



NORTH HORSHAM PARISH COUNCIL GENERAL INFORMATION AND WORKPLACE RULES AND GUIDELINES

INTRODUCTION

The following sections set out general information and the rules of the workplace, which staff members are expected to follow. The workplace rules and guidelines are in place to set out what the Parish Council expects of its employees. If members of staff abuse or do not follow the rules and guidelines, this may lead to Disciplinary proceedings, which could result in dismissal.

1. PERSONNEL RECORDS

- 1.1.** Each member of staff has an individual personnel file which is kept under secure conditions in the Parish Clerk's office and an electronic file which is password protected.
- 1.2.** Individual personnel files can only be accessed by the Parish Clerk, as having overall responsibility for all members of staff; and the Deputy Clerk as the immediate Line Manager for cleaner/caretaker staff, litter wardens, the Administration Clerk and the Facilities Officer.
- 1.3.** Data about members of staff will be collected in compliance with the Parish Council's General Privacy Notice (General Data Protection Regulation 2018).
- 1.4.** The Data Controller, under the General Data Protection Regulation 2018, acting on behalf of the Parish Council is the Parish Clerk. The Parish Council has not appointed an independent Data Protection Officer.
- 1.5.** The type of **Personal Data** held in individual personnel files will include information relating to –
 - Employment application forms
 - Data in relation to payroll processing
 - Home address and telephone number
 - Next of kin or other emergency contact details
 - Current and previous contracts of employment with the Parish Council

- Current and previous Job Descriptions
- References
- All correspondence relating to the employment
- Absence and Leave
- Time Sheets
- Expenses Claims
- Records relating to any disciplinary or grievance proceedings.

Data will be held and destroyed in accordance with the Parish Council's Document Retention Policy.

- 1.6. **Sensitive data** will only be processed in line with the Parish Council's General Privacy Notice. (General Data Protection Regulation).
- 1.7. The types of sensitive data that may be held may comprise of –
 - Medical information which would be used - to ensure compliance with health and safety and occupational health obligations; or when considering any health issues that may affect the member of staff's ability to work;
 - for the administration and management of insurance, pension, sick pay and other similar benefits.
- 1.8. A member of staff has the right, under the General Data Protection Regulation (2018), to see information held about them, including personnel files, both written and computerised.
- 1.9. If a member of staff wishes to see their personnel file, application should be made to the Parish Clerk, who will make the necessary arrangements within five working days.
- 1.10. At the viewing of the file –
 - The member of staff will be accompanied by the Parish Clerk.
 - The member of staff must not write on or remove any document from the file.
 - The member of staff may request photocopies of documents in the file.
- 1.11. If the member of staff is unhappy with what is on their file, this should be initially raised with the Parish Clerk. If the issue cannot be resolved, then a grievance should be raised.

- 1.12.** If the member of staff considers that the information is wrong and can provide proof to substantiate this, the member of staff has the right, under the General Data Protection Regulation 2018, to have the information amended.
- 1.13** In respect of any medical information or reports covered by the Access to Medical Reports Act 1988, a doctor may not consent to the member of staff seeing all or part of a medical report if they believe that the information might harm the member of staff or other people; or identify another person.

2. TIME SHEETS

- 2.1** All cleaners/caretakers/litter wardens are required to complete time sheets for all hours worked. Time sheets must be handed in, sent or emailed to the Deputy Clerk as soon as possible after completion of a 4-day shift.
- 2.1.** All members of staff are required to complete a weekly time sheet for any hours worked as overtime, which should be handed in to the Parish Office, as soon as reasonably practicable after the end of the week or shift worked. Overtime should be approved by your line manager in advance if possible. If additional hours have been worked in an emergency, these must be reported to your line manager as soon as possible.
- 2.2.** Time sheets should reflect all the hours worked and should detail the time arriving for work and the time leaving and not an overall figure for the day or shift.
- 2.3.** Time sheets are used in the preparation of the monthly payroll process.
- 2.4.** Time sheets must be signed by the member of staff concerned and will be authorised by the immediate Line Manager or the Parish Clerk.
- 2.5** In line with Working Time Regulations 1998 all staff should have a break of 11 hours between shifts except in exceptional circumstances and where the employee consents

3. CLAIMS FOR EXPENSES

- 3.1.** All Members of staff are paid the HMRC rate of 55p per mile for the use of their own car; and 20p per mile for the use of a bicycle and these rates will be reviewed at the time of any future HMRC review.
- 3.2.** Claims for expenses should be made on the Parish Council's in-house form and should give the reason for the journey.
- 3.3.** Claims cannot be made for the first journey of the day or shift to work and the last journey of the day or shift.
- 3.4.** All individual journeys made during each day must be itemised – not the total figure of journeys per day. Expense claims may be refused for payment if this is not followed.
- 3.5.** Claims for expenses under £10 will generally be paid in cash. Other amounts will be paid by bank transfer.
- 3.6.** Expenses claim forms must be signed by the member of staff concerned and will be authorised by the immediate Line Manager or the Parish Clerk

