



To all Members of the Human Resources Committee of Westgate-on-Sea Town Council

You are hereby summoned to attend the meeting of the Human Resources Committee

on Tuesday 26th September 2023 at 6.00pm

at the Town Council Office, 78 St Mildreds Road, Westgate on Sea CT8 8RF

Members of the public are welcome.

Signed: *Chloe Wheatley* Interim Town Clerk

Committee Members: Cllr Donaldson (Chair); Cllr King; Cllr Mulinya; Cllr Veck

1. Apologies for Absence

To receive and accept apologies for absence and substitutes.

2. Member's Interests

To receive declarations of pecuniary and non-pecuniary interests.

3. Minutes

To receive and approve the minutes of an extraordinary meeting held on Monday 3rd July 2023 (**Copy Attached**)

4. Public Participation Session

The meeting will adjourn to allow 15 minutes for the purposes of public participation. Subject to standing order 3(h) a member of the public shall not speak for more than 3 minutes and in accordance with standing order 3(e) a question shall not require a response at the meeting nor start a debate on the question.

5. Policy Review

To agree and review the following policies: Vexatious Policy, Councillors Email Policy, Website Policy, Training & Development Policy. Council Members are invited to consider and recommend to Council. **Decision required.**

EXCLUSION OF PRESS AND PUBLIC

Council is requested to pass a resolution to exclude Press and Public from the remainder of the meeting pursuant to section 1(2) of the Public Bodies (Admission to Meetings Act) 1960, because of the confidential nature of the business to be transacted, the public will be asked to leave the meeting during consideration of the following items: staffing matters.

6. Staffing Matters

Members to receive a report on staffing matters including:

- Town Clerk and RFO Vacancy.
- Resignation of the Interim Town Clerk / Deputy Town Clerk.
- Update on previous Town Clerk role.

Next Meeting 28th November 2023 at 6.00pm



Minutes of the Meeting of the

Extraordinary Human Resources Committee of Westgate-On Sea Town Council

Held on Monday 3rd July 2023 at 6.30pm at the Town
Council Offices, 78 St Mildreds Road, Westgate on Sea
CT8 8RF

Present	Cllr Donaldson (Chairman); Cllr King, Cllr Mulinya, Cllr Veck	
Also, in attendance	Mrs Gill Gray (Town Clerk)	
3	Elect a Chair It was moved by Cllr Veck and seconded by Cllr Mulinya and RESOLVED: that Cllr Donaldson be Chair of the Human Resources Committee	
3	Elect a Vice-Chair It was moved by Cllr Donaldson and seconded by Cllr Mulinya and RESOLVED: that Cllr Veck be Vice-chair of the Human Resources Committee	
3	To receive apologies for absence None	
3	Declarations of Interest There were none.	
3	Minutes It was moved by Cllr Donaldson and seconded by Cllr Mulinya and RESOLVED: that the minutes of the meeting held on 21st March 2023 were approved as true and accurate record.	
3	Public Participation Session There were no public participants for this session.	
3	Committee Members were requested to pass a resolution to exclude Press and Public from the remainder of the meeting pursuant to section 1(2) of the Public Bodies (Admission to Meetings Act) 1960, because of the confidential nature of the business to be transacted, the public were excluded from the meeting during consideration of the next items in respect of matters relating to the employment of staff. It was moved by Cllr Donaldson and seconded by Cllr Veck and RESOLVED that the public were asked to leave the meeting during consideration of the following items. One Member abstained.	
3	Staffing Matters Members received the Town Clerk Report on staffing matters.	

	- Proposed interim arrangements were considered whilst recruitment process for new Town Clerk/RFO undertaken. - Draft advertisement, job description and application form for potential recruitment of new Town Clerk/RFO were shared with Members for comments; including advertisement options with costs. - A report was provided with options for the LGPS pension, Members debated the two options - Town Clerk shared an update on the Reception/Accounts Administrator role. - Town Clerk reported an update on the Cleansing Operations personnel It was RESOLVED: to agree the proposed interim arrangements including hours for both officers in the office in the interim period until the appointment of a permanent Town Clerk/RFO; recommendations to Council that Interim RFO salary is equivalent of SCP23 and Interim Town Clerk salary is equivalent of SCP24. It was RESOLVED: to recommend to the Council the following advertisement costs for the vacancy of Town Clerk/RFO: - Eight weeks with KALC – free of charge - Four weeks with NALC Standard Package - £400.00 plus VAT - Four weeks with SLCC Bronze Package - £324.00 plus VAT It was RESOLVED: to recommend to the Council to adopt Option 2 and become an Exiting Employer for the LGPS. Two further verbal reports were received by Members from the Town Clerk in relation to Reception/Accounts Administrator role and Cleansing Operations personnel.	
3	Next meeting: 27 th July 2023	
3	Meeting closed at 7.27pm	

Signed.....

