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DUNSTABLE
TOWN COUNCIL

Paul Hodson, Town Clerk and Chief Executive

Notice of a Meeting of the **Personnel-Sub Committee**

Date: **Friday 7 March 2025**

Dear Councillor,

A meeting of the **Personnel-Sub Committee** will be held on **Thursday 13 March 2025***,* at **Grove House** at **7:00 PM.**

Yours faithfully

Paul Hodson
Town Clerk and Chief Executive

Members are reminded when making decisions that the Public Sector Equality Duty 2010 requires Members to have due regard to the need to: Eliminate unlawful discrimination, harassment and victimisation and other conduct that is prohibited by the Act, advance equality of opportunity between people who share a characteristic and those who don't, and to foster good relations between people who share a characteristic and those who don't.

AGENDA

079/25 Apologies for Absence

080/25 Declarations of Interest

081/25 To approve as an accurate record the Minutes of the Meeting of the Personnel Sub-Committee held on 16 January 2025

Personnel Sub Minutes 16 January 2025.pdf

082/25 Prevention of Sexual Harassment and Policy Updates

Item 4 - Prevention of Sexual Harassment Policy Updates.pdf
Appendix 1. Sexual Harassment Action Plan.pdf
Appendix 2. Dignity at Work Policy.pdf
Appendix 3. Safer Recruitment Policy.pdf

083/25 HR Summary - information report

Item 5 - HR Summary.pdf
Appendix 4. Return to Work Meeting Form.pdf
Appendix 5. Staff Survey Results.pdf
Appendix 6. Employee Benefits Package.pdf
Appendix 7. Recruitment Pack.pdf

084/25 Exclusion of the press and public

RECOMMENDED In terms of Schedule 12A, Local Government Act 1972, the following items will be likely to disclose exempt information relating to establishment and contractual matters and it is, therefore, RECOMMENDED that pursuant to the provisions of the Public Bodies (Admissions to Meetings) Act 1960 the public and press be excluded.

085/25 Personnel Matters – Verbal update

To: All Members**:**
Louise O'Riordan (Council Member), Sally Kimondo (Councillor), Gregory Alderman (Council Member), Richard Attwell (Council Member), Liz Jones (Council Member), Nicholas Kotarski (Council Member), Johnson Tamara (Council Member),

DUNSTABLE TOWN COUNCIL

MINUTES OF THE MEETING OF PERSONNEL SUB-COMMITTEE

HELD AT THE COUNCIL CHAMBER, GROVE HOUSE, HIGH STREET NORTH, DUNSTABLE

ON THURSDAY 16 JANUARY FROM 19:00

Present: Councillors Louise O'Riordan (Town Mayor), Gregory Alderman, Richard Attwell, Liz Jones (Chair) and Nicholas Kotarski (Vice-Chair)

In Attendance: Paul Hodson – Town Clerk and Chief Executive
Kelley Hallam – HR & Payroll Manager

Public: Nil

024/25 APOLOGIES FOR ABSENCE
Cllr Sally Kimondo (Deputy Town Mayor)

025/25 SPECIFIC DECLARATIONS OF INTEREST
None

026/25 MINUTES
The Minutes of the meeting of the Personnel Sub-Committee held on 14 November 2024 were approved as a correct record and were signed by the Chair.

027/25 HR SUMMARY
Members received an update on HR matters including staffing, sickness, people management, enhanced benefits and improvement projects.

028/25 EXCLUSION OF THE PRESS AND PUBLIC

RESOLVED: In terms of Schedule 12A, Local Government Act 1972, the following item will be likely to disclose exempt information relating to establishment and contractual matters and it is, therefore, AGREED that pursuant to the provisions of the Public Bodies (Admissions to Meetings) Act 1960 the public and press be excluded.

029/25 VERBAL UPDATE ON STAFFING MATTERS
Members received a verbal update from the Town Clerk and Chief Executive in regard to both new and ongoing staffing matters.

Meeting closed at 19.32

DUNSTABLE TOWN COUNCIL

PERSONNEL SUB-COMMITTEE

THURSDAY 13 MARCH 2025

POLICY UPDATES

Purpose of report:	For Members to recommend the approval of the updated Dignity at Work policy and the adoption of the Safer Recruitment policy to the Finance & General Purposes Committee and approve the Prevention of Sexual Harassment action plan.

