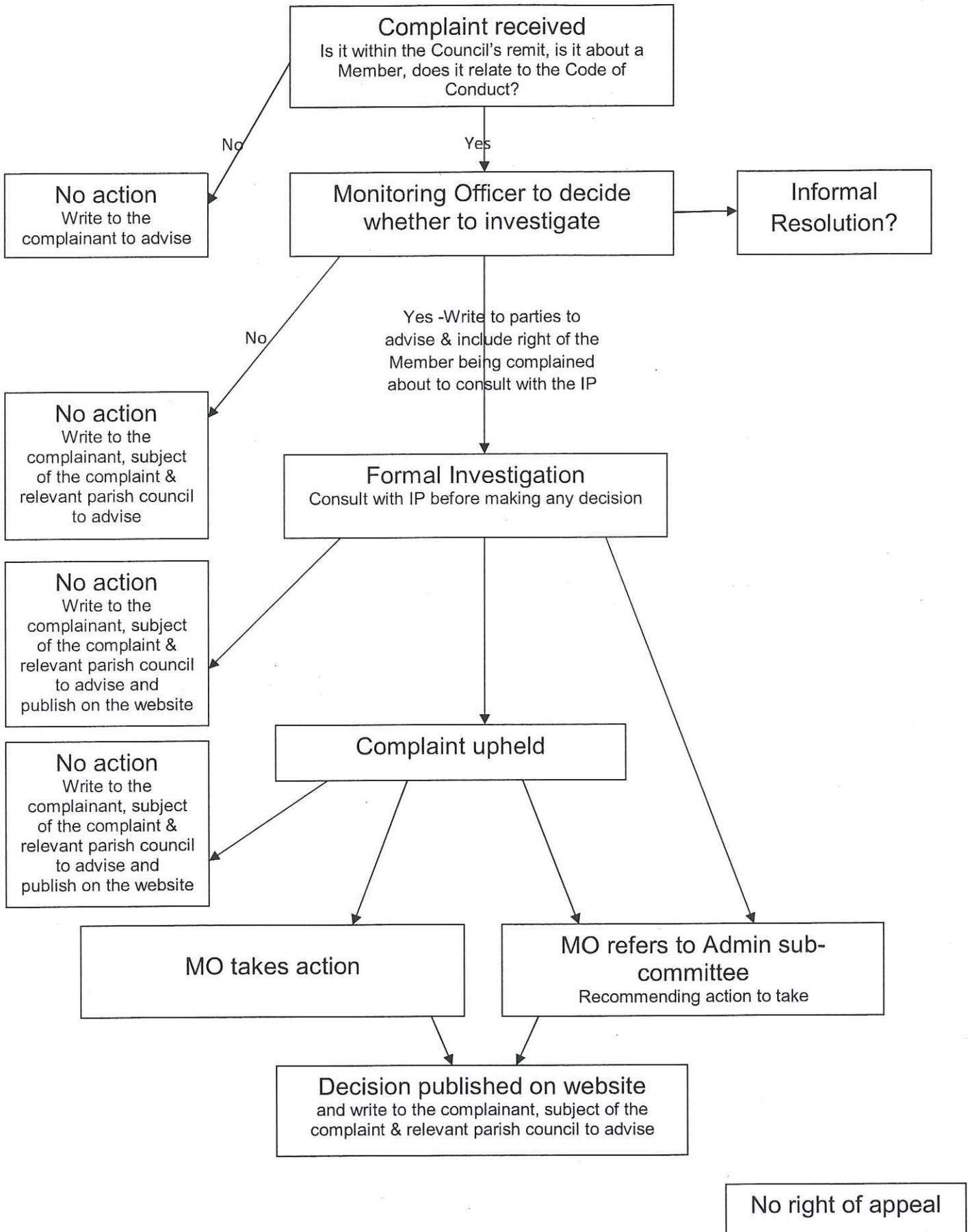
The meeting of the sub-committee may be attended by the Monitoring Officer or his representative, the Independent Person, the subject of the complaint, the complainant and any other person relevant to the complaint. The subject of the complaint and the complainant may make written submissions to the sub-committee prior to the meeting and they may make representations at the meeting of the sub-committee where it is felt that this would add to any written submissions. Written and oral submissions must relate directly to the complaint being dealt with. The cost of attendance/making representations must be borne by the party concerned.

#### **Procedure:**

At a meeting of the sub-committee of the Administration Committee the following procedure will be followed:

- a) The complainant may address the sub-committee and call witnesses (if any).
- b) The subject of the complaint may ask the complainant and witnesses questions.
- c) The sub-committee and Independent Person can ask the complainant and witnesses questions.
- d) The subject of the complaint can address the Panel and call witnesses (if any)
- e) The complainant can ask the subject of the complaint and witnesses questions.
- f) The sub-committee and Independent Person can ask the subject of the complaint and witnesses questions.
- g) The complainant can make a closing statement.
- h) The subject of the complaint can make a closing statement.
- i) All those present except the sub-committee, the Independent Person, the Monitoring Officer or his representative and clerk will leave to room while the sub-committee makes its decision. The sub-committee's decision will be announced orally as soon as possible.
- j) A written report of the meeting and decision, with reasons, will be prepared, usually within 5 working days. A copy will be sent to all those present and to the Clerk of the Parish/Town Council if the complaint was about a Parish/Town Councillor. The written report will be available for public inspection.

### Complaint Flow Chart



11<sup>th</sup> September 2017

# Hamble Parish Council - Health and Safety Audit, Statement, Action Plan and associated documents

**DECISION: TO ADOPT THE ATTACHED HEALTH AND SAFETY STATEMENT. TO ADOPT THE HEALTH AND SAFETY RESPONSIBILITIES AND THE RULES AND ARRANGEMENTS THAT HAS BEEN DEVELOPED. TO NOMINATE A MEMBER TO WORK WITH THE CLERK TO DELIVER THE ACTION PLAN AND THE ALLOCATION OF £3,000 OF TO UNDERTAKE NECESSARY WORKS.**

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## INTRODUCTION

1. The Council appointed Ellis Whittam as its consultants for health and safety and HR services at the start of the summer. The service included a site visit with audit and action plan, creation of a policy statement and handbook.

### **Site visit and General assessment of risk and plan**

2. The site visit took place on the 24<sup>th</sup> July and involved visits to key locations and meetings with the Clerk and the Head Groundsman. At the end of the visit the consultant recommended a number of actions which were written up in the attached action plan. Completion of the Plan is crucial both to ensuring safe systems as well as insurance cover and support should any accidents or claims be made.
3. The action plan and associated documents were received on the 24<sup>th</sup> August 2017. A number of targets are by the 17<sup>th</sup> September which the team are working towards. Much of the work needs to be carried out by specialists and in an event given the time constraints work is needed to be done as a matter of urgency. A verbal update on progress against the actions for the 17<sup>th</sup> September will be given in the meeting.
4. To avoid needing to report back on spending it is requested that £3,000 is earmarked for the work needing completion in September and that the Clerk uses her delegation to appoint as needed. Currently there is £1450 in the accounts spread across a number of cost centres. This will be identified first and any additional resources up to £3000 will be identified in the revised budget list. No provision has been identified for premises inspections which comprises most of the work. Spending will be reported back when complete. It is not expected that any work will exceed the £1,000 cap on the Clerks spending limit but should this not be the case it is requested that this is cleared with the Chair to ensure work is not slowed down unnecessarily.

5. It is also recommended that a Member be identified to work with the Clerk on the delivery of the action plan. The work is not of a technical nature but a Member should be identified to support and to provide oversight and feedback to Council that the work is progressing. Given that the role is about delivery of the plan no specific expertise is needed. Useful feedback of a more technical nature has come from the Chair of the AMG.

### **Policy Statement and Organisation of Health and Safety**

6. Attached is a copy of the new policy statement which sets out the Councils responsibilities. As Councillors you each have a joint responsibility with the Clerk to ensure safe practice. The form is attached in the pack and Members are asked to complete, sign and return it.
7. In addition there is a copy of the Organisation for Health and Safety which sets out the respective responsibilities in more detail. Members are asked to approve these having consulted the documents on the website.

### **Health and Safety Rules and Handbook**

8. In addition to the documentation already listed Ellis Whittam has produced a comprehensive set of rules and a handbook. A session with staff is required to take them through the detail of the new policy including their responsibilities and how to use the documentation to help deliver safe working practices. A day will be set aside to do this in the next month. The office will need to close to do it.

### **Further visit**

9. The consultant will come back again within the next month or so. It is an opportunity for them to review progress and to satisfy themselves that the work required has been carried out. Failure to do so could result in the insurance and support aspects of dealing with claims being deemed null and void.
10. A full update report will be scheduled in the forward plan each quarter.

### **Appendices**

Copy of the General Assessment of Risk

Policy Statement

Health and Safety Policy and Handbook (available on Website under Council Information) <http://www.hambleparishcouncil.gov.uk/Hamble-le-Rice-Parish-Council/Default-5206.aspx>

# Hamble-le-Rice Parish Council

## HEALTH AND SAFETY POLICY STATEMENT

The management of Hamble-le-Rice Parish Council recognises that it has a legal duty of care towards protecting the health and safety of its employees and others who may be affected by the company's activities, and that managing health and safety is a business critical function.

