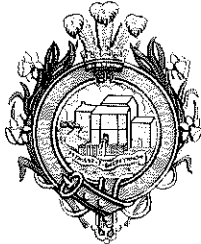


Cyngor Tref Treffynnon Holywell Town Council

Swyddfeydd Bank Place,
Treffynnon,
Sir y Fflint, CH8 7TJ

Tel/Ffacs: (01352) 711757



Bank Place Offices,
Holywell,
Flintshire, CH8 7TJ

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Gwefan/Website: www.holywell-town.gov.uk

1 November 2018

To: Members of the Audit Sub-Committee

Mayor (ex-officio) and Councillors L.A. Carter, J.M. Johnson, P.A. Johnson,
E.B. Palmer and B. Scragg.

Dear Councillors,

Notice is given that a meeting of the **AUDIT SUB-COMMITTEE** will be held in the **GROUND FLOOR MEETING ROOM, COUNCIL OFFICES, BANK PLACE, HOLYWELL** on **Tuesday 6th November 2018 at 5.30pm** to transact the business specified in the Agenda set out below.

Yours faithfully

J. Baker
Town Clerk & Financial Officer

AGENDA

1. APOLOGIES FOR ABSENCE
2. DECLARATIONS OF INTEREST

Members are reminded that they must declare the existence and nature of their declared personal interests.

3. BANK RECONCILIATION 2018/19 – QUARTER 2

To receive and note the attached bank reconciliation statement for the period to 30th September 2018.

4. MANAGEMENT ACCOUNTS 2018/19 – QUARTER 2

To receive and endorse the attached income and expenditure account for the period to 30th September 2018.

5. INTERIM INTERNAL AUDIT OF THE COUNCIL'S ACCOUNTS 2018/19

Clerk to report on the arrangements for the forthcoming interim internal audit on Thursday 22nd November 2018.

6. COUNCIL POLICY REVIEWS

Members to agree new and/or revisions to the attached Council policies:

- Welsh Language Scheme
- Document Retention Policy
- Grievance Policy
- Social Media Policy

Clerk to report on future review arrangements at meeting.

7. FUNDING OPTIONS

Members to consider funding options for larger projects aligned to the current business plan. Clerk to report further at meeting.

8. PUBLIC BODIES (ADMISSION TO MEETINGS) ACT 1960 EXCLUSION OF PUBLIC AND PRESS

To consider passing a resolution to exclude the public and press for Agenda item 9, on the grounds that publicity would be prejudicial to the public interest by reason of the confidential nature of the business to be transacted arising from the personnel information to be reported.

9. STAFFING ISSUES

Members to consider a report from the Clerk outlining the current staffing issues. Further details will be provided at the meeting.

Holywell Town Council 2018/2019

Bank - Cash and Investment Reconciliation as at 30 September 2018

Confirmed Bank & Investment Balances

Bank Statement Balances

30/11/2017	Moneymaster A/c 81096516	0.00	
31/08/2018	Current Bank A/c 11008722	108,364.69	
30/04/2016	Moneymaster A/c	0.00	
30/09/2018	Moneymarket Bond	21,031.62	
			129,396.31

Unpresented Payments

437.60

128,958.71

Receipts not on Bank Statement

0.00

Closing Balance

128,958.71

All Cash & Bank Accounts

Current Bank A/C 11008722	107,927.09
Moneymarket Bond A/C 00710997	21,031.62
Moneymaster A/C 81096516	0.00
Other Cash & Bank Balances	0.00
Total Cash & Bank Balances	128,958.71

**Bank Reconciliation Statement as at 30/09/2018
for Cashbook 1 - Current Bank A/c 11008722**

<u>Bank Statement Account Name (s)</u>	<u>Statement Date</u>	<u>Page No</u>	<u>Balances</u>
Current Bank A/c 11008722	31/08/2018		108,364.69
Moneymaster A/c 81096516	30/11/2017		0.00
			<u>108,364.69</u>
<u>Unpresented Cheques (Minus)</u>		<u>Amount</u>	
14/05/2018 105703 Ysgol Maes y Felin		50.00	
16/08/2018 105731 BPH Plant		117.60	
31/08/2018 105737 Radio Deeside CIC		100.00	
31/08/2018 105739 J. Arnold		160.00	
17/09/2018 105746 Tom Butler		10.00	
			<u>437.60</u>
			107,927.09
<u>Receipts not Banked/Cleared (Plus)</u>			
		0.00	
			<u>0.00</u>
			107,927.09
		Balance per Cash Book is :-	107,927.09
		Difference Excluding Adjustments is :-	0.00
<u>Adjustments to Reconciliation</u>			
06/04/2018 VIS Label bar balance		-35.00	
06/04/2018 VIS Label Bar		35.00	
			<u>0.00</u>
		Unreconciled Difference is :-	0.00

Holywell Town Council 2018/19							
Income & Expenditure Account to 30th September 2018							
	A	B	C	D (B-C)	E	F (D+E)	G
	Account / Cost Centre Detail	Actual Year To Date	Current Annual Bud	Variance Annual Total	Committed	Projected Variance	+/- £400 Variance
1	INCOME						
2	Income - Grants	-4,911	0	-4,911	0	-4,911	●
3	Income - Bank Interest	-55	0	-55	-55	-110	●
4	Income - Miscellaneous	-6,005	0	-6,005	-2,450	-8,455	●
5	Income - Events	-410	0	-410	0	-410	●
6	Income - Council Offices	-60	0	-60	-180	-240	●
7	Income - Wales In Bloom	-302	0	-302	0	-302	●
8	Income - Local Tax Precept	-155,667	-233,500	77,833	-77,833	0	●
9							
10	Income	-167,410	-233,500	66,091	-80,518	-14,428	
11	EXPENDITURE						
12	Establishment						
13	Staff Salaries - Basic Pay	23,179	60,000	-36,821	23,226	-13,595	●
14	Staff Salaries - Paye/NI	6,374	0	6,374	6,384	12,758	●
15	Staff Salaries - Pension	554	0	554	558	1,112	●
16	Training - Staff	250	500	-250	250	0	●
17	Subscriptions	80	200	-120	120	0	●
18	Printing & Stationery	967	3,500	-2,533	2,500	-33	●
19	Audit Fees	-275	780	-1,055	710	-345	●
20	Postage	97	570	-473	100	-373	●
21	Travelling Expenses - Staff	234	670	-436	250	-186	●
22	Office Equipment	1,915	3,450	-1,535	500	-1,035	●
23	Website	198	1,250	-1,052	1,080	28	●
24	Legal & Professional Fees	543	1,030	-487	500	13	●
25	Refreshments	212	0	212	185	397	●
26	Photocopying Charges	323	800	-477	400	-77	●
27	Staff - Subsistence Costs	55	0	55	50	105	●
28	Election Costs	0	5,000	-5,000	1,000	-4,000	●
29	Conference & Seminars	112	500	-388	100	-288	●
30	Translation Fees	162	500	-338	200	-138	●
31	PWLB Loan Repayments	0	5,220	-5,220	5,220	0	●
32	ICT Support Costs	657	1,500	-843	700	-143	●
33	Bank Charges	10	0	10	10	20	●
34							
35	Establishment	35,647	85,470	-49,823	44,043	-5,780	
36	Council Offices						
37	Insurance	1,496	3,090	-1,594	100	-1,494	●
38	Photocopier/Drinks Machine Lease	819	520	299	300	599	●
39	Room Hire	300	1,000	-700	600	-100	●
40	Licence Fees	79	0	79	0	79	●
41	Office Consumables	47	0	47	50	97	●
42	Grounds & Building Maintenance	335	3,500	-3,165	3,700	535	●
43	Offices - Alarm & Security	1,367	750	617	-300	317	●
44	Offices - Fire Safety Costs	8	250	-242	0	-242	●
45	Offices - Business Rates	9,895	10,400	-505	0	-505	●
46	Offices - Water	8	250	-242	200	-42	●
47	Offices - Electricity	293	600	-307	500	193	●
48	Offices - Gas	201	1,200	-999	1,000	1	●
49	Offices - Trade Waste	74	250	-176	150	-26	●
50	Offices - Telephones/ICT	572	1,500	-928	800	-128	●
51	Offices - Garage Rent	395	350	45	0	45	●
52	Offices - Cleaning Costs	30	800	-770	800	30	●
53							
54	Council Offices	15,919	24,460	-8,541	7,900	-641	
55	Community						
56	Community Engagement	0	500	-500	500	0	●
57	Newsletter	322	850	-528	650	122	●
58	Community Endeavour Awards	0	200	-200	200	0	●
59							
60	Community	322	1,550	-1,228	1,350	122	
61	Civic						
62	Annual Meeting	436	470	-34	0	-34	●
63	Civic Service	438	470	-32	0	-32	●
64	Mayors Allowance	2,194	1,940	254	0	254	●
65	Civic Regalia	1,114	520	594	0	594	●
66							
67	Civic	4,182	3,400	782	0	782	
68	Grants/Donations						
69	General Grants	2,500	5,000	-2,500	2,500	0	●
70	Grants - Fron Park Bowling Club	250	250	0	0	0	●