1. RECOMMENDATIONS

1.1. That Members recommend to the Finance and General Purposes Committee the adoption of the amended Dignity at Work Policy.

1.2. That Members recommend to the Finance and General Purposes Committee the adoption of the Safer Recruitment policy.

1.3. That Members approve the Prevention of Sexual Harassment action plan.

2. BACKGROUND

2.1. The Worker Protection (Amendment of Equality Act 2010) Act 2023 came into force in October 2024. By law, all employers must take reasonable steps to prevent sexual harassment of their employees.

2.2. A separate Safer Recruitment Policy has been introduced in conjunction with the Council's Safeguarding Policy.

3. PREVENTION OF SEXUAL HARASSMENT

3.1. The Worker Protection (Amendment of Equality Act 2010) Act 2023 states that all employers must take reasonable steps to prevent sexual harassment of their employees.

3.2. An action plan was devised to ensure that these steps are implemented. (See Appendix 1). Members are asked to review and approve this action plan.

3.3. Once approved, this action plan will be reviewed regularly until all actions are completed and then at least annually thereafter.

3.4. As part of the action plan, Dunstable Town Council's Dignity at Work Policy (Dealing with bullying and harassment) was reviewed by Worknest, the Council's contracted HR experts. The policy itself has not been amended but now includes and specifies sexual harassment as a type of harassment. The draft policy can be found at Appendix 2.

4. SAFER RECRUITMENT POLICY

4.1. The safer recruitment procedures as stated on Appendix 3 are already implemented and carried out as part of the Council's safeguarding policy and procedures.

4.2. During the NSPCC safeguarding audit carried out annually by the Designated Safeguarding Leads, it was recommended to have a stand-alone Safer Recruitment Policy.

4.3. This will enable easier sharing of the Council's safer recruitment procedures with prospective candidates during the recruitment process as well as with third party organisations that request them. (e.g. as part of funding applications).

5. EQUALITIES AND DIVERSITY IMPLICATIONS

5.1. Approving these policies would enable the Council to further fulfil its duties under the Equality Act 2010.

6. FINANCIAL IMPACT

6.1. NONE

7. ENVIRONMENTAL AND BIODIVERSITY IMPLICATIONS

7.1. NONE

8. POLICY AND CORPORATE PLAN IMPLICATIONS

8.1. The recommendation accords with the Council's objective of 'continuing to improve the organisational management and efficiency of the Council'.

9. HEALTH AND SAFETY IMPLICATIONS

9.1. The approval and implementation of the prevention of sexual harassment action plan will assist in reducing any type of harassment of council employees.

10. HUMAN RESOURCES IMPLICATIONS

10.1. NONE

11. LEGAL IMPLICATIONS

11.1. The Worker Protection (Amendment of Equality Act 2010) Act 2023

11.2. Equality Act 2010

12. APPENDICES

12.1. Appendix 1 – Prevention of Sexual Harassment Action Plan

12.2. Appendix 2 – Draft Dignity at Work Policy

12.3. Appendix 3 – Draft Safer Recruitment Policy

13. BACKGROUND PAPERS

13.1. https://www.equalityhumanrights.com/guidance/sexual-harassment-and-harassment-work-technical-guidance