In order to discharge its responsibilities the management will:

- bring this Policy Statement to the attention of all employees
- carry out and regularly review risk assessments to identify proportionate and pragmatic solutions to reducing risk
- communicate and consult with our employees on matters affecting their health and safety
- comply fully with all relevant legal requirements, codes of practice and regulations at International, National and Local levels
- eliminate risks to health and safety, where possible, through selection and design of materials, buildings, facilities, equipment and processes
- encourage staff to identify and report hazards so that we can all contribute towards improving safety
- ensure that emergency procedures are in place at all locations for dealing with health and safety issues
- maintain our premises, provide and maintain safe plant and equipment
- only engage contractors who are able to demonstrate due regard to health & safety matters
- provide adequate resources to control the health and safety risks arising from our work activities
- provide adequate training and ensure that all employees are competent to do their tasks
- provide an organisational structure that defines the responsibilities for health and safety
- provide information, instruction and supervision for employees
- regularly monitor performance and revise policies and procedures to pursue a programme of continuous improvement.

This Health and Safety Policy will be reviewed at least annually and revised as necessary to reflect changes to the business activities and any changes to legislation. Any changes to the Policy will be brought to the attention of all employees.

**Signed:**

**Dated:**

**Name:**

**Position:**

# General Risk Assessment Report

---

**For:**

Amanda Jobling

**At:**

Hamble-le-Rice Parish Council  
Memorial Hall, 2 High Street  
Hamble-le-Rice  
SOUTHAMPTON  
Hampshire  
SO31 4JE

**By:**

Ian Hearson

**Visit Date:**

24 July 2017

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# Introduction

## Purpose of Report

This document, prepared on your behalf by Ellis Whittam Ltd, is your health and safety general risk assessment as required by the Management of Health and Safety at Work Regulations 1999, it identifies the significant health and safety issues that are relevant to your business.

The objective of this report is to inform you of what actions you must take to meet your legal obligations under the many and various pieces of health and safety legislation currently in force.

In completing the actions recommended you will not only reduce the likelihood of legal action being taken against your company you will also reduce your liability to any claims brought by employees or

others arising from an accident, incident or case of ill health.

Risk assessment is the key to successful health and safety management and is a legal duty found in many regulations, this report identifies within each of the subject general risk assessments **when you are required to carry out a more detailed and specific risk assessment.**

In compiling this report every effort has been made to cover the significant hazards likely to affect your business and is a result of the observations made by the consultant during their visit and discussions held with your staff. It is your responsibility to validate this report to ensure that all reasonably foreseeable hazards have been considered.

**Remember advice on this report or any health and safety issue is available from the Ellis Whittam Advice Line / Tel: 0845 226 8393**

# Introduction

## About Risk Assessment

**Risk Assessment** involves identifying the hazards present either in the work place or arising out of any work activity, and evaluating the extent of the risks involved to employees and others, taking into account existing precautions and their effectiveness.

A **hazard** is something with a potential to cause harm and can include articles, substances, plant or machines, methods of work and the work environment.

**Risk** is the likelihood of harm from that hazard being realised. Risk increases with the number of people exposed to the hazard and also with the potential severity of the harm i.e. the resultant injury or ill health effect. If there are no hazards there are no risks.

The regulations require the risk assessments to be '**suitable and sufficient**' in that they should identify all the significant hazards present within the business and its activities and should be proportionate to the risk.

The assessment should cover all risks that are reasonably foreseeable.

The risk assessment must identify all those people who may be affected by the hazard, whether they are workers or others, such as members of the public.

Your business may be controlling risks in various ways; determining the effectiveness of those controls is part of the risk assessment process.

Health and safety law does not demand absolute safety when considering what safety controls are required but the measures taken should go as far as is '**reasonably practicable**'; a balance between risk and costs, the greater the risk the greater the need to commit resources in terms of time and money to remove or control the risk.

It is a legal requirement that you bring the significant findings of this risk assessment to the attention of your employees.

### Explanation of Risk Ratings Used

**"High Risk"** relates to the highly probable occurrence of a fatal or major injury or irreversible health effect.

**"Medium Risk"** relates to the possibility of a serious injury or serious health effect.

**"Low Risk"** relates to the occurrence of a minor injury or reversible minor health effect.

**"Insignificant Risk"** relates to an activity which presents no greater risk than that associated with life in general.

# Introduction

## Scope

This report summarises the findings of Ellis Whittam's first visit to Hamble-le-Rice parish Council, which took place on 24th July 2017. The primary aim of the visit was to establish the council's compliance with health and safety legislation; secondary aims were the identification of best practice and if necessary the identification of opportunities for improvement. The information on which this report is based came from discussion with the Clerk to the Parish and Senior Groundskeeper, observations made during the site visits and examination of supporting documentation such as the electrical installation condition reports.

## Areas Covered/Not Covered

Every effort has been made to identify and comment on the significant risk to health and safety present, with visits undertaken to the council's main offices, the Roy Underwood and Mount Pleasant pavilions, the foreshore and Dinghy Park, St Andrew's cemetery and Westfield Common.

**Attendees:** Amanda Jobling, Clerk to the Council

## Organisation Summary

Hamble-le-Rice is a small but busy organisation with a diverse estate of properties and facilities. The council employs 7 staff members who undertake administrative, grounds maintenance and cleaning work.

## Executive Summary

Priority Area Actions				
<p><b>Priority 1: Immediate Action Required</b></p> <p>A condition or activity likely to cause an immediate risk of fatal or major injury (usually dealt with during the consultant's inspection).</p>	<p><b>Priority 2: Short Term Action Required</b></p> <p>Contravention of a legal requirement with a potential to cause a serious injury or ill health. It may result in a Prohibition Notice if not attended to.</p>	<p><b>Priority 3: Medium Term Action Required</b></p> <p>A legal contravention likely to result in injury or ill health which may result in an Improvement Notice if not attended to.</p>	<p><b>Priority 4: Longer Term Action Required</b></p> <p>Control inadequate or not in line with best practice/current guidance. Enforcement may follow if no action taken.</p>	<p><b>Priority 5: Review as Part of Business Plan</b></p> <p>No immediate risk to health or property. Action is desirable to meet current standards though costs not currently justified by risk.</p>
<p><b>Required Actions Identified</b></p> <p><b>0</b></p>	<p><b>Required Actions Identified</b></p> <p><b>23</b></p>	<p><b>Required Actions Identified</b></p> <p><b>65</b></p>	<p><b>Required Actions Identified</b></p> <p><b>17</b></p>	<p><b>Required Actions Identified</b></p> <p><b>0</b></p>

## SWOT Analysis

<p style="text-align: center;"><b>Strengths</b></p> <p>There is reasonable awareness of obvious safety issues and a clear commitment to improve.</p>	<p style="text-align: center;"><b>Weaknesses</b></p> <p>Safety procedures have previously been informal and have therefore been applied inconsistently. Of particular concern are the fire safety and Legionella control procedures for tenanted areas, which need urgent consideration.</p>
<p style="text-align: center;"><b>Opportunities</b></p> <p>This report presents an opportunity for Hamble-le-Rice Parish Council to take ownership of the safety management system offered by Ellis Whittam and use it to achieve consistent improvement</p>	<p style="text-align: center;"><b>Threats</b></p> <p>Failure to complete the actions in the Safety Action Plan within this report will mean that staff and the public will remain susceptible to harm or ill health with the subsequent threats of enforcement action, fines and compensation payouts</p>

## Safety Action Plan

Subject Area	Priority	Action Required	Suggested Completion Date	Completed By
Asbestos	2	Establish a procedure whereby any contractor liable to disturb asbestos containing materials is made aware of its location.	17/09/2017	
Asbestos	2	Prepare or obtain a written plan that sets out the location of asbestos containing materials and how the risk will be managed and the steps to be taken to put the plan into action. The plan and the arrangements should be reviewed periodically. Where visual inspections of the asbestos containing materials are required, these must be recorded as part of the action plan	17/09/2017	
Chainsaws	2	Complete a risk assessment for chainsaw operations and ensure that it is reviewed before any chainsaw work takes place to ensure that appropriate controls for each work site are in place.	17/09/2017	
COSHH	2	Compile a list of the hazardous substances used on the premises.	17/09/2017	
COSHH	2	Develop a management system that ensures before any hazardous substance is taken into use a COSHH assessment is first completed and any actions determined put into place.	17/09/2017	
COSHH	2	Store hazardous substances in their original containers. If a substance cannot be identified it must be safely disposed of.	17/09/2017	

Subject Area	Priority	Action Required	Suggested Completion Date	Completed By
Electrical Safety	2	Residual current devices should be used in conjunction with portable electrical appliances where there is an increased risk of electrical hazards due to workplace hazards of environment. This may be applicable to appliances used with a generator or used off site.	17/09/2017	
Electrical Safety	2	Prevent unauthorised access to electric cupboards and switch rooms such as the one in the Mount Pleasant pavilion lounge.	17/09/2017	
Fire Safety Overview	2	Implement any outstanding issues identified by your fire risk assessment(s).	17/09/2017	
Fire Safety Overview	2	Both pavilions need to have fire risk assessments carried out urgently. Whether this is done by the council or the tenant is a matter for the tenancy agreement but provision of fire detection and the management of the fire safety system must be urgently reviewed.	17/09/2017	
Fire Safety Overview	2	Fire safety management requires that each emergency lighting system is monthly and the results of the tests recorded in a fire log book. This may be a shared responsibility with tenants.	17/09/2017	
Ladders	2	Instruct ladder users to check them before use to ensure they are in good repair and clean; ensure that ladder/stepladder users know how to use them safely.	17/09/2017	
Legionella Bacteria	2	Arrange for the pavilions to be assessed to identify potential areas of legionella growth including dead legs, long pipe runs, water tanks and old fittings. The survey will recommend proportionate control measures, which must be put into place.	17/09/2017	