Holywell Town Council 2018/19							
Income & Expenditure Account to 30th September 2018							
	A	B	C	D (B-C)	E	F (D+E)	G
	Account / Cost Centre Detail	Actual Year To Date	Current Annual Bud	Variance Annual Total	Committed	Projected Variance	+/- £400 Variance
71	Grants - Greenfield Football FC	500	500	0	0	0	●
72	Grants - Holywell Town FC	500	500	0	0	0	●
73	Grants - Flintshire CAB	0	1,000	-1,000	1,000	0	●
74	Grants - Estuary Car Scheme	600	600	0	0	0	●
75	Holywell Walkers Are Welcome	0	1,000	-1,000	1,000	0	●
76							
77	Grants/Donations	4,350	8,850	-4,500	4,500	0	
78	Members						
79	Travelling Expenses - Members	36	0	36	100	136	●
80	Members - Subsistence Costs	96	1,290	-1,194	250	-944	●
81	Members - Financial Loss	0	1,000	-1,000	250	-750	●
82							
83	Members	132	2,290	-2,158	600	-1,558	
84	Environment						
85	Litter Bins	0	2,000	-2,000	0	-2,000	●
86							
87	Environment	0	2,000	-2,000	0	-2,000	
88	Events						
89	Event Prizes	36	0	36	0	36	●
90	Town Centre Projects	7,806	4,000	3,806	7,000	10,806	●
91	Line Dance Festival	1,595	1,550	45	0	45	●
92	Well Inn Music Festival	9,263	10,000	-737	0	-737	●
93	Other Events	1,579	3,000	-1,421	1,400	-21	●
94	Twinning Costs	0	500	-500	0	-500	●
95							
96	Events	20,279	19,050	1,229	8,400	9,629	
97	Play Areas						
98	Playscheme Programme	0	8,080	-8,080	8,991	911	●
99	Play Area Upgrade	10,000	10,000	0	10,000	10,000	●
100							
101	Play Areas	10,000	18,080	-8,080	18,991	10,911	
102	Wales in Bloom						
103	Wales in Bloom	6,323	6,000	323	170	493	●
104							
105	Wales in Bloom	6,323	6,000	323	170	493	
106	Christmas Lights						
107	Christmas Lights Set Up	0	20,000	-20,000	20,000	0	●
108	Lighting	0	780	-780	780	0	●
109							
110	Christmas Lights	0	20,780	-20,780	20,780	0	
111	Woodland						
112	Grounds & Building Maintenance	0	1,270	-1,270	1,270	0	●
113							
114	Woodland	0	1,270	-1,270	1,270	0	
115	CCTV						
116	CCTV Maintenance	0	19,800	-19,800	19,800	0	●
117							
118	CCTV	0	19,800	-19,800	19,800	0	
119	Community Asset Transfer (CAT)						
120	Legal & Professional Fees	0	500	-500	0	-500	●
121	Contribution Holywell Leisure Centre	13,333	20,000	-6,667	6,667	0	●
122							
123	Community Asset Transfer (CAT)	13,333	20,500	-7,167	6,667	-500	
124							
125	Total Income	-167,410	-233,500	66,091	-80,518	-14,428	
126	Total Expenditure	110,487	233,500	-123,013	134,471	11,458	
127	Net Income over Expenditure	-56,923	0	-56,923	53,953	-2,970	
128							
129	Projected Movement to/(from) General Reserve	-2,970					
130	Bank Balance 31/03/2018	-71,638					
131	Projected Bank Balance 31/3/2018	-74,607					
132	20% Of Precept (As Per Reserves Policy)	-46,700					



CYNGOR TREF TREFFYNNON HOLYWELL TOWN COUNCIL

CYNLLUN IAITH GYMRAEG WELSH LANGUAGE SCHEME

CYNLLUN IAITH GYMRAEG CYNGOR TREF TREFFYNNON	HOLYWELL TOWN COUNCIL WELSH LANGUAGE SCHEME
Mae Cyngor Tref Treffynnon wedi mabwysiadu'r egwyddor, wrth gynnal busnes cyhoeddus yng Nghymru, y bydd yn trin y Gymraeg â'r Saesneg ar y sail eu bod yn gyfartal. Mae'r cynllun hwn yn nodi sut y bydd y Cyngor yn gweithredu'r egwyddor honno wrth ddarparu gwasanaethau i'r cyhoedd yn Treffynnon.	1 Holywell Town Council has adopted the principle that in the conduct of public business in Wales it will treat Welsh and English on a basis of equality. This scheme sets out how the Council will implement that principle in the provision of services to the public in Holywell.
Mae'r Cyngor yn cydnabod y gall aelodau'r cyhoedd fynegi eu barn a'u hanghenion yn well yn eu dewis iaith, mai mater o arfer da yn hytrach na goddefgarwch yw eu galluogi i ddefnyddio'u dewis iaith ac y gall gwadu'r hawl i ddefnyddio eu dewis iaith eu rhoi mewn sefyllfa anafanteisiol. Bydd y Cyngor felly yn cynnig i'r cyhoedd yr hawl i ddewis pa iaith i'w ddefnyddio wrth ymdrin ag ef.	2 The Council recognises that members of the public can express their views and needs better in their preferred language, that enabling them to use their preferred language is a matter of good practice rather than a concession and that the denial of that right could place members of the public at a real disadvantage. The Council will therefore offer the public the right to choose which language to use in dealings with the Council.
Nod y Cyngor mewn perthynas â'r Cynllun hwn yw: - galluogi pawb sydd yn defnyddio gwasanaeth neu drafod gyda'r Cyngor neu'n cyfrannu at y broses ddemocrataidd i wneud hyn trwy gyfrwng y Gymraeg neu'r Saesneg yn ôl dewis personol yr unigolyn. - hyrwyddo'r defnydd o'r Gymraeg yn y gymuned.	3 In relation to this Scheme, the Council aims: - to enable everyone who receives or uses the Council's services or contributes to the democratic process to do so through the medium of Welsh or English, according to personal choice. - to encourage the use of the Welsh language in the community.
Ymhlith prif ddyletswyddau'r Cyngor mae: - ystyried materion cynllunio; - awgrymu gwelliannau yn ymwneud â phriffyrdd; - cydweithio â'r heddlu i ddiogelu'r gymuned; - darparu goleuadau Nadolig yn flynyddol; - rhoi cymorth ariannol i nifer o fudiadau gwirfoddol ac elusennol; - gofalu am seddau eistedd a byrddau arddangos cyhoeddus; - penodi cynrychiolwyr ar nifer o gyrff lleol ac allanol.	4 Amongst the Council's main duties are: - consider planning matters; - suggest improvements regarding highways; - work with the police to safeguard the community; - provide Christmas lights every year; - provide financial assistance for various voluntary organisations and charities; - look after public seating and notice boards; - appoint representatives to numerous local and outside bodies.