13.2. https://www.acas.org.uk/sexual-harassment

14. AUTHOR

Kelley Hallam – HR & Payroll Manager
kelley.hallam@dunstable.gov.uk

DUNSTABLE TOWN COUNCIL

ACTION PLAN FOR THE PREVENTION OF SEXUAL HARASSMENT

The Worker Protection (Amendment of Equality Act 2010) Act 2023

Action Item	**Responsible Person**	**Deadline**	**Status / Action**
Update the Dignity at Work Policy	HR & Payroll Manager	April 2025	Awaiting approval of the F&GP Committee
Complete a sexual harassment risk assessment	HR & Payroll Manager	March 2025	Completed.
Mandatory training on Sexual Harassment in the Workplace for all staff & councillors	HR & Payroll Manager	May 2025	Training scheduled for April 2025
Mandatory training on Sexual Harassment in the Workplace for all Managers	HR & Payroll Manager	May 2025	Training scheduled for April 2025
Implement an anonymous reporting system	HR & Payroll Manager	March 2025	Completed
Inform customers/public of DTC zero tolerance to harassment of their staff	HR & Payroll Manager / Line Managers	April 2025	Posters & social media graphics are being designed to be used in customer areas and to be on display at events.
Ensure staff know of zero tolerance to harassment in the workplace	HR & Payroll Manager / Line Managers	April 2025	Posters to be put in staff areas. Dignity at Work Policy to be shared with all staff. Sexual Harassment risk assessment to be shared with all staff.
Monitor any reports of sexual harassment	HR & Payroll Manager	Ongoing	Keep log of all reports & monitor where occurrences are happening. Ensure all reports have been fully investigated and appropriate actions have been implemented.
Review this action plan at least annually	HR & Payroll Manager	April 2026	Review Dignity at Work Policy. Review Sexual Harassment risk assessment. Share any amendments with all staff.

DUNSTABLE TOWN COUNCIL

Dignity at Work Policy

Dealing with bullying, harassment, sexual harassment and victimisation

This policy should be read in conjunction with the Council's Disciplinary and Grievance Procedures.

Purpose and Scope

Dunstable Town Council seeks to prevent all forms of bullying, harassment, sexual harassment or victimisation by or towards any employee, worker, volunteer, official, Member, contractor, visitor to the Council or member of the public. The Council is committed to developing a culture in which all are treated with dignity and respect and will take reasonable steps to prevent any harassment or discrimination of its employees. Any form of bullying, harassment or discrimination will not be tolerated or condoned by the Council.

Definitions

Harassment and bullying in the workplace can lead to poor morale, low productivity and poor performance, sickness absence, lack of respect for others, damage to the council's reputation and ultimately, Employment Tribunal or other court cases.

Bullying:

Bullying is any unwanted behaviour from a person or group that is;

- offensive, abusive, intimidating, malicious, insulting or humiliating;
- an abuse or misuse of power or authority that undermines, humiliates, or causes physical or emotional harm to someone.

Bullying can;

- Be a regular pattern of behaviour or a one-off incident
- Happen face-to-face, on social media, in emails or calls
- Take the form of physical, verbal and non-verbal conduct
- Happen at work or in other work-related situations
- Not always be obvious or noticed by others

It is possible someone might not know their behaviour is bullying. It can still be bullying even if they do not realise it or do not intend to bully someone.

However, legitimate, reasonable and constructive criticism of a worker's performance or behaviour, or reasonable instructions given to workers in the course of their employment, will not amount to bullying on their own.

Harassment:

In discrimination law there are three types of harassment;

- harassment related to certain 'protected characteristics'
- sexual harassment

- treating someone less favourably because they have submitted, or refused to submit to, sexual harassment or harassment related to sex or gender reassignment

Harassment is unacceptable even if it does not fall within any of these categories.
To be harassment, the unwanted behaviour must have either:

- violated the person's dignity
- created an intimidating, hostile, degrading, humiliating or offensive environment for the person

It can be harassment if the behaviour:

- is physical, verbal or non-verbal
- has one of these effects even it was not intended
- is a one-off incident

The following factors may be relevant in determining whether harassment has occurred:

- the circumstances of the situation
- how the person receiving the unwanted behaviour views it
- whether it is reasonable for that conduct to have that effect.

A person may be harassed even if they were not the intended "target". For example, a person may be harassed by racist jokes about a different ethnic group if the jokes create an offensive environment; or sexually harassed by pornographic images displayed on a colleague's computer in the workplace.

The Council has carried out an assessment to assess the risk of sexual harassment (including third party sexual harassment) and other different forms of harassment occurring in our workforce, including in different roles and service areas, the steps we could take to reduce those risks and which of those possible steps are reasonable. This risk assessment will be reviewed annually.

This policy should be read together with our Diversity and Equalities, Grievance and Disciplinary policies. We will provide training to all managers and staff to help them understand their rights and responsibilities under this policy and what they can do to create a work environment that is free of harassment, including sexual harassment, and bullying. We will also train managers to deal effectively with complaints of harassment, including sexual harassment, and bullying.

Harassment Related to a protected characteristic:

This type of harassment is unwanted behaviour related to any of the following protected characteristics:

- age
- disability
- gender reassignment
- race
- religion or belief
- sex
- sexual orientation

The law on harassment does not cover the protected characteristics of:

- marriage and civil partnership
- pregnancy and maternity

However, harassing somebody because of pregnancy or maternity would be harassment related to sex.