Date.....



WESTGATE-ON-SEA TOWN COUNCIL

VEXATIOUS COMPLAINTS POLICY

Adopted 01.02.2022

Review Due 02.2023

Introduction

Dealing with a complaint is a straightforward process, but in a minority of cases, people pursue their complaints in a way which can either impede the investigation of their complaint or can have significant resource issues for the council. This can happen either while their complaint is being investigated, or once the council has finished dealing with the complaint.

Westgate-on-Sea Town Council are committed to dealing with all complaints equitably, comprehensively, and in a timely manner.

Westgate-on-Sea Town Council will not normally limit the contact which complainants have with council staff or offices.

Westgate-on-Sea Town Council do not expect staff to tolerate unacceptable behaviour by complainants or any internal or external customer. Unacceptable behaviour includes behaviour, which is abusive, offensive or threatening and may include:-

- Using abusive or foul language on the telephone
- Using abusive or foul language face to face
- Using abusive or foul language in emails
- Sending multiple emails
- Leaving multiple voicemails

Westgate-on-Sea Town Council will take action to protect staff from such behaviour. If a complainant behaves in a way that is unreasonably persistent or vexatious, we will follow this policy.

Raising legitimate queries or criticisms of a complaints procedure as it progresses, for example if agreed timescales are not met, should not in itself lead to someone being regarded as a vexatious or an unreasonably persistent complainant.

Similarly, the fact that a complainant is unhappy with the outcome of a complaint and seeks to challenge it once, or more than once, should not necessarily cause him or her to be labelled vexatious or unreasonably persistent.

1. Aim of this policy

The aim of this policy is to contribute to our overall objective of dealing with all complainants in ways which are demonstrably consistent, fair and reasonable. It sets out how we will decide which complainants will be treated as vexatious or unreasonably persistent, and what we will do in those circumstances. The policy is for the information of staff, councillors, as well as customers.

3. Definitions

We have adopted the Local Government Ombudsman's (LGO) definition of Vexatious to mean ***"unreasonable complainant behaviour"*** and ***"unreasonable persistent complaints"***

We define unreasonably persistent and vexatious complainants as those complainants who, because of the frequency or nature of their contacts with the council, hinder our consideration of their or other people's complaints. The description 'unreasonably persistent' and 'vexatious' may apply separately or jointly to a particular complainant.

Examples include the way or frequency that complainants raise their complaint with staff, or how complainants respond when informed of our decision about the complaint.

Features of an unreasonably persistent and/or vexatious complainant include the following (the list is not exhaustive, nor does one single feature on its own necessarily imply that the person will be considered as being in this category):

An unreasonably persistent and/or vexatious complainant may:

- (a) have insufficient or no grounds for their complaint and be making the complaint only to annoy (or for reasons that he or she does not admit or make obvious)
- (b) refuse to specify the grounds of a complaint despite offers of assistance
- (c) refuse to co-operate with the complaints investigation process while still wishing their complaint to be resolved
- (d) refuse to accept that issues are not within the remit of the complaints policy and procedure despite having been provided with information about the scope of the policy and procedure
- (e) refuse to accept that issues are not within the power of the council to investigate, change or influence (examples could be a complaint about a private car park, or something that is the responsibility of another organisation)
- (f) insist on the complaint being dealt with in ways which are incompatible with the complaints procedure or with good practice (insisting, for instance, that there must not be any written record of the complaint)
- (g) make what appear to be groundless complaints about the staff dealing with the complaints, and seek to have them dismissed or replaced
- (h) make an unreasonable number of contacts with us, by any means, in relation to a specific complaint or complaints
- (i) make persistent and unreasonable demands or expectations of staff and/or the complaints process after the unreasonableness has been explained to the complainant (an example of this could be a complainant who insists on immediate responses to numerous, frequent and/or complex letters, telephone calls or emails)