Mae gan y Cyngor 15 o aelodau etholedig, ac mae'r Clerc yn gweithio'n rhan amser. Mae nifer o grwpiau cymdeithasol, diwylliannol a chymunedol yn chwarae rhan flaenllaw ym mywyd yr ardal. Mae'r Cyngor yn gweithio i hyrwyddo datblygiadau cymunedol a gweithgareddau cymdeithasol gan ymateb i anghenion lleol er mwyn gwella safonau byw yn yr ardal.	5 The Council has 15 elected members, and the Clerk works part time. There are a number of social, cultural and community groups that play a prominent part in the life of the community. The Council is working to promote community development and social activities and respond to local needs to improve the living standards in the area.
Polisiau a mentrau Wrth lunio neu ystyried polisiau a mentrau newydd, bydd y Cyngor yn: - asesu eu heffaith ieithyddol gan ofalu eu bod yn gyson â'r Cynllun Iaith; - hyrwyddo a hwyluso defnyddio'r Gymraeg pryd bynnag y bydd hynny'n bosibl, ac yn symud yn nes at weithredu'r egwyddor o gydraddoldeb yn llawn bob cyfle a ddaw; - ymgynghori â Chomisiynydd y Gymraeg ymlaen llaw ynglŷn ag unrhyw fwrriad fyddai'n effeithio ar y Cynllun hwn, neu Gynllun unrhyw gorff cyhoeddus arall. Ni newidir y Cynllun hwn heb gytundeb y Comisiynydd ymlaen llaw; - sicrhau bod y sawl sydd yn ymwneud â llunio polisiau yn ymwybodol o'r Cynllun ac o gyfrifoldebau'r Cyngor o dan Deddf yr Iaith Gymraeg 1993 a Mesur y Gymraeg (Cymru) 2011; - sicrhau y bydd mesurau yn y Cynllun yn cael eu gweithredu wrth roi polisiau a mentrau newydd ar waith.	6 Policies and initiatives In devising new policies and initiatives the Council will: - assess their linguistic effect and ensure that they are consistent with the Welsh Language Scheme; - promote and facilitate the use of Welsh wherever possible and will move closer to implementing the principle of equality fully at every opportunity; - consult with the Welsh Language Commissioner in advance regarding proposals that will affect the scheme, or the scheme of any other public body. The scheme will not be altered without the Commissioner's agreement; - ensure that those involved in formulating policy will be aware of the Scheme, and of the Council's responsibilities under the Welsh Language Act 1993 and the Welsh Language (Wales) Measure 2011; - ensure that the measures contained in the Scheme are applied to new policies and initiatives when they are implemented.
- Pan ymgynghorir â'r Cyngor ar geisiadau cynllunio, bydd y Cyngor yn annog ymgeiswyr i godi arwyddion dwyieithog ar safleoedd megis swyddfeydd, busnesau a siopau ac archfarchnadoedd drwy gyfeirio at natur ieithyddol yr ardal. - Pan ymgynghorir â'r Cyngor ynglŷn ag enwau strydoedd, datblygiadau ac ystadau newydd bydd y Cyngor yn cefnogi defnyddio enwau dwyieithog neu.	- When the Council is consulted on planning applications, the Council will encourage applicants to erect signs bilingually in locations such as offices, businesses and shops and supermarkets by referring to the linguistic nature of the area. - When the Council is consulted on the naming of streets, developments and new estates, the Council will support the use of bilingual names.

Safonau ansawdd	7	Standards of quality
Bydd y Cyngor yn darparu gwasanaeth o'r un safon uchel ac yr un mor brydlon yn y ddwy iaith.		Services provided in English or Welsh will be of an equally high standard and equally prompt.
Ymddrin â'r cyhoedd sydd yn siarad Cymraeg	8	Dealing with the Welsh-speaking public
Gohebu ysgrifenedig (post ac e-bost)		Written communication (mail and e-mail)
Bydd y Cyngor yn croesawu gohebiaeth yn y Gymraeg neu'r Saesneg.		The Council will welcome correspondence in either English or Welsh.
Ni fydd ateb gohebiaeth trwy gyfrwng y Gymraeg yn achosi oedi.		Correspondence through the medium of Welsh will not in itself lead to any delay
Os derbynir gohebiaeth yn y Gymraeg caiff ei ateb yn Gymraeg.		Every letter received in Welsh will be answered in Welsh.
Bydd gohebiaeth yn dilyn sgwrs ffôn neu wyneb yn wyneb neu gyfarfod lle sefydlwyd mai'r Gymraeg yw dewis iaith person yn Gymraeg, er mae'n bosibl na chynhaliwyd y drafodaeth yn y Gymraeg.		All correspondence with a member of the public will be initiated in his/her preferred language if known.
Dechreuir pob gohebiaeth ag aelod o'r cyhoedd yn ei dewis/ddewis iaith lle bo hynny'n hysbys.		
Bydd pob cylchlythyr a llythyr safonol i'r cyhoedd yn ddwyieithog.		All circular or standard letters to the public will be bilingual.
Cyfathrebu dros y ffôn	9	Telephone calls
Gan nad yw'r Clerc yn siarad Cymraeg ar hyn o bryd, nid oes modd i'r Cyngor gynnig delio â galwadau yn Gymraeg yn y lle cyntaf. Ond pan fo aelod o'r cyhoedd yn dymuno siarad Cymraeg bydd y Clerc yn esbonio bod croeso i'r unigolyn barhau gyda'r alwad yn Saesneg neu anfon ei ymholiad yn Gymraeg trwy lythyr.		As the Clerk does not currently speak Welsh, the Council cannot deal with calls in Welsh from the outset. However when a member of the public wishes to speak Welsh the Clerk will explain that the individual is welcome to continue with the call in English or send in their enquiry in written form in Welsh.
Pan ddaw swydd y Clerc yn wag bydd y Cyngor yn ei hysbysebu gan nodi fod sgiliau dwyieithog yn dymunol er mwyn i'r Cyngor allu cynnig gwasanaeth dwyieithog i'r cyhoedd.		When the Clerk's post becomes vacant it will be advertised confirming that bilingual skills will be desirable so that the Council can offer a bilingual service to the public.

Cyfarfodydd cyhoeddus a drefnir gan neu ar ran y Cyngor		10	Public meetings organised by or on behalf of the Council
○ Croesewir cyfraniadau yn y Gymraeg neu'r Saesneg mewn cyfarfodydd cyhoeddus a gynhelir gan y Cyngor. Gwneir hyn yn glir yn y papurau sy'n galw neu'n hysbysebu'r cyfarfod. ○ Bydd unrhyw gyfarfod cyhoeddus a gynullir i drafod y Gymraeg, addysg Gymraeg, treth y Cyngor neu wybodaeth am etholiad/isetholiad lleol yn ddwyieithog. ○ Bydd pob cyhoeddusrwydd am gyfarfod cyhoeddus o'r fath yn ddwyieithog. ○ Os yw'n hysbys ar gychwyn y cyfarfod bod pawb sy'n bresennol yn siarad Cymraeg, cynhelir y cyfarfod yn Gymraeg. ○ Bydd y Cyngor yn darparu offer cyfieithu ar gyfer y di-Gymraeg, yn ôl y galw, mewn cyfarfod cyhoeddus a drefnir gan neu ar ran y Cyngor. ○ Pan fo'n hysbys i'r Cyngor fod aelod o'r cyhoedd yn dymuno siarad Cymraeg mewn cyfarfod cyhoeddus fyddai fel arall yn uniaith Saesneg, dylid parchu hynny trwy wneud y trefniadau cyfieithu priodol. ○ Wrth gychwyn y cyfarfod, bydd y Cadeirydd yn dwyn sylw mynychwyr at wasanaeth cyfieithu ar y pryd pan fo ar gael. ○ Bydd unrhyw ddeunydd ysgrifenedig megis taflenni neu sleidiau sy'n cael eu defnyddio mewn cyfarfod cyhoeddus sy'n trafod y Gymraeg, addysg Gymraeg, treth y Cyngor neu wybodaeth am etholiad/isetholiad lleol yn ddwyieithog.			○ Contributions are welcomed in either Welsh or English at public meetings held by the Council. This will be stated clearly in the notices that inform or publicise the meeting. ○ Any public meeting that is held to discuss the Welsh Language, Welsh medium education, Council Tax or any information regarding local elections/by-elections will be bilingual. ○ All publicity for public meetings will be bilingual. ○ If it is evident at the beginning of a meeting that all those present speak Welsh, the meeting will be held in Welsh. ○ The Council will provide translation facilities for non Welsh-speakers, according to need, for public meetings arranged by or on behalf of the Council. ○ When the Council is aware that a member of the public wishes to speak Welsh in a public meeting that would otherwise be conducted in English, this should be respected by providing appropriate translation arrangements. ○ At the start of the meeting, the Chair shall draw attendees' attention to interpretation services when available. ○ Any written materials such as leaflets or acetates that are used in public meetings about the Welsh language, Welsh medium education, Council Tax or information about local elections/by-elections will be bilingual.
Cyfarfod arferol y Cyngor		11	Ordinary Council meetings
○ Bydd pob hysbysiad a Rhaglen o gyfarfodydd y Cyngor yn saesneg. ○ Bydd y cofnodion yn saesneg.			○ The notice and Agenda for the Council's meetings will be english. ○ The minutes will be in english.
Cyfarfodydd wyneb yn wyneb gyda'r cyhoedd		12	Face-to-Face meetings with the public
○ Pan fo Clerc ac Aelodau yn ddwyieithog, bydd y Cyngor yn croesawu cyfarfodydd gyda'r cyhoedd yn y Gymraeg neu'r			○ When the Clerk and Members are bilingual, the Council will welcome meetings with the public in either Welsh or English,