Harassment may include (this is a non-exhaustive list), for example:

a. racist, sexist, homophobic or ageist jokes, or derogatory or stereotypical remarks about a particular ethnic or religious group, religion or belief, or gender;
b. disclosing or threatening to disclose someone's sexual orientation or gender identity against their wishes;
c. offensive e-mails, text messages or social media content; or
d. mocking, mimicking or belittling a person's disability.

Sexual Harassment:

Sexual harassment is unwanted conduct of a sexual nature.
Sexual harassment does not need to be sexually motivated; it only needs to be sexual in nature and may include (this is a non-exhaustive list), for example:

- sexual comments or jokes
- displaying sexually graphic pictures, posters or photographs
- suggestive looks, staring or leering
- propositions and sexual advances
- making promises in return for sexual favours
- sexual gestures
- intrusive questions about a person's private or sex life or a person discussing their own sex life
- sexual posts or contact on social media
- spreading sexual rumours about a person
- sending sexually explicit emails or text messages
- unwelcome touching, hugging, massaging or kissing

Less favourable treatment as a result of harassment:

This type of harassment is when someone experiences less favourable treatment because of how they responded to previous harassment.

It can apply whether the person rejected or 'submitted to' (accepted) the previous harassment.

Harassment happens when the person is treated less favourably than they would have been if they had not responded to the previous harassment in the way they did.

The previous harassment must have been either:
- sexual harassment
- harassment related to sex
- harassment related to gender reassignment

Under this type of harassment, it may be the same person who is responsible for the initial unwanted conduct and the subsequent less favourable treatment, or it may be two (or more) different people

An example of less favourable treatment as a result of harassment would be where employee receives several sexual advances from their manager but rejects them. A few weeks later at the employee's yearly performance review, the manager gives them a poor performance score. They are regularly praised by others for their hard work. This could count as harassment if the employee's poor performance score is because they rejected the manager's advances.

Unwanted conduct or behaviour:

Unwanted, unwelcome or uninvited conduct or behaviour can include;

- spoken words
- written words
- banter
- posts or contact on social media
- imagery
- graffiti
- physical gestures
- facial expressions
- mimicry
- jokes or pranks
- acts affecting a person’s surroundings
- aggression
- physical behaviour towards a person or their property

Unwanted behaviour or conduct can include:

- a serious one-off incident
- repeated behaviour

The person being harassed might feel:

- disrespected
- frightened
- humiliated
- insulted
- intimidated
- threatened

Victimisation:

Victimisation means 'suffering a detriment' because you've done or intend to do a 'protected act'. A 'protected act' means taking action related to discrimination law. This includes:

- making a complaint of discrimination or harassment
- supporting someone else's complaint
- gathering information that might lead to a complaint
- acting as a witness in a complaint
- saying something or giving evidence that does not support someone else's complaint

The law also protects a person from victimisation when someone else thinks the person has done or intends to do any of the things above.

‘Detriment’ is not defined by the legislation and could take many forms. Generally, a detriment is being treated badly. This could include, for example, being rejected for promotion, denied

an opportunity to represent the employer at external events, excluded from opportunities to undertake training, or not being given a discretionary bonus or performance-related award. The law only protects someone from victimisation if they've done something 'in good faith'. This means not acting maliciously.

Someone is not protected from victimisation if they:

- deliberately give false evidence
- deliberately make a false allegation of discrimination or harassment

Workers will not be subjected to disciplinary action or to any other detriment simply because their complaint is not upheld, and workers will only face disciplinary action if it is found both that the allegation is false and made in bad faith (that is, without an honest truth in its belief).

Victimisation may include (this is a non-exhaustive list), for example:

a. Denying someone an opportunity because it is suspected that they intend to make a complaint about harassment/sexual harassment.
b. Excluding someone because they have raised a grievance about harassment/sexual harassment.
c. Failing to promote someone because they accompanied another staff member to a grievance meeting.
d. Dismissing someone because they gave evidence on behalf of another staff member at an employment tribunal hearing.