- (j) harass or verbally abuse or otherwise seek to intimidate staff dealing with their complaint, in relation to their complaint by use of foul or inappropriate language or by the use of offensive and racist language
- (k) raise subsidiary or new issues whilst a complaint is being addressed that were not part of the complaint at the start of the complaint process
- (l) introduce trivial or irrelevant new information whilst the complaint is being investigated and expect this to be taken into account and commented on
- (m) change the substance or basis of the complaint without reasonable justification whilst the complaint is being addressed
- (n) deny statements he or she made at an earlier stage in the complaint process
- (o) electronically record meetings and conversations without the prior knowledge and consent of the other person involved
- (p) adopt an excessively 'scattergun' approach, for instance, pursuing a complaint or complaints not only with the council, but at the same time with a Member of Parliament, other councils, elected councillors of this and other councils, the council's independent auditor, the Standards Board, the police, solicitors, and the Local Government Ombudsman
- (q) refuse to accept the outcome of the complaint process after its conclusion, repeatedly arguing the point, complaining about the outcome, and/or denying that an adequate response has been given
- (r) make the same complaint repeatedly, perhaps with minor differences, after the complaints procedure has been concluded, and insist that the minor differences make these 'new' complaints which should be put through the full complaints procedure
- (s) persistently approach the council through different routes about the same issue
- (t) persist in seeking an outcome which we have explained is unrealistic for legal or policy (or other valid) reasons
- (u) refuse to accept documented evidence as factual
- (v) complain about or challenge an issue based on a historic and irreversible decision or incident
- (w) combine some or all of these features

4. Imposing restrictions

We will ensure that the complaint is being, or has been, investigated properly according to the corporate complaints procedure.

In the first instance the Town Clerk will contact the complainant either in writing or by email to explain why this behaviour is causing concern and ask them to change this behaviour. The Town Clerk will explain the actions that the council may take if the behaviour does not change.

If the disruptive behaviour continues, the Town Clerk will refer the matter to the Full Council and write to the complainant advising them that the way in which they will be allowed to contact us in future will be restricted. The Council will make the decision of restriction and the Town Clerk will inform the complainant in writing of what procedures have been put in place and for what period.

Any restriction that is imposed on the complainant's contact with us will be appropriate and proportionate and the complainant will be advised of the period of time the restriction will be in place for. In most cases restrictions will apply for between 3 and 6 months but in exceptional cases may be extended. In such cases the restrictions would be reviewed on a quarterly basis.

Restrictions will be tailored to deal with the individual circumstances of the complainant and may include:

- (a) Banning the complainant from making contact by telephone except through a third party e.g. solicitor/councillor
- (b) Banning the complainant from sending emails to individual and/or all council officers and insisting they only correspond by letter
- (c) Banning the complainant from council meetings or using council services
- (d) Banning the complainant from accessing any council building except by appointment
- (e) Requiring contact to take place with one named member of staff only
- (f) Restricting telephone calls to specified days / times / duration
- (g) Requiring any personal contact to take place in the presence of an appropriate witness
- (h) Letting the complainant know that we will not reply to or acknowledge any further contact from them on the specific topic of that complaint (in this case, a designated member of staff should be identified who will read future correspondence)

When the decision has been taken to apply this policy to a complainant, the Town Clerk will contact the complainant in writing (and/or as appropriate) to explain:

- why we have taken the decision,
- what action we are taking,
- the duration of that action,
- the review process of this policy, and
- the right of the complainant to contact the Local Government Ombudsman about the fact that they have been treated as a vexatious/persistent complainant.

The Town Clerk will enclose a copy of this policy in the letter to the complainant.

Where a complainant continues to behave in a way which is unacceptable, the Town Clerk may decide to refuse all contact with the complainant and stop any investigation into his or her complaint.

Where the behaviour is so extreme or it threatens the immediate safety and welfare of staff, the council will consider other options, for example reporting the matter to the police or taking legal action. In such cases, we may not give the complainant prior warning of that action.

5. New complaints from complainants who are treated as abusive, vexatious or persistent

New complaints from people who have come under this policy will be treated on their merits. The Town Clerk will decide whether any restrictions which have been applied before are still appropriate and necessary in relation to the new complaint. We do not support a "blanket policy" of ignoring genuine service requests or complaints where they are founded.

The fact that a complainant is judged to be unreasonably persistent or vexatious, and any restrictions imposed on our contact with him or her, will be recorded and notified to those who need to know within the council.

6. Review

The status of a complainant judged to be unreasonably persistent or vexatious will be reviewed by the Full Council after three months and at the end of every subsequent three months within the period during which the policy is to apply.

The complainant will be informed of the result of this review if the decision to apply this policy them has been changed or extended.