Saesneg, ac yn gofalu fod trefniadau yn cael eu gwneud i alluogi unrhyw aelod o'r cyhoedd sy'n dymuno gwneud hynny i drafod materion yn y Gymraeg gyda'r Clerc.	and will ensure that appropriate arrangements are taken to enable any member of the public to discuss matters with the Clerk in Welsh should they wish to do so.
○ Pan nad yw'r Clerc yn ddwyieithog, ond o leiaf rhai o'r aelodau yn ddwyieithog ac yn barod i gyfarfod ag aelod o'r cyhoedd sydd eisiau trafod yn Gymraeg, bydd y Cyngor yn croesawu cyfarfodydd gyda'r cyhoedd yn y Gymraeg neu'r Saesneg, a bydd y Clerc yn gofalu fod trefniadau yn cael eu gwneud i alluogi unrhyw aelod o'r cyhoedd sydd eisiau trafod materion yn y Gymraeg i wneud hynny gydag aelod dwyieithog o'r Cyngor.	○ When the Clerk does not speak Welsh, but at least some Members are bilingual and are willing to meet with members of the public who wish to discuss matters in Welsh, the Council welcomes meetings with the public in either Welsh or English, and the Clerk will ensure that appropriate arrangements are taken to enable any member of the public who wishes to discuss matters in Welsh to do so with a bilingual Member of the Council.
○ Pan na all y Clerc na'r Aelodau siarad Cymraeg nid yw'r Cyngor yn gallu cynnig cyfarfodydd wyneb yn wyneb gyda'r cyhoedd yn Gymraeg. Er hynny, pan fo aelod o'r cyhoedd yn cysylltu â'r Cyngor yn dymuno siarad Cymraeg, bydd y Clerc yn esbonio'r sefyllfa yn garedig a chynnig y cyfle i'r unigolyn i drafod y mater yn Saesneg neu anfon ei ymholiad yn ysgrifenedig yn Gymraeg.	○ When the Clerk and Members don't speak Welsh, the Council cannot provide face-to-face meetings with members of the public in Welsh. However when a member of the public contacts the Council wishing to speak Welsh, the Clerk will politely explain the situation and offer the individual the opportunity to discuss the matter in English or send in their enquiry in written form in Welsh.
Gwefan a safleoedd rhwydweithio cymdeithasol	Websites and social media sites
○ Bydd cyhoeddiadau a wneir ar ran y Cyngor ar y we yn Gymraeg neu'n Saesneg.	○ Announcements made on the internet on behalf of the Council will be in English.
Hunaniaeth gorfforaethol	Corporate identity
Bydd enw'r Cyngor yn Gymraeg neu'n ddwyieithog.	The Council's name is to be in Welsh or Welsh and English.
Arwyddion swyddfa'r Cyngor	Council Office signage
○ Bydd pob arwydd gwybodaeth a godir am y tro cyntaf neu yn lle hen arwydd ar eiddo'r Cyngor yn ddwyieithog, ac felly hefyd unrhyw arwyddion gwybodaeth gyhoeddus eraill y mae'r Cyngor yn gyfrifol amdanynt. Fe fydd y ddwy iaith yn ymddangos ochr yn ochr â'r fersiwn Gymraeg ar y chwith neu uwchben y Saesneg. Bydd maint, ansawdd, eglurder ac amllygrwydd y testun yn gyfartal yn y Gymraeg ac yn y Saesneg.	○ All new information signs or those replacing previous signs on Council property will be bilingual, as will any other public information signs for which the Council is responsible. The two languages will appear side by side, with the Welsh version appearing to the left or above the English. The size, quality, legibility and prominence of text will be equal in Welsh and English.

Llunio a chyhoeddi deunyddiau cyhoeddus	16	Producing and publishing public documents
Bydd pob deunydd a anelir at y cyhoedd megis dogfennau, deunydd esboniadol neu ffurflenni grant, yn ddwyieithog gyda'r ddwy iaith yn ymddangos yn yr un ddogfen. Argreffir y ddau fersiwn ochr yn ochr lle bo'n bosibl er mwyn hwyluso croesgyfeirio, dosbarthu a chynnig dewis iaith.		All publications aimed at the public, such as documents, explanatory material or grant forms will be bilingual with both language versions forming one document. The versions will be printed side-by-side where possible to facilitate easy cross-reference, distribution and offer language choice.
Os bydd fersiynau Cymraeg a Saesneg yn cael eu cyhoeddi ar wahân, bydd y ddau fersiwn yn ymddangos ar yr un pryd, yn cael eu dosbarthu gyda'i gilydd a byddant yr un mor hawdd i'w cael.		If Welsh and English versions are published separately they will appear simultaneously, be distributed together and be equally accessible.
Yng nghyd-destun gweithgareddau hysbysebu a chyhoedduswydd bydd materion sy'n ymwneud â'r Gymraeg, addysg Gymraeg, Treth y Cyngor a gwybodaeth am etholiad/isetholiad lleol yn ddwyieithog.		Advertising and publicity activities dealing with the Welsh language, Welsh medium education, Council tax, information about local elections/by-elections will be bilingual.
Bydd hysbysebion a hysbysiadau y Cyngor, - i'w gosod yn y wasg, ar hysbysfyrddau neu mewn unrhyw gyfrwng arall, yn ddwyieithog.		Council advertisements and notices – to be placed in the press, on notice boards or any other medium will be bilingual.
Bydd hysbysebion swyddi yn ymddangos yn ddwyieithog mewn cyhoeddiadau Saesneg/dwyieithog ac yn Gymraeg yn unig mewn cyhoeddiadau Cymraeg gyda throednodyn yn Saesneg.		Job advertisements will appear bilingually in English/bilingual publications and in Welsh only in Welsh language publications with a footnote in English.
Gwobrwyo grantiau a chymorth ariannol	17	Awarding grants and financial assistance
Yn y manylion a roddir i'r rhai sy'n bwriadu ymgeisio am gyfraniad ariannol tuag at weithgareddau lleol, bydd y Cyngor yn gwneud yn glir fod angen i ymgeiswyr ddisgrifio sut y maent yn bwriadu adlewyrchu natur ieithyddol y gymuned a'u cynulleidfa yn y gweithgaredd(au) y maent yn gofyn am gefnogaeth ariannol tuag ato(ynt). Wrth bwyso a mesur ceisiadau, bydd y Cyngor yn sicrhau fod ymgeiswyr wedi adlewyrchu natur ieithyddol y gymuned a'u cynulleidfa yn briodol yn eu cais		In the information that is sent to those intending to apply for financial assistance towards local activities, the Council will make it clear that there is need for applicants to describe how they intend to reflect the bilingual nature of the community and their audience in the activity(ies) for which they require financial support. When considering applications, the Council will ensure that applicants have appropriately reflected the linguistic nature of the community and their audience in their application.
Bydd y Cyngor hefyd yn hysbysu'r ymgeisydd am y menter iaith lleol all ddarparu cyngor a chymorth ymarferol ynglŷn â		The Council will also notify the applicant that the local menter iaith can provide advice and practical assistance in relation to