Examples of Bullying and Harassment

Examples of bullying or harassment may arise from:

- Bullying or threatening behaviour, physical or verbal
- Verbal and written harassment through jokes, offensive language, gossip, slanderous or negative remarks
- Spreading malicious rumours, or insulting someone (particularly on the grounds of race, sex, disability, sexual orientation and religion or belief)
- Sharing information that is critical about someone to others who do not need to know
- Overbearing supervision or misuse of power or position
- Preventing employees progressing by intentionally blocking promotion or training opportunities
- Withholding information necessary to perform a job; unfair allocation of work; setting unrealistic deadlines; taking credit for the employee's work; or deriding the employee's work to senior managers in order to undermine the victim's position
- Deliberately undermining a competent worker by overloading and constant criticism
- Making threats about job security without foundation
- Visual display of posters, graffiti, obscene gestures
- Sending offensive material by e-mail or post
- Isolation or non-co-operation at work, exclusion from social activities
- Intrusion by pestering, spying, following an employee outside working hours

This list is not exhaustive. Every complaint will be judged on an individual basis taking into account the perception of the sufferer and the distress the action has caused.

Bullying and harassment may occur face-to-face, in meetings, through written communication, including e-mail, by telephone or through automatic supervision methods. It should be noted that harassment may not only occur within the workplace but also at a time and place associated with the workplace, for example, a work-related social gathering.

What is third-party harassment?

Third-party harassment occurs where a person is harassed/sexually harassed by someone who does not work for, and who is not an agent of, the same employer, but with whom they have come into contact during the course of their employment. Third-party harassment could include, for example, derogatory comments about a person's age, disability, pregnancy, colour, religion or belief, sex or sexual orientation, or unwelcome sexual advances, from a client, customer or supplier visiting the employer's premises, or where a person is visiting a client, customer or supplier's premises or other location in the course of their employment.

While an individual cannot bring a claim for third-party harassment alone, it can still result in legal liability when raised in other types of claims and will not be tolerated. The law requires employers to take reasonable steps to prevent sexual harassment by third parties. All staff are encouraged to report any third-party harassment they are a victim of, or witness, in accordance with this policy. Any harassment by a member of staff against a third-party may lead to disciplinary action up to and including dismissal.

We will take active steps to try to prevent third-party harassment of staff. Action will include: warning notices to customers; information in terms and conditions; providing regular training for managers and staff to raise awareness of rights related to sexual harassment and of this policy; provide specific training for managers to support them in dealing with complaints; take steps to minimise occasions where staff work alone; where possible ensure that lone workers have additional support; carry out a risk assessment when planning events attended by clients/customers and/or suppliers. If any third-party harassment of staff occurs, we will take steps to remedy any complaints and to prevent it happening again. Action may include warning the harasser about their behaviour, banning them from our premises and reporting any criminal acts to the police.

Penalties

Harassment and Bullying are considered examples of serious misconduct which will be dealt with through the Disciplinary Procedure at Gross Misconduct level and may result in summary dismissal from the council for employees or through referral to the Standard Board of England, as a contravention of the Member’s Code of Conduct which may result in penalties against the Member concerned.

Responsibilities

All parties to the Council have a responsibility to ensure that their conduct towards others does not harass or bully or in any way demean the dignity of others. If unacceptable behaviour is observed, then each individual can challenge the perpetrator and ask them to stop.

Tackling the issue informally

Harassment/sexual harassment and victimisation are unlawful and will not be tolerated. The law requires employers to take reasonable steps to prevent sexual harassment of workers in the course of their employment. All staff are encouraged to report any harassment/sexual harassment or victimisation they are a victim of, or witness, in accordance with this policy.

If they feel able to raise the problem informally, they can speak with the person responsible. They should explain clearly to them that their behaviour is not welcome or makes them uncomfortable. If this is too difficult or embarrassing, they should speak to their line manager (or another manager where it concerns them) or the HR & Payroll Manager who can provide confidential advice and assistance in resolving the issue informally or formally. If informal steps are not appropriate, or have not been successful, they should raise the matter formally under our **Complaints Procedure below** and it will be dealt with under that procedure. Keep a diary of all incidents – records of dates, times, any witnesses, your feelings, etc, and keep copies of any relevant documents, e.g., letters, memos, emails, notes of meetings.

In support of this policy, the Council undertakes to ensure that:

- Bullying, harassment, sexual harassment and victimisation are not tolerated
- All employees are informed of their personal rights and responsibilities under this policy through in-house training
- Managers act to prevent bullying and any type of harassment
- Employees are made aware of the relevant complaints' procedures outlined below
- Any allegation of bullying or harassment is investigated sensitively, constructively and confidentially
- Employees making a complaint of bullying or harassment, acting as a witness in a case of harassment, or assisting in an investigation are protected from any form of intimidation or victimisation. This may include protection of identity in extreme cases.