Subject Area	Priority	Action Required	Suggested Completion Date	Completed By
Mobile Access Towers	2	Provide guard rails to the work platform at a height of 950 mm with a mid-rail so the gap does not exceed 470 mm. If these modifications cannot be made the tower must not be used.	17/09/2017	
Mobile Access Towers	2	Ensure that the tower is erected on firm level ground with the wheels locked or base plates supported.	17/09/2017	
Mobile Access Towers	2	When the tower is erected in a public area it is necessary to post warning notices and erect barriers to prevent people walking into the tower/work area.	17/09/2017	
Noise	2	Provide health surveillance for employees identified as being at risk of hearing loss, which are those employees working for lengthy periods whilst wearing hearing protection. The surveillance gives a measure of effectiveness of your noise control measures.	17/09/2017	
Passenger & Goods Lifts	2	Ensure that the audible alarm/telephone fitted to the lift in the Roy Underwood pavilion is checked regularly and record all tests.	17/09/2017	
Vehicle Use	2	Instruct all drivers regarding the acceptable use of mobile phones. The information in the health and safety policy document is sufficient to meet this requirement	17/09/2017	
Work at Height	2	All work at height must be planned to minimise risk and must include planning for emergencies and bad weather.	17/09/2017	
Work at Height	2	Before working at height a risk assessment must be completed a safe system of work put in place and information and training provided for employees required to undertake work at height	17/09/2017	

Subject Area	Priority	Action Required	Suggested Completion Date	Completed By
Workplace HSW	2	Improve the level of lighting to the storage area at Mount Pleasant pavilion so that safe access can be gained at any time.	17/09/2017	
Workplace HSW	2	Review the siting of the Clerk's workspace so that the Clerk can work undisturbed	17/09/2017	
Chainsaws	3	Ensure that adequate first aid facilities are available for each chainsaw operator. Provision of adequate first aid equipment, including eyewash, is a requirement when working away from a base location.	16/11/2017	
Chainsaws	3	Review lone working procedures for chainsaw operators due to the highly hazardous nature of the work carried out.	16/11/2017	
Chainsaws	3	Keep records of the issue of chainsaw personal protective equipment and the inspections/maintenance carried out on the chainsaws	16/11/2017	
Cleaning- General	3	Develop a safe system of work for all cleaning activities using the EW template. This should be developed as part of the review of lone working procedures (see 'Lone Working' section)	16/11/2017	
Contractor Management	3	Contractors should be provided with relevant information on your safety policy and applicable rules.	16/11/2017	

Subject Area	Priority	Action Required	Suggested Completion Date	Completed By
Contractor Management	3	Gain formal confirmation from the contractor that they and all their employees are competent and have been trained in the use of all plant and equipment to be used. Where appropriate confirm they hold the required training certificates or licences. Formal confirmation should also be gained from the contractor that all plant and equipment they supply is fit for purpose, suitable for use in the environment it is to be used in, adequately maintained and where required holds appropriate certificates of inspection and test.	16/11/2017	
Contractor Management	3	Formal contractual agreements should be in place to ensure no subcontracting of work is carried out without prior agreement. This should include advising the contractor they are fully responsible for the subcontractors work, acts and omissions as well as any warranties that are issued for the work.	16/11/2017	
Contractor Management	3	The contractor should supply valid a current certificate of public liability insurance cover, relevant, comprehensive & current risk assessments and where appropriate method statements for the tasks to be undertaken.	16/11/2017	
COSHH	3	Carry out a COSHH Assessment for each hazardous substance in use or created.	16/11/2017	
COSHH	3	Where applicable ensure that health and safety data sheets have been obtained from suppliers of hazardous substances (such as fuels, lubricants, grounds treatments such as weedkiller and cleaning substances), and kept readily available.	16/11/2017	

Subject Area	Priority	Action Required	Suggested Completion Date	Completed By
DSE Management	3	Provide all users with information, instruction and training in the correct layout and set up of the workstation, such as can be found in the health and safety handbook. Record all instruction given.	16/11/2017	
DSE Management	3	Complete a DSE assessment for each workstation and determine the need for additional control measures to reduce the risk of ill health. A suitable self assessment form can be found in the client login area of the Ellis Whittam website.	16/11/2017	
DSE Management	3	All Users must be offered an eye and eyesight test carried out by an Optician, at no cost to the employee. Provide corrective appliances (usually spectacles) for those employees identified by the Optician as needing them for the sole use of the computer. Keep records of employees issued with corrective appliances.	16/11/2017	
Electrical Safety	3	Arrange for all portable electrical appliances to be examined and tested in accordance with current guidance. This is likely to require that power tools used by the maintenance staff and which are used off site, are tested at least twice yearly. If unsure of type/frequency of PAT testing required please see guidance on Electrical Safety for Employers on the client area of the EW website.	16/11/2017	
Electrical Safety	3	Create an inventory of all portable electrical appliances and keep it up to date.	16/11/2017	
Electrical Safety	3	Ask the football club to rearrange the appliances in the main lounges at the Mount Pleasant pavilion to make use of the power sockets already in place.	16/11/2017	

Subject Area	Priority	Action Required	Suggested Completion Date	Completed By
Fire Safety Overview	3	Carry out or commission a specific fire risk assessment for the council's offices. This should be carried out with reference to the landlord's fire risk assessment.	16/11/2017	
Fire Safety Overview	3	Prepare a fire evacuation plan to include your arrangements for the complete evacuation of the main offices in all situations including vulnerable visitors (e.g. the elderly and/or infirm, the disabled, children and the visually impaired).	16/11/2017	
Fire Safety Overview	3	Liaise with the landlord of the council's offices and other building occupants on the fire safety arrangements for the building so that all are aware of fire safety and evacuation procedures.	16/11/2017	
Fire Safety Overview	3	Train employees to use fire extinguishers so they can recognise the different types of fire extinguishers provided, know what sort of fire they are to be used on, and how to operate them quickly and efficiently.	16/11/2017	
Fire Safety Overview	3	Arrange for an annual service inspection of the emergency lighting system and associated items such as smoke detectors.	16/11/2017	
First Aid	3	Provide trained first aider cover for high risk activities such as chain saw work. Your first aiders should be trained in the Emergency First Aid at Work qualification.	16/11/2017	
Grounds Maintenance	3	Complete a site specific risk assessment for each working location and/or site.	16/11/2017	
Grounds Maintenance	3	Where applicable ensure that refuelling operations have been included in the assessment, or risk assessed separately.	16/11/2017	

Subject Area	Priority	Action Required	Suggested Completion Date	Completed By
Grounds Maintenance	3	Personnel should be briefed on the risk assessment(s).	16/11/2017	
Grounds Maintenance	3	Where applicable COSHH assessments should be completed for the hazardous substances and referenced in the risk assessment.	16/11/2017	
Grounds Maintenance	3	Records should be retained of all in house equipment familiarisation training.	16/11/2017	
H&S Management	3	Establish arrangements for reporting accidents, diseases, work-related ill health and dangerous occurrences to the enforcing authority (RIDDOR).	16/11/2017	
Kitchen Safety	3	Ensure that tenants are aware of the importance of food safety and kitchen safety. This might include the safe use of machines and guards, cleaning equipment, handling hot liquids, spillage procedures, and knife safety.	16/11/2017	
Ladders	3	Ensure ladders are stored securely to prevent damage and unauthorised use.	16/11/2017	
Ladders	3	Ladders and stepladders should be BS EN 2037 Class 1 or EN 131 standard. Do not use wooden ladders; those seen during the visit should be taken out of use and discarded.	16/11/2017	
Lone Working	3	Arrangements should be put in place to consult with staff on lone working either via a health and safety committee or directly.	16/11/2017	
Lone Working	3	Undertake manual handling assessment and restrict lifting work where required for lone workers.	16/11/2017	

Subject Area	Priority	Action Required	Suggested Completion Date	Completed By
Lone Working	3	Arrange for periodic supervision to ensure safe practices are being adhered to.	16/11/2017	
Lone Working	3	Undertake a risk assessment which covers work undertaken by lone workers. Ensure working when dark or at night is covered in the lone working risk assessment. Young workers, women, new and expectant mothers and those who are vulnerable or who have pre-existing medical conditions should be included to ensure they are not put at any greater risk when working alone. Consider where potential violence / criminal activity may place workers at higher risk. As part of the risk assessment process, define activities which can and cannot be undertaken alone. Adopt policy of if unsure contact responsible manager.	16/11/2017	
Machinery Safety	3	Regularly inspect and test safety devices, such as the fixed guards on the strimmers and mowers. Record all checks.	16/11/2017	
Machinery Safety	3	Replace or augment the shelving holding grounds maintenance equipment (such as the strimmers and power tools) to remove the sagging and minimise the risk of collapse.	16/11/2017	
Manual Handling	3	Identify activities likely to give rise to a manual handling injury and avoid these activities being carried out. Where tasks cannot be avoided then each task must be assessed to determine the measures required to reduce the risk of injury.	16/11/2017	
Manual Handling	3	Instruct relevant employees that they must not lift any item if they believe it may cause them an injury.	16/11/2017	