chynnwys dwyieithog y gweithgaredd, gan gynnwys gwybodaeth ar unrhyw grantiau sydd ar gael at y pwrpas hwn.		the bilingual content of the activity, including information on grants available for this purpose.
Gwasanaethau a ddarperir gan drydydd parti	18	Services provided by a third party
- Bydd unrhyw drefniadau a wneir gan y Cyngor i ddefnyddio trydydd bartïon i ddarparu gwasanaethau cyhoeddus ar ei ran yn cydymffurfio â gofynion penodol y Cynllun fel a amlinellwyd gan y Cyngor. Bydd y Cyngor yn nodi pa fesurau perthnasol o'r Cynllun y bydd angen i'r trydydd parti gydymffurfio â nhw yn y manylebau tendro neu gontract. - Bydd angen i'r trydydd parti gadarnhau ei fod wedi cydymffurfio â'r mesurau perthnasol o'r Cynllun trwy lythyr.		- Any arrangements made by the Council to use a third party to deliver services to the public on its behalf will comply with the specific requirements in the Scheme as outlined by the Council. The Council will outline which relevant measures in the Scheme the third party will have to adhere to within the tendering or contract specifications. - The Third party will need to confirm that it has complied with the relevant aspects of the Scheme by letter.
Trefniadau gweinyddol a monitro	19	Administrative arrangements and monitoring
- Mae gan y Cynllun hwn gefnogaeth lawn y Cyngor. - Y Clerc fydd yn gyfrifol am weithrediad y Cynllun o ddydd i ddydd o fewn y Cyngor. - Yn ôl y galw bydd y Clerc yn sicrhau bod canllawiau a chyfarwyddiadau ar gael i bawb sydd yn ymwneud â gweithredu'r Cynllun. - Clerc y Cyngor fydd yn gyfrifol am fonitro gweithrediad y Cynllun. - Bydd y Cyngor yn derbyn Adroddiad blynyddol byr ar weithrediad y Cynllun, a fydd yn cael ei gyhoeddi'n lleol [e.e. y wasg leol, byrddau arddangos lleol, papur bro misol ayyb], ac anfonir copi ohono at Gomisiynydd y Gymraeg. Bydd y Cyngor hefyd yn gwahodd trigolion Cymraeg yr ardal i gynnig eu barn am y gwasanaeth a sut y gellir ei wella, trwy gadw copi cyhoeddus o'r Adroddiad yn y swyddfa. - Bydd y Cyngor yn rhoi cyhoeddusrwydd i'r cynllun yn rheolaidd.		- This scheme has the full support of the Council. - The Clerk will be responsible for implementing the Scheme on a day-to-day basis within the Council. - According to need, the Clerk will ensure that guidelines and instructions will be available to all who are involved in the implementation of the scheme. - Responsibility for monitoring the Scheme will rest with the Clerk of the Council. - The Council will receive a brief annual report on implementing the Scheme that will be displayed locally (for example, the local press, local information boards, monthly paper bro and so on] with a copy being sent to the Welsh Language Commissioner. Also the Council will invite local Welsh speaking residents to offer their views on the service and how it could be improved, by placing a copy of the Report in the local office. - The Council will publicise the Scheme regularly.

Cwynion	20	Complaints
Dylid cyfeirio unrhyw sylwadau, cwynion neu awgrymiadau sy'n gysylltiedig â'r Cynllun i sylw: Clerc y Dref, Cyngor Tref Treffynnon, Swyddfeydd Bank Place, Treffynnon, Sir y Fflint, CH8 7TJ. (01352) 711757, town.clerk@holywell.wales		Any comments, complaints or suggestions regarding the Scheme should be addressed to: Town Clerk, Holywell Town Council, Bank Place Offices, Holywell, Flintshire CH8 7TJ. (01352) 711757, town.clerk@holywell.wales
Adolygu	21	Review
Bydd y Cyngor yn adolygu cynnwys y Cynllun hwn pob 3 blynedd.		The Council shall review the contents of this Scheme every 3 years.



HOLYWELL TOWN COUNCIL

DOCUMENT RETENTION POLICY

HOLYWELL TOWN COUNCIL

DOCUMENT RETENTION POLICY

1. PURPOSE

The council requires a number of documents for transacting its business and is committed to retaining these documents in an appropriate format and for periods of time that:

- Enables statutory obligations to be met.
- Ensures security of documents.
- Protects employees' privacy.
- Facilitates access to information.
- Optimises the use of storage space.
- Is cost effective.
- Facilitates destruction of redundant documents.

2. SCOPE

This Policy applies to users of the council's information records, both paper and electronic, and includes councillors and employees.

3. STATUTORY REQUIREMENTS

Documents subject to a statutory period of retention are identified by their associated legislation in the table in Section 11.

4. SECURITY OF DOCUMENTS

The council's records are held in paper and/or electronic format. To minimise the risk of accidental loss of valuable records, masters or copies (as deemed appropriate) of paper-documents will be stored off-site.

5. EMPLOYEES' PRIVACY

The privacy of personnel records will be appropriately assured.

6. AVAILABILITY & ACCESS

All records necessary for council business will be retained for a period of time that reasonably assures the availability of records when needed.

7. STORAGE SPACE & COST

Redundant records may be destroyed in order to reduce the cost of storage, indexing and handling the vast quantity of documents that would otherwise accumulate. Destruction of documents will be undertaken in accordance with the provisions of this Policy to avoid any inference that a document was destroyed in anticipation of a problem.

8. ELECTRONIC STORAGE

Records maintained on electronic data processing storage media will be subject to the same rules of retention and security as paper records.

9. POLICY IMPLEMENTATION

The Clerk will be responsible for the implementation of the Policy.

10. MONITORING & REVIEW

The Audit Sub-Committee will review the policy periodically to monitor its effectiveness and continued suitability.

11. RETENTION PERIODS: STATUTORY REQUIREMENTS & BEST PRACTICE GUIDELINES

Document/Type	Minimum Retention Period	Reason	Associated Legislation
Agreements, Contracts & Related Correspondence			
Contract Executed as a Deed	12 years	• Proceedings founded on a contract may be brought within these periods • Actions for latent damage may be brought up to 15 years after the damage occurs • Audit, Management	Limitation Act 1980 Section 5
Contracts with Customers, Suppliers or Agents	Indefinite		
Licensing Agreements			
Rental/Hire Purchase Agreements			
Indemnities & Guarantees			
Other Agreements/Contracts			
Quotations & Tenders	12 years	Statute of Limitation	
Property			
Deeds of Title	Indefinite	Audit, Management	
Leases, agreements, contracts	Indefinite	Audit, Management	Limitation Act 1980 Section 14B

Accounts			
Scale of Fees and charges	6 years	Management	
Postage & Telephone Records	6 years	Tax, VAT, Statute of Limitations	
Receipt & Payment Accounts	Indefinite	VAT	
Bank Statements, Paying in Books, Cheque Book Stubs	Last completed audit	Audit	
Paid Invoices	6 years	VAT	
Cheques	6 years	VAT	Statute of Limitations
Receipt Books	6 years		
VAT Records	6 years	VAT	
Investments	Indefinite	Audit, Management	
Tax			
Supporting documentation for VAT returns	6 years	Records should be maintained until any enquiry into a tax return is complete	VAT Act 1994 Section 58 & Schedule 11 Para 6
Supporting documentation for PAYE returns	6 years		Income Tax (PAYE) Regulations 2003 Reg. 97
PAYE related records not required to be sent to Inland Revenue	3 years after the end of the tax year to which they relate		
Banking Records			
Cheques, bills of exchange and other negotiable instruments	6 years	Audit	
Bank statements including deposit/savings accounts	Last completed audit year	Audit	
Instructions to banks	6 year after ceasing to be effective		
Councillor Records			
Minute books	Indefinite	Archive	
Declarations of Office	4 years		

Members allowances register	6 years	Tax Statute of Limitations	
Employee Records			
Personal Records	12 years after employment ceases	Health & Safety records may need to be kept longer	Limitation Act 1980
Applications for jobs where the candidate is unsuccessful	1 year after notifying the unsuccessful candidate	Defamation action limit	• Discrimination Acts 1975 & 1986 • Race Relation Act 1976 • Limitation Act 1980
Payroll/Wages	12 years after 31 January of the following year of assessment	Superannuation	Tax Management Act 1970 Sections 12 & 15
P Forms (P45, etc)	6 years		
Expense Accounts	6 years		
Labour Agreements	10 years	Best practice	
Sickness Records	3 years after the end of each tax year		Statutory Sick Pay (General) Regulations 1982 Reg. 13
Accident Books	3 years from the date of last entry		
Timesheets	3 years from last completed audit year		
Health & Safety Records	3 years	• Personal injury actions must generally be commenced within 3 years of the injury • The time periods are extended in relation to employees exposed to hazardous substances	