Following appropriate investigation, substantiated allegations of bullying or harassment will result in disciplinary action for employees up to summary dismissal.

Employees may be held personally liable for acts of harassment.

Formal Complaints Procedure

If an informal approach does not result in the bullying or harassment ceasing, or if an informal approach is considered impossible or inappropriate, the formal complaint procedure should be used.

Where the employee feels unable to resolve the matter informally any complaint about harassment or bullying should be raised with any of the following:

- Line manager
- Head of Service
- Town Clerk and Chief Executive
- HR & Payroll Manager
- Trade Union Representative

An employee who wishes to make a complaint of bullying against their line manager or other senior manager should raise the matter with a Head of Service or the Town Clerk and Chief Executive, i.e., a manager senior to the one being complained about.

The complaint may be made verbally in the first instance, though the employee making the complaint will be asked to put their complaint in writing confirming the dates and details of the incident(s) and any approaches made requesting the alleged harasser to stop.

The person to whom the complaint of harassment is made will ask the complainant to attend a meeting. The complainant may be accompanied to this meeting by a work colleague or trade union representative.

The meeting will be held within seven working days of the complaint being made and the purpose of the meeting will be to:

- Clarify the nature of the complaint
- Decide what investigatory action is needed
- Consider what temporary action should be taken to minimise contact between the two parties if requested by the complainant and/or if considered necessary by the manager. Where the allegations are deemed to be serious it may be necessary to consider suspending (with pay) the alleged harasser if they are an employee. This may be necessary from the outset.

- If the harasser or bully is a third party such as a customer or other visitor, we will consider what action may be appropriate to protect you and other staff pending the outcome of the investigation, bearing in mind the reasonable needs of the business and the rights of that person. Where appropriate, we will attempt to discuss the matter with the third party.

Investigation

The purpose of the investigation is to establish what happened and whether this constitutes bullying or harassment.

The investigation will normally be carried out by those who called the initial meeting, i.e., the employee's line manager, Head of Service or Town Clerk and Chief Executive.

The alleged harasser's Head of Service will be informed that an investigation into bullying or harassment is to take place.

The alleged harasser will be interviewed separately, as will any witnesses to the alleged behaviour. The alleged harasser will be given the opportunity to bring to the interview a work colleague or trade union representative.

The complainant may be interviewed again and will have the same right to bring a work colleague or trade union representative to the meeting.

Further consideration will be given during the investigation process to any temporary measure that needs to be put in place to relieve the stress on both parties for example, counselling, working from home or special leave. Any temporary measure put in place would not mean a reduction in salary or conditions of services.

A formal note will be taken of each meeting, which will be passed on the interviewee for their agreement to the minutes.

We will investigate complaints in a timely and confidential manner. Details of the investigation and the names of the person making the complaint and the person accused must only be disclosed on a "need to know" basis. We will consider whether any steps are necessary to manage any ongoing relationship and/or to provide protection between you and between other staff and the person accused during the investigation.

Outcome

The decision regarding the outcome of the investigation will be taken by the investigating officer.

The outcome will be notified in writing, in strict confidence, to the complainant, in so far as possible.

Examples of possible outcomes are as follows:

- Obtaining an undertaking from the alleged harasser that the unwelcome behaviour will stop
- Instituting formal disciplinary action which should normally be taken by the alleged harasser's Head of Service. The outcome of our investigation may be put on hold while disciplinary action is taken. Where the disciplinary outcome is that harassment/sexual harassment/victimisation/bullying occurred, prompt action will be taken to address it. They will also consider whether any additional measures need to be taken to prevent future sexual harassment of staff.

- If doubts exist as to whether an offence has been committed the investigating panel may still wish to remind the alleged offender of the required standards of behaviour and consequences of contravention
- The investigating panel may decide that the allegations in the complaint are unfounded or malicious
- Training or counselling for either or both of the parties involved

Disciplinary Procedure

Disciplinary hearings related to bullying or harassment complaints will be governed by the Council's Disciplinary Procedure, subject to the following variation:

- In any meeting or discussion, both the complainant and the person against whom the complaint is being made, have the right to be accompanied by a work colleague or trade union representative.