Subject Area	Priority	Action Required	Suggested Completion Date	Completed By
Manual Handling	3	Provide manual handling training to those employees identified by the manual handling assessment as being at risk. Record all training.	16/11/2017	
Mobile Access Towers	3	Obtain from the tower manufacturer or from the hire company the instruction manual for the safe erection of the tower and ensure these instructions are followed.	16/11/2017	
Mobile Access Towers	3	Record all inspection reports. For towers over 2 m the report should be completed before the end of the shift and given to the manager within 24 hours. Keep the report on site and for at least 3 months. Arrange for towers below 2 m to be inspected after assembly, after an event likely to affect its stability and at suitable intervals depending on its use. Towers above 2m must also be inspected at intervals no less than every 7 days.	16/11/2017	
Noise	3	Carry out noise risk assessments for all areas and/or operations for their individual impact and the combined noise levels resulting from more than one operation.	16/11/2017	
Noise	3	Fully implement the recommendations of the noise assessment. It is a legal requirement to assess, implement corrective measures and bring to the attention of those affected the significant findings of the assessment.	16/11/2017	
Noise	3	Ensure that adequate supplies of disposable hearing protectors are available and keep supplies locked up. Dispensing containers should be kept clean and employees should fit them with clean hands.	16/11/2017	

Subject Area	Priority	Action Required	Suggested Completion Date	Completed By
Noise	3	Arrange for the periodic inspection of reusable hearing protectors and replace as necessary.	16/11/2017	
Outside Working	3	Provide facilities for workers to take regular breaks. Facilities should provide an area to cool / warm accordingly.	16/11/2017	
Outside Working	3	Undertake risk assessment which makes account for any foreseeable weather conditions that may impact on work being carried out. Establish suitable controls and ensure personnel receive training and information.	16/11/2017	
Outside Working	3	Revise the risk assessment to ensure it includes the minimum manning levels and the required risk control measures for the identified hazards.	16/11/2017	
Outside Working	3	Ensure that all personnel involved are been briefed on the task and the content of the risk assessment.	16/11/2017	
Outside Working	3	Revise the risk assessment to include the hazard of water contaminants and pathogens.	16/11/2017	
Outside Working	3	If working near or on water that is untreated e.g. rivers, canals, flood waters etc. then the risk assessment should consider biological agents such as Leptospirosis. Where working in risk area, use of rodent control measures, protective clothing, coverings cuts etc. Provide personnel with details of the symptoms for the identified contaminants and pathogens they may be exposed to.	16/11/2017	

Subject Area	Priority	Action Required	Suggested Completion Date	Completed By
Passenger & Goods Lifts	3	For the Roy Underwood Pavilion provide training in the lift winding process including the emergency hand lowering procedure and the safety precautions to be observed.	16/11/2017	
Vehicle Use	3	Carry out a risk assessment of vehicle use.	16/11/2017	
Vehicle Use	3	Instruct drivers to carry out pre-journey safety checks including internal and external safety checks and where appropriate load security. Retain records of the pre-journey checks carried out. In order to demonstrate competence and establish 'due diligence', records need to be retained which are current, comprehensive and benchmarked against approved standards.	16/11/2017	
Vibration	3	Obtain vibration data to establish exposure magnitudes. This can be estimated from databases and manufacturer information or measured. Retain records.	16/11/2017	
Vibration	3	Carry out a specific vibration risk assessment to help determine main sources of vibration and whether this is likely to be above the daily Exposure Action Value (EAV).	16/11/2017	
Vibration	3	Arrangements should be put in place to consult with staff on vibration to establish a policy.	16/11/2017	
Vibration	3	Provide employees with information and training on vibration and its health effects.	16/11/2017	
Vibration	3	Arrangements should be put in place to provide regular health surveillance for employees who are exposed to vibration.	16/11/2017	

Subject Area	Priority	Action Required	Suggested Completion Date	Completed By
Vibration	3	Where the ELV (Exposure Limit Value) is met, immediate action should be taken to reduce exposure.	16/11/2017	
Vibration	3	Establish controls for use of equipment to eliminate or reduce exposure to as a low level as is reasonably practicable.	16/11/2017	
Vibration	3	Equipment should be purchased suitable for the task and the work environment. Where possible equipment should be trialled before purchasing.	16/11/2017	
Work Equipment	3	Arrange for work equipment to undergo regular inspection and planned maintenance where appropriate. Keep records of the inspection and maintenance, whether done internally or by a contractor	16/11/2017	
Workplace HSW	3	The overhead storage in the machinery storage area should be fenced or boarded so that nothing can fall off. A safe means of accessing this area should be provided if it is to be kept in use.	16/11/2017	
H&S Management	4	The Council must accept that they have overall and final responsibility for the safe running of the council's activities.	18/08/2018	
H&S Management	4	Training is required to ensure that middle levels of management and supervisory staff with responsibilities for implementation are competent to undertake their health and safety responsibilities. We recommend an IOSH Managing Safely course.	18/08/2018	
H&S Management	4	Training is required to ensure the workforce are competent to undertake their health and safety responsibilities. We recommend an IOSH Working Safely course.	18/08/2018	

Subject Area	Priority	Action Required	Suggested Completion Date	Completed By
H&S Management	4	Managers and supervisors to whom specific responsibilities have been allocated must be issued with their responsibilities and/or those responsibilities included in their job descriptions.	18/08/2018	
H&S Management	4	Establish monitoring and performance criteria for health and safety. This will help work to a programme of continuous improvement. Managers and supervisors must monitor standards of health and safety within their area of responsibility and keep a record.	18/08/2018	
H&S Management	4	Arrangements must be put into place for communicating with and consulting staff on Health and Safety matters.	18/08/2018	
H&S Management	4	Maintain training records as evidence of compliance.	18/08/2018	
H&S Management	4	Provide all new staff with health and safety instruction as part of their induction training.	18/08/2018	
H&S Management	4	Ensure competent persons are employed to carry out risk assessments.	18/08/2018	
H&S Management	4	Ensure risk assessments are in place for specific activities that are not covered in the general risk assessment. The assessment need to be conducted by persons who understand both the work tasks and the risk assessment process.	18/08/2018	

Subject Area	Priority	Action Required	Suggested Completion Date	Completed By
Machinery Safety	4	Implement an effective isolation procedure for maintenance work on electrical appliances. It is good practice to adopt a lock out and tag isolation procedure where equipment is being worked on. Where this is not possible warning signs should be displayed stating 'do not switch' on the machine isolation switch.	18/08/2018	
Machinery Safety	4	Provide suitable lighting in areas where machine work, such as the servicing of grounds maintenance equipment is carried out.	18/08/2018	
Vehicle Use	4	Check driver's licences annually and keep a copy on file.	18/08/2018	
Violence at Work	4	Consult with employees to determine whether employees feel threatened by verbal or physical violence and record the results of the consultation process.	18/08/2018	
Violence at Work	4	Introduce documentation to record all incidents of verbal and physical abuse and periodically review.	18/08/2018	
Violence at Work	4	Devise and implement a specific policy on violence at work to define appropriate action and what assistance employees can expect.	18/08/2018	
Violence at Work	4	Investigate all reported incidents of verbal, physical and threatening behaviour. Record the results of the investigations.	18/08/2018	

## Asbestos

Hazards	Risk Rating	People Exposed
Inhalation of asbestos fibres	Medium	Maintenance Staff Pavilion users

### Current Controls

Subject Area	Controls in Place
Asbestos- Management	Anecdotal evidence suggests that asbestos or asbestos containing materials are present in both the Mount Pleasant and Roy Underwood pavilions. No survey was available

### Actions (please see Action Planner for suggested timeframes for completion)

Priority	Actions
2- Short Term Action Required	<p>Establish a procedure whereby any contractor liable to disturb asbestos containing materials is made aware of its location.</p> <p>Prepare or obtain a written plan that sets out the location of asbestos containing materials and how the risk will be managed and the steps to be taken to put the plan into action. The plan and the arrangements should be reviewed periodically. Where visual inspections of the asbestos containing materials are required, these must be recorded as part of the action plan</p>

## Chainsaws

Hazards	Risk Rating	People Exposed
Contact with the moving blade Slips, trips and falls Hand/arm vibration	Medium	Chainsaw operatives Members of the public

### Current Controls

Subject Area	Controls in Place
Chainsaws- Equipment	All chainsaws are examined and serviced by a competent person at a regular and prescribed frequency. Chainsaws are fitted with anti vibration mounts.
Chainsaws- Operator Competence	Chainsaws are only used by competent authorised operators.

### Actions (please see Action Planner for suggested timeframes for completion)

Priority	Actions
2- Short Term Action Required	Complete a risk assessment for chainsaw operations and ensure that it is reviewed before any chainsaw work takes place to ensure that appropriate controls for each work site are in place.

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<b>Priority</b>	<b>Actions</b>
3- Medium Term Action Required	<p>Ensure that adequate first aid facilities are available for each chainsaw operator. Provision of adequate first aid equipment, including eyewash, is a requirement when working away from a base location.</p> <p>Review lone working procedures for chainsaw operators due to the highly hazardous nature of the work carried out.</p> <p>Keep records of the issue of chainsaw personal protective equipment and the inspections/maintenance carried out on the chainsaws</p>

## Cleaning- General

Hazards	Risk Rating	People Exposed
Exposure to chemicals and/or dusts Slips, trips and falls Faulty electrical/mechanical equipment	Medium	All Employees

### Current Controls

Subject Area	Controls in Place
Cleaning- Barriers & Notices	Use of barriers and notices is not applicable for this type of cleaning work.
Cleaning- Personal Protective Equipment	Suitable personal protective equipment is provided and used by all employees undertaking cleaning activities, i.e., rubber gloves, disposable gloves, tabards etc.