Leave Records	3 years		
Time Keeping Records	Last completed audit	Last completed audit year	Audit
Insurance			
Policies	While Valid	While Valid	Management
Claims correspondence	3 years after settlement	See NALC LTN 40 Para 7 replicated below	
Employer's Liability Insurance Certificate	40 years from the date on which insurance commenced or was renewed	The Employers' Liability (Compulsory Insurance) Regulations 1998 (SI.2753), Management	
Accident Reports and relevant correspondence	3 years after settlement		
Play Area Inspection Reports	21 years		
Donations & Subscription Records			
Donations given & related correspondence	6 years		Companies Act 1985 Sections 221-222
Deeds of Covenant	6 years after the last payment made 12 years if payments are still outstanding or there is a dispute with the Deed		
Subscription Records	3 years after cessation of membership		Companies Act 1985 Section 222
Planning Applications & Associated Documents			
Private Applications including documents relating to Appeals (Approved)	• HTC's comments & – 6 years • Other related documents – 2 years	Until the development is completed	Freedom of Information Act 2000

Private Applications (Rejected)	5 years	Until the period within which an appeal can be made is expired	
Appeal Decision relating to rejected Private Applications	Indefinite	NALC LTN 40 refers	
Major Developments	5 years		
Copies of Structure Plans, Local Plans & similar documents	As long as document is in force	NALC LTN 40 refers	
Publications			
Guides, Leaflets, Maps, Plans	Subject to HTC's needs	Copy should be deposited with the British Library Board	The Legal Deposit Libraries Act 2003
Meeting Records – Full Council, Committees & Sub-Committees			
Agendas	5 years	Record Keeping	
Minutes	Indefinite	Record Keeping, Archives	
Correspondence	Varies	For as long as it is useful/for administration purposes	
NALC LTN 40 Para 7: Most legal proceedings are governed by the Limitation Act 1980 which provides that legal claims may not be commenced after a specified period. The tables below sets out the limitation periods for the different categories of claim.			
Category	Limitation Period		
Negligence (& other TORTS)	6 years		
Defamation	1 year		
To Recover Land	12 years		
Contract	6 years		
Leases	12 years		
Rent	6 years		
Sums recoverable by statute	6 years		
Personal Injury	3 years		
Breach of Trust	None		

All Holywell Town Council Policies are subject to an annual review



HOLYWELL TOWN COUNCIL

GRIEVANCE POLICY

HOLYWELL TOWN COUNCIL

GRIEVANCE POLICY

1. Why do we have a grievance policy?

We recognise that, from time to time, you may have a concern or complaint about your work, working environment or working relationships that you may want to raise so that it can be considered and, if possible, dealt with. We aim to deal with, and wherever possible, solve these issues through normal day-to-day discussion and management. In some cases, help from an independent mediator can help deal with problems, especially those involving working relationships. This policy and procedure explains how you can raise a work-related grievance and sets out how we will respond. We will take prompt and effective action to deal with your grievance, as far as is reasonably possible.

2. Does the grievance policy apply to me in my role?

You need to know the grievance policy and procedures, that form part of your terms and conditions of employment and part of the legal contract between you and us. This policy applies to you and everyone else we employ, whether part-time or full-time, fixed term or permanent. It does not apply to workers who are not employees or past employees who no longer work for us.

3. Roles and responsibilities

3.1. Your responsibilities

All our employees have a duty to act and behave in line with the employee code of conduct and our terms and conditions of employment, policies and procedures. You have a personal responsibility to:

- aim to settle grievances informally wherever possible, between you and the other person involved or if this is not possible, informally with your manager.
- aim to sort out the issues through mediation where appropriate and agreed by both sides.
- co-operate with investigations and meetings as necessary.
- be fully aware of the conduct and behaviour expected of you and keep to these standards.
- behave in a sensitive way and maintain confidentiality when involved in grievance matters.
- make sure that the person you choose to go with you to meetings is available and goes to those meetings.
- understand your right to appeal and the associated procedures.

3.2. Duties of managers

Managers have a particular responsibility to make sure that within their area of control, everyone demonstrates appropriate conduct and behaviour. They should lead by example and be aware that an abuse of their position will send mixed messages about what is acceptable behaviour. Managers are responsible for:

- making sure they and their employees are aware of this grievance policy and procedures.
- taking prompt action when an employee raises a concern and aiming to sort out matters informally.
- handling all grievances sensitively and confidentially.
- letting employees know about other help and support available.
- familiarising themselves with any guidance and taking part in any relevant training to help them deal effectively with grievance cases in line with this procedure.
- keeping to the requirements of the policy when dealing with cases.

3.3. Trade union representatives

Trade union representatives are also able to help their members who are involved in grievance matters by:

- promoting appropriate conduct and behaviour in the workplace.
- supporting and advising trade union members involved in grievance procedures.
- co-operating with investigations and meetings as needed.
- behaving in a sensitive way and maintaining confidentiality when involved in grievance matters.
- making sure that they go to scheduled meetings when agreeing to accompany employees involved in grievance investigations and hearings.

4. The main principles

The following principles support how this policy will work in practice:

- All employees will have the opportunity to resolve a grievance in a fair and appropriate way.
- Employees should raise any grievance as soon as possible so the matter can be sorted out promptly.
- Grievances will be dealt with as soon as is reasonably possible and will be moved forward without unnecessary delay.
- Managers and their employees have a joint responsibility to work together to sort out issues early and informally before they escalate and become more difficult to resolve.

- All informal approaches to dealing with grievances will be used before moving to the formal procedure.
- Mediation should be considered as a way of dealing with the grievance during the informal stage, before moving to the formal stage and at any time during the formal stage. However, you can choose whether to take part in the mediation process or not.
- If you are involved in a grievance matter, you can be supported by a companion (a trade union representative, an official employed by a trade union, or a fellow employee) in formal meetings throughout the grievance process.
- We will not discriminate against any employee for raising a grievance, being the subject of a grievance or being a witness in a case.
- All discussions between the people involved with the grievance will be in strict confidence. If anyone breaks this confidence, we may treat it as a disciplinary offence. Confidentiality will be maintained at all times unless there is a legal obligation for us to take action, in which case we will tell you beforehand.
- Raising a grievance that is known to be without foundation, or is in any other way vexatious or malicious or in bad faith may be treated as a disciplinary offence.

Matters raised as part of a grievance can be emotional and upsetting. However, it is not acceptable to be abusive or insulting to others. All those involved should treat each other with respect and express themselves calmly and professionally. If you do not show respect and are abusive, insulting, or threatening, we will treat this behaviour as a misconduct matter under the disciplinary policy.

Grievances dealt with through this procedure may not always produce the outcome the person making the complaint wants. However, if we use the procedure effectively, it should lead to everyone involved recognising that the outcome is fair, reasonable, and appropriate in the circumstances.

5. Procedures

5.1. Mediation

Mediation offers early action before problems turn into major issues for all concerned. It allows those involved to consider options to deal with situations and reach a mutually agreeable outcome, by using an accredited and independent mediator.

Mediation is also a process that works well alongside formal arrangements for dealing with workplace issues, such as concerns and complaints from employees about their work, the working environment, or relationships. It can also help to sort out complaints of harassment, discrimination, victimisation, and bullying in the workplace.

Taking part in the mediation process is voluntary, as everyone needs to enter into it in an open-minded and constructive way for it to be effective. If the people involved in a grievance agree to take part in mediation, they will not be disadvantaged, whatever the outcome.

Given the positive outcomes that can be achieved, we would recommend you and your managers consider mediation at any time during the informal or formal stage of the grievance procedure. If you have not done so already, you are strongly encouraged to consider mediation before moving to the formal stage of the procedure. You can get advice on mediation from the Clerk.

Where mediation is agreed part-way through the grievance procedure, we will suspend the procedure and wait for the outcome of the mediation.

Mediation can also be used at the end of the grievance process to repair and rebuild relationships after a dispute or conflict. Managers should also bear in mind that the action taken to deal with a grievance might have an effect on other people who may now feel aggrieved. Mediation may also be an option to help these people deal with the issue.

5.2. Informal stage

Grievances can often be dealt with quickly and informally through discussion with your manager, and we expect every effort to be made to deal with matters informally. More often than not issues and concerns can be dealt with at this stage, allowing effective working relationships to be maintained. As a result, we expect you to raise any concerns or issues informally with your manager.

Informal discussions with employees are not part of the formal grievance procedure and so you do not have a legal right to be accompanied by a companion (a trade union representative, an official employed by a trade union, or a fellow employee) in these discussions. However, if you ask for this, your manager should allow you to be accompanied by your chosen companion.