Harassment/sexual harassment or victimisation may lead to disciplinary action up to and including dismissal without notice if they are committed:

- In a work situation.
- During any situation related to work, such as at a social event with colleagues.
- Against a colleague or other person connected to us outside of a work situation, including on social media.
- Against anyone outside of a work situation where the incident is relevant to your suitability to carry out your role.

We will take into account any aggravating factors, such as abuse of power over a more junior colleague, when deciding the appropriate disciplinary action to take.

If the complaint is found to be malicious the complainant will be the subject of action under the Council's Disciplinary Procedure.

Appeal Procedure

If the complainant is dissatisfied with the outcome of the harassment investigation, there is a right of appeal to the next level of manager above the one who carried out the investigation, with the Council's external Human Resources advisor acting in an advisory capacity.

Any such appeal must be made in writing, giving reasons for the dissatisfaction, within five working days of receipt of the letter confirming the outcome of the harassment investigation.

The complainant will be given at least seven working days' notice in writing of the time and place of the hearing.

The complainant will be entitled to be represented or accompanied by a Trade Union Official or work colleague of their choice.

The appeal hearing will be carried out in the following manner:

- The manager hearing the appeal will outline the procedure to be followed
- The investigating officer will summarise their findings and the reasons for their decisions
- The complainant will state their case and the reasons for their dissatisfaction with the outcome of the investigation
- The manager hearing the appeal will consider the evidence in private
- The manager hearing the appeal will make their decision and both parties will be recalled. The manager hearing the appeal will then announce the decision, giving the reasons and the arrangements for confirming the decision in writing

- The decision will be confirmed in writing as soon as possible

If the alleged harasser wishes to appeal against disciplinary action taken as a result of any subsequent Disciplinary Hearing, the appeals procedure under the Disciplinary Procedure should be used.

Follow up Action

It is important for the appropriate manager to check that the bullying or harassment has stopped and that there has been no victimisation. Regular contact should be maintained with the employee to assess how they are coping and to ensure that victimisation has not occurred. It may be necessary for the perpetrator to be moved to another position – if any sanction is short of dismissal. Only in exceptional cases should the sufferer be moved, unless it is with their agreement.

Victimisation against a complainant will result in formal disciplinary action.

Incidents involving the Council's Customers

Where a customer or supplier makes a complaint of bullying or harassment against an employee the employee's line manager should make enquiries in the first instance in line with the Council's Complaints Procedure. As a result of enquiries made, action may be taken under the Council's Disciplinary Procedure.

Where an employee makes a complaint of bullying or harassment against a customer or supplier, the complaint should be reported to the employee's line manager. The manager should investigate the complaint in accordance with this policy. The procedure should include:

- Interviewing any other employee who may have witnessed the incident
- Possibly interviewing the customer/supplier
- Providing support to the employee, e.g., through counselling
- Moving the employee, if only a temporary basis and if the employee requests it
- Where appropriate, making it clear to the customer/supplier what sort of behaviour the Council expects in future and what action will be taken for non-compliance

Should the employee making the complaint be dissatisfied with the decision made by their line manager, they have a right to appeal using the Appeal Procedure.

Incidents involving the Council's Members

Complaints of harassment by or against a Council Member will be dealt with through the Member's Code of Conduct or referral to the Standards Board.

Employees who wish to pursue a complaint of bullying or harassment against a Council Member should, in the first instance, discuss this with the Town Clerk and Chief Executive. If an employee feels they need support at such a discussion, they can be accompanied by a manager, a work colleague or a trade union representative.

Incidents involving the Town Clerk and Chief Executive

Complaints of harassment by or against the Town Clerk and Chief Executive would be dealt with by the Chairman of Finance and General Purposes Committee or the Chairman of the Council.

The complainant will be entitled to be represented or accompanied by a Trade Union Official or work colleague of their choice.

A full investigation of the complaint will be held by an officer as appointed by the Chair who is handling the process, with the Council's external Human Resources advisor acting in an advisory capacity.

Training and Guidance

Guidance on issues relating to bullying and harassment, including the complaints procedure, is available from the HR & Payroll Manager.

Training on issues relating to bullying and harassment, including the complaints procedure and the rights of both the complainant and the alleged harasser, is available to all managers and employees.