### Actions (please see Action Planner for suggested timeframes for completion)

Priority	Actions
3- Medium Term Action Required	Develop a safe system of work for all cleaning activities using the EW template. This should be developed as part of the review of lone working procedures (see 'Lone Working' section)

## Contractor Management

Hazards	Risk Rating	People Exposed
Injury to public Injury to staff Injury to contractors Uninsured losses	Medium	Contractors Employees Members of Public

### Actions (please see Action Planner for suggested timeframes for completion)

Priority	Actions
3- Medium Term Action Required	<p>Formal contractual agreements should be in place to ensure no subcontracting of work is carried out without prior agreement. This should include advising the contractor they are fully responsible for the subcontractors work, acts and omissions as well as any warranties that are issued for the work.</p> <p>The contractor should supply valid a current certificate of public liability insurance cover, relevant, comprehensive &amp; current risk assessments and where appropriate method statements for the tasks to be undertaken.</p> <p>Contractors should be provided with relevant information on your safety policy and applicable rules.</p> <p>Gain formal confirmation from the contractor that they and all their employees are competent and have been trained in the use of all plant and equipment to be used. Where appropriate confirm they hold the required training certificates or licences. Formal confirmation should also be gained from the contractor that all plant and equipment they supply is fit for purpose, suitable for use in the environment it is to be used in, adequately maintained and where required holds appropriate certificates of inspection and test.</p>

## COSHH

### Actions (please see Action Planner for suggested timeframes for completion)

Priority	Actions
2- Short Term Action Required	<p>Compile a list of the hazardous substances used on the premises.</p> <p>Develop a management system that ensures before any hazardous substance is taken into use a COSHH assessment is first completed and any actions determined put into place.</p> <p>Store hazardous substances in their original containers. If a substance cannot be identified it must be safely disposed of.</p>
3- Medium Term Action Required	<p>Carry out a COSHH Assessment for each hazardous substance in use or created.</p> <p>Where applicable ensure that health and safety data sheets have been obtained from suppliers of hazardous substances (such as fuels, lubricants, grounds treatments such as weedkiller and cleaning substances), and kept readily available.</p>

#### Comments

Substances may include fuels and lubricants, groundskeeping substances such as weedkiller and cleaning substances

## DSE Management

Hazards	Risk Rating	People Exposed
Musculoskeletal injuries due to poor posture Incorrectly positioned screen	Medium	Office Staff

### Current Controls

Subject Area	Controls in Place
Display Screen Equipment- User Identification	Some employees have been identified as users.

### Actions (please see Action Planner for suggested timeframes for completion)

Priority	Actions
3- Medium Term Action Required	<p>Provide all users with information, instruction and training in the correct layout and set up of the workstation, such as can be found in the health and safety handbook. Record all instruction given.</p> <p>Complete a DSE assessment for each workstation and determine the need for additional control measures to reduce the risk of ill health. A suitable self assessment form can be found in the client login area of the Ellis Whittam website.</p> <p>All Users must be offered an eye and eyesight test carried out by an Optician, at no cost to the employee. Provide corrective appliances (usually spectacles) for those employees identified by the Optician as needing them for the sole use of the computer. Keep records of employees issued with corrective appliances.</p>

## Electrical Safety

Hazards	Risk Rating	People Exposed
Electric shock, fire and explosion.	Medium	Contractors Maintenance Staff Tenants

### Current Controls

Subject Area	Controls in Place
Electrical safety- Additional	Employees do not carry out electrical work.
Electrical Safety- Fixed Wiring Checks	Fixed wiring tests for the pavilions were last carried out in 2017, after which rectifications were completed. The council offices are the responsibility of the landlord.
Electrical Safety- Use of Portable Electrical Appliances	<p>Adequate electrical sockets are available throughout those premises visited to minimise the need to have multi-point adapter sockets or trailing cables. However, in the Mount pleasant pavilion several appliances appeared to be connected via extension lead with the possibility of overloading.</p> <p>The council is changing to voltage portable electrical appliances as replacements are required and these are used where there is an increased risk of electrical hazards due to workplace hazards or environment.</p>

## Actions (please see Action Planner for suggested timeframes for completion)

Priority	Actions
2- Short Term Action Required	<p>Prevent unauthorised access to electric cupboards and switch rooms such as the one in the Mount Pleasant pavilion lounge.</p> <p>Residual current devices should be used in conjunction with portable electrical appliances where there is an increased risk of electrical hazards due to workplace hazards of environment. This may be applicable to appliances used with a generator or used off site.</p>
3- Medium Term Action Required	<p>Ask the football club to rearrange the appliances in the main lounges at the Mount Pleasant pavilion to make use of the power sockets already in place.</p> <p>Arrange for all portable electrical appliances to be examined and tested in accordance with current guidance. This is likely to require that power tools used by the maintenance staff and which are used off site, are tested at least twice yearly. If unsure of type/frequency of PAT testing required please see guidance on Electrical Safety for Employers on the client area of the EW website.</p> <p>Create an inventory of all portable electrical appliances and keep it up to date.</p>

## Fire Safety Overview

Hazards	Risk Rating	People Exposed
<p>Inadequate means of detection/ alarm systems</p> <p>Combustible material: paper, packaging, fixtures and furnishings</p> <p>Sources of Ignition: electricity including portable appliances, gas fired equipment and smoking.</p> <p>Inadequate controls, including emergency procedures, training, drills, testing of equipment.</p>	Medium	<p>All employees</p> <p>Other building occupants</p> <p>Visitors</p>

## Current Controls

Subject Area	Controls in Place
Fire Safety Overview- Disabled Persons	General arrangements are in place for the evacuation of disabled persons.
Fire Safety Overview- Emergency Lighting	Means of escape routes within the buildings and final exits have adequate emergency lighting.
Fire Safety Overview- Fire Detection and Alarms	The fire alarm is a manually operated bell or siren which is audible in all occupied parts of the building.
Fire Safety Overview- Fire Extinguishers	<p>All fire extinguishers are annually inspected and serviced by a competent person.</p> <p>An adequate amount of fire extinguishers have been provided.</p>

Subject Area	Controls in Place
Fire Safety Overview- Risk Assessment	It is likely that the fire risk assessment for the Memorial Hall will be sufficient to cover the Council's activities. Neither of the two pavilions have fire risk assessments in place, despite being available for hire to the public.

### **Actions (please see Action Planner for suggested timeframes for completion)**

Priority	Actions
2- Short Term Action Required	<p>Fire safety management requires that each emergency lighting system is monthly and the results of the tests recorded in a fire log book. This may be a shared responsibility with tenants.</p> <p>Implement any outstanding issues identified by your fire risk assessment(s).</p> <p>Both pavilions need to have fire risk assessments carried out urgently. Whether this is done by the council or the tenant is a matter for the tenancy agreement but provision of fire detection and the management of the fire safety system must be urgently reviewed.</p>
3- Medium Term Action Required	<p>Arrange for an annual service inspection of the emergency lighting system and associated items such as smoke detectors.</p> <p>Prepare a fire evacuation plan to include your arrangements for the complete evacuation of the main offices in all situations including vulnerable visitors (e.g. the elderly and/or infirm, the disabled, children and the visually impaired).</p> <p>Liaise with the landlord of the council's offices and other building occupants on the fire safety arrangements for the building so that all are aware of fire safety and evacuation procedures.</p> <p>Train employees to use fire extinguishers so they can recognise the different types of fire extinguishers provided, know what sort of fire they are to be used on, and how to operate them quickly and efficiently.</p> <p>Carry out or commission a specific fire risk assessment for the council's offices. This should be carried out with reference to the landlord's fire risk assessment.</p>

## First Aid

Hazards	Risk Rating	People Exposed
Delayed administration of first aid may lead to the consequences of injuries/ill health being exacerbated.	Medium	All employees Visitors

## Current Controls

Subject Area	Controls in Place
First Aid- Equipment	First aid boxes are provided at key locations accessible to all employees. Persons have been nominated to take charge of the first aid kits and ensure they are kept fully stocked.

## Actions (please see Action Planner for suggested timeframes for completion)

Priority	Actions
3- Medium Term Action Required	Provide trained first aider cover for high risk activities such as chain saw work. Your first aiders should be trained in the Emergency First Aid at Work qualification.

## Gas Safety

Hazards	Risk Rating	People Exposed
Asphyxiation Explosion Fire	Medium	All employees Contractors Visitors

## Current Controls

Subject Area	Controls in Place
Gas Safety- Controls	Records are maintained of the inspection and servicing of gas appliances and installation. The premises' gas appliances and installation/supply pipes are subject to regular annual inspection by a competent person.

## Grounds Maintenance

Hazards	Risk Rating	People Exposed
Moving machinery Vehicles	Medium	Grounds staff Members of the public

### Current Controls

Subject Area	Controls in Place
Grounds Maintenance- Equipment Guarding and Maintenance	Suitable guards are fitted to prevent access to dangerous parts of the machines.
Grounds Maintenance-Operator Training & Authorisation	Only authorised personnel are permitted to use machinery.

### Actions (please see Action Planner for suggested timeframes for completion)

Priority	Actions
3- Medium Term Action Required	<p>Records should be retained of all in house equipment familiarisation training.</p> <p>Complete a site specific risk assessment for each working location and/or site.</p> <p>Where applicable ensure that refuelling operations have been included in the assessment, or risk assessed separately.</p> <p>Personnel should be briefed on the risk assessment(s).</p> <p>Where applicable COSHH assessments should be completed for the hazardous substances and referenced in the risk assessment.</p>

# H&S Management

## Current Controls

Subject Area	Controls in Place
H&S Management- Accidents and Incidents	An Accident Book is provided for the recording of accidents. There is a near miss or incident reporting procedure.
H&S Management- Organisation	Staff have been informed to whom they should report any concerns about health and safety issues, so that the management can address them.
H&S Management- Policy	The Health and Safety Policy is being prepared by Ellis Whittam and will be sent to you in due course.
H&S Management- Statutory Notices	A copy of the employers' liability insurance certificate is displayed. The Health and Safety Law poster is of the currently approved type and is displayed in a conspicuous position.