7. Record keeping

Adequate records will be retained by the Town Clerk of the details of the case and the action that has been taken. The council will retain a record of

- The name and address of each customer who is treated as abusive, vexatious or persistent
- When the restriction came into force and ends
- What the restrictions are
- When the customer and departments were advised

The Full Council will be provided with an annual report giving information about individuals who have been treated as vexatious/persistent as per this policy.



COUNCILLORS EMAIL POLICY - for Westgate on Sea Town Council.

Adopted: 05.04.2022 Review due: 04.2023

Policy Statement

This policy is an advice note for Councillors setting out good practice in the use of emails between Members and between Members and Town Council staff.

In drawing up this advice, it is acknowledged that Councillor's private email accounts cannot be monitored in anyway. However, there are defined protocols within the existing Town Council policies for example the Press and Media Policy.

It should be noted that, as yet, within our Parish and Town Councils there is no policy precedent set for Councillor's use of emails. Council staff who have access to Council owned computers can however be subjected to a defined email policy; which is in place for Westgate on Sea Town Council.

This document outlines the protocol which Councillors are advised to follow when using email correspondence in the course of discharging their duties and responsibilities as Town Councillors. The Town Council uses Office 365 and all Councillors have a dedicated .gov.uk email address for their Town Council work; this should be used for all Council emails. This is to aid them in their work, present a professional image and assist the Council in managing its obligations with regards to data protection and freedom of information requests. The Town Council is a corporate body working within the framework of the law and local governance. As such, all Town Councillors are responsible for maintaining a professional approach at all times.

1. Email Usage

1.1 In the interests of good practice Councillors are expected to refrain from creating unnecessary email congestion by sending messages of a trivial nature to the Town Council staff and Members.

1.2 Councillors should not send emails that contain offensive, racist or obscene comments.

1.3 The copying of emails should be relevant to those they are being sent to; the subject matter specifically relates to them or their responsibilities.

1.4 Councillors must honour the confidentiality statement, required with all email correspondence from all devices and not share or divulge information with third parties.

1.5 Councillors must be aware that all Town Council decisions are binding and therefore all public comments should be confined to matters on which the Council has reached agreement. More details concerning this can be found in the Council's Press and Media Policy relating to contact with the press and other media.

1.6 The content of emails must show respect for staff, Members and residents, bearing in mind the fact that first tier local government emails could be subjected to public scrutiny as evidence in court and under current law email messages may in certain circumstances have to be disclosed in litigation. There is also the potential damage to the Council's reputation to consider.

1.7 All emails must comply with General Data Protection Regulation; this requires organisations to protect personal data in all forms, it also changes the rules of consent and strengthens people's privacy rights.

1.8 Town Council information is held by Town Council officers and some is held by Town Councillors. The information held by Town Councillors is subject to the Freedom of Information Act and must be made available if requested in accordance with the FOI Act and GDPR Regulations. Councils must ensure the confidentiality, integrity and availability of all personal data they hold, even if the data is being processed through personal email accounts or is stored on a privately owned device.

1.9 Out of office automatic reply messages should be used when Councillors are away, this supports good communication.

1.10 It is considered best practice to have an email signature that is generated when sending emails from all devices to include; the Town Council address, website address, office telephone number, Councillors contact telephone number, the Town Council logo in addition to the disclaimer.

1.11 Any award logos should also be included within the email signature.



WESTGATE-ON-SEATOWN COUNCIL

WEBSITE POLICY

ADOPTED: 05.04.2022 REVIEW: 04.2023

Policy Statement

This policy outlines the management of the Westgate-on-Sea Town Council website.

This policy is intended to cover:

- The Scope of the website
- The management of the website
- Criteria and procedures for making changes to the website

1. Website Hosting Arrangements

- The Council is committed to operating a website hosted by a 3rd party provider, having no other connection with the Westgate-on-Sea Town Council nor any political affiliation.
- The host must be one of several companies who provide website hosting services to local authorities . The current system is a "Content Management System" where the Council itself has direct control of day-to-day editing, updating and maintenance.

2. Who determines what should be on the Website?

- Subject only to the requirements of the law, the Town Clerk has the right to determine what should or should not be included on the Website.

3. What the Website should contain

- The Website shall contain material that arises from Council business such as agendas and minutes, policies, factual information about the Council and Councillors. It may also include any material that has been commissioned by the Council, such as reports or surveys or material that is directly derived from these.
- The Website may also contain other material, such as history and geography of the town, news of local events, or any other material of a non-controversial nature which is appropriate for the website on a "custom

and practice" basis.