Your manager will discuss your concerns in confidence, investigate where appropriate, and deal with the concerns fairly and promptly. In discussing your concern with your manager, you should relate the facts of the situation, how this is affecting your performance or personal well-being, and what you expect to be done to sort the matter out.

If appropriate, your manager may want to discuss the matter with your colleagues or others involved to get to the root of the concern or gather more information to see how best to deal with the grievance. These people must be told that the information they provide will form part of the informal process and, if the grievance moves on to the formal stage, will form part of the information that is given in confidence to any other person who deals with

the grievance. They should also be reminded that all information is confidential and that breaking this confidentiality may be seen as a disciplinary offence.

It is the manager's responsibility to aim to sort out the grievance informally and to let you know the outcome. This would normally take the form of a summary note of the discussion and outcome letter.

If your grievance is about your manager, you should raise the matter with another senior manager.

By aiming to sort out the grievance informally in the first instance, the issue will usually only move on to a formal grievance if it cannot be dealt with informally.

The informal route may not always be appropriate due to the seriousness of the grievance and, if appropriate, the matter should move direct to the formal grievance procedure.

5.3. Formal grievance procedure

The grievance must be given in writing (if you did not do this at the informal stage) setting out the nature of the complaint and explaining how you would like to see the matter resolved. You should also explain how you have tried to sort the issue out before making a formal grievance. You should also provide any supporting documents at this time.

After reviewing the details of the grievance, your manager may be able to deal with the matter without the need to arrange a formal grievance meeting, if there is an agreed solution.

If this is the case, your manager will confirm in writing to you the action that is to be taken to deal with your grievance and will confirm that the matter has been sorted out.

If the matter is still not sorted out, your manager will arrange a grievance meeting.

5.4. The formal grievance meeting

You will be entitled to be accompanied by a companion (a trade union representative, an official employed by a trade union, or a fellow employee) at the meeting.

If the grievance relates to your manager, we will appoint a grievance officer to hold the meeting. However, we will ask the manager in question to attend a separate meeting, so they can respond to the concerns raised.

During the meeting, you will be asked to explain your grievance and to state how you want the matter to be sorted out.

The person who accompanies you may address the meeting to put your case, respond on your behalf to any views expressed, ask questions of witnesses, and consult you during the meeting. This person can also ask for an adjournment of proceedings to consult you. However, they do not have the right to answer questions on your behalf, address the meeting if you do not want it, or prevent management from explaining their position.

We may sometimes need to adjourn a grievance meeting part-way through for further investigation to be carried out. If this is necessary, we will make arrangements with you about resuming the meeting later.

5.5. Decision-making

When the meeting has finished, the manager or grievance officer will prepare a grievance report containing their findings. This report will be prepared as soon as possible but the circumstances of each case will decide how quickly this can be done.

The manager or grievance officer may decide that:

- the grievance is not upheld
- the grievance is upheld, and set out action (if any) that needs to be taken by the manager or employees concerned to resolve the grievance and avoid it happening again; or
- the grievance is upheld, and the conclusions reached show that there is a case to answer which amounts to misconduct or irregularities which should be dealt with under the discipline policy or that there are issues relating to dignity at work which need to be dealt with under the dignity at work policy. In which case, the grievance report will form the basis of the investigation related to discipline or dignity at work.

Your manager or grievance officer will meet with you to discuss the outcome and this will be confirmed in writing. This letter will include the reasons that led to the decision, details of the appeal process and a copy of the grievance report.

If the manager or grievance officer says in the report that any managers must carry out any action to sort out the grievance, they will also meet with them, confirming the outcome and any action needed.

If the outcome shows that disciplinary procedures should be carried out, you will not be entitled to be told about the outcome of those proceedings, merely that they have been started.

The outcome will also be given to the employee who is the subject of the grievance. The grievance officer will tell any witnesses that the grievance process has come to an end.

5.6. Failure to go to the grievance meeting

You are responsible for making sure that the companion (a trade union representative, an official employed by a trade union, or a fellow employee) you have chosen to accompany you is available to go to the meeting. If they are not available on the proposed date, you can suggest another date and time as long as it is reasonable.

Once rearranged you will receive a further letter from your manager confirming the revised arrangements. This letter will also explain that if you fail to go to the rescheduled meeting, and there is no valid reason for not doing so, we may make decisions in your absence.

If you cannot attend due to a medical reason, we will ask for advice from an Occupational Health Professional and any reasonable adjustments will be put in place in order to move forward.

You will be told that, unless there are exceptional circumstances, the rescheduled meeting will go ahead if your companion (a trade union representative, an official employed by a trade union, or a fellow employee) cannot attend.

In exceptional circumstances, if a decision will be made in your absence, you will be given an opportunity to make written comments direct or through someone else (for example, your trade union representative). A decision will be made based on the evidence available, and your manager will tell you as soon as reasonably possible.

5.7. Collective grievance

If more than one employee wants to raise the same complaint or express a common grievance, it will be treated as a collective grievance.

A trade union official on behalf of the people involved, an individual on behalf of the group involved or a work-based colleague of the group involved may provide a collective grievance.

However, in all cases, all those involved must be named and must give their written approval, so their representative can take forward the collective grievance on their behalf.

Collective grievances will follow the procedures set out above.

The collective grievance procedure does not replace the regular consultation that takes place between us and our trade unions in social partnership meetings. Nor does it replace the normal consultation between management and trade union representatives which forms part of the employment relations process for, as an example, handling redundancy situations, proposed TUPE transfers or review of working arrangements and so on. This is because there is an obligation for social partners to consult with a view to reaching agreement on matters.

5.8. Appeal process

If you feel that you have not received a satisfactory solution to your grievance, you may appeal against the decision.

You should submit your appeal in writing, setting out the nature of your complaint and what you are hoping to achieve from raising the grievance appeal. We will appoint an appeal officer who will not have been involved in the case so far.

The Clerk must make sure that all papers relating to grievance decisions and proceedings are made available to the appeal officer. Any supporting documents should also be sent at this time including a copy of the outcome letter from your original grievance meeting.

You will receive a letter from the appeal officer inviting you to a meeting to present your appeal as soon as possible after the letter of appeal is received. You will have the right to be accompanied by a work colleague or trade union official.

You must confirm you are coming to the meeting and give the name of the person who will be coming with you. This person's role will be the same as for grievance meetings.

The appeal meeting will be carried out by the appeal officer. The Clerk will go to the meeting to provide advice on procedural matters.

At the appeal, you will have the opportunity to explain why you are not satisfied and set out the reasons for your appeal in more detail. The appeal officer will ask you to answer questions to get a fuller understanding of your complaint.

After the meeting, the appeal officer will send a note of the meeting to you. You should sign and date the note and return it to the appeal officer as soon as possible.

Depending on the circumstances and the nature of the complaint, the appeal officer may either:

- uphold the original decision
- not uphold the original decision
- uphold the original decision but change the agreed action.

The appeal officer will meet with you to discuss the outcome and this will be confirmed in writing. The appeal decision is final and represents the end of the grievance procedure.

6. Keeping records

We will keep confidential records about the grievance on file and in line with data protection legislation and our policy on managing records.

Everyone involved in the grievance matter will have been given the opportunity at the appropriate point to check the accuracy of any written information, appropriate to their involvement in the case.

At the end of the process all originals and copies of records (hard copy and electronic) must be sent to the Clerk for them to keep confidentially and to securely destroy any copies. All electronic records held by officers involved in a case must be deleted.

The records kept will give details of:

- the grievance raised
- findings made, and details of action taken (if any)
- a record of the reasons for the action that was taken
- whether there was an appeal and, if so, the outcome
- notes of any formal meetings
- any wider subsequent developments. For example, a review of policies and
- procedures or a need for extra training for managers.

7. Information

We will tell all employees about this grievance policy. We will make a copy of the policy available to employees.