## Actions (please see Action Planner for suggested timeframes for completion)

Priority	Actions
3- Medium Term Action Required	Establish arrangements for reporting accidents, diseases, work-related ill health and dangerous occurrences to the enforcing authority (RIDDOR).

Priority	Actions
4- Longer Term Action Required	<p>Maintain training records as evidence of compliance.</p> <p>Provide all new staff with health and safety instruction as part of their induction training.</p> <p>Arrangements must be put into place for communicating with and consulting staff on Health and Safety matters.</p> <p>Establish monitoring and performance criteria for health and safety. This will help work to a programme of continuous improvement. Managers and supervisors must monitor standards of health and safety within their area of responsibility and keep a record.</p> <p>Ensure competent persons are employed to carry out risk assessments.</p> <p>Ensure risk assessments are in place for specific activities that are not covered in the general risk assessment. The assessment need to be conducted by persons who understand both the work tasks and the risk assessment process.</p> <p>The Council must accept that they have overall and final responsibility for the safe running of the council's activities.</p> <p>Training is required to ensure that middle levels of management and supervisory staff with responsibilities for implementation are competent to undertake their health and safety responsibilities. We recommend an IOSH Managing Safely course.</p> <p>Training is required to ensure the workforce are competent to undertake their health and safety responsibilities. We recommend an IOSH Working Safely course.</p> <p>Managers and supervisors to whom specific responsibilities have been allocated must be issued with their responsibilities and/or those responsibilities included in their job descriptions.</p>

## Kitchen Safety

Hazards	Risk Rating	People Exposed
Slips, trips and falls Hot surfaces and hot liquids Kitchen equipment	Medium	Customers Kitchen staff

### Current Controls

Subject Area	Controls in Place
Kitchens- Equipment Guards	All food equipment and machinery is adequately guarded.

### Actions (please see Action Planner for suggested timeframes for completion)

Priority	Actions
3- Medium Term Action Required	Ensure that tenants are aware of the importance of food safety and kitchen safety. This might include the safe use of machines and guards, cleaning equipment, handling hot liquids, spillage procedures, and knife safety.

## Ladders

Hazards	Risk Rating	People Exposed
Falling objects Adverse weather Falls from a height	Medium	Maintenance staff

### Current Controls

Subject Area	Controls in Place
Ladders- Controls	The height of the ladders used is sufficient for the height of the activities for which they are required to avoid over stretching and overreaching.
Ladders- Controls (3)	Ladders are only used as a workstation where the use of other safer equipment cannot be used due to specific site features or it is not justified because of the low risk and the short duration of use.

### Actions (please see Action Planner for suggested timeframes for completion)

Priority	Actions
2- Short Term Action Required	Instruct ladder users to check them before use to ensure they are in good repair and clean; ensure that ladder/stepladder users know how to use them safely.

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<b>Priority</b>	<b>Actions</b>
3- Medium Term Action Required	Ensure ladders are stored securely to prevent damage and unauthorised use. Ladders and stepladders should be BS EN 2037 Class 1 or EN 131 standard. Do not use wooden ladders; those seen during the visit should be taken out of use and discarded.

## Legionella Bacteria

Hazards	Risk Rating	People Exposed
Inhalation of Legionella Bacteria	Medium	Maintenance staff Tenants Visiting teams

### Actions (please see Action Planner for suggested timeframes for completion)

Priority	Actions
2- Short Term Action Required	Arrange for the pavilions to be assessed to identify potential areas of legionella growth including dead legs, long pipe runs, water tanks and old fittings. The survey will recommend proportionate control measures, which must be put into place.

## Lone Working

Hazards	Risk Rating	People Exposed
Manual handling Violence / aggression Unsafe use of work equipment Delayed access to first aid / emergency services Lack of supervision	Medium	Lone workers

### Current Controls

Subject Area	Controls in Place
Lone Working- Emergencies	Lone workers have access to mobile communications (e.g. land line, mobile phone).

### Actions (please see Action Planner for suggested timeframes for completion)

Priority	Actions
3- Medium Term Action Required	<p>Undertake a risk assessment which covers work undertaken by lone workers. Ensure working when dark or at night is covered in the lone working risk assessment. Young workers, women, new and expectant mothers and those who are vulnerable or who have pre-existing medical conditions should be included to ensure they are not put at any greater risk when working alone. Consider where potential violence / criminal activity may place workers at higher risk. As part of the risk assessment process, define activities which can and cannot be undertaken alone. Adopt policy of if unsure contact responsible manager.</p> <p>Arrange for periodic supervision to ensure safe practices are being adhered to.</p> <p>Undertake manual handling assessment and restrict lifting work where required for lone workers.</p> <p>Arrangements should be put in place to consult with staff on lone working either via a health and safety committee or directly.</p>

## Machinery Safety

Hazards	Risk Rating	People Exposed
Contact with moving parts of machinery during operation and maintenance	Medium	Contractors Maintenance staff

### Current Controls

Subject Area	Controls in Place
Machinery- Controls	Machines are stable when in use.
Machinery- Controls (2)	Use of machinery is restricted to trained/experienced and authorised personnel.

### Actions (please see Action Planner for suggested timeframes for completion)

Priority	Actions
3- Medium Term Action Required	Replace or augment the shelving holding grounds maintenance equipment (such as the strimmers and power tools) to remove the sagging and minimise the risk of collapse. Regularly inspect and test safety devices, such as the fixed guards on the strimmers and mowers. Record all checks.

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<b>Priority</b>	<b>Actions</b>
4- Longer Term Action Required	<p>Implement an effective isolation procedure for maintenance work on electrical appliances. It is good practice to adopt a lock out and tag isolation procedure where equipment is being worked on. Where this is not possible warning signs should be displayed stating 'do not switch' on the machine isolation switch.</p> <p>Provide suitable lighting in areas where machine work, such as the servicing of grounds maintenance equipment is carried out.</p>

## Manual Handling

Hazards	Risk Rating	People Exposed
Musculoskeletal injuries due to: (STATE ACTIVITIES)	Medium	Maintenance staff

### Actions (please see Action Planner for suggested timeframes for completion)

Priority	Actions
3- Medium Term Action Required	<p>Identify activities likely to give rise to a manual handling injury and avoid these activities being carried out. Where tasks cannot be avoided then each task must be assessed to determine the measures required to reduce the risk of injury.</p> <p>Instruct relevant employees that they must not lift any item if they believe it may cause them an injury.</p> <p>Provide manual handling training to those employees identified by the manual handling assessment as being at risk. Record all training.</p>

## Mobile Access Towers

Hazards	Risk Rating	People Exposed
Tower collapse Falls from the tower Overturning of the tower	Medium	Maintenance staff

### Actions (please see Action Planner for suggested timeframes for completion)

Priority	Actions
2- Short Term Action Required	<p>Provide guard rails to the work platform at a height of 950 mm with a mid-rail so the gap does not exceed 470 mm. If these modifications cannot be made the tower must not be used.</p> <p>Ensure that the tower is erected on firm level ground with the wheels locked or base plates supported.</p> <p>When the tower is erected in a public area it is necessary to post warning notices and erect barriers to prevent people walking into the tower/work area.</p>
3- Medium Term Action Required	<p>Obtain from the tower manufacturer or from the hire company the instruction manual for the safe erection of the tower and ensure these instructions are followed.</p> <p>Record all inspection reports. For towers over 2 m the report should be completed before the end of the shift and given to the manager within 24 hours. Keep the report on site and for at least 3 months. Arrange for towers below 2 m to be inspected after assembly, after an event likely to affect its stability and at suitable intervals depending on its use. Towers above 2m must also be inspected at intervals no less than every 7 days.</p>

## Noise

Hazards	Risk Rating	People Exposed
Noise arising from: the use of grounds maintenance equipment such as strimmers and mowers.	Medium	Maintenance staff

## Current Controls

Subject Area	Controls in Place
Noise- Mandatory Measures	Suitable hearing protection is provided and worn by all employees working in areas where average noise exposure levels of 85 dB (A) or more have been identified.

## Actions (please see Action Planner for suggested timeframes for completion)

Priority	Actions
2- Short Term Action Required	Provide health surveillance for employees identified as being at risk of hearing loss, which are those employees working for lengthy periods whilst wearing hearing protection. The surveillance gives a measure of effectiveness of your noise control measures.

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<b>Priority</b>	<b>Actions</b>
3- Medium Term Action Required	<p>Ensure that adequate supplies of disposable hearing protectors are available and keep supplies locked up. Dispensing containers should be kept clean and employees should fit them with clean hands.</p> <p>Arrange for the periodic inspection of reusable hearing protectors and replace as necessary.</p> <p>Carry out noise risk assessments for all areas and/or operations for their individual impact and the combined noise levels resulting from more than one operation.</p> <p>Fully implement the recommendations of the noise assessment. It is a legal requirement to assess, implement corrective measures and bring to the attention of those affected the significant findings of the assessment.</p>

## Outside Working

Hazards	Risk Rating	People Exposed
Drowning Slips, Trips, Falls Heatstroke, Sunburn	Medium	Members of the Public

## Current Controls

Subject Area	Controls in Place
Outside Working- Hot or Cold Environments	Suitable personal protective clothing has been provided for workers exposed to cold. Suitable personal protective clothing has been provided for workers exposed to excessive heat.
Work on or near Water- Communications	Suitable systems of communications have been provided.
Work on or near Water- Rescue Equipment	Deployable floatation devices device(s) are available at strategic locations throughout the working area.
Work on or near Water- Risk Assessment	A risk assessment has been completed for working on or near water.

