








FINANCE & GENERAL PURPOSES COMMITTEE – 15 DECEMBER 2025**REPORT FOR DECISION****FINANCE & GENERAL PURPOSES PROJECTED 2025/26 OUTTURN AND
PROPOSED 2026/27 BUDGET**

Our Culture	Our Decision Making	Our Environment	Our Money	Our People	Our Places	Our Resilience & Wellbeing
						
✓	✓	✓	✓	✓	✓	✓

Recommendation to Penzance Council:

1. The projected outturn for 2025/26, as set out within Appendix 1 to this report, be approved.
2. The Finance and General Purposes proposed budget for 2026/27, as set out at Appendix 1 to this report, be approved.
3. The level of existing earmarked reserves and their respective contributions in 2026/27, as set out at Appendix 2 to this report, be approved and adopted.

Background:**INCOME*****Projected out-turn 2025-26***

Projected income for year ending 31 March 2026 is £35,572 higher than anticipated when the 2025/26 budget was set; this is primarily due to return on investment being greater than expected through interest rates and dividends.

Proposed budget 2026-27

For the forthcoming financial year, it is anticipated that income will increase by £30,163, for Finance and General Purposes Committee in comparison to the original agreed level of 2025/26; the income includes interest in savings and investments and

the tennis club ground rent. The main reason for the increase is due to the increase in interest rates, again from savings accounts.

EXPENDITURE

Projected outturn 2025-26

The projected gross expenditure for the Finance and General Purposes budget is expected to be £34,560 higher than the agreed budget and this is due to releases from earmarked reserves which were not planned in advance of the 2025/26 budget being set. The releases from reserves total £56,246.44 and some of these include: -

- Estimated £3,829 from the Town CCTV Infrastructure reserve; this Committee had previously resolved to use up to £15,000 from this reserve due to infrastructure upgrades to the system, but with underspends within other areas of the CCTV budgets it is only expected to require £3,829.
- £22,505.32 from Elections reserve for the May contested and non-contested elections and the by-election for the Promenade Ward in November.
- £13,163.86 for works in relation to the Penlee Centre building for electrical and relocation costs due to the Coach House Café project.
- £16,151.30 to clear the remaining funds in the S106 Reserve which was a historic reserve held for the Penzance Regeneration Board from the Sainsbury's development S106 funds.

Discounting the expenditure funded from established reserves, the net expenditure is £17,029 less than the agreed budget. This represents a favourable variance of 1.72%. The majority of this underspend is due to the underspend of £16,675 under budget line 2200/1, Additional ASB Support, which was resolved by Council for the provision of street marshals in Penzance town centre, but up until this date, has been funded by the Police and Crime Commissioner, but this is due to end soon.

Proposed budget 2026-27

Within revenue expenditure under the Finance & General Purposes budget there is an increase of £30,730 compared to the agreed 2025/26 budget.

- **Salary costs** – the expansion of the Communications team, as resolved in 2025/26, has an impact on the salaries budget of c£34,000, but due to the recent actuarial valuation on the Pension fund, employer contributions have reduced by approximately £22,000. The remaining increase when compared with the 2025/26 budget is due to incremental pay increases on scales. The provision of a 4% increase for pay awards in 2026/7 has been made for all Council employees, as these are determined by the National Joint Council for Local Government Services. The salaries cost increase contributes to the majority of the increase in revenue expenditure.
- **Service Level Agreements (SLAs)** – Following previous Council agreement, the SLAs for Pengarth Day Centre and Sustainable Penzance have been extended for another three years from 1 April 2026, and the Cornwall Council

Anti-Social Behaviour Officer contribution of 80% has also been agreed for another twelve months. There is a provision of £40,000 for an extension to Jubilee Pool's SLA on the same level of funding, to be confirmed by Council before the new financial year.

- **Additional Anti-Social Behaviour Support** – At the Council meeting held on 11 November 2024, it was resolved that additional anti-social behaviour initiatives would be put in place, mainly funding the continuation of street marshals, during the financial year 2025/26 this has mainly been funded by the Police and Crime Commissioner, but this funding is due to end shortly. It is proposed that the same level of funding is budgeted for in 2026/27 including an allowance to support the probation service delivered graffiti clean ups across the parish. Both of these projects will be undertaken in partnership with the Penzance BID which will also be contributing funds.
- **Official Functions** – Remembrance Sunday and St. John's Feast have had increases due to both needing road closures and the increased responsibilities required by Martyn's Law.

Earmarked Reserves

Referring to the Appendices, the overall contributions for earmarked reserves have increased from 2025/26's budget by £11,000 and there are no proposed releases from reserves, which stood at £4,658 in 2025/26. Each reserve's purpose is detailed within Appendix 2, but some of the main increases are set out below:-

- **Town CCTV Infrastructure** – there has been significant investment into the CCTV system this year with replacement of radio signalling and these funds need to be replenished. It is also known that some of the older cameras in system will soon need replacement.
- **IT Replacement** – significant work is required to improve the Council's IT network to modernise physical systems into cloud computing and to upgrade firewalls. This is anticipated to take place in 2026/27.
- **Town Deal Projects** – The Council has supported the principle of moving the Corporate Services function to a newly developed Market House in the centre of town, which is being developed as part of the Town Deal fund; A furniture fit-out would be required from the Council before moving in, and additional funds would therefore be required. It is anticipated that the building will be completed in Spring 2027, therefore procurement and orders will need to be made in the 2026/27 financial year.
- **Neighbourhood Plan** – the current Neighbourhood Plan expires in 2030 and so it will require review, with an updated/new Plan approved by Council prior to the various steps which need to be undertaken to allow it to be 'made'. It is proposed to start building the reserve up annually to ensure there are enough funds available before works need to start, which will include consultant fees and promotional materials.

Increases to Budget Analysed

Referring to the budget summary in Appendix 1 –

2025/26 Outturn

Projected net expenditure is expected to be £17,029 less than the approved budget and income is expected to be £35,572 greater than the approved budget, so overall there is a projected surplus of £52,601 in the 2025/26 financial year.

2026/27 Proposed

In comparison to the original approved budget set for 2025/26, projected gross expenditure in 2026/27 has increased by £30,730 or 3.34% as listed above; earmarked reserve contributions have increased by £11,000, with no releases of reserves, which impacts this further by £4,658 which was the amount released in 2025/26 and income is increased by £30,163.

The difference between the expenditure and earmarked reserve contributions/releases when set against the projected income is £957,952 and this is the projected amount from the Finance and General Purposes Committee required from the Council precept. In comparison to 2025/26 requirement, this is an increase of £16,225.

Appendix 1 - Budget Summary and Spreadsheet
Appendix 2 - Earmarked Reserves

James Hardy
Town Clerk

Cameron Sil
Finance Manager

Finance and General Purposes Budget Comparison 2025/26 and 2026/27

	2025/26 BUDGET	2025/26 OUTTURN	2026/27 DRAFT BUDGET	Change from previous year agreed	% change
Expenditure (excl. EMRs):	919,584	954,144	950,314	30,730	3.3
Income:	46,199	81,771	76,362	30,163	65.3
Earmarked Reserves:					
Budget Additions	73,000	73,000	84,000	11,000	15.1
Other Additions	0	0	0		
Releases	-4,658	-56,246	0	-4,658	-100.0
Total Expenditure:	987,926	970,897	1,034,314	46,388	5
Projected Precept Requirement:	941,727	889,126	957,952	16,225	

Finance and General Purposes Committee - Final Approved Budget 2026/27

Actuals to 30.09.24 £	2024/25 Actual £	INCOME		2025/26 Agreed Budget £	2025/26 Actuals to 30.09.25 £	2025/26 Projected Out-turn £	2026/27 Draft Budget £
2,306,332	2,306,332	200	Precept	2,499,750.00	2,499,750.00	2,499,750.00	
6,026.50	6,026.50	210	Commerical Rents				
		210/1	Tennis Club	6,129.00	6,129.00	6,129.00	6,362.00
6,026.50	6,026.50	210	Total	6,129.00	6,129.00	6,129.00	6,362.00
41,867.07	86,308.00	220	Grants				
13,724.29	15,504.05	230	Investments, Interest and Savings	40,070.00	44,348.33	75,000.00	70,000.00
13,021.34	73,052.93	240	Section 106/CIL Receipts		1,322.75	13,009.26	0.00
		250	Miscellaneous	0.00	642.22	642.22	0.00
2,380,971.20	2,489,721.23	Subtotal on all F&GP Income		2,545,949.00	2,552,192.30	2,594,530.48	76,362.00
-26,745.63		Additional Contributions to reserves			1,322.75	13,009.26	
2,354,225.57	2,489,721.23	Finance & General Purposes Total Income		2,545,949.00	2,550,869.55	2,581,521.22	76,362.00

Actuals to 30.09.24 £	2024/25 Actual £	EXPENDITURE		2025/26 Agreed Budget £	2025/26 Actuals to 30.09.25 £	2025/26 Projected Out-turn £	2026/27 Draft Budget £
192,084.33	409,970.45	2000	Salaries	448,199.00	227,643.56	450,681.00	477,000.00
		2100	Central Services				
2,179.00	2,179.00	2100/1	Accounting Software	2,400.00	2,442.50	2,442.50	2,600.00
13,994.00	33,058.19	2100/2	Insurance	35,000.00	16,287.06	35,000.00	37,000.00
7,349.50	10,985.50	2100/3	Legal Fees	15,000.00	7,285.48	15,000.00	15,000.00
943.00	943.00	2100/4	Penzance BID Levy	943.00	1,109.56	1,109.56	1,000.00
		2100/5	Personnel				
1,108.50	6,174.50	2100/5/1	Consultancy Services	5,000.00	201.00	5,000.00	5,000.00
282.76	449.66	2100/5/2	Employee Support	3,000.00	398.00	1,500.00	1,500.00
		2100/5/3	Health and Safety				
5,415.42	5,701.84	2100/5/3/	Contracts	6,000.00	5,194.56	5,200.00	6,000.00
7.33	411.33	2100/5/3/	Actions (Repairs, Supplies, DSE)	3,000.00	212.64	3,000.00	3,000.00
5,422.75	6,113.17	2100/5/3	Total	9,000.00	5,407.20	8,200.00	9,000.00
964.60	1,950.40	2100/5/4	Payroll Processing	2,250.00	1,109.30	2,250.00	2,350.00
36.08	36.08	2100/5/5	Recruitment	1,000.00	45.00	500.00	1,000.00
7,458.50	10,623.32	2100/5/6	Staff Training and Development	15,000.00	3,359.50	11,000.00	12,000.00
39,738.69	72,512.82	2100	Total	88,593.00	37,644.60	82,002.06	86,450.00
		2200	Community Services and Support				
0.00	0.00	2200/1	Additional ASB Support	29,250.00	250.00	13,000.00	29,250.00
		2200/2	CCTV				
0.00	0.00	2200/2/1	Annual Monitoring	24,171.00	0.00	18,000.00	20,000.00
16,134.95	37,973.07	2200/2/2	Additional Monitoring	1,500.00	4,092.70	1,500.00	1,500.00
5,395.14	12,402.28	2200/2/3	Maintenance Contract	10,000.00	0.00	10,000.00	10,000.00
0.00	9,730.01	2200/2/4	Repair & Replacement	5,000.00	1,339.97	15,000.00	5,000.00
21,530.09	60,105.36	2200/2	Total	40,671.00	5,432.67	44,500.00	36,500.00
0.00	5,275.59	2200/3	Climate Emergency Initiatives	7,000.00	59.99	7,000.00	7,000.00
336.00	2,969.51	2200/4	Community Engagement	5,000.00	279.54	5,000.00	5,000.00
49,715.97	62,957.97	2200/5	Community Grants	70,000.00	28,167.98	70,000.00	70,000.00
		2200/7	Service Level Agreements				
0.00	30,111.00	2200/7/1	Cornwall Council ASB Officer Contribution	39,183.00	0.00	38,758.00	39,917.00
0.00	40,000.00	2200/7/2	Jubilee Pool	40,000.00	0.00	40,000.00	40,000.00
11,000.00	22,000.00	2200/7/3	Pengarth Day Centre	24,200.00	12,100.00	24,200.00	25,410.00
0.00	0.00	2200/7/4	Penzance and Newlyn Youth	20,000.00	10,000.00	20,000.00	20,500.00
5,000.00	20,000.00	2200/7/5	Sustainable Penzance	20,000.00	10,000.00	20,000.00	21,000.00
16,000.00	112,111.00	2200/7	Total	143,383.00	32,100.00	142,958.00	146,827.00
87,582.06	243,419.43	2200	Total	295,304.00	66,290.18	282,458.00	294,577.00
		2300	Council Administration				
4,634.62	4,730.50	2300/1	Association Fees	4,950.00	4,170.59	4,700.00	5,000.00
0.00	5,440.00	2300/2	Audit Fee	5,940.00	0.00	5,440.00	5,940.00
565.91	1,220.36	2300/3	Bank Charges	1,500.00	471.67	1,200.00	1,200.00
213.72	435.99	2300/4	Confidential Waste Collection	450.00	112.20	225.00	250.00
0.00	1,214.98	2300/5	External Communications	2,000.00	633.80	2,000.00	2,000.00
		2300/6	IT Solutions				
1,171.97	2,295.95	2300/6/1	Lease	3,100.00	1,834.31	3,100.00	3,600.00
156.31	1,836.16	2300/6/2	Purchase	1,000.00	596.96	1,596.96	1,000.00
2,553.10	5,210.38	2300/6/3	Software and Support	7,000.00	2,652.44	7,000.00	10,000.00
3,881.38	9,342.49	2300/6	Total	11,100.00	5,083.71	11,696.96	14,600.00
365.60	774.35	2300/7	Lease and Management Print	800.00	390.95	800.00	800.00
249.99	983.51	2300/8	Office Furniture	1,000.00	22.50	1,000.00	1,000.00
953.70	1,785.94	2300/9	Office Supplies & Stationery	1,800.00	837.57	1,800.00	1,800.00
-30.62	436.14	2300/10	Postage	600.00	-45.93	500.00	500.00
300.00	523.40	2300/11	Staff Travel Allowance	500.00	380.94	500.00	500.00
322.00	339.99	2300/12	Website	500.00	272.00	500.00	500.00
11,456.30	27,227.65	2300	Total	31,140.00	12,330.00	30,361.96	34,090.00
		2400	Democratic Management and Civic Functions				
		2400/1	Councillor Costs				
673.50	1,033.50	2400/1/1	Training	5,000.00	2,203.85	3,500.00	2,500.00