- The website may also possess interactive functionality, customary for such local authority websites, (such as questionnaires, visitor response facilities, links to other sites etc.) The footprint of the website may change from time to time according to requirements and circumstances, subject to approval by Council for significant changes.
- The website will contain information relating to Community engagement and events, projects and initiatives that promote the Town.
- For information, the data privacy policy of our website hosting partner, the HugoFox organisation, is available here: (<https://www.hugofox.com/privacy>). Note that we, the Town Council, via its webmaster, are the customer of HugoFox, and this data privacy policy applies to us, the Town Council, rather than the public who may use our HugoFox hosted website.
- The Town Council has a Website Privacy and Use Policy which applies to users of the website, and is available:
(<https://www.westgateonsea.gov.uk/community/westgate-on-sea-town-council-13327/privacy-policy/>)
- The website meets all current regulations, in particular it is working towards The Public Sector Bodies (Websites and Mobile Applications) Accessibility Regulations 2018 which aim to ensure reasonable adjustments to websites are made, so they are accessible to people with various disabilities. The Town Council has an action plan and an accessibility statement in place and has started work to the website to become more accessible. The Accessibility Statement can be found here:- [attachments.asp \(westgateonsea.gov.uk\)](#)
- The website shall in principle not contain material of a deliberately contentious, offensive or disputatious nature, or material that criticises or implies criticism of one or more members of the public, individual Councillors, groups of Councillors or the Council as a whole. However, Council meetings can be disputatious, and this is recorded in the Minutes and, once passed, this material may appear on the website in the minutes or otherwise. Additionally, it can happen that Council may approve material for inclusion on the website that not everybody necessarily agrees with.
- Regardless of what has been voted on by Council, the website shall not contain any material that is libellous or defamatory or in any way against the law or which could expose the Council to legal challenge.
- Councillors are minded that the Town Clerk is accountable to the Town Council as a corporate body and not to any individual Councillor.



Adopted: 05.04.2022

Review: 04.2023

WESTGATE-ON-SEA TRAINING AND DEVELOPMENT POLICY

Purpose and scope

This purpose of this policy is to set out the Council's position and commitment on the provision of training and development opportunities for staff and Councillors. It applies to all staff whether full or part time, temporary or fixed term. The Town Council encourages the acquisition of qualifications and new skills because it recognises that a highly trained and educated workforce and Members are essential to deal with priorities for the Council. The objective is to enable the Council to operate to the best of its ability for the benefit of its community and training and development is one means of achieving this.

Identifying, Meeting and Evaluating Training and Development Needs for Officers

Training and development needs will be identified from a variety of sources:

- Induction and probationary periods
- One-to-ones
- Appraisal
- Workforce planning
- Team meetings
- Annual plan
- Change processes
- Legal and statutory compliance legislation

In addition, the council will encourage staff to identify their own learning styles and will seek to provide a wide variety of learning and training methods, including:

- Attendance at conferences, seminars and short courses
- Online training
- Internal coaching
- Shared in-house learning resources (books, journals, DVDs etc.)
- In house training
- Work shadowing
- Time for self-directed research and learning



Consideration

A number of factors will be taken into account when assessing a request from an individual. This policy provides one element of the decision-making process. Other factors will include availability of finance and the individual's employment record. An annual budget allocation is identified each year in November to meet the likely requirements for training and development the following financial year within the main budget setting process undertaken by the Town Council.

In order to ensure that the council is able to consistently evaluate requests, training and development opportunities have been organised into three categories according to the degree of importance each intervention has for different roles.

Categorising training and personal development for officers

The three categories are as follows:

1. Mandatory

Mandatory training is legally required for the post-holder, or a qualification deemed to be so fundamental to the role, that the council makes it a mandatory requirement. Any mandatory training or qualifications are to be stated on the job description. For mandatory qualifications, it is unlikely that an applicant would be recruited without having previously attained the qualification. Where a qualification becomes mandatory for the role, the council will provide reasonable assistance for the employee to attain the qualification (see the section on Guidance for Support below).

Some mandatory training may be specific to a particular job role whilst other training may be a generic requirement. Examples of mandatory training include:

Generic training

- Health and Safety (Personal Safety, Manual handling, Display Screen equipment)
- Data Protection

2. Desirable

Desirable training is not legally required for the post, but it is directly relevant to the individual's job. Any desirable training or qualifications are to be stated on the job description.