## Actions (please see Action Planner for suggested timeframes for completion)

Priority	Actions
3- Medium Term Action Required	<p>Undertake risk assessment which makes account for any foreseeable weather conditions that may impact on work being carried out. Establish suitable controls and ensure personnel receive training and information.</p> <p>Provide facilities for workers to take regular breaks. Facilities should provide an area to cool / warm accordingly.</p> <p>Revise the risk assessment to include the hazard of water contaminants and pathogens.</p> <p>If working near or on water that is untreated e.g. rivers, canals, flood waters etc. then the risk assessment should consider biological agents such as Leptospirosis. Where working in risk area, use of rodent control measures, protective clothing, coverings cuts etc. Provide personnel with details of the symptoms for the identified contaminants and pathogens they may be exposed to.</p> <p>Revise the risk assessment to ensure it includes the minimum manning levels and the required risk control measures for the identified hazards.</p> <p>Ensure that all personnel involved are been briefed on the task and the content of the risk assessment.</p>

## Passenger & Goods Lifts

Hazards	Risk Rating	People Exposed
Failure of the lifting equipment.	Medium	Maintenance staff Visitors

### Current Controls

Subject Area	Controls in Place
Lifts- Emergencies	Suitable warning notices are displayed at the lift landings to warn people not to use the lift in the event of fire or emergency.
Lifts- Maintenance and Thorough Examination	A service contract is established for lifts to ensure they are regularly maintained, inspected and tested.

### Actions (please see Action Planner for suggested timeframes for completion)

Priority	Actions
2- Short Term Action Required	Ensure that the audible alarm/telephone fitted to the lift in the Roy Underwood pavilion is checked regularly and record all tests.
3- Medium Term Action Required	For the Roy Underwood Pavilion provide training in the lift winding process including the emergency hand lowering procedure and the safety precautions to be observed.

## Recreation & Play Areas

Hazards	Risk Rating	People Exposed
Mechanical failure of playground equipment Slips, trips, and falls Falling from equipment	Medium	Children Contractors Maintenance staff Members of the public

### Current Controls

Subject Area	Controls in Place
Recreation and Play Areas- Controls	Records of periodic checks are completed. The grounds and equipment are inspected regularly for defects.
Recreation and Play Areas- Controls (2)	Dangerous items are removed from use once a hazard has been identified. Maintenance work is carried out so to prevent injuries to people using playground areas. The ground in and around play ground areas is free from holes, cracks and trip hazards.
Recreation and Play Areas- Controls (3)	Buildings such as pavilions and storage areas are secure from unauthorised access. Signs are displayed to inform users where to report defects or hazards, as well as general complaints or enquiries.

## Vehicle Use

Hazards	Risk Rating	People Exposed
Breakdown Long hours of work Use on the public highway	Medium	Drivers Members of the public

### Current Controls

Subject Area	Controls in Place
Vehicle Use- Controls	All drivers have adequate insurance cover. Vehicles are maintained in line with the manufacturers servicing schedule. Vehicles more than 3 years old and used on the public highway have current and valid MOT Test Certificates.

### Actions (please see Action Planner for suggested timeframes for completion)

Priority	Actions
2- Short Term Action Required	Instruct all drivers regarding the acceptable use of mobile phones. The information in the health and safety policy document is sufficient to meet this requirement

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<b>Priority</b>	<b>Actions</b>
3- Medium Term Action Required	Carry out a risk assessment of vehicle use. Instruct drivers to carry out pre-journey safety checks including internal and external safety checks and where appropriate load security. Retain records of the pre-journey checks carried out. In order to demonstrate competence and establish 'due diligence', records need to be retained which are current, comprehensive and benchmarked against approved standards.
4- Longer Term Action Required	Check driver's licences annually and keep a copy on file.

## Vibration

Hazards	Risk Rating	People Exposed
Increased occupational ill health from Hand Arm Vibration Syndrome (HAVs). Whole body vibration	High	Maintenance staff

### Actions (please see Action Planner for suggested timeframes for completion)

Priority	Actions
3- Medium Term Action Required	<p>Equipment should be purchased suitable for the task and the work environment. Where possible equipment should be trialled before purchasing.</p> <p>Obtain vibration data to establish exposure magnitudes. This can be estimated from databases and manufacturer information or measured. Retain records.</p> <p>Carry out a specific vibration risk assessment to help determine main sources of vibration and whether this is likely to be above the daily Exposure Action Value (EAV).</p> <p>Arrangements should be put in place to consult with staff on vibration to establish a policy.</p> <p>Provide employees with information and training on vibration and its health effects.</p> <p>Arrangements should be put in place to provide regular health surveillance for employees who are exposed to vibration.</p> <p>Where the ELV (Exposure Limit Value) is met, immediate action should be taken to reduce exposure.</p> <p>Establish controls for use of equipment to eliminate or reduce exposure to as a low level as is reasonably practicable.</p>

## Violence at Work

Hazards	Risk Rating	People Exposed
Aggressive behaviour	Medium	All employees

### Current Controls

Subject Area	Controls in Place
Violence at Work- Emergency Response	Strict controls are in place regarding the access of unauthorised personnel to sensitive and/or restricted areas of the premises.

### Actions (please see Action Planner for suggested timeframes for completion)

Priority	Actions
4- Longer Term Action Required	<p>Investigate all reported incidents of verbal, physical and threatening behaviour. Record the results of the investigations.</p> <p>Consult with employees to determine whether employees feel threatened by verbal or physical violence and record the results of the consultation process.</p> <p>Introduce documentation to record all incidents of verbal and physical abuse and periodically review.</p> <p>Devise and implement a specific policy on violence at work to define appropriate action and what assistance employees can expect.</p>

## Work at Height

Hazards	Risk Rating	People Exposed
<p>Any activity undertaken from a scaffold or from a mobile-elevated work platform</p> <p>Work on ladders, e.g. cleaning of windows and other structures or work on staging or trestles, e.g. erecting bill posters and painting and decorating</p>	Medium	Maintenance staff

### Current Controls

Subject Area	Controls in Place
Work at Height- Controls (1)	Whenever possible work at height is avoided.
Work at Height- Controls (2)	Ladders are only to be used as a means of access and egress where other work equipment is not justified because of the low risk and short duration of the job or unalterable features of the worksite.

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**Actions (please see Action Planner for suggested timeframes for completion)**

<b>Priority</b>	<b>Actions</b>
2- Short Term Action Required	<p>All work at height must be planned to minimise risk and must include planning for emergencies and bad weather.</p> <p>Before working at height a risk assessment must be completed a safe system of work put in place and information and training provided for employees required to undertake work at height</p>

## Work Equipment

Hazards	Risk Rating	People Exposed
Misuse of equipment Breakdown / failure	Medium	Maintenance staff

### Current Controls

Subject Area	Controls in Place
Work Equipment- Suitability	Work equipment provided is suitable for the processes / tasks and environment.

### Actions (please see Action Planner for suggested timeframes for completion)

Priority	Actions
3- Medium Term Action Required	Arrange for work equipment to undergo regular inspection and planned maintenance where appropriate. Keep records of the inspection and maintenance, whether done internally or by a contractor

## Workplace HSW

### Current Controls

Subject Area	Controls in Place
Workplace- Cleanliness and Waste	<p>General housekeeping is adequate and the accommodation is tidy and free from any waste build up and any slipping or tripping hazards.</p> <p>The furniture, walls and floor are kept clean and in good decorative order.</p>
Workplace- Floors & Traffic Routes	<p>(SWIPE AND AMEND IF ADDITIONAL RESPONSE IS NEEDED)</p> <p>The floors/floor coverings are in good condition.</p>
Workplace- Floors & Traffic Routes (2)	<p>Pedestrian and vehicle traffic routes are organised to ensure safe working practices.</p>
Workplace- Lighting	<p>Most workplaces including stairs and facilities are sufficiently lit by a combination of natural light and artificial lighting. The exception is the storage area at Mount Pleasant Pavilion, which is unlit and difficult to move around at any time of day.</p>
Workplace- Room Dimensions and Space	<p>Workrooms have enough free space to allow people to get to and from workstations and to move with ease.</p>
Workplace- Smoking	<p>A 'No Smoking' policy is in place throughout the premises and no evidence of illicit smoking was observed.</p>
Workplace- Temperature	<p>Alternative conveniently accessible places are provided for employees to warm/cool themselves periodically throughout the day/shift.</p> <p>Rest areas, toilets, showers, and changing rooms are maintained at a comfortable level.</p>
Workplace- Ventilation	<p>An adequate supply of air is provided either through mechanical ventilation or openings /windows, such that stale air / fumes are removed.</p>

Subject Area	Controls in Place
Workplace- Welfare Arrangements	The Clerk's office is adjacent to a hall used for public activities. The hall is regularly used by groups who generate significant noise, such as dance and nursery groups. This leads to an ambient noise level which is distracting and would, over a period of time, be debilitating.
Workplace- Welfare Arrangements (2)	An adequate supply of water is readily available and cups provided. An adequate, suitable and secure space is provided to store workers' belongings.
Workplace- Welfare Arrangements (3)	Suitable changing facilities are provided with storage for work clothing.
Workplace- Workstations and Seating	Suitable seating and workstations are provided for workers which enable them to undertake their roles safely and comfortably.