Protection and support for those involved

Staff 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 our Disciplinary Procedure.

Employees have 24/7 access to confidential employee support and counselling, which is available on request for anyone affected by, or accused of, harassment/sexual harassment or bullying. The helpline number is 0800 328 1437 or book support online at: www.employeeassistance.org.uk (access code: Dunstable)

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

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

Confidentiality

It is absolutely essential that anyone involved in making or dealing with a complaint respects its strict confidential nature. All complaints will be handled and investigated in a confidential manner and confidentiality must be maintained at all times.

Monitoring

Harassment complaints will be monitored in order to evaluate and review the effectiveness of this policy.

A review of the policy shall be undertaken each year (or as appropriate) and necessary amendments will be made by the Town Clerk and Chief Executive.

This will include monitoring the treatment and outcomes of any complaints of harassment, sexual harassment or victimisation we receive to ensure that they are properly investigated and resolved, those who report or act as witnesses are not victimised, repeat offenders are dealt with appropriately, cultural clashes are identified and resolved, and workforce training is targeted where needed.

Data Protection

The Data Protection Act 2018 sets out certain requirements for the protection of personal information against unauthorised disclosure.

The Council fully complies with this Act and any personal information provided will be used solely for the reasons stated in the Policy and will be kept in accordance with the requirements of the Act.

Information about a complaint by or about a staff member may be placed on their personnel file, along with a record of the outcome and of any notes or other documents compiled during the process.

DUNSTABLE TOWN COUNCIL

Safer Recruitment Policy

Safer Recruitment Statement

Dunstable Town Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. We comply with the statutory legislative requirements and guidance, and we follow a rigorous selection process which seeks to discourage and screen out unsuitable applicants.

Safer recruitment

Our job descriptions and person specifications confirm individual responsibility for safeguarding the welfare and well-being of children, young people and vulnerable adults. All posts which may be considered as 'regulated' activity as defined in the Safeguarding Vulnerable Groups Act 2006 as amended by the Protection of Freedoms Act 2012 are subject to Disclosure and Barring Service (DBS) checks and the following recruitment process will be carried out.

Application stage

We require all applicants to complete our Application Form which seeks to elicit the information we require to undertake the shortlisting process and to assess the applicant's suitability for the post they have applied for. We only accept Curriculum Vitae in addition to, not as a substitute for completing our Application Form. We reserve the right to reject any applicant who has failed to fully complete our Application Form. Part of the application form includes self-declaration in respect of their criminal record.

Shortlisting

Only those candidates who meet the criteria outlined in the person specification will be shortlisted. If we identify anything of concern to us, then this will be raised and explored during the interview.

Interview

Shortlisted candidates will take part in an in-depth interview and selection process. Candidates will be asked to address any discrepancies, anomalies, or gaps in employment in their application form including their employment history. Candidates will be invited to discuss any disclosures that they have self-declared on the application form and any queries we may have arising from the information provided in their employment references.

Appointment

An offer of employment is conditional upon us being satisfied with the outcomes of all of the following checks:

- Verification of the candidate's identity.

- An Enhanced Disclosure and Barring Service Certificate (DBS) including a Children's Barred list check, where applicable.
- Overseas criminal record and overseas professional registration checks where a candidate has lived (in the last 10 years), worked, or qualified overseas, where applicable.
- Verification that the candidate is not the subject of a prohibition order or section 128 direction made by the secretary of state.
- Compliant employment references. All referees will be asked to express if they would have any concerns with the candidate working with children or vulnerable adults or if there were any previous safeguarding concerns.
- Verification of qualifications and professional registrations relevant to the candidate's role.
- Verification of the candidate's right to work in the UK.

On appointment and annually thereafter, all colleagues are required to undertake safeguarding training, and to reaffirm and disclose any changes to their criminal record. Our contracts of employment place an ongoing requirement on all colleagues to immediately notify us if they are the subject of a police investigation, are released under investigation, or receive a caution or conviction.

Recruitment of offenders

All posts within Dunstable Town Council are, (by reason of The Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended)) exempt from the provisions of the Rehabilitation of Offenders Act 1974. This means that all applicants for employment with the Council must disclose all unspent cautions and convictions and all unprotected spent cautions and convictions. An explanation of when a spent conviction is unprotected is available on the Ministry of