For desirable qualifications or training, an individual may be recruited without having previously attained the qualification or undergone the training but may be expected to attain the qualification within a defined period of time. The need for training may also be identified through one-to-one meetings or annual appraisals. A desirable qualification is likely to enhance the skills and reputation of the council. Examples may include:

Job specific

- Introduction to Local Council Administration (ILCA)
- Certificate in Local Council Administration (CiLCA)
- Training for Allotments in Local Authorities
- IOSH Managing Safely

3. Optional

An optional qualification or optional training may not be directly linked to the individual's current job. Optional training or development is generally more beneficial to the individual's career than it is for the council.

Personal development aimed at developing the skills or knowledge of an individual in order to provide a successor for an existing job is deemed to be optional. However, depending on the circumstances, training for succession may be 'desirable'.

Job specific

- Community Governance
- Town Planning Technical Support - Level 3 Diploma

Guidance for support

Support for qualifications, training and personal development can include financial assistance towards the cost of tuition, examinations and resource materials in addition to half / day release and time off for study leave and taking the examination. Any financial and non-financial support to training and development is entirely at the discretion of the Council. The approved qualifications and/or memberships undertaken by officers will be sponsored by the Town Council and will include reimbursement and/or payment of the following:-

- Course fees



- Examination fees
- Professional membership fees

Where a Member or officer is required to attend a conference or seminar the conference/seminar fees will be met; in addition, if there is the requirement for attendance for more than one day the following expenses will be paid:-

- Travelling expenses that are reasonable and in line with the Council's current policy
- Subsistence expenses that are reasonable and in line with the Council's current policy

The policy should be reviewed on an annual basis as a minimum; also, if any of the following occur:-

- Employment Law and/or Legislation alters, for example Health and Safety at Work Act 1974 or regulations made under that Act
- Introduction of any new equipment or services
- Alteration to any working methods or practices
- Accidents, dangerous occurrences, learning events or complaints to the Council

Study leave

Where individual requires study leave to undertake mandatory training, they will be able to take all the leave within normal working hours.

Where individuals require study leave to undertake study which is not mandatory but part of the individual's formal continuous professional development, the council will contribute up to 50% of study leave time, to a maximum of 3 days per annum.

Where individuals require study leave to undertake training which is not mandatory but part of the individual's desire for career development, the council will contribute up to 3 days study leave per annum for courses which are directly related to the individual's role.

Time off for study leave must be approved in advance. To make a request the individual is asked to write to the Town Clerk as their Line Manager and copy in the Chairman of the HR Committee, setting out the details of the course of study, how it relates to their work, and the time being requested. The Town Clerk is required to make a request direct to the Human Resources Committee.



No study leave will be granted where individuals undertake study, which is not required for their role, or not directly related to their role. However, the Clerk (or Chairman of the Council) will consider requests for flexible working to allow the study to take place, as long as the needs of the council can be met.

This is a non-contractual procedure which will be reviewed from time to time.

Identifying, Meeting and Evaluating Training and Development Needs for Members

All new Councillors will be required to attend Dynamic Councillor training provided by the local Association – KALC. There will be refresher training for existing Councillors offered annually and more specific Committee training, for example Planning, Human Resources and Finance.

There is also the option to join seminars, conferences, online training as well as access to in-house resources such as books and journals.

All requests for training should be directed to the HR Committee.

Evaluation and Recording Training for the Corporate Body

The Human Resources Committee will work closely with the Town Clerk to implement this policy and monitor the effectiveness for the authority. The officer training and development needs will be identified following confirmation of appointment and/or during the appraisal process. The Member training and development requirements will be identified following election or co-option as well as an annual review following the forming of the committee structure for the Town Council in May.

Where appropriate evaluation feedback should be sought from the Member or officer for any training undertaken to assist with the monitoring process. The records for all training courses undertaken, seminars and conferences attended, and qualifications obtained will be the responsibility of the Town Clerk; a report will be produced at least once a year to the Human Resources Committee and should include any evaluations obtained. The Town Clerk will closely monitor the requirements for training and priorities in relation to the annual budget during the financial year to ensure value for money is secured.

Volunteers

Westgate on Sea Town Council should support volunteers to develop their own skills and knowledge who in turn help and support our communities. Volunteers must be aware of



the Councils safeguarding obligations and have received a role appropriate training input alongside any volunteer induction they may undertake. Volunteers can expect to have access to appropriate training.