### **Actions (please see Action Planner for suggested timeframes for completion)**

Priority	Actions
2- Short Term Action Required	Improve the level of lighting to the storage area at Mount Pleasant pavilion so that safe access can be gained at any time. Review the siting of the Clerk's workspace so that the Clerk can work undisturbed
3- Medium Term Action Required	The overhead storage in the machinery storage area should be fenced or boarded so that nothing can fall off. A safe means of accessing this area should be provided if it is to be kept in use.

24<sup>th</sup> July 2017

# Hamble Parish Council – Clerks report and Forward Plan

## **DECISION: TO NOTE THE CONTENTS OF THE REPORT.**

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### **Matters arising from the last meeting**

1. EBC Local Plan Consultation – Council requested guidance regarding the approach to the Local Plan consultation. During the summer the Clerk has looked at a number of different options that might help to reflect the priorities coming from the survey. A decision is needed on the way forward before understanding how best to respond to the Plan. It is proposed that the Council look to meet with EBC to share the consultation outcomes with them and to explore how best to incorporate these into the Emerging Local Plan. From that a more detailed plan can be drawn up and agreed.
2. Telephony – the transfer of the phone is part way through. A request for a BT engineer has been made to conclude the transfer. A date is awaited.
3. Photocopier – A number of suppliers were contacted as well as the Hampshire Framework. A competitive bid was secured via HCC with Canon. The new copier will cost £126.01 per quarter over 5 years against the current cost of £231.71. Copy costs will be on top of this. Copier should be delivered within 3 weeks.
4. Meeting of the Asset Management Committee took place as planned on the 29<sup>th</sup> August 2017.

### **Update on issues**

5. The Partnership Plan for management of swimming from the foreshore has now been closed. Fewer incidents were reported over the summer and it was agreed the approach had been successful. Feedback from partners is welcomed.
6. End of year accounts – the Council has been notified that its accounts will again be qualified due to its failure to put in place arrangements in autumn last year to ensure that accounts were published on time this year. All aspects of this year accounts have been acceptable.
7. Card reader – the governance issues for satisfying the main card reader providers has been difficult. As a result one of the smaller providers will now be approached. In order to use this technology an office smart phone will be

needed. The lowest competitive contract will be sought and the reader purchased. The contract costs will be reported back to the meeting in October.  
**Members need to confirm this is acceptable.**

8. Archiving – work has taken place to get historic minute files up together for archiving. A trip to Winchester will be arranged over the next few weeks.
9. Office accommodation - In addition information that is no longer covered by our retention policy has been disposed of and the filing system reorganised. It is hoped this will enable a reconfiguration of the office space to create a meeting space and to also provide some flexible work space for bank staff and or the Groundsman. Work to do the sound proofing is scheduled for October along with measures to improve the reception area for visitors. Work to install additional power and data points are being arranged to enable DSE assessments to be completed.
10. Community Orchard – Work is progressing to involve local groups in the planting of the community orchard. In principle support has been received from Hamble Primary School and Hamble Brownies. In addition BP have kindly pledged £250.00 towards the cost of purchasing fruiting trees. Details of the layout are being worked out and suppliers. Once this is known more detail.

#### **New issues**

11. Highways and congestion – a meeting was arranged by the MP's office and hosted at GE to enable local councillors and businesses to receive a briefing on issues related to highways matters. Consultation by Highways England will take place on improvements to Junctions 7, 8 and 9 as well as the Redbridge Roundabout and Smart Motorways for M27 will start in September with HCC starting a further consultation on Hamble Lane in November with a view to a final scheme being agreed by July 2018.

A request to provide a forum for businesses to discuss Hamble issues was made and the Council needs to decide how to take this forward. A suggestion of a Hamble Travel Plan was suggested with a focus on all forms of transport not just Hamble Lane. **Members are invited to suggest a way forward.**

12. Letter was received from the Royal Southern Yacht Club asking that we promote their grant scheme – details of which are on our website.
13. Office opening – the changes to opening hours over the summer were a useful trail to see whether there was a better arrangement that would suit residents and support more flexible working. Although there was no real feedback there was equally no adverse comments from a customer perspective. Although the number of visits to the office were small the volume of calls and emails remained

broadly the same and these were dealt with in most cases on the day they were received.

The summer has enabled time for the clerk and her team to build more effective relationships with other organisations. Many of the priorities emerging from the Village Plan will require a proactive approach from the Council and this is the first step in it.

In addition the workload over the coming few months will remain very heavy with work still to be done on sorting out HR, H&S, Finance, transparency and budgeting whilst trying to address the forthcoming consultations from Highways England, HCC and EBC's Local Plan.

Given this it is proposed that we continue with the current pattern of opening up to the end of the year. Residents will be able to make appointments to see staff when the office is closed and messages and emails will be returned on the day. Residents will be notified via the magazine, the website and social media.

It is also proposed to publish Christmas period opening with the office closing on the 22<sup>nd</sup> December and reopening on the 5<sup>th</sup> January with appointments available from the 2<sup>nd</sup> January. Emergency phone cover will be provided during the shutdown. **Members are asked to confirm they agree to these office arrangements.**

14. In April this year the Council agreed to provide an additional 5 hours of support to the office for agenda production and covering annual leave. This has been successful and of the £350.00 identified £280.00 has been spent.

Since the decision a number of processes have been improved. These include the following: software updates, improved photocopier, changes to agenda dispatches, financial reporting and website. These have helped to streamline and reduce some of the time taken to produce papers. None the less there remains a large volume of work that cannot be resourced within the current staffing hours. Given this it is proposed that a budget of £3,000 be earmarked within the staff budget for bank staff with payment at the rate of £8.50 per hour.

An additional individual has been retained on a consultancy basis to undertake the visitor survey and to input data over the summer. They are interested in doing further work on an ad hoc basis and could be included in the bank resource. They would be used to do one off pieces of work and to help cover absence, improving our business resilience. **Members are asked to agree the additional budget provision.**

15. Italian Market – a provider has approached us to run an Italian Market on the Foreshore on Saturday 7<sup>th</sup> October. The market will consist of 10 stalls and should be able to be accommodated in the upper section of the car park without losing the whole car park. The Donkey Derby Field will be needed to support the

market. Six community days were withheld last year and so this can be accommodated within the schedule of use. **Members are asked to agree this.**

16. Lastly GE has come back to further discussions on the relocation of the Folland cricket team. They have looked at the size and layout of Mount Pleasant and believe that the cricket square could be accommodated in the bottom part of the playing field which is currently redundant. There would be extensive enabling works to bring it up to an acceptable standard including levelling the site and improving drainage. Locating the pitch in this area would present an opportunity to reconfigure moving the Pavilion further down the side of the site relocating the play area and skate park nearer to Hamble Lane.

GE has started to look at the layout of the football pitch at College Playing Fields. Hard landscaping and fencing will be needed and more detail has been requested. The legal title is also being explored to establish whether a sub-lease can be created (suggests that the Council currently has a lease not freehold ownership). Assuming that this can be achieved it will be necessary to appoint a valuer and instruct the solicitor to commence drafting the heads of terms. The Clerk has requested that GE confirm whether they will meet our costs.

**Members are asked to note progress with the discussions to comment on the proposals and to authorise the appointment for professional services.**

GE has also been asked to consider arranging a tour of the site before the end of the month. Further information should be available at the meeting.



## Royal Southern Yacht Club Trust

Rope Walk, Hamble, Southampton SO31 4HB

Tel. 02380 450 300,

[www.rsrnyctrust.org](http://www.rsrnyctrust.org) email: [admin@royal-southern.co.uk](mailto:admin@royal-southern.co.uk)

Hamble Le Rice Parish Council  
Memorial Hall  
Hamble Lane  
Hamble  
Hampshire  
SO31 4JE

Dear Sir or Madam,

18<sup>th</sup> August 2017

### GRANTS FOR SAILING

The Royal Southern Yacht Club's charitable trust is again inviting applications for grants to assist applicants in their sailing ambitions. The grants which will be awarded in November 2017 will be for use during the next 12 months.

The Trust was set up following a bequest by Club member Sir Michael Cobham and is a charity designed to support recreation in general and sailing in particular. It makes grants available within four categories:

- a. Young people wishing to take part in training or youth development activities including qualifying regattas.
- b. Disadvantaged people, for example those who are disabled or not earning.
- c. Taking part in Tall Ships or other offshore voyages.
- d. Participation in Class or RYA-recognised championships.

If you know of anyone who might benefit by a grant and who qualifies under any of the four criteria above, do please encourage them to follow the Trust's link from the Club's website, [www.royal-southern.co.uk](http://www.royal-southern.co.uk) where all the details and an application form are available.

Applications for this round of grants must be received by Wednesday 1<sup>st</sup> November. Further grants may be made in March 2018.

Please contact me via the Club should you need further information.

Yours sincerely,

*Brian Mead*

Mr. Brian Mead  
Chairman, Board of Trustees

Trustees B Curtis, T Fletcher, G Gillingham, B L Mead FCA, L Rochford,  
N Russell, E Stevens, Dr S Tomson

Registered Charity No. 1118889 Registered Office: Rope Walk, Hamble, SO31 4HB. Registered in England 6156598

Hamble-le-Rice Parish Council  
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