4. CUSTOMER RELATIONS

- 4.1.** The Parish Council, as a local authority, provides a public service not just to users of the Council's community venues but also to the wider public.
- 4.2.** All members of staff should treat customers and visitors to the community venues and other facilities with courtesy and be as helpful as possible
- 4.3.** Members of staff should not offer their own personal views to customers and visitors, in respect of Parish Council business.
- 4.4.** In the event that a query is made of a member of staff which cannot be answered, the person making the enquiry should be referred to the relevant member of staff at the Parish Office.
- 4.5.** The Parish Council will not tolerate abusive or violent behaviour towards members of staff from customers or visitors. Any such

incidents should be reported immediately to the Parish Clerk. Notices advising this, will be displayed at each of the community venues

5. APPEARANCE AND DRESS CODE

- 5.1.** The Parish Council does not operate a Dress Code Policy. However, caretakers are issued with North Horsham Parish Council polo shirts and fleeces to be worn during their working day.
- 5.2.** All members of staff should dress appropriately for a public working environment and should not wear items of clothing bearing inappropriate wording, images or logos or that may offend normally accepted standards; and be neat and tidy at all times when at work.
- 5.3.** Account will be taken of religious and cultural standards of clothing.

6. CASH HANDLING

- 6.1.** The Parish Council does not accept cash payments. Members of staff, are not permitted, **under any circumstances**, to accept cash in respect of invoices that have been raised for hire of the community venues or the Multi Courts. This rule is to protect both the member of staff and the customer from any allegations of mis-appropriation.
- 6.2.** Caretakers at Roffey Millennium Hall may be asked to hand in cheques to the Parish Office in respect of raised invoices. This is acceptable providing the cheque is in an envelope, stating who the cheque is from and is countersigned and dated by the member of staff taking the cheque.
- 6.3.** If cheques, as described above, are offered at Holbrook Tythe Barn or North Heath Hall, these should be politely declined and the person requested to make the payment to the Parish Office

7. USE OF WORK MOBILE PHONES

- 7.1. Caretakers / cleaners** Members are provided with a mobile phone between the two members of staff at each of the buildings.
- 7.2.** These phones are for Parish Council business use only. Misuse of these phones may result in Disciplinary Proceedings and potential dismissal.

- 7.3. At the end of each four-day shift or other period of working, the phone should be passed to the member of staff taking over.
- 7.4. In the event that a member of staff loses a works mobile phone, or it becomes damaged, the member of staff must report the loss or damage immediately to their Line Manager or the Parish Clerk.
- 7.5. The member of staff may, depending on the circumstances, be charged the cost of a replacement phone

8. USE OF WORK LAPTOPS

- 8.1 If you are required to work from home, you may be given a work laptop. This is to be used for Parish Council business use only. Misuse of the laptop may result in Disciplinary Proceedings and potential dismissal.
- 8.2 In the event that a laptop becomes damaged or lost/stolen, the member of staff must report the loss or damage immediately to their Line Manager or the Parish Clerk.
- 8.3 The member of staff may, depending on the circumstances, be charged the cost of a replacement laptop.

9. KEY HOLDERS

- 9.1. The Parish Council employs a 24/7 Key Holder Service for the three Community venues. The Facilities Officer, Deputy Clerk and some hirers also hold keys.

10. WORK KEYS

- 10.1. Keys are issued to members of staff for the buildings they work in.
- 10.2. The Parish Council views the security of all of its buildings as a priority and the loss of keys is viewed as a serious matter.
- 10.3. Members of staff are requested **not** to label work keys with any means of identification as to the building to which they relate.
- 10.4. In the event that a member of staff loses any keys relating to work or they become damaged, the member of staff must report the loss or

damage to their immediate Line Manager or the Parish Clerk immediately.

- 10.5.** The member of staff may, depending on the circumstances, be charged the cost of a replacement key or key.

11. PERSONAL PROPERTY

- 11.1.** Personal property should be stored securely whilst at work. Staff have access to a lockable space, and should inform their line manager if this becomes inadequate.
- 11.2.** At Holbrook Tythe Barn and North Heath Hall, members of staff have access to the cleaning materials store cupboards and they are encouraged to place any personal items that they may have with them in these areas whilst working.
- 11.3.** Members of staff at Roffey Millennium Hall are advised to keep any personal belongings brought to work in the Parish Office, which should be kept locked when the Office is unattended.
- 11.4.** The Parish Council does not accept responsibility for the loss or damage to any personal items.

12. REVIEW

- 12.1** As part of the Staff Handbook, the rules and guidelines may be changed or added to at any time if required by law or the needs of the Parish Council. In any event, the rules and guidelines will normally be reviewed on a two-year basis with the next review due in May 2028.

3rd September 2026