Item 7(a) - Appendix 1

0.00	0.00	2400/1/2	Child Care	300.00	0.00	0.00	300.00
136.12	0.00	2400/1/3	Travel Expenses	500.00	0.00	100.00	250.00
5,038.93	10,430.11	2400/1/4	IT Provision	11,000.00	6,760.40	12,500.00	15,000.00
5,848.55	11,463.61	2400/1	Total	16,800.00	8,964.25	16,100.00	18,050.00
0.00	25,063.76	2400/2	Election Costs	0.00	0.00	22,505.32	0.00
566.08	4,532.98	2400/3	Mayor's Allowance	4,800.00	161.24	4,800.00	4,800.00
0.00	2,425.10	2400/4	Neighbourhood Plan	0.00	0.00	0.00	0.00
		2400/5	Official Functions				
0.00	0.00	2400/5/1	Annual Town Meeting	500.00	0.00	0.00	0.00
150.00	685.00	2400/5/2	Honorarium Payments	700.00	75.00	700.00	700.00
2,225.42	2,225.42	2400/5/3	Mayor Choosing	3,000.00	1,628.25	1,628.25	4,000.00
557.98	577.98	2400/5/4	Mazey Day Hospitality	600.00	624.05	624.05	650.00
589.81	662.91	2400/5/5	Miscellaneous	1,000.00	221.24	750.00	750.00
0.00	625.00	2400/5/6	Remembrance Sunday	1,000.00	80.00	1,000.00	2,000.00
840.00	840.00	2400/5/7	St. John Feast	850.00	650.00	650.00	1,500.00
4,363.21	5,616.31	2400/5	Total	7,650.00	3,278.54	5,352.30	9,600.00
176.26	432.46	2400/6	Venue Hire	1,800.00	144.24	1,000.00	1,000.00
10,954.10	49,534.22	2400	Total	31,050.00	12,548.27	49,757.62	33,450.00
		2500	Penlee Centre				
330.00	660.00	2500/1	Broadband	720.00	330.00	660.00	720.00
1,684.24	4,720.25	2500/2	Electricity	7,200.00	1,264.59	5,000.00	5,700.00
		2500/3	Service Contracts				
2,123.73	3,901.56	2500/3/1	Cleaning	4,400.00	2,081.83	4,400.00	4,500.00
279.35	591.75	2500/3/2	Fire Safety	660.00	577.98	660.00	700.00
834.12	957.38	2500/3/3	Security	1,135.00	614.28	4,635.00	1,135.00
3,237.20	5,450.69	2500/3	Total	6,195.00	3,274.09	9,695.00	6,335.00
2,665.10	4,441.10	2500/4	Non-Domestic Rates	4,442.00	2,665.10	4,442.00	4,442.00
0.00	0.00	2500/5	Refurbishment Project	0.00	4,612.86	13,163.86	0.00
193.03	2,128.55	2500/6	Repairs and Maintenance	3,000.00	1,687.55	6,000.00	3,000.00
0.00	440.00	2500/7	Statutory electrical checks	550.00	0.00	0.00	550.00
1,131.53	2,325.39	2500/8	Telephone	2,316.00	1,254.28	2,520.00	2,700.00
393.05	794.46	2500/9	Water	875.00	618.46	1,250.00	1,300.00
9,634.15	20,960.44	2500	Total	25,298.00	15,706.93	42,730.86	24,747.00
		2800	Miscellaneous				
	5,945.00	2600	Section 406 Funds	0.00	0.00	0.00	0.00
8,500.00	18,500.00	2700	Youth Activities	0.00	0.00	0.00	0.00
		2800	Miscellaneous		16,152.28	16,152.28	0.00
359,949.63	848,070.01		Subtotal on all expenditure	919,584.00	388,315.82	954,143.78	950,314.00
		2995	Earmarked Reserve Contributions				
5,000.00	5,000.00	2995/1	Town CCTV Infrastructure	10,000.00	10,000.00	10,000.00	15,000.00
10,000.00	10,000.00	2995/4	Elections	28,000.00	28,000.00	28,000.00	14,000.00
		2995/5	Events	0.00	0.00	0.00	0.00
5,000.00	5,000.00	2995/6	HR Contingency	10,000.00	10,000.00	10,000.00	10,000.00
1,000.00	1,000.00	2995/7	IT Replacement	5,000.00	5,000.00	5,000.00	10,000.00
0.00		2995/8	Legal Contingency	5,000.00	5,000.00	5,000.00	0.00
60,000.00	60,000.00	2995/9	Penlee Centre Building	0.00	0.00	0.00	0.00
10,000.00	10,000.00	2995/10	Town Deal Projects	15,000.00	15,000.00	15,000.00	25,000.00
10,000.00	10,000.00	2995/11	Youth Strategy	0.00	0.00	0.00	0.00
0.00	0.00	2995/12	Neighbourhood Plan	0.00	0.00	0.00	10,000.00
101,000.00	101,000.00	2995	Total	73,000.00	73,000.00	73,000.00	84,000.00
0.00	0.00		Additional Contribution to reserves	0.00	0.00	0.00	0.00
-25,047.45	0.00		(Releases from reserve)	-4,658.00	-16,151.30	-56,246.44	0.00
435,902.18	949,070.01		Finance & General Purposes Total Expenditure	987,926.00	445,164.52	970,897.34	1,034,314.00

Finance & General Purposes Committee Earmarked Reserve Balances and Contributions in 2026/27 Draft Budget			
Fund	Description	Estimated 31st March 2026	26/27 Contributions
Penlee Centre Building	Following the roof replacement in 2025, the next capital project for the building is the forecourt and lane need resurfacing, and drainage works as well as some internal renovations to the building; these works will be planned in 2026 with further costings to follow.	£85,318	-
Elections	Following the costs of the May 2025 elections and one by-election, the remaining balance would provide the cost of just one by-election if needed, the suggested contribution would mean there would be funds for around two by-elections with also saving for the main elections in 2029.	£15,947	£14,000
Devolution of Services (Allocated)	This reserve is in place for the last phase of the current devolution project, which is Princess May Recreation Ground, consultation analysis is now on-going to determine what to develop on the site.	£194,808	-

Devolution of Services (Unallocated)	Reserve for costs associated with devolution but unallocated for unexpected costs or for surveys and inspections of sites before taking over.	£29,012	-
IT Replacement	The IT infrastructure for Penlee Centre and Penlee House is aging as well as keeping in mind options for expanding with additional sites which would require IT infrastructure to be installed.	£24,067	£10,000
HR Contingency	This reserve is for HR related issues that may unexpectedly arise, such as recruitment, interim staffing cover, evaluations. There is currently resolution of a £23,785 commitment from this reserve to support the contingency of not receiving Arts Council funding.	£29,248	£10,000
Neighbourhood Plan	The current neighbourhood plan expires in 2030, the adopted plan will need reviewing and recommending again before consultation to the public which will need to be done before the plan expires, therefore an initial contribution has been recommended to build up a reserve for when needed in 2028/29.	£0	£10,000
Events	This reserve was originally setup for coronation events, Jubilee celebrations, royal visits, and	£4,583	-








	Operation London Bridge. It is proposed this reserve is now changed to incorporate all types of events which are not regular annual civic events already budgeted for.		
Legal Contingency	This reserve was setup when there was an underspend in the legal fees budget in one financial year but was decided to put into a reserve so that it could be used as a contingency if needed in the future.	£11,000	-
Community Infrastructure Levy (CIL)	The funds within this reserve are collected by Community Infrastructure Levy payments from planning developments within the parish, the money can be used on specific areas, such as new infrastructure to benefit the parish.	£48,030	-
Town Deal Projects	As it is known that there are various projects that are taking place around the town as part of town deal, one of which being the acquisition of market house, as Penzance Council would want to be included in this there is the need to start building up a fund to help with the costs of this.	£29,790	£25,000
Staff Training	As well as having an in-year amount for staff training budget, this amount is reserved for bespoke training programmes for employees which would be approved through Council.	£10,000	-

Town CCTV Infrastructure	This reserve was established to replace CCTV camera equipment as and when it fails. A number of these units are in exposed areas which will shorten the life of the units. In addition to this, the CCTV programme has been expanded across the parish meaning the Penzance Council are now responsible for more cameras than they originally were. Many of these CCTV units are reaching the end of their initially indicated lifespan of 6 years which could result in a significant number of cameras needing to be replaced in quick succession to keep the system operational. Depending on specification, replacement units and repeaters can cost between £2k and £3.5k per unit	£19,933	£15,000
TOTALS:		£501,738	£84,000

FINANCE AND GENERAL PURPOSES COMMITTEE – 15 DECEMBER 2025

REPORT FOR DECISION

PROPOSED CHANGES TO POLICIES

Our Culture	Our Decision Making	Our Environment	Our Money	Our People	Our Places	Our Resilience & Wellbeing
						
	✓			✓		✓

RECOMMENDATION

1. The updated Grievance Policy, set out using tracked changes at Appendix 1 to this report, be approved and the document be adopted.
2. The Respiratory Infections Policy be redesignated as the Transmissible Infections Policy, set out using tracked changes at Appendix 2 to this report, and the document be adopted.
3. The revised Dignity at Work Policy, as set out at Appendix 3 to this report, be adopted and supersede the existing Dignity at Work Policy, as set out at Appendix 4 to this report.

RECOMMENDATION TO PENZANCE COUNCIL

1. The updated Whistleblowing Policy, set out using tracked changes at Appendix 5 to this report, be approved and the document be adopted.
2. The updated Equal Opportunities Policy, set out using tracked changes at Appendix 6 to this report, be approved and the document be adopted.

BACKGROUND

As part of the ongoing review and revision of the Council’s suite of governance and employment policies, officers have undertaken a comprehensive evaluation of key documents to ensure they remain legally compliant and aligned with relevant guidance including ACAS and NALC.

These form part of the wider rolling programme of policy review and further reviewed policies will be presented in due course.

<u>Policy Name</u>	<u>Notes</u>
Grievance	<p>Key points:</p> <ol style="list-style-type: none"> 1. Continued alignment with ACAS Code of Practice 2. Clearer structure and simpler language, removing duplication and reducing unnecessary wording. 3. Clearer Escalation routes 4. Explicit, consistent timescales 5. Enhanced investigation and appeal processes
Transmissible Infections	<p>Key points:</p> <ol style="list-style-type: none"> 1. Broader scope to cover all transmissible infectious not just respiratory and COVID 19 2. Removes requirement to self isolate, replacing it with a structured decision making process 3. Balances wellbeing and operational continuity
Dignity At Work Policy	<p>Key points:</p> <ol style="list-style-type: none"> 1. Duplication and unnecessary wording removed 2. Alignment with NALC guidelines for dignity and Respect retained 3. Enhanced clarity and accessibility of scope, definitions, processes and reporting routes.

<p>Whistleblowing</p>	<p>Key points:</p> <ol style="list-style-type: none"> 1. Clear alignment with Public Interest disclosure Act 1998 and Employment Rights Act 1996 2. Clearer explanations, more procedural less narrative approach gives clearer transparency and encourages staff to raise concerns earlier. 3. Three options for consistency and transparency 4. Inclusion of legal rights and routes to escalate externally
<p>Equal Opportunities</p>	<p>Key points:</p> <ol style="list-style-type: none"> 1. Updated to reflect Equality Act 2010 requirements, Worker protection (Amendment of equality act 2010) Act 2023, and EHRC best-practice guidance. 2. Supreme court ruling on the definition of “man” “woman” and “sex” has been considered and is correctly applied 3. Duplication and unnecessary wording removed

- Appendix 1 – Updated Grievance Policy
- Appendix 2 – Proposed Transmissible Infections Policy
- Appendix 3 – Revised Dignity at Work Policy
- Appendix 4 – Existing Dignity at Work Policy
- Appendix 5 – Updated Whistleblowing Policy
- Appendix 6 – Updated Equal Opportunities Policy

Cal Bagshaw
Corporate Services Manager



CURRENT POLICY STATUS

Version:	5	Approving Body:	Full Council
Date:	22/08/2023	Date of Approval:	16/08/2022
Responsible Officer:	Town Clerk	Minute Reference:	50(a)
Overview Committee:	Personnel / F&GP	Review Date:	2027

Formatted Table

VERSION HISTORY

DATE	VERSION	AUTHOR/EDITOR	COMMENTS
03/10/2016	2		
06/2021	4	South West Councils	Additional information added regarding mediation. Clarity regarding outcome letters and addition of contingencies when grievance involving Town Clerk.

REVIEW RECORD

DATE	TYPE OF REVIEW	COMPLETED BY
02/2019	Annual – no changes	Senior Admin Officer
08/2023	Annual	CSM/Town Clerk/Council
11/2025	Worknest and CSM review	

4 Policy Statement

Formatted: Indent: Left: 0 cm, Hanging: 0.69 cm, No bullets or numbering

~~Penzance Council recognises that individual employees or groups of employees may, from time to time, feel aggrieved about an aspect of their employment and accepts that each employee has the right to raise this grievance and to expect that management will consider it and respond.~~

~~The purpose of the accompanying procedure is to provide a framework for dealing promptly and fairly with such grievances. The aim is to resolve grievances as near as possible to their point of origin.~~

~~Matters appropriately dealt with under the Council's grievance procedure include all questions relating to the individual rights of employees in respect of their employment other than:~~

- ~~• Grievances that have already been considered in accordance with the procedure;~~
- ~~• Grievances arising from a disciplinary or capability process in which the employee is already involved and where there is an appeals procedure in place;~~
- ~~• Grievances in respect of issues over which the Council has no control. e.g. external legislation; and~~
- ~~• Grievances that are already the subject of a collective grievance or dispute.~~

~~The timescales shown in the accompanying procedure may be altered by mutual agreement.~~

~~Penzance Town Council aims to provide a working environment where all employees are treated fairly, with respect and dignity. Occasionally, concerns or complaints may arise about work, relationships, or how employment policies and procedures have been applied. This policy sets out how employees can raise such concerns and how they will be addressed.~~

Principles

Formatted: H1, Indent: Left: 0 cm, Hanging: 0.69 cm

~~Early resolution: Penzance Council encourages employees to raise concerns as a soon as they arise so that they can be resolved quickly, informally and at the most appropriate level~~

~~Confidentiality: Information will be processed in accordance with the data protection policy. Data collected from the point at which the individual raises a concern is held securely and accessed by, and disclosed to, individuals only for the purposes of dealing with the disclosure.~~

Formatted: Underline

Formatted: Space After: 8 pt

~~No Detriment: Employees will not suffer any disadvantage for raising a genuine concern in good faith.~~

Formatted: Underline

(v5) Approved and adopted by Penzance Council 16 August 2023

When to Use This Procedure

This procedure should be used when an employee wishes to raise a concern relating to:

- The terms or conditions of their employment;
- The way they have been treated by managers or colleagues;
- Health and safety, workload, or working conditions;
- Breaches of policies or procedures affecting them personally.

Concerns that raise matters of potential misconduct, fraud, danger, or wrongdoing in the public interest (rather than a personal complaint) should instead be raised under the Whistleblowing Policy instead.

This procedure applies to individual concerns about an employee's own employment rights or working arrangements, except where one of the following applies:

- The grievance has already been fully considered under this procedure;
- The grievance arises directly from a disciplinary or capability process where a separate right of appeal exists;
- The issue concerns matters outside the Council's control, such as external legislation or national pay frameworks; or
- The issue is already being addressed through a collective grievance or dispute raised by a recognised trade union or staff group.

The nature and number of grievances raised in accordance with the accompanying procedure will be monitored annually by the Town Clerk ~~and~~ [Corporate Services Manager/HR Lead Officer](#) and the Personnel Committee to ~~ensure that there are~~ ~~no~~ ~~monitor any~~ emerging patterns which may warrant further review.

This policy and the accompanying procedure will be the subject of periodic review.

Responsibility for conducting this review will rest with the Town Clerk [and Corporate Services Manager and Lead HR Officer](#).

2 Procedural Guidelines

2.1 Informal Resolution

(v5) Approved and adopted by Penzance Council 16 August 2023

Formatted: H1, Indent: Left: 0 cm, Hanging: 0.69 cm

Formatted: Indent: Left: 1.27 cm, No bullets or numbering

Formatted: No bullets or numbering

Formatted: No bullets or numbering

Formatted: Indent: Left: 1.27 cm, No bullets or numbering

Formatted: Font: Not Bold

Formatted: Font: Not Bold

Formatted: Normal

Formatted: Normal, Indent: Left: 1.27 cm, No bullets or numbering

Formatted: Default Paragraph Font

Formatted: Normal, Indent: Left: 1.27 cm, No bullets or numbering

Formatted: Default Paragraph Font

Formatted: Normal, Indent: Left: 1.27 cm, No bullets or numbering

Formatted: Default Paragraph Font

Formatted: Normal, Outline numbered + Level: 1 + Numbering Style: Bullet + Aligned at: 0.63 cm + Tab after: 1.27 cm + Indent at: 1.27 cm

~~Where an employee is aggrieved about any matter relating to their employment, they should raise the matter informally with their line manager as soon as possible and, other than in exceptional circumstances, within **twenty working days** of the incident or event. However, employees will be permitted to raise as part of a grievance a series of directly related incidents having a cumulative effect.~~

~~The line manager should consider and seek to resolve the grievance within ten working days. The Line Manager should inform the employee of the decision and, if appropriate, any action taken.~~

~~Employees may wish to seek the advice of a trade union representative or colleague prior to raising a grievance at this informal level.~~

2.2 Mediation

~~It may be appropriate for some matters to be dealt with by way of mediation, depending on the nature of the grievance. Mediation involves the appointment of a third party mediator, who will discuss the issues raised by your grievance with all of those involved and seek to facilitate a resolution.~~

~~Mediation will be used only where all parties involved in the grievance agree.~~

2.3 Formal Resolution

~~If the employee is not satisfied with the result of the informal process, or the issue they can take raise their grievance to the relevant line manager, in writing, stating the nature of the grievance. This should be done within **ten working days**. On receipt of a formal complaint, the line manager should contact the Council's Corporate Services Manager who will seek HR legal advice, prior to following the formal 'Grievance Procedure' outlined below.~~

2.4 Appeal

~~If the employee is still dissatisfied with the outcome, there is a right of appeal to a panel of Members of the Personnel Committee. The notice of appeal should be submitted in writing stating the full grounds for appeal within **ten working days** of receipt of the formal written response issued by the line manager. The Appeal Panel shall consider the appeal within **twenty working days** of receipt of the written appeal, following the 'Appeal' process outlined in the 'Grievance procedure' below.~~

~~Once the appeal process has been followed and brought to a conclusion there is no further right of appeal.~~

Grievances Relating to a Line Manager

2.5

(v5) Approved and adopted by Penzance Council 16 August 2023

Formatted: No bullets or numbering

Formatted: Bulleted + Level: 1 + Aligned at: 0.63 cm + Indent at: 1.27 cm

Formatted: Indent: Left: 0 cm, Hanging: 0.69 cm, No bullets or numbering

Formatted: No bullets or numbering

- If the grievance relates directly to the action or omission of the line manager, the grievance should be submitted in writing directly to the Town Clerk who should seek HR advice before then investigating and responding to the grievance as outlined above.

Formatted: Font:
Formatted: List Paragraph, Bulleted + Level: 1 + Aligned at: 0.63 cm + Indent at: 1.27 cm

Handling Grievances Involving Senior Staff

- If the Town Clerk is unable to deal with a grievance—for example, because they are named in the complaint or otherwise involved—the grievance should be sent to the Corporate Services Manager. The Corporate Services Manager will arrange for the Personnel Committee to meet, seek independent HR advice, and appoint an appropriate Panel to investigate and respond.
- If the grievance concerns the conduct or actions of the Town Clerk, it should be submitted in writing to the Corporate Services Manager, who will follow the same process: convene the Personnel Committee, obtain HR advice, and appoint a Panel to investigate and respond.
- If the Town Clerk wishes to raise a grievance themselves, they should submit it in writing to the Corporate Services Manager, who will again convene the Personnel Committee as above.
- Where a grievance involves a member of the Personnel Committee, that Councillor must not take part in any stage of the process other than as a possible witness.

Formatted: Font: (Default) Arial, 12 pt, Font color: Black
Formatted: Font: (Default) Arial, 12 pt, Not Bold, Font color: Black
Formatted: H2, None, Space Before: 0 pt, After: 0 pt
Formatted: Font: (Default) Arial, Font color: Black
Formatted: List Paragraph, Space Before: 0 pt, After: 0 pt, Bulleted + Level: 1 + Aligned at: 0.63 cm + Indent at: 1.27 cm
Formatted: Font: (Default) Arial, Not Bold, Font color: Black
Formatted: Font: (Default) Arial, Font color: Black
Formatted: Font: (Default) Arial, Not Bold, Font color: Black
Formatted: Font: (Default) Arial, Font color: Black
Formatted: Font: (Default) Arial, Not Bold, Font color: Black
Formatted: Font: (Default) Arial, Font color: Black
Formatted: Font: (Default) Arial, Not Bold, Font color: Black
Formatted: Font: (Default) Arial, Font color: Black
Formatted: Indent: Left: 1.27 cm, No bullets or numbering
Formatted: Font: (Default) Arial, Font color: Black
Formatted: List Paragraph, Space Before: 0 pt, After: 0 pt, Bulleted + Level: 1 + Aligned at: 0.63 cm + Indent at: 1.27 cm
Formatted: Font: (Default) Arial, Not Bold, Font color: Black
Formatted: Font: (Default) Arial, Font color: Black
Formatted: Font: (Default) Arial, Not Bold, Font color: Black
Formatted: Font: (Default) Arial, Font color: Black
Formatted: Indent: Left: 1.27 cm, No bullets or numbering
Formatted: Font: (Default) Arial, Font color: Black
Formatted: Font: (Default) Arial, Not Bold, Font color: Black
Formatted: Font: (Default) Arial, Font color: Black

Mediation

- It may be appropriate for some matters to be dealt with by way of mediation, depending on the nature of the grievance. Mediation involves the appointment of a third-party mediator, who will discuss the issues raised by your grievance with all of those involved and seek to facilitate a resolution.

Mediation will be used only where all parties involved in the grievance agree.

Formatted: Font: (Default) Arial, Not Bold, Font color: Black
Formatted: Font: (Default) Arial, Font color: Black
Formatted: Font: (Default) Arial, Not Bold, Font color: Black
Formatted: Font: (Default) Arial, Font color: Black
Formatted: Indent: Left: 1.27 cm, No bullets or numbering
Formatted: Font: (Default) Arial, Font color: Black
Formatted: Font: (Default) Arial, Not Bold, Font color: Black
Formatted: Font: (Default) Arial, Font color: Black
Formatted: List Paragraph, Space Before: 0 pt, After: 0 pt, Bulleted + Level: 1 + Aligned at: 0.63 cm + Indent at: 1.27 cm
Formatted: Font: (Default) Arial, Not Bold, Font color: Black
Formatted: Font: (Default) Arial, Font color: Black
Formatted: Normal, No bullets or numbering
Formatted: Font: (Default) Arial, Font color: Black
Formatted: Font: (Default) Arial, Not Bold, Font color: Black
Formatted: Font: (Default) Arial, Font color: Black
Formatted: Indent: Left: 1.27 cm, Space After: 8 pt, No bullets or numbering

2.6 Grievances involving or relating to the Town Clerk

Formatted: Font: (Default) Arial, Font color: Black
Formatted: Justified, Space Before: 0 pt, After: 0 pt, Line spacing: Multiple 1.08 li
Formatted: Left, Indent: Left: 0.69 cm

~~Should the Town Clerk be unable to investigate or respond to a grievance, e.g. because they have been named as a witness or are otherwise involved, then the grievance should be addressed to the Corporate Services Manager who will convene a meeting of the Personnel Committee which will then seek HR Advice before appointing a Panel to investigate and respond, as outlined above.~~

Formatted: Left

~~If the grievance relates directly to the action or omission of the Town Clerk, the grievance should be submitted in writing directly to the Corporate Services Manager who will then convene a meeting of the Personnel Committee which will then seek HR Advice before appointing a Panel to investigate and respond to the grievance as outlined above.~~

~~If the grievance is being raised by the Town Clerk on his/her own behalf, the grievance should be submitted in writing to the Corporate Services Manager who will then convene a meeting of the Personnel Committee as above. If the grievance relates to the action or omission of the Corporate Services Manager, then it should be directed to another member of the Senior Management team, who will then convene a meeting of the Personnel Committee as above. If the grievance relates to the action or omission of any Member of the Personnel Committee, or if any such Member is involved, then said Member should take no part in any part of this process other than as a potential witness.~~

Formatted: Left, Indent: Left: 0.69 cm

~~2.7 Representation~~

Formatted: Left

~~An individual raising a formal grievance may be accompanied throughout the process by a trade union representative or colleague of their choice and reasonable preparation for the hearing will be allowed.~~

Grievance procedure

Formatted: Left, Indent: Left: 0 cm, Hanging: 0.69 cm

Informal Resolution

1. Where an employee ~~is aggrieved~~ has a concern about any matter relating to their employment, they should raise the matter informally with their line manager as soon as possible ~~and, other than in exceptional circumstances, within twenty working days of the incident or event.~~ However, employees will be permitted to raise as part of a grievance a series of directly related incidents having a cumulative effect.

Formatted: Bulleted + Level: 1 + Aligned at: 0.63 cm + Indent at: 1.27 cm

2. The line manager should then meet with the employee to consider and seek to resolve the grievance within ten working days.

Formatted: Bulleted + Level: 1 + Aligned at: 0.63 cm + Indent at: 1.27 cm

(It may be appropriate for some matters to be dealt with by way of mediation, depending on the nature of the grievance.)

Formatted: List Paragraph, Bulleted + Level: 1 + Aligned at: 0.63 cm + Indent at: 1.27 cm

The line manager should confirm the outcome of the informal process and, if appropriate, any action taken.

Formatted: Bulleted + Level: 1 + Aligned at: 0.63 cm + Indent at: 1.27 cm

Employees may wish to seek the advice of a trade union representative or colleague prior to raising a grievance at this informal level.

Formatted: Indent: Left: 1.27 cm, No bullets or numbering

Formatted: Bulleted + Level: 1 + Aligned at: 0.63 cm + Indent at: 1.27 cm

If the employee does not feel able to raise the matter with their line manager, they can approach another relevant manager including the Corporate Services Manager (Lead HR Officer) for support to seek an informal resolution.

Formatted: Indent: Left: 1.27 cm, Space After: 8 pt, No bullets or numbering

Formatted: Bulleted + Level: 1 + Aligned at: 0.63 cm + Indent at: 1.27 cm

3.

Formatted: Normal, No bullets or numbering

Formal Resolution

If the employee is not satisfied with the result of the informal process, they ~~can take the matter up with the line manager~~ can initiate the formal procedure by submitting their grievance in writing to their line manager, in writing, stating the nature of the grievance. This should be within ten working days of the informal resolution outcome.

Formatted: Bulleted + Level: 1 + Aligned at: 0.63 cm + Indent at: 1.27 cm

(On receipt of a formal complaint, ~~HR advice should be sought, the manager must inform the Corporate Services Manager/Officer, or if this is not possible or appropriate, the Town Clerk.~~)

Formatted: Normal, No bullets or numbering

Formatted: List Paragraph, Bulleted + Level: 1 + Aligned at: 0.63 cm + Indent at: 1.27 cm

The line manager will then arrange a meeting with the employee to discuss the grievance as soon as possible and normally within ten working days.

Formatted: Indent: Left: 1.27 cm, No bullets or numbering

The employee must be notified of the meeting in writing, with at least 5 working days' notice given where possible.

Formatted: Indent: Left: 1.27 cm, No bullets or numbering

Formatted: List Paragraph, Bulleted + Level: 1 + Aligned at: 0.63 cm + Indent at: 1.27 cm

The employee ~~should also be informed that they are allowed to be accompanied~~ has the right to be accompanied by a colleague or trade union representative and should be advised of this as part of the written notification of the meeting.

Formatted: Tab stops: 7.38 cm, Left + Not at 7.32 cm + 14.65 cm

- A formal written response to the grievance should be issued within 5 working days of the hearing.
- If the line manager, hearing the grievance, determines that further investigation is required, then the meeting will be adjourned to allow an investigation to be carried out.
 - a) The line manager or an appropriate investigator will then conduct any necessary investigation.
 - (Where relevant, the grievance investigation may be carried out by external HR advisors.)
 - b) An Investigation report will be then written and will include all the relevant facts.
 - c) Upon completion of the investigation, the grievance meeting will be reconvened.
 - d) A formal written response to the grievance should be issued within 5 working days of the meeting.

Formatted: Bulleted + Level: 1 + Aligned at: 0.63 cm + Indent at: 1.27 cm

Formatted: Indent: Left: 1.9 cm, Bulleted + Level: 1 + Aligned at: 0.63 cm + Indent at: 1.27 cm

Formatted: Indent: Left: 2.54 cm, No bullets or numbering

Formatted: Indent: Left: 1.9 cm, Bulleted + Level: 1 + Aligned at: 0.63 cm + Indent at: 1.27 cm

Formatted: Indent: Left: 6.98 cm

Formatted: Indent: Left: 1.9 cm, Bulleted + Level: 1 + Aligned at: 0.63 cm + Indent at: 1.27 cm

Formatted: Indent: Left: 5.71 cm, First line: 0.11 cm

Formatted: Indent: Left: 1.9 cm, Bulleted + Level: 1 + Aligned at: 0.63 cm + Indent at: 1.27 cm

Formatted: Indent: Left: 5.08 cm

Formatted: Indent: Left: 1.9 cm, Bulleted + Level: 1 + Aligned at: 0.63 cm + Indent at: 1.27 cm

~~** If the grievance relates directly to the action or omission of the line manager, the grievance should be submitted in writing directly to the Town Clerk who should seek HR advice before then investigating and responding to the grievance as outlined above.~~

~~Should the Town Clerk be unable to investigate or respond to a grievance, e.g. because they have been named as a witness or are otherwise involved, then the grievance should be addressed to the Corporate Services Manager who will convene a meeting of the Personnel Committee which will then seek HR Advice before appointing a Panel to investigate and respond, as outlined above.~~

~~If the grievance relates directly to the action or omission of the Town Clerk, the grievance should be submitted in writing directly to the Corporate Services Manager who will then convene a meeting of the Personnel Committee which will then seek HR Advice before appointing a Panel to investigate and respond to the grievance as outlined above.~~

~~If the grievance is being raised by the Town Clerk on his/her own behalf, the grievance should be submitted in writing to the Corporate Services Manager who will then convene a meeting of the Personnel Committee as above. If the grievance relates to the action or omission of the Corporate Services Manager, then it should be directed to another member of the Senior Management Team, who will then convene a meeting of the Personnel Committee as above. If the grievance relates to the action or omission of any Member of the Personnel Committee, or if any such Member is involved, then said Member should take no part in any part of this process other than as a potential witness.~~

~~The above process is intended to ensure that, upon receipt, grievances are never dealt with solely by one party in the first instance.~~

Appeal

(v5) Approved and adopted by Penzance Council 16 August 2023

- If the employee is dissatisfied with the outcome of the grievance they may appeal to a panel of Members of the Personnel Committee.

Formatted: Indent: Left: 1.27 cm, No bullets or numbering

- The notice of appeal should be submitted to the Corporate Services Manager (or, if this is inappropriate, the Town Clerk) in writing stating the full grounds for appeal within **ten working days** of receipt of the formal written response issued. The Corporate Services Manager (or Town Clerk) will convene an appropriate Panel.

Formatted: Indent: Left: 1.27 cm, No bullets or numbering

~~1. If the employee is dissatisfied with the outcome of the grievance still aggrieved, they should appeal to a separate panel of Members of the Personnel Committee. The notice of appeal should be submitted in writing within ten working days of receipt of the formal written response issued by the Line Manager.~~

Formatted: Normal, Indent: Left: -0.63 cm, Bulleted + Level: 1 + Aligned at: 0.63 cm + Indent at: 1.27 cm

- The Appeal Panel shall arrange for a meeting to consider the appeal. This should take place within twenty working days of receipt of the written appeal.

Formatted: Normal

2.

Formatted: Indent: Left: 1.27 cm, No bullets or numbering

- {Where possible, the employee should be given at least 5 working days' notice in writing.}
- The employee has a right to be accompanied by a colleague or trade union representative at the meeting and

Formatted: Bulleted + Level: 3 + Aligned at: 3.17 cm + Indent at: 3.81 cm

- A formal written response to the appeal should be issued within 7 working days of the appeal hearing, wherever possible.

Formatted: Indent: Left: 1.27 cm, No bullets or numbering

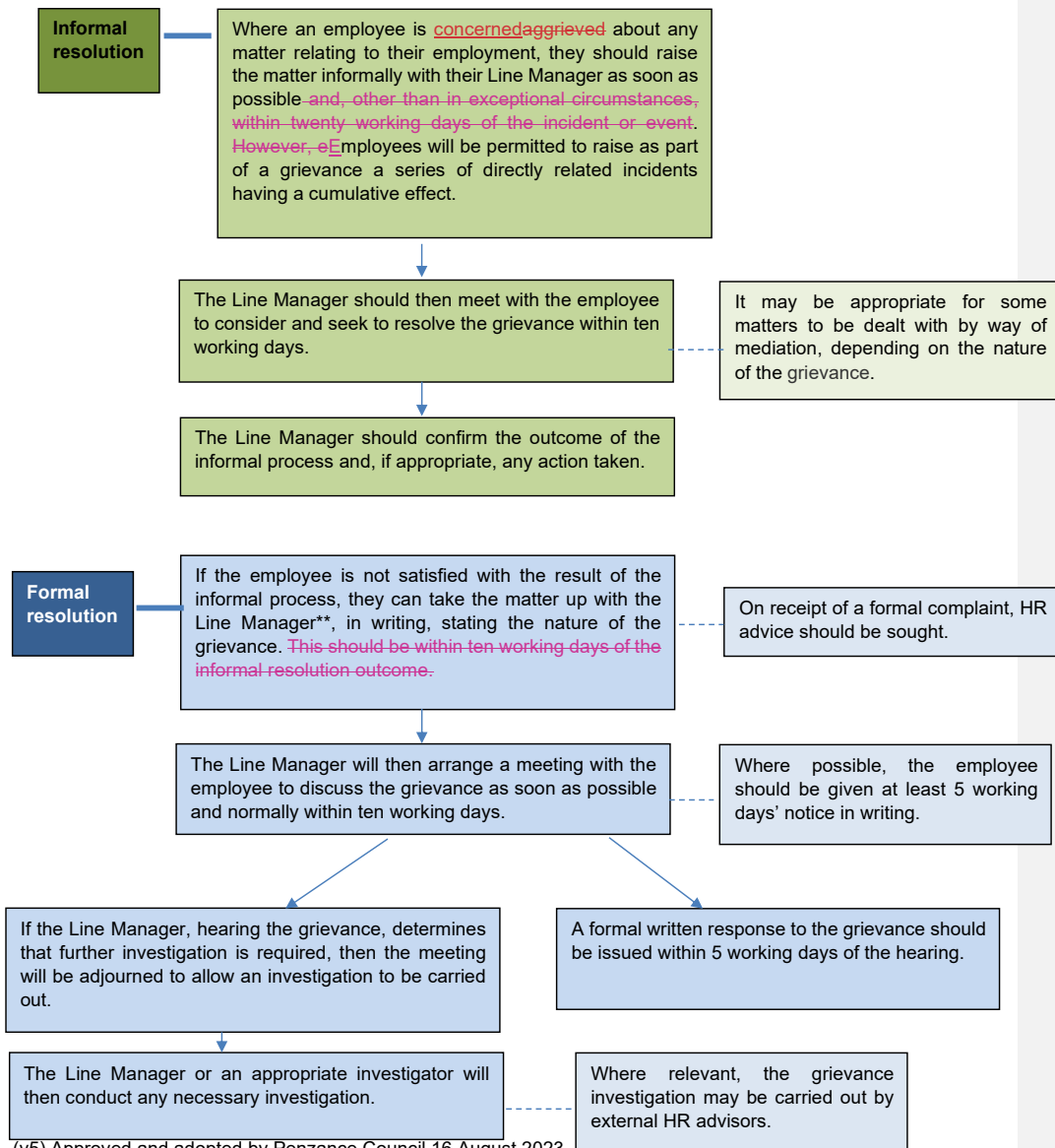
- There is no further right to appeal

Formatted: Normal, No bullets or numbering

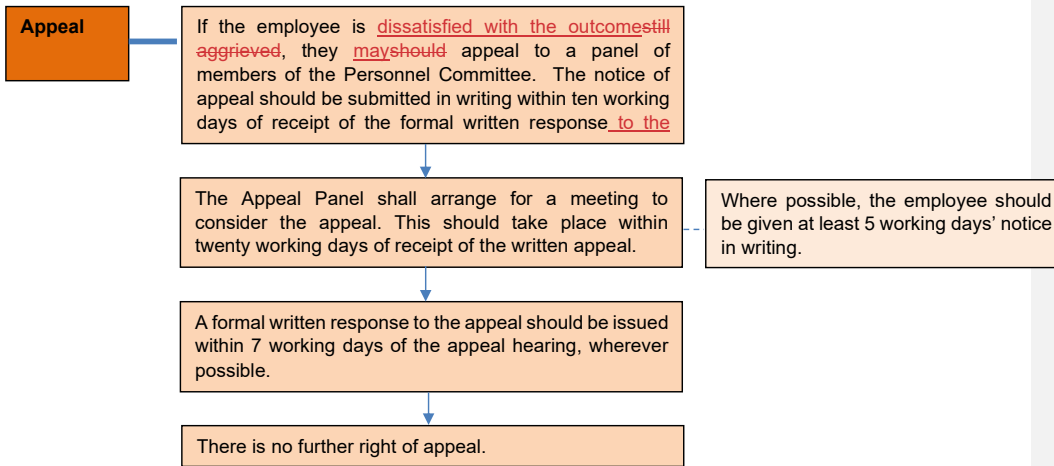
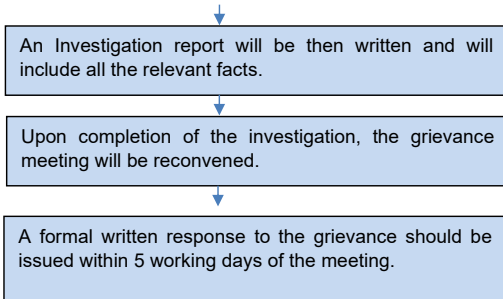
~~3.~~

~~If the employee is still dissatisfied with the outcome, there is a right of appeal to a panel of Members of the Personnel Committee. The notice of appeal should be submitted in writing stating the full grounds for appeal within **ten working days** of receipt of the formal written response issued by the line manager. The Appeal Panel shall consider the appeal within **twenty working days** of receipt of the written appeal, following the 'Appeal' process outlined in the 'Grievance procedure' below.~~

Grievance procedure flow chart (same information as previous section)



(v5) Approved and adopted by Penzance Council 16 August 2023



**If the grievance relates directly to the action or omission of the Line Manager, the grievance should be submitted in writing directly to the Town Clerk who should seek HR advice before then investigating and responding to the grievance as outlined above.

Should the Town Clerk be unable to investigate or respond to a grievance, e.g. because they have been named as a witness or are otherwise involved, then the grievance should be addressed to the Corporate Services Manager who will convene a meeting of the Personnel Committee which will then seek HR Advice before appointing a Panel to investigate and respond, as outlined above.

If the grievance relates directly to the action or omission of the Town Clerk, the grievance should be submitted in writing directly to the Corporate Services Manager who will then convene a meeting of the Personnel Committee which will then seek HR Advice before appointing a Panel to investigate and responding to the grievance as outlined above.

If the grievance is being raised by the Town Clerk on his/her own behalf, the grievance should be submitted in writing to the Corporate Services Manager who will then convene a meeting of the Personnel Committee as above. If the grievance relates to the action or omission of the Corporate Services Manager, then it should be directed to another member of the Senior Management Team, who will then convene a meeting of the Personnel Committee as above. If the grievance relates to the action or omission of any Member of the Personnel Committee, or if any such Member is involved, then said Member should take no part in any part of this process other than as a potential witness.

(v5) Approved and adopted by Penzance Council 16 August 2023



PENZANCE COUNCIL

Respiratory Transmissible Infections (including Covid-19) Policy

CURRENT POLICY STATUS

Version:	1 2	Approving Body:	Corporate Management Team Corporate Management Team
Date:	16/08/2023 22/08/2023	Date of Approval:	16/08/2023 16/08/2023
Responsible Officer:	Corporate Services Manager	Review Date:	When guidance changes. When guidance changes.

VERSION HISTORY

DATE	VERSION	AUTHOR/EDITOR	COMMENTS
04/2022	1	Corporate Services Manager	
22/08/2023	2	SG	

REVIEW RECORD

DATE	TYPE OF REVIEW	COMPLETED BY
08/2023	Change in Government Guidance	CSM/Town Clerk/Council

Formatted: Font: 12 pt

(v2) - Approved and adopted by Penzance Council: [16 August 2023](#)

Page 1 of 6

4. INTRODUCTION Purpose

This policy has been produced as an update to procedures which were in place from 2020 – 2025 in response to the COVID 19 pandemic. The purpose is to protect the operation of the Council and protect the wellbeing of individuals. using the latest government document ‘Guidance for people with symptoms of a respiratory infection including COVID-19 and ‘Reducing the spread of respiratory infections, including Covid-19, in the workplace’ both published in June 2022, the policy is effective from July 2023 and will be reviewed annually or if government guidance changes.

Approach to Infection Control

Penzance Council has a duty to protect staff, service users and the public from avoidable infection, while also maintaining effective service delivery. This policy therefore promotes a proportionate, risk-based approach.

Staff should avoid attending work only where symptoms significantly impair their ability to work safely or where a condition carries a high risk of transmission, as defined in the guidance below.

Where symptoms are mild or manageable, the Council will work with staff and managers to identify safe ways of working, including use of PPE, alternative duties, or home working (where the role allows).

This approach aims to protect people without unnecessarily disrupting council operations.

2. WHAT HAPPENS WHEN A STAFF MEMBER HAS SYMPTOMS OF A RESPIRATORY INFECTION, INCLUDING COVID-19

Symptoms of common respiratory infections, flu and Covid-19 include:

- continuous cough
- high temperature, fever or chills
- loss of, or change in, your normal sense of taste or smell
- shortness of breath
- unexplained tiredness, lack of energy
- muscle aches or pains that are not due to exercise
- not wanting to eat or not feeling hungry
- headache that is unusual or longer lasting than usual
- sore throat, stuffy or runny nose
- diarrhoea, feeling sick or being sick

If you have symptoms of a respiratory infection, such as COVID-19, and you have a high temperature and/or do not feel well enough to go to work or carry out normal (v2) - Approved and adopted by Penzance Council: 16 August 2023

Formatted: Justified, No bullets or numbering

Formatted: Font: 12 pt

Formatted: Left

Formatted: Font: Not Bold

Formatted: Font: Not Bold

Formatted: Font: Not Bold

Formatted: Font: Not Bold

Formatted: Font: Not Bold

Formatted: Justified

Formatted: Justified, Indent: Left: 0.63 cm, No bullets or numbering

Formatted: Font: 12 pt

Formatted: Justified

Formatted: Font: Bold

activities, try to stay at home and avoid contact with other people, until you no longer have a high temperature (if you had one) or until you no longer feel unwell.

Unless the following advice conflicts with NHS advice and/or the advice of your own health professional(s), if you feel well enough to work, but the nature of your role does not allow you to work from home, you should discuss this with your line manager and agree whether there are options for you to work safely using infection control measures such as wearing PPE or completing solitary tasks.

Formatted: Justified

If you feel well enough to work, and your role allows home working to do so, you may work from home while symptoms continue, provided this remains productive and proportionate. Where home working is not possible, managers should use the Decision-Making Tool to determine whether safe on-site working is appropriate

Decision-Making Tool

Formatted: Left

When a staff member reports symptoms of a respiratory or other transmissible infection, managers and staff should consider the following four questions to reach a proportionate and consistent decision:

1. How unwell is the person?

Formatted: Left

- If symptoms significantly limit their ability to work safely, they should stay home.
- If symptoms are mild or manageable, proceed to Q2.

2. What is the level of infection risk?

Formatted: Left

- **Low risk:** mild cold symptoms, no fever, no vomiting/diarrhoea → Work permitted with hygiene measures.
- **Moderate risk:** coughs, discharge, or minor skin infections that can be covered → Work permitted with PPE, distancing or alternative duties.
- **High risk:** vomiting/diarrhoea, fever, heavy discharge, chickenpox, impetigo until crusted, norovirus, measles/mumps → Stay off until symptoms resolved or recommended exclusion period completed.

3. What is the nature of the staff member's role?

Formatted: Left

- **Office-based roles:** home working can be used where symptoms are manageable.
- **Operational roles:** consider PPE, modified duties, outdoor or solitary tasks before deciding on exclusion.

Formatted: Font: Bold

4. Are vulnerable colleagues or service users present?

Formatted: Left

- If yes, treat the infection as one risk category higher (e.g., moderate → high).

Formatted: Font: Bold

(v2) - Approved and adopted by Penzance Council: [46 August 2023](#)

Final decision rule:

A staff member may attend work if:

- they feel well enough to work;
- infection risk is low or manageable; and
- safe adjustments can be made.

They should stay home if:

symptoms are severe, the infection is high-risk, or safe working adjustments are not possible.

If you feel well enough to work and are unable to work from home you should discuss with your line manager to agree whether there are options for you to work safely using infection control measures such as wearing PPE or completing solitary tasks.

Formatted: Left

Formatted: Justified

Formatted: Justified

~~If you feel well enough to work and are unable to work from home until all symptoms have passed the following actions will reduce the chance of passing your infection to others~~

- ~~• wearing a well-fitting face covering made with multiple layers or a surgical face mask~~
- ~~• covering your mouth and nose when you cough or sneeze; wash your hands frequently with soap and water for 20 seconds or use hand sanitiser after coughing, sneezing and blowing your nose and before you eat or handle food; avoid touching your face~~

3. WHAT TO DO IF YOU HAVE A POSITIVE COVID-19 TEST RESULT

~~If you have a positive COVID-19 test result, it is very likely that you have COVID-19 even if you do not have any symptoms. You can pass on the infection to others, even if you have no symptoms.~~

~~Most people with COVID-19 will no longer be infectious to others after 5 days. If you have a positive COVID-19 test result, you should stay off work and try to stay at home and avoid contact with other people for 5 days after the day you took your test. You should follow the Council's sickness reporting process outlined in the Absence Management Policy.~~

(v2) - Approved and adopted by Penzance Council: [16 August 2023](#)

During the 5 days if staff are not experiencing symptoms, and are able to, then they should work from home. Any staff who are unable to carry out their work from home will receive full sick pay according to the Council's Sickness Policy and their absence will not be offset against the employee's occupational sick pay entitlement nor will it be treated as sickness absence under the Sickness Absence Policy.

After 5 days if the individual is feeling well enough, they may return to work.

The Council do not require proof of a positive Covid-19 test, we trust that our staff will be open and honest with us regarding test results.

WHAT HAPPENS WHEN STAFF MEMBERS HAVE SYMPTOMS OF OTHER TRANSMISSIBLE INFECTIONS

The Council expects individuals to protect people around them from any potentially transmissible condition. Symptoms of such infections will vary but other transmissible infections could include, but are not limited to,:-

- Respiratory infections (including flu, rhinovirus and coronavirus)
- Gastrointestinal infections (including norovirus)
- Skin and Soft Tissue disease (including hand, foot and mouth disease)
- Eye, Ear, throat infections (including conjunctivitis)
- "Childhood" diseases (including chickenpox)
- Other Notifiable or Emerging Infections (including meningococcal disease, mpox, tuberculosis, COVID like emerging diseases)

For clarity, "high-risk infections" include diarrhoea/vomiting illnesses (e.g., norovirus), chickenpox, measles, mumps, conjunctivitis with heavy discharge, impetigo (until crusted), and any condition requiring exclusion under UKHSA/NHS guidance.

If you suspect you have a transmissible infection and do not feel well enough to go to work or carry out normal activities, you should stay at home and avoid contact with other people, until you no longer feel unwell (and/or any safe period recommended for the specific condition has elapsed).

Unless the following advice conflicts with NHS advice and/or the advice of your own health professional(s), if you feel well enough to work, but the nature of your role does not allow you to work from home, you should discuss this options with your line manager. -and agree whether there are options for you to work safely using infection control measures such as wearing PPE or completing solitary tasks. A proportionate decision will be made using the decision making tool above, including whether safe adjustments such as PPE, distancing or modified duties can be used.

Formatted: Indent: Left: 0.63 cm, No bullets or numbering

Formatted: Font: (Default) +Body (Calibri), No underline, English (United Kingdom)

Formatted: Font: 12 pt, No underline

Formatted: Justified

Formatted: Font: 12 pt, No underline

Formatted: Font: 12 pt, No underline

Formatted: Font: 12 pt

Formatted: Font: 12 pt, No underline

Formatted: Font: 12 pt, No underline

Formatted: Font: 12 pt

Formatted: Font: 12 pt, No underline

Formatted: Font: 12 pt

Formatted: Font: 12 pt, No underline

Formatted: Font: 12 pt

Formatted: Font: 12 pt, No underline

Formatted: Font: 12 pt

Formatted: Font: 12 pt, No underline

Formatted: Font: 12 pt, No underline

Formatted: Font: 12 pt

Formatted: Normal, Justified, No bullets or numbering

Formatted: Font: 12 pt, No underline

Formatted: Font: Bold

Formatted: Font: Bold

Formatted: Justified

~~If you feel well enough to work and are able you should work from home until all symptoms have passed (and/or any safe period recommended for specific condition).~~

~~If you feel well enough to work and are unable to work from home you should discuss with your line manager to agree whether there are options for you to work safely using infection control measures such as wearing PPE or completing solitary tasks.~~

~~If you feel well enough to work, and are able to do your role~~ **allows home working**, you may work from home while symptoms continue, provided this remains productive and proportionate. Where home working is not possible, managers should use the Decision-Making Tool to determine whether safe on-site working is appropriate. ~~you should work from home until all symptoms have passed (and/or any safe period recommended for the specific condition(s) have elapsed).~~

Formatted: Font: Bold

Formatted: No underline



PENZANCE COUNCIL

Dignity at Work Policy

CURRENT POLICY STATUS

Version:		Approving Body:	F&GP
Date:		Date of Approval:	
Responsible Officer:	CSM	Minute Reference:	
Overview Committee:	Personnel	Review Date:	01/2026

VERSION HISTORY

DATE	VERSION	AUTHOR/EDITOR	COMMENTS
22/08/2023	1	SG	New Policy
3/12/2025	2	CKB	Updated

REVIEW RECORD

DATE	TYPE OF REVIEW	COMPLETED BY

Penzance Council is committed to providing a work environment where everyone is treated with dignity, respect and courtesy.

It does not tolerate bullying, harassment, sexual harassment or victimisation in any part of its activities.

This policy sets out:

- the standards of behaviour which the Council expects;
- what constitutes unacceptable behaviour;
- how concerns can be raised and addressed; and
- how the Council will support those involved.

The aim is to resolve issues early, fairly and sensitively, with a focus on informal resolution where appropriate.

Scope

This policy applies to:

- all officers;
- Councillors;
- agency staff; and
- contractors and volunteers engaged by the Council.

It covers behaviour:

- in the workplace;
- at meetings, events and work-related functions;
- on Council business off-site;
- in any other situation where someone could reasonably be associated with, or construed as representing, Penzance Council, including online and through social media.

The Council will also act where staff experience unacceptable behaviour from members of the public, suppliers or any other third party.

Definitions

Bullying

Offensive, intimidating, malicious or insulting behaviour, or an abuse of power that undermines, humiliates or threatens another person - whether intended or not.

Reasonable management (feedback, performance discussions, instructions) is not bullying.

Harassment

Unwanted conduct - verbal, physical and/or non-verbal that:

- violates someone's dignity; or
- creates an intimidating, hostile, degrading or offensive environment.

Harassment may relate to:

- protected characteristics (Equality Act 2010);
- behaviour of a sexual nature; or
- any unwelcome behaviour that has the above effect

A single incident can be harassment.

Sexual Harassment

Unwanted behaviour of a sexual nature, including, but not limited to:

- comments, jokes or gestures
- intrusive questions
- unwanted touching
- sending or displaying sexual images or messages
- sexual suggestions or advances

It does not need to be motivated by sexual desire.

Victimisation

Treating someone unfavourably because they:

- raised a concern
- supported someone else's complaint
- or are suspected of doing so

Victimisation is unlawful.

Third-Party Harassment

Harassment by someone who is not a part of, nor employed by, the Council, (e.g. member of the public, contractor or visitor).

The Council will take **reasonable steps** to prevent and address third-party harassment.

Action may include:

- Warning notices;
- Regular training for managers and other officers to raise awareness of rights related to sexual harassment and of this policy;
- Lone working is managed under the Council's Lone Working policy
- Carrying out a risk assessment when planning events attended by third-parties.

Reporting Concerns

The Council encourages concerns to be raised promptly, always ensuring the safety and wellbeing of the people involved.

There is a choice of either an informal or formal resolution:

Informal Resolution

This is often the quickest way to resolve concerns.

A person may:

- explain directly to the person(s) that their behaviour is unwanted and/or unacceptable; or
- ask their line manager, the Town Clerk, or the Corporate Services Manager to speak to them on their behalf.

Mediation may be offered where it is appropriate and where both parties agree.

Formal Complaint

If informal resolution is not appropriate or has not resolved the issue, formal complaints should be made through the Council's Grievance Procedure (for officers). This policy does **not** replace or replicate that procedure.

The Grievance Procedure details:

- how complaints are submitted;
- how investigations are carried out; and
- hearing, outcome and appeal processes.

Complaints about Councillors which relate to the Councillor Code of Conduct will be referred to the Monitoring Officer.

The Council will consider reasonable measures to protect the dignity, health and safety of the person raising a complaint. Such measures may include a temporary change in duties or change of work location, not attending meetings with the person about whom the complaint has been made etc.

If a person witnesses an incident they believe to be harassment or bullying this should be raised in line with the reporting lines outlined below. Such reports will be taken seriously and will be treated in strict confidence as far as it is possible to do so.

Where to report concerns

Concerns about a colleague should be raised with their line manager, the Town Clerk or the Corporate Service Manager.

Concerns about a line manager should be raised with the Town Clerk or, if the Town Clerk is the line manager, the Corporate Services Manager.

Concerns about a Councillor should be raised with the Town Clerk or the Mayor.

Concerns about a third-party, including member of the public or supplier should be raised with their line manager.

Protection and support for those involved

Officers who make complaints, report that they have witnessed wrongdoing, or who participate in good faith in any investigation must not suffer any form of retaliation or victimisation as a result. Anyone found to have retaliated against or victimised someone in this way will be subject to disciplinary action under the Disciplinary Procedure.

Support and guidance can also be obtained from the following external services:

- The Equality Advisory and Support Service (www.equalityadvisoryservice.com).
- Protect (www.protect-advice.org.uk).
- Victim support (www.victimsupport.org.uk).
- Rights of women (England and Wales) (www.rightsofwomen.org.uk)

The use of the Disciplinary Procedure

If at any stage from the point at which a complaint is raised, it is found that there is a case to answer and a disciplinary offence might have been committed, the Council's disciplinary procedure will be instigated.

Review

This policy will be reviewed regularly and its effectiveness monitored. This will include monitoring the treatment and outcomes of any complaints of harassment, sexual

harassment or victimisation received to ensure that they are properly investigated and resolved, those who report or act as witnesses are not victimised, repeat offenders are appropriately dealt with and workforce training is targeted where needed.

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



PENZANCE COUNCIL

Dignity at Work Policy

CURRENT POLICY STATUS

Version:	1	Approving Body:	Full Council
Date:	22/08/2023	Date of Approval:	16/08/2023
Responsible Officer:	Town Clerk	Minute Reference:	50(a)
Overview Committee:	Personnel	Review Date:	08/2024

VERSION HISTORY

DATE	VERSION	AUTHOR/EDITOR	COMMENTS
22/08/2023	1	SG	New Policy

REVIEW RECORD

DATE	TYPE OF REVIEW	COMPLETED BY

Penzance Council believes that civility and respect are important in the working environment, and expect all councillors, officers and the public to be polite and courteous when working for, and with the council.

Purpose

Penzance Council is committed to creating a working environment where all council employees, Councillors, contractors and others who come into contact with us in the course of our work, are treated with dignity, respect and courtesy. We aim to create a workplace where there is zero tolerance for harassment and bullying

In support of this objective, Penzance Council has signed up to the Civility Pledge, as a commitment to civility and respect in our work, and politeness and courtesy in

behaviour, speech, and in the written word. Further information about the Civility and Respect Pledge is available [NALC](#) & [SLCC](#).

We recognise that there is a continuum where unaddressed issues have the potential to escalate and become larger, more complex issues and this policy sets out how concerns will be managed however the emphasis of this policy is on resolution and mediation where appropriate, rather than an adversarial process.

This document:

- explains how we will respond to complaints of bullying or harassment;
- ensures that we respond sensitively and promptly; and,
- supports our employees in ensuring their behaviour does not amount to bullying and/or harassment by giving examples.

Scope

This policy covers bullying and harassment of and by officers, Councillors and all employees engaged to work at Penzance Council. Should agency staff, or contractors have a complaint connected to their engagement with Penzance Council this should be raised to their nominated contact, manager, or the Chair of the Council, in the first instance. Should the complaint be about the Chair of the Council the complaint should be raised to the Town Clerk.

Agency staff, or contractors are equally expected to treat council colleagues, and other representatives and stakeholders with dignity and respect, and the Council may terminate the contract, without notice, where there are suspicions of harassment or bullying.

Complaints about other employment matters will be managed under the Council's grievance policy.

It is noted that the management of a situation may differ depending on who the allegations relate to (e.g. employees, contractor, Councillor), however, the Council will take appropriate action if any of its employees are bullied or harassed by employees, Councillors, members of the public, suppliers or contractors.

The position on bullying and harassment

All staff and Council representatives are entitled to dignity, respect and courtesy within the workplace and to not experience any form of discrimination. Penzance Council will not tolerate bullying or harassment in our workplace or at work-related events outside of the workplace, whether the conduct is a one-off act or repeated course of conduct, and whether harm is intended or not. Neither will we tolerate retaliation against, or victimisation of, any person involved in bringing a complaint of harassment or bullying. You should also be aware that, if you have bullied or harassed someone (e.g. physical

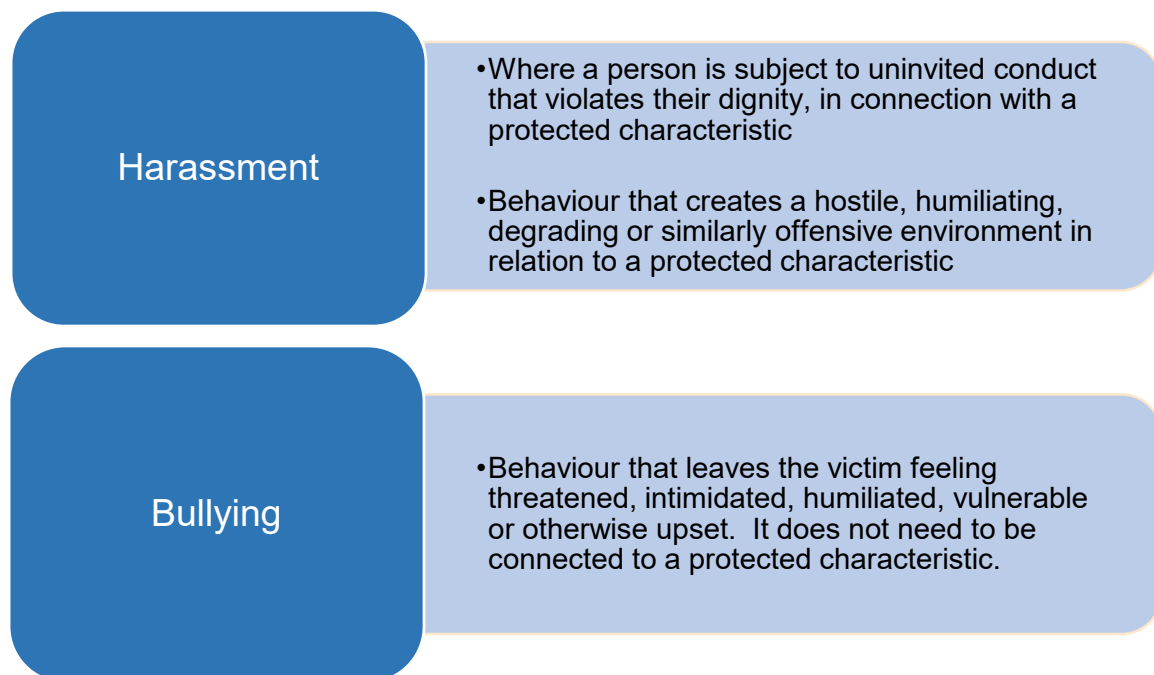
violence, harassment), in some circumstances the treatment may amount to a crime punishable by a fine or imprisonment.

We expect all representatives of the council to treat each other with respect and uphold the values of the code of conduct, civility and respect pledge, equality opportunities policy, and all other policies and procedures set by the Council.

We expect you to demonstrate respect by listening and paying attention to others, having consideration for other people’s feelings, following protocols and rules, showing appreciation and thanks, and being kind.

Allegations of bullying and harassment will be treated seriously. Investigations will be carried out promptly, sensitively and, as far as possible, confidentially. See the grievance policy for further details regarding the process. Employees and others who make allegations of bullying or harassment in good faith will not be treated less favourably as a result.

False accusations of harassment or bullying can have a serious effect on innocent individuals. Staff and others have a responsibility not to make false allegations. While we will assume that all complaints of bullying and harassment are made in good faith, in the event that allegations are found to be malicious or vexatious the person raising the complaint may be subject to action under the council’s disciplinary procedure.



What Type of Treatment amounts to Bullying or Harassment?

‘Bullying’ or ‘harassment’ are phrases that apply to treatment from one person (or a group of people) to another that is unwanted and that has the effect of violating that person’s dignity or creating an intimidating, hostile, degrading, humiliating, or offensive environment for that person.

Examples of bullying and harassment include:

- Physical conduct ranging from unwelcome touching to serious assault
- Unwelcome sexual advances
- The offer of rewards for going along with sexual advances e.g. promotion, access to training
- Threats for rejecting sexual advances
- Demeaning comments about a person's appearance
- Verbal abuse or offensive comments, including jokes or pranks related to age, disability, gender re-assignment, marriage, civil partnership, pregnancy, maternity, race, religion, belief, sex or sexual orientation
- Unwanted nicknames, especially related to a person's age, disability, gender re-assignment, marriage, civil partnership, pregnancy, maternity, race, religion, belief, sex or sexual orientation
- Spreading malicious rumours or insulting someone
- Lewd or suggestive comments or gestures
- Deliberate exclusion from conversations, work activities or social activities.
- Withholding information a person needs in order to do their job
- Practical jokes, initiation ceremonies or inappropriate birthday rituals
- Physical abuse such as hitting, pushing or jostling
- Rifling through, hiding or damaging personal property
- Display of pictures or objects with sexual or racial overtones, even if not directed at any particular person
- Isolation or non-cooperation at work
- Subjecting a person to humiliation or ridicule, belittling their efforts, whether directly and / or in front of others
- The use of obscene gestures
- Abusing a position of power

Bullying and harassment can occur through verbal and face to face interactions but can also take place through sharing inappropriate or offensive content in writing or via email and other electronic communications and social media.

It is important to recognise that conduct which one person may find acceptable, another may find totally unacceptable and behaviour could be harassment when the person had no intention to offend. We all have the right to determine what offends us. Some behaviour will be clear to any reasonable person that it is likely to offend – for example sexual touching. Other examples may be less clear, however, you should be aware that harassment will occur if behaviour continues after the recipient has advised you that the behaviour is unacceptable to them.

Harassment can also occur where the unwanted behaviour relates to a perceived characteristic (such as offensive jokes or comments based on the assumption

someone is gay, even if they are not) or due to their association with someone else (such as harassment related to their partner having a disability for example).

All employees must, therefore, treat their colleagues with respect and appropriate sensitivity and should feel able to challenge behaviour that they find offensive even if it is not directed at them.

It is important to recognise that bullying does not include appropriate criticism of an employee's behaviour or effective, robust performance management. Constructive and fair feedback about your behaviour or performance from your manager or colleagues/Councillors is not bullying. It is part of normal employment and management routines and should not be interpreted as anything different.

Victimisation

Victimisation is subjecting a person to a detriment because they have, in good faith, complained (whether formally or otherwise) that someone has been bullying or harassing them or someone else, or supported someone to make a complaint or given evidence in relation to a complaint. This would include isolating someone because they have made a complaint or giving them a heavier or more difficult workload.

Provided that you act in good faith, i.e. you genuinely believe that what you are saying is true, you have a right not to be victimised for making a complaint or doing anything in relation to a complaint of bullying or harassment and the council will take appropriate action to deal with any alleged victimisation, which may include disciplinary action against anyone found to have victimised you.

Making a complaint that you know to be untrue, or giving evidence that you know to be untrue, may lead to disciplinary action being taken against you.

Reporting Concerns

What you should do if you feel you are being bullied or harassed by a member of the public or supplier (as opposed to a colleague)

If you are being bullied or harassed by someone with whom you come into contact at work, please raise this with your line manager in the first instance or, with the Town Clerk. Any such report will be taken seriously, and we will decide how best to deal with the situation, in consultation with you.

What you should do if you feel you are being bullied or harassed by a councillor:

If you are being bullied or harassed by a councillor, please raise this with the Town Clerk or the Chair of the Council in the first instance. If the Chair of the Council is

approached they must inform the Town Clerk and vice versa. They will then decide jointly how best to deal with the situation, in consultation with you. There are two possible avenues for you, informal or formal. The Informal Resolution is described below. Formal concerns regarding potential breaches of the Councillors Code of Conduct must be investigated by the Monitoring Officer.

The council will consider reasonable measures to protect your health and safety. Such measures may include a temporary change in duties or change of work location, not attending meetings with the person about whom the complaint has been made etc.

What you should do if you witness an incident you believe to be harassment or bullying: If you witness such behaviour you should report the incident in confidence to the Town Clerk (or if the incident involves the Town Clerk then to the Corporate Services Manager who will inform the Chair of the Council and they will then decide jointly how best to deal with the situation). Such reports will be taken seriously and will be treated in strict confidence as far as it is possible to do so.

What you should do if you are being bullied or harassed by another member of staff: If you are being bullied or harassed by a colleague or contractor, there are two possible avenues for you, informal or formal. These are described below.

Informal resolution

If you are being bullied or harassed, you may be able to resolve the situation yourself by explaining clearly to the perpetrator(s) that their behaviour is unacceptable, contrary to the council's policy and must stop. Alternatively, you may wish to ask the Town Clerk, your line manager or a colleague to put this on your behalf or to be with you when confronting the perpetrator(s).

If the above approach does not work or if you do not want to try to resolve the situation in this way, or if you are being bullied by your own line manager, you should raise the issue with the Town Clerk. (If your concern relates to the Town Clerk, you should raise it with the Corporate Services Manager who will inform the Chair of the Council and they will then decide jointly how best to deal with the situation). The Town Clerk (or another appropriate person) will discuss with you the option of trying to resolve the situation informally by telling the alleged perpetrator, without prejudicing the matter, that:

- there has been a complaint that their behaviour is having an adverse effect on a member of the council staff or Councillor
- such behaviour is contrary to our policy
- for employees, the continuation of such behaviour could amount to a serious disciplinary offence
- for Councillors, the continuation of such behaviour could amount to investigation by the Monitoring Officer under the Code Of Conduct

It may be possible for this conversation to take place with the alleged perpetrator without revealing your name, if this is what you want. The person dealing with it will also stress that the conversation is confidential.

In certain circumstances we may be able to involve a neutral third party (a mediator) to facilitate a resolution of the problem. The Town Clerk (or another appropriate person) will discuss this with you if it is appropriate.

If your complaint is resolved informally, the alleged perpetrator(s) will not usually be subject to disciplinary sanctions. However, in exceptional circumstances (such as extremely serious allegation or in cases where a problem has happened before) we may decide to investigate further and take more formal action notwithstanding that you raised the matter informally. We will consult with you before taking this step.

Raising a formal complaint

If informal resolution is unsuccessful or inappropriate, you can make a formal complaint about bullying and harassment through the council's grievance procedure or Councillor Code of Conduct. You should raise your complaint to the Town Clerk or the Chair of the Council. If the Chair of the Council is approached they must inform the Town Clerk and vice versa. A formal complaint may ultimately lead to disciplinary action against the perpetrator(s) where they are employed.

The Town Clerk or the Chair of the Council will appoint someone to investigate your complaint in line with the grievance policy. You will need to co-operate with the investigation and provide the following details (if not already provided):

- The name of the alleged perpetrator(s),
- The nature of the harassment or bullying,
- The dates and times the harassment or bullying occurred,
- The names of any witnesses and
- Any action taken by you to resolve the matter informally.

The alleged perpetrator(s) would normally need to be told your name and the details of your grievance in order for the issue to be investigated properly. However, we will carry out the investigation as confidentially and sensitively as possible. Where you and the alleged perpetrator(s) work in proximity to each other, we will consider whether it is appropriate to make temporary adjustments to working arrangements whilst the matter is being investigated.

Where your complaint relates to potential breaches of the Councillors Code of Conduct, these will need to be investigated by the Monitoring Officer. The council will consider any adjustments to support you in your work and to manage the relationship with the councillor the allegations relate to, while the investigation proceeds.

Investigations will be carried out promptly (without unreasonable delay), sensitively and, as far as possible, confidentially. When carrying out any investigations, we will ensure that individuals' personal data is handled in accordance with the data protection policy.

The Council will consider how to protect your health and wellbeing whilst the investigation is taking place and discuss this with you. Depending on the nature of the allegations, the Investigator may want to meet with you to understand better your complaint (see the grievance policy for further information, and details of your right to be accompanied).

After the investigation, a panel will meet with you to consider the complaint and the findings of the investigation in accordance with the grievance procedure. At the meeting you may be accompanied by a fellow worker, Councillor or a trade union official.

Following the conclusion of the hearing the panel will write to you to inform you of the decision and to notify you of your right to appeal if you are dissatisfied with the outcome. You should put your appeal in writing explaining the reasons why you are dissatisfied with the decision. Your appeal will be heard under the appeal process that is described in the grievance procedure.

The use of the Disciplinary Procedure

If at any stage from the point at which a complaint is raised, we believe there is a case to answer and a disciplinary offence might have been committed, we will instigate our disciplinary procedure. We will keep you informed of the outcome.

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



CURRENT POLICY STATUS

Version:	3	Approving Body:	Full Council
Date:	23/08/2023	Date of Approval:	16/08/2023
Responsible Officer:	Town Clerk	Minute Reference:	50(a)
Overview Committee:	Personnel	Review Date:	08/2024

VERSION HISTORY

DATE	VERSION	AUTHOR/EDITOR	COMMENTS
02/2019	2	Senior Admin Officer	Update provide by SW Councils
23/08/2023	3	SG	
15/12/25	4		

REVIEW RECORD

DATE	TYPE OF REVIEW	COMPLETED BY
02/2019	Annual	Senior Admin Officer
08/2023	Annual	CSM/Town Clerk/Council

4. POLICY STATEMENT

~~Employees are often the first to realise that there may be something wrong within their organisation. However, they may not feel able to express their concerns because they feel that speaking up would be disloyal to their colleagues or to their employer. They may also be apprehensive about the consequences and they may mistakenly feel that it may be easier, therefore, to ignore the concern rather than report what may be no more than a suspicion of malpractice.~~

~~Penzance Council is committed to the highest standards of openness, probity, and accountability. It expects employees, and others that it deals with, who have serious concerns about any aspect~~

(v3) Approved and adopted by Penzance Council: 16 August 2023

Formatted: Font: 11 pt
Formatted: Indent: Left: 0 cm, Hanging: 1 cm, No bullets or numbering

Penzance Council

Whistleblowing Policy

~~of the Council's work, to come forward and voice those concerns. The word 'whistleblowing' in this procedure refers to the disclosure, internally or externally, by employees of malpractice, as well as illegal acts or omissions at work.~~

~~This policy makes it clear that all employees can report, in a confidential manner, their concerns without fear of victimisation, subsequent discrimination or disadvantage, and is intended to encourage and enable serious concerns to be raised with the Council, rather than overlooking a problem or 'blowing the whistle' outside. It is stressed that under the Public Interest Disclosure Act 1998, employees of the Council who speak out against corruption or malpractice at work have statutory protection against victimisation, dismissal or other disadvantage.~~

~~Penzance Council expects that any fraud, misconduct or wrongdoing by staff or others working on behalf of the council is reported and properly dealt with. The Council therefore requires all individuals to raise any concerns that they may have about the conduct of others who are a part of, or are employed by, the Council. This policy sets out the way in which individuals may raise any concerns that they have and how those concerns will be dealt with.~~

Formatted: Font: 12 pt

Formatted: Font: 12 pt

Formatted: Font: 12 pt

Formatted: Font: 12 pt

Background

Formatted: Font: 12 pt

~~The Public Interest Disclosure Act 1998 amended the Employment Rights Act 1996 to provide protection for workers who raise legitimate concerns about specified matters in the public interest. These are called "qualifying disclosures". A qualifying disclosure is one made by an employee who has a reasonable belief that:~~

Formatted: Font: 12 pt

- ~~• a criminal offence;~~
- ~~• a miscarriage of justice;~~
- ~~• an act creating risk to health and safety;~~
- ~~• an act causing damage to the environment;~~
- ~~• a breach of any other legal obligation; or~~
- ~~• concealment of any of the above;~~

Formatted: Font: 12 pt

Formatted: Justified

~~is being, has been, or is likely to be, committed.~~

~~It is not necessary for the complainant to have proof that such an act is being, has been, or is likely to be, committed - a reasonable belief is sufficient. The complainant has no responsibility for investigating the matter - it is the Council's responsibility to ensure that an investigation takes place.~~

Formatted: Font: 12 pt

~~Any officer/employee who makes such a protected disclosure has the right not to be dismissed, subjected to any other detriment (e.g. disciplinary action), or victimised because they have made a disclosure, provided that the employee reasonably believes that the subject of the disclosure is in the public interest and the employee reasonably believes that the information disclosed and any allegation contained in it are substantially true.~~

Formatted: Font: 12 pt

Formatted: Font: 12 pt

Formatted: Font: 12 pt

Formatted: Font: 12 pt

Formatted: Font: 12 pt

Formatted: Font: 12 pt

Formatted: Font: 12 pt

Formatted: Font: 12 pt

~~Workers- are We encouraged you to raise any your concerns under this procedure in the first instance.~~

2. SCOPE

This policy applies to ~~officersemployees~~ of Penzance Council, ~~Agency workers, casual workers and other individuals performing functions for the Council, such as contractors.~~ ~~are also encouraged to use the procedure.~~

3. AIMS

This policy aims to:

- Encourage ~~workersemployees~~ to feel confident in raising serious concerns ~~in these cases where they do not wish to use the normal reporting routes within their departments;~~
- Provide alternative ~~avenues options~~ for raising concerns;
- Ensure that responses to concerns are made; and
- Reassure ~~workersemployees~~ that they will be protected from possible reprisals or victimisation if they have made a qualifying disclosure to address their concerns.

4. Background

~~The law provides protection for employees who raise legitimate concerns about specified matters. These are called 'qualifying disclosures'. A qualifying disclosure is one made in the public interest by an employee who has a reasonable belief that one of the following is being, has been, or is likely to be committed:~~

- ~~A criminal offence;~~
- ~~A miscarriage of justice;~~
- ~~An act creating a risk to health and safety;~~
- ~~An act causing damage to the physical environment;~~
- ~~A breach of any other legal obligation; or~~
- ~~Concealment of any of the above~~

~~An employee who makes such a protected disclosure has the right not to be dismissed, subjected to any other detriment (e.g. disciplinary action), or victimised because he/she has made a disclosure.~~

~~The employee has no responsibility for investigating the matter; it is the Council's responsibility to ensure that an investigation takes place.~~

~~The Council fully understands that employees who are members of a Trade Union may, in the first instance, wish to seek advice and guidance from their Union on the application of this Procedure.~~

~~This procedure is for disclosures about matters other than a breach of an employee's own contract of employment. If an employee is concerned that his/her own contract has been, or is likely to be, broken, he/she should use the Council's Grievance Procedure.~~

PRINCIPLES

(v3) Approved and adopted by Penzance Council: ~~16 August 2023~~

Formatted: Font: 11 pt

Formatted: Indent: Left: 0 cm, Hanging: 1 cm, No bullets or numbering

Formatted: Font: 12 pt

Formatted: Font: 12 pt

Formatted: Font: 12 pt

Formatted: Font: 11 pt

Formatted: Indent: Left: 0 cm, Hanging: 1 cm, No bullets or numbering

Formatted: Font: 12 pt

Formatted: Font: 12 pt

Formatted: Font: 12 pt

Formatted: Font: 11 pt

Formatted: Indent: Left: 0 cm, Hanging: 1 cm, No bullets or numbering

Formatted: Font: Bold

- Workers may choose to raise a concern internally or directly with an appropriate external prescribed body. Both routes may result in a protected disclosure under the Public Interest Disclosure Act 1998.
- Everyone should be aware of the importance of preventing and eliminating wrongdoing at work. OfficersStaff and others working on behalf of the Council should be watchful for illegal or unethical conduct and report anything of that nature when that they become first become aware of.
- Any matter raised under this procedure will be investigated thoroughly, promptly and confidentially, and the outcome of the investigation reported back to the person who raised the issue.
- If misconduct is discovered as a result of any investigation under this procedure the Council's disciplinary procedure will be used, in addition to any appropriate external measures.
- An instruction to cover up wrongdoing is itself a disciplinary offence. If told not to raise or pursue any concern, even by a person in authority such as a manager, officersyou should not agree to remain silent. You should report the matter should be reported to either the Town Clerk or the Chair of the Council or, if they may be involved, the Democratic Services and Governance Officer who will then make arrangements to convene the appropriate Committee to consider the matter.

Formatted: Font: 12 pt

Formatted: Justified

Formatted: Font: 11 pt

SAFEGUARDS

6.

a. Harassment or Victimisation

Penzance Council recognises that the decision to report a concern can be a difficult one to make, not least because of the fear of reprisal from the person(s) who is/are the subject of the complaint. However, if employees state the truth when making a disclosure they should have nothing to fear because they will be doing their duty to their employer and those for whom they are providing a service.

Formatted: Indent: Left: 0 cm, Hanging: 1 cm, No bullets or numbering

Formatted: Font: 11 pt

Formatted: Normal

Formatted: Indent: Left: 0 cm, Hanging: 0.63 cm, No bullets or numbering

The Council will not tolerate any form of harassment or victimisation by any worker and will take appropriate action to protect individuals when they make a qualifying disclosure.

Formatted: Font: 12 pt

- The Council will ensure that no officer, or any person working on its behalf, is subjected to any detrimental treatment by Penzance Council as a result of raising a concern in good faith under this procedure. This means that the continued employment and opportunities for future promotion or training of the officer/worker will not be prejudiced because they have raised a legitimate concern.
- Victimisation of an individual for raising a qualified disclosure will be a disciplinary offence.

Formatted: Font: Arial, 12 pt

Formatted: Justified

Formatted: Font: Arial, 12 pt, Not Bold

Formatted: Font: Arial, 12 pt

b. Confidentiality

- All concerns will be treated in confidence and every effort will be made to protect an ~~worker~~employee's identity if that is their wish. ~~However, a~~At the appropriate time, ~~however,~~ they may need to be called as a witness, following a full factual investigation of the concerns raised.
- ~~When an individual makes a disclosure, the Council~~we will process any personal data collected in accordance with the data protection policy. Data collected from the point at which the individual makes the report is held securely and accessed by, and disclosed to, individuals only for the purposes of dealing with the disclosure.

Formatted: Indent: Left: 0 cm, Hanging: 0.63 cm, No bullets or numbering

Formatted: Font: Arial, 12 pt

Formatted: List Paragraph, Justified, Bulleted + Level: 1 + Aligned at: 0.63 cm + Indent at: 1.27 cm

Formatted: Font: Arial, 12 pt

c. Anonymous Allegations

In order to ensure that ~~officers~~employees receive the protection of the Public Interest Disclosure Act 1998, ~~they~~employees should put their name(s) to their concern(s). ~~Concerns expressed anonymously are much less convincing.~~ Anonymous concerns and allegations ~~may be investigated but this will therefore be investigated~~at the discretion of ~~either~~ the Council, ~~the appropriate Committee or the Town Clerk, dependent on the nature of the allegation.~~

In exercising this discretion the factors to be taken into account ~~may~~would include:

- The seriousness of the issues raised;
- The credibility of the concern(s); and
- The likelihood of confirming the allegation from factual evidence.

Formatted: Indent: Left: 0 cm, Hanging: 0.63 cm, No bullets or numbering

Formatted: Font: 12 pt

Formatted: Font: 12 pt

Formatted: Font: 12 pt

Formatted: Font: 12 pt

Formatted: Font: 12 pt

Formatted: Font: 12 pt

Formatted: Font: 12 pt

Formatted: Font: 12 pt

Formatted: Font: 12 pt

Formatted: Font: 12 pt

d. Unsubstantiated Allegations

If a ~~workern~~employee makes an allegation which they reasonably believe to be true but it is not confirmed by the investigation, no action will be taken against them, ~~by the Council.~~ However, if ~~a worker~~they makes an allegation frivolously, maliciously, or for personal gain, disciplinary action may be taken against them, ~~and/or their their contract/position working on behalf of the Council may be terminated.~~

PROCEDURE OPTIONS FOR MAKING A DISCLOSURE

~~If a workeryou believes a Councillor has breached the Ce~~councillor Code of Conduct then their concerns should be directed to the Monitoring Officer, ~~then raise it with the Chair of the Council.~~ ~~Concerns relating to an alleged breach of the councillor Code of Conduct will be referred to the Monitoring Officer for investigation.~~

~~This procedure is for disclosures about matters other than a breach of an officer'syour own contract of employment, which should be raised via the Grievance Procedure.~~

Formatted: Indent: Left: 0 cm, Hanging: 0.63 cm, No bullets or numbering

Formatted: Font: 12 pt

Formatted: Font: 12 pt

Formatted: Font: 12 pt

Formatted: Font: 12 pt

Formatted: Font: 12 pt

Formatted: Font: 12 pt

Formatted: Font: 11 pt

Formatted: Font: 12 pt

Formatted: Font: 12 pt

Formatted: Indent: Left: 0 cm, Hanging: 1 cm, No bullets or numbering

Formatted: Font: 12 pt

Formatted: Font: 12 pt

Formatted: Font: 12 pt

Formatted: Font: 12 pt

Formatted: Font: 12 pt

Penzance CouncilWhistleblowing Policy

- [The Financial Conduct Authority](#)
- [Devon and Cornwall Police](#)

~~6. You can find the full list in The Public Interest Disclosure (Prescribed Persons) Order 2014: www.gov.uk/government/uploads/system/uploads/attachment_data/file/496899/BIS-16-79-blowing-the-whistle-to-a-prescribed-person.pdf~~

Formatted: Normal

~~a. Step One – Raising a Concern~~

~~Whenever possible you should raise your concern with your line manager. If this is not appropriate, you should approach the Town Clerk. If the complaint is about the Town Clerk then your concern should be raised with the Chair of the Personnel Committee who should in turn consult the Corporate Services manager. They will then advise the Chair of the Personnel Committee on appropriate action and act on their behalf if necessary should an investigation be deemed appropriate.~~

Formatted: Normal, Indent: Left: 0 cm

~~b. Step Two – How The Council Will Respond~~

~~The action taken will depend on the nature of the concern. The matters raised may:~~

- ~~• be investigated internally by management, or through the disciplinary or other internal process~~
- ~~• be referred to the Police~~
- ~~• be referred to the External Auditor~~
- ~~• form the subject of an independent inquiry.~~

Formatted: Justified

~~In order to protect individuals and the Council, initial enquiries will be made to decide whether an investigation is appropriate and, if so, what form it should take.~~

~~Concerns or allegations which fall within the scope of specific procedures of the Council will normally be referred for consideration under those procedures. Some concerns may be resolved by agreed action without the need for investigation. If urgent action is required this will be taken before any investigation is conducted.~~

~~You will be written to within ten working days:~~

- ~~• acknowledging that the concern has been received~~
- ~~• indicating how the Council proposes to deal with the matter~~
- ~~• giving an estimate of how long it will take to provide a final response~~
- ~~• informing you if any initial enquiries have been made~~
- ~~• whether further investigations will take place and, if not, why not~~

Formatted: Justified

~~c. Contact~~

~~The amount of contact between the officers considering the issues and you will depend on the nature of the matters raised, the potential difficulties involved and the clarity of the information provided. If necessary, further information will be sought.~~

7

(v3) Approved and adopted by Penzance Council: ~~16 August 2023~~

d. Attending Meetings

When any meeting is arranged, ~~a worker who is required to attend has you have~~ the right to be accompanied by a trade union representative or a workplace colleague who is not involved in the area of work to which the concern relates.

Formatted: No bullets or numbering

Formatted: Font: 12 pt

e. Support

The Council will take steps to minimise any difficulties ~~workersyou~~ may experience as a result of raising a concern. For instance, if ~~theyyou~~ are required to give evidence in criminal or disciplinary proceedings, the Council will advise or arrange for ~~theyyou~~ to have advice about the procedure. The Council will not tolerate harassment or victimisation (including informal pressures) and will take action to protect individuals who raise a concern in good faith.

Formatted: Indent: Left: 0 cm, Hanging: 0.63 cm, No bullets or numbering

Formatted: Font: 12 pt

Formatted: Font: 12 pt

Formatted: Font: 12 pt

The Council accepts that ~~workersyou~~ need to be assured that concerns will be properly addressed and, subject to legal constraints, will provide information about the outcomes of any investigations.

Formatted: Font: 12 pt

~~7. HOW THE MATTER CAN BE TAKEN FURTHER~~

~~This procedure is intended to provide individuals with an avenue to raise concerns within Penzance Council. If you are not satisfied, and feel it is right to take the matter further, the following are possible contacts:~~

- ~~• Public Concern at Work~~
- ~~• Audit Commission~~
- ~~• the Police~~
- ~~• Health and Safety Executive~~
- ~~• Her Majesty's Revenue and Customs~~

Formatted: Justified

~~If a matter is taken outside the Council, you must take all reasonable steps to ensure that confidential or privileged information is not disclosed. If in doubt, check with the Town Clerk.~~



CURRENT POLICY STATUS

Version:	3	Approving Body:	Full Council
Date:	22/08/2023	Date of Approval:	16/08/2023
Responsible Officer:	Town Clerk	Minute Reference:	50(a)
Overview Committee:	Personnel	Review Date:	08/2024

VERSION HISTORY

DATE	VERSION	AUTHOR/EDITOR	COMMENTS
22/08/2023	2	SG	

REVIEW RECORD

DATE	TYPE OF REVIEW	COMPLETED BY
03/2018	Annual	Senior Admin Officer
08/2023	Annual	CSM/Town Clerk/Council
<u>12/2025</u>		<u>CSM</u>

Penzance Council is an Equal Opportunities employer.

1. INTRODUCTION

1.1 ~~1.1~~ Penzance Council is a provider of services and an employer in Penzance and understands the inequality which some individuals and groups in ~~our~~ society experience.

1.2 ~~1.2~~ Penzance Council recognises its duties under the Equality Act 2010, including the Public Sector Equality Duty (PSED) to eliminate discrimination, advance equality of opportunity, and foster good relations.

(v2) Approved and adopted by Penzance Council: 16 August 2023

- Formatted: List Paragraph, Indent: Left: 1.9 cm
- Formatted: Font: Not Bold
- Formatted: List Paragraph, Outline numbered + Level: 2 + Numbering Style: 1, 2, 3, ... + Start at: 1 + Alignment: Left + Aligned at: 0.63 cm + Indent at: 1.9 cm
- Formatted: Font: Not Bold

Penzance Council

Equal Opportunities Policy

1.2 ~~Penzance Council is~~~~We are~~ committed to creating and developing a positive approach to equal opportunities in the delivery of all ~~of its~~~~our~~ services and employment.

1.3 The key aims of this equal opportunities policy are to:-

- provide equality ~~of opportunity~~ for all
- promote an inclusive culture
- respect and value differences ~~of everyone~~
- prevent discrimination, harassment, ~~including sexual harassment~~, and victimisation
- ~~promote and foster good relations across the workforce and with partners and community~~
- ~~ensure decisions are based on merit, objective criteria and fair process~~

2. THE POLICY

~~Penzance Council is committed to being an effective Equal Opportunities organisation. This means that the~~~~The~~ Council will do everything in its power to ensure that everyone is treated fairly and with respect at all times.

~~This policy applies to employees, C~~~~councillors, volunteers, agency workers, contractors, and all applicants for employment.~~

This applies to all areas of the Council's activities; including recruitment, employment, and provision of Council services.

2.1 As an Employer

~~The Council~~~~We~~ will provide equality, ~~respect~~ and fairness for all in ~~its~~~~our~~ employment and will not discriminate on grounds of:-

- Age;
- Disability;
- Gender reassignment;
- Marriage and civil partnership;
- Pregnancy and maternity;
- Race (including ethnic origin, skin colour, nationality, and national origin);
- ~~Religion or belief~~ or lack thereof;
- ~~Sex~~; or
- ~~Sexual orientation~~
-

~~The Council will make reasonable adjustments for disabled employees and applicants to ensure equality in recruitment, development, and day-to-day employment.~~

All employees will be treated fairly and with respect regardless of position, part-time/full-time working, or length of contract. Selection for employment, promotion, training, or any other benefit will be on the basis of aptitude and ability.

Formatted: Indent: Left: 0.63 cm, Hanging: 0.63 cm, No bullets or numbering

Formatted: Font: Not Bold

Penzance Council

Equal Opportunities Policy

All ~~employees~~Officers, Councillors and officers are required to ~~treat one another with mutual respect. Actions, behaviour, and attitudes should consistently demonstrate respect for the dignity and worth of an individual~~behave in a way that upholds dignity and respect.

Harassment and discrimination in any form is unacceptable behaviour and offenders will be ~~subject to disciplinary action~~addressed in line with the Council's Dignity at Work and Disciplinary policies.

2.2 As a Service Provider

The Council will strive to ensure that all services provided by, or on behalf of, the Council are made accessible to all individuals and groups equally and without discrimination.

The Council will meet its duties under the Equality Act 2010 regarding service delivery and accessibility. It will take reasonable steps to identify and remove barriers that disproportionately affect protected groups.

All service users will be treated with respect. Actions, behaviour, and attitudes will consistently demonstrate respect for the dignity and worth of an individual.

The Council will, wherever appropriate, work in partnership with other agencies in the area; including the ~~relevant unitary, county, district, and borough~~ councils, voluntary groups, and community organisations to promote equal opportunities.

The Council expects contractors, suppliers and organisations carrying out work on its behalf to comply with the Equality Act 2010 and to have appropriate equality policies and practices in place.

Formatted: Justified

The Council may include equality requirements within tender documentation and will take reasonable steps to ensure contractors uphold these standards.~~The Council will ensure that all contractors directly supplying goods and services or executing works for, or on behalf of, the Council comply with this Council's stated policy on equal opportunities.~~

3. THE POLICY IN ACTION

3.1 As an Employer

The Council ~~aims to achieve the policy by~~will:

- ~~Ensuring that its employees~~officers are made aware of their of their rights and responsibilities to each other, the customer, and the organisation regarding equal opportunities issues~~regarding~~for equality and inclusion;
- ~~Providing~~a way in which individuals can communicate any~~clear routes for raising concerns via competent named personnel as defined in the~~including informal resolution, Dignity at Work, Grievance and Whistleblowing Policies;
- ~~Treating any unacceptable behaviour seriously; and~~Respond promptly and proportionately to any concerns;
- ~~Ensuring that all Managers realise they have a key role in~~take responsibility for implementing this policy~~y and are expected to take personal responsibility for ensuring its success.~~

Formatted: Justified

3

(v2) Approved and adopted by Penzance Council: ~~16 August 2023~~

Penzance Council

Equal Opportunities Policy

- ~~Demonstrate~~ modelling expected behaviours
- Embed fair, transparent and objective decision-making in recruitment, training and progression

3.2 As a Service Provider

The Council ~~aims to achieve its policy by~~ will:

- ~~Ensure services are accessible and delivered fairly to all; Ensuring that employees are made aware of the Council's standards of service and customer care, including equal treatment in service delivery;~~
- ~~Ensuring that no member of the public is disadvantaged or treated less favourably than others in terms of access to Council services. Where the Council's practices, policies, or procedures are found to make access impossible or unreasonably difficult, we will take such steps as are reasonable in the circumstances to change these practices, policies or procedures; Identify and address barriers that prevent equitable access;~~
- Ensuring that, wherever practical, all public buildings and premises owned or managed by the Council are accessible to all. Where this is impractical in the short-term, it we will provide reasonable alternative methods of access so that no member of the public is disadvantaged by physical barriers;
- ~~Recognising the importance of communication in attaining equality and providing quality services, which are responsive to the needs of all local people, for example through the provision~~ Provide ~~of information in accessible formats (for example: large print, easy read, digital formats, audio, or alternative languages upon request)~~ of information in accessible formats (for example: large print and on audio tape on request;
- Complying with all relevant legislation relating to discrimination and equality.

Formatted: Justified

4. ROLE OF COUNCILLORS AND OFFICERSEMPLOYEES

4.1 All Councillors, and employees are responsible for implementing the Council's Equal Opportunities Policy ~~officers and anyone else working on behalf of the Council share responsibility for upholding this policy.~~

~~4.2 Managers and supervisors are responsible for implementing it, taking early action on concerns, and ensuring fair and objective decision-making. Councillors must also follow the Councillor Code of Conduct, which requires respectful and non-discriminatory behaviour. It is important that all individuals who are employed by the Council appreciate that they have a responsibility and a role to play in the provision of equal opportunities.~~

5. COMPLAINTS

5.1 Complaints from staff about discrimination, harrassment or unfair treatment will be ~~dealt with as laid down in~~ considered under in line with the Council's Dignity at Work and/or Grievance Policies ~~procedure.~~

5.2 Complaints from Members about discrimination or unfair treatment will be considered under ~~dealt with as laid down in~~ the Council's Protocol on Member/Officer Relations and the Dignity at Work Policy.

4

(v2) Approved and adopted by Penzance Council: 16 August 2023

Penzance Council

Equal Opportunities Policy

~~5.3 Applicants who believe they have been treated unfairly may raise concerns with the recruiting manager, Corporate Services Manager or Town Clerk. Concerns will be reviewed impartially and responded to in writing. Any prospective employee wishing to raise a complaint should do so, in writing, to the Town Clerk within 15 days, at the latest, of the alleged incident. An investigation will then be conducted by a representative of the Council who has not been previously involved with the selection procedure. The individual will receive written notification of the outcome.~~

~~5.4 Complaints from members of the public may use about discrimination or unfair treatment will be dealt with through the Council's Complaints Procedure to raise concerns about discrimination or unfair treatment.~~

6. MONITORING AND REVIEW

[6.1](#) The Council's Personnel and Finance and General Purposes Committees will have responsibility for the implementation and monitoring of the policy as it applies to the Council as an employer.

[6.2](#) Penzance Council will have responsibility for implementing and monitoring the policy as it applies to the Council as a service provider, involving local community and voluntary groups in the monitoring process where appropriate.