8. Support for employees

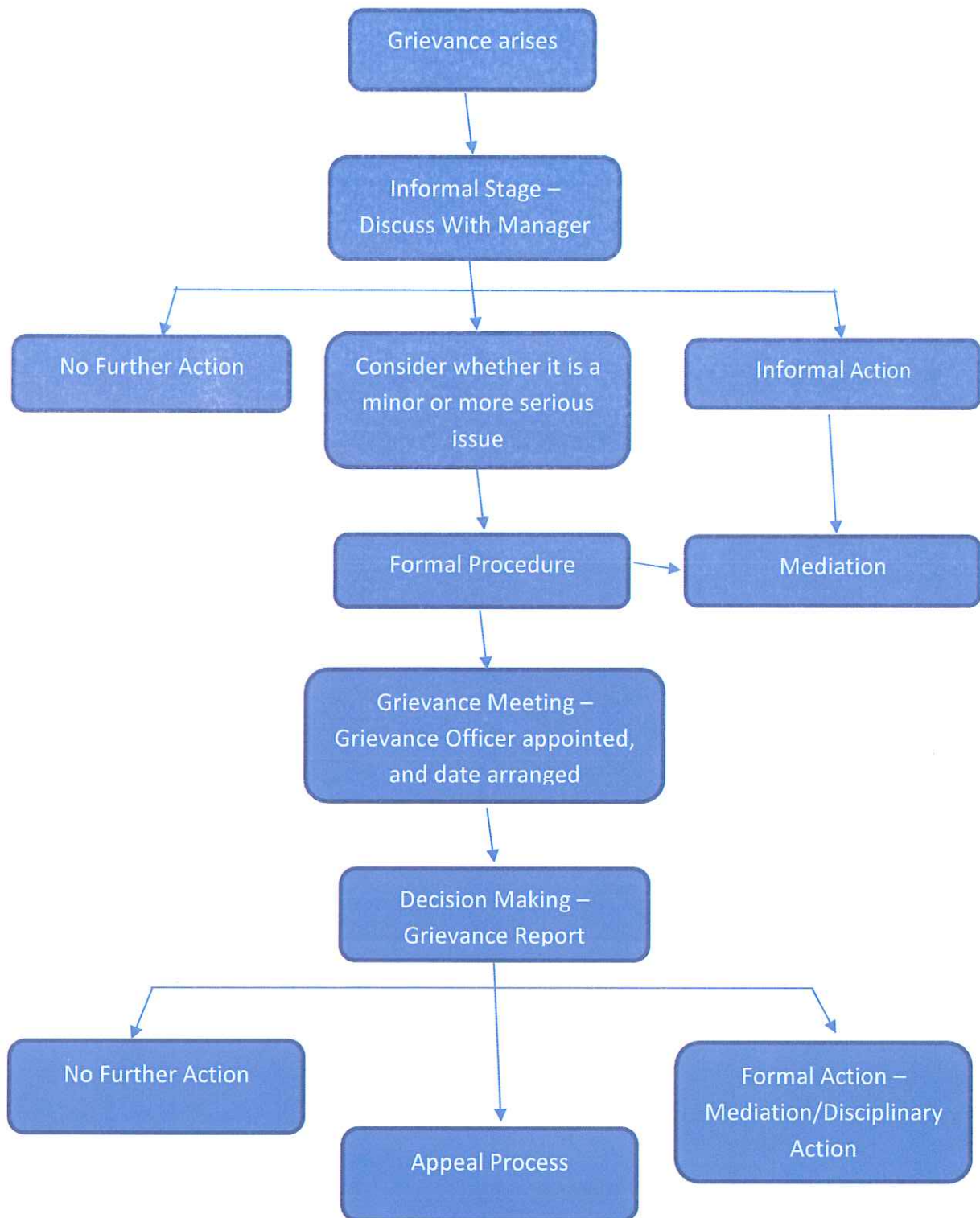
We want to provide a workplace that is open and supportive to those who need advice and support. If you are in any doubt about what to do, you must seek advice from your manager or trade union representative.

Anyone involved in a grievance matter may find the situation stressful or difficult and may want to talk things through in confidence with a professionally trained counsellor. You can access this service through the Clerk.

9. Review and monitoring

We will regularly review this policy. We will tell you about any changes agreed and made to this policy.

10. Flowchart



All Holywell Town Council Policies are subject to an annual review



HOLYWELL TOWN COUNCIL

SOCIAL MEDIA POLICY

HOLYWELL TOWN COUNCIL

SOCIAL MEDIA POLICY

1. PURPOSE

The Town Council have decided to utilise social media as a means of improving and enhancing communication with the Holywell community and external agencies. The social media platforms include but are not limited to Facebook, Twitter and Instagram.

The following are some examples of how social media will be utilised:

- To post information about and promote forthcoming events, e.g. music festivals, Christmas lights switch on, etc.
- To post relevant information relating to the town, e.g. road closures, planning matters.
- To facilitate debate and consultation, e.g. community matters, community meetings.
- To signpost local residents and the wider public to relevant sources of information.
- To inform the public of the purpose and remit of the Town Council and the scope of its powers.
- Network with other organisations, e.g. Wales in Bloom, Flintshire County Council and other Town and Community Councils.
- Link to the Town Council website to obtain further information on the Council's activities.

2. POLICY GUIDELINES

The social media platforms should not be used as a means for complaining by the Town Council about other organisations or individuals.

The policy does not exist to gag councillors or prevent them expressing views. However, consideration must be given to any comments made which may be seen as politically sensitive, divisive or bringing the Town Council into disrepute. Any comments made must not be disrespectful or be seen as bullying. All comments made should focus on the issues and not individuals. In addition, councillors are asked to be mindful of:

- a) Personal privacy settings on their own social media pages.
- b) Comments made on personal social media pages.
- c) Considering adding a disclaimer to personal accounts that views expressed are their own, not that of the Town Council.

This policy will remain a working document and will be amended as required based on the experiences and activities which occur when administering the social media pages.

3. ADMINISTRATION AND MANAGEMENT

The Following guidelines are for the administration and management of the social media pages.

1. The social media pages will be administered and managed by the Support Officer, in consultation with the Clerk.
2. The Support Officer will monitor the pages on a daily basis during the week.
3. Any activity on the pages which occurs over a weekend period will be considered on the first available working day.
4. The Council Offices and Communications Sub-Committee will consider in detail the activity on the pages once a quarter and report findings to the Full Council.
5. Individuals who choose to comment on the pages, the general public and councillors will all be treated equally.
6. The social media pages are primarily used as means of sharing information. The Council will only respond to comments as deemed appropriate and social media will not be used to enter into any longer term dialogue with any individual or group of individuals.
7. Any comments made on the pages which are perceived to be offensive and/or unacceptable will be removed and the individual advised via a personal message.
8. If the same individual has three comments deleted for being in breach of the guidelines, the Administrator will block the individual from all social media pages. The individual will be notified of the action and advised of the appeal process.
9. There will be two criteria when determining permanent blocking of an individual from the social media pages:
 - **Criteria One – Immediate Block** - Where a comment is deemed to be highly offensive, threatening or discriminatory or where an individual is pretending to be the Town Council.
 - **Criteria Two – Three strikes and out warning system** - Where a comment is deemed to be disrespectful, intimidating or politically sensitive.

4. APPEAL PROCESS

In the event of an individual being blocked from the Town Council's social media pages they will be notified via a personal message of the reason for the decision. They will also be notified how to appeal against the decision.

The individual will have a period of 28 days to appeal from the date of the original notification by the Administrator that they have been blocked from the site. The individual will be required to provide a written statement stating their argument for re-instatement to view and comment on the Town Council's social media pages.

The Council Offices and Communications Sub-Committee will consider the individuals appeal at the next available meeting following receipt of the appeal and inform the individual of the outcome in writing within 28 days of the meeting.

5. BLOCKING INDIVIDUALS

Blocking an individual limits them from viewing posts you share on your timeline. Most ties currently held with the individual blocked will be broken. Blocking is reciprocal, so you will not be able to undertake activities like starting a Facebook chat or send a message, or view posts on their timeline.

Removing a block will not restore the friend connection. If an individual is blocked a new friend request on Facebook will need to be sent to the individual to reinstate them.

6. GENERAL INFORMATION

The privacy settings will be set in accordance with the levels agreed by the Full Council and will be reviewed on regular basis.

The password will never be shared with anyone not authorised to administer the site.

All councillors and administrators of the site will not post and share personal information – especially information that could be used to identify or locate them offline, such as addresses and telephone numbers.

Any content that violates the Facebook Statement of Rights and Responsibilities will be reported to Facebook.

The Moderation Blocklist – This will be used to prevent keywords from appearing on the Town Council's pages. When individuals include blacklisted keywords in a post or comment on the page, the content will be automatically marked as spam. The Profanity Blocklist will also be used which will block the most commonly reported words and phrases marked as offensive by the broader community.

All Holywell Town Council Policies are subject to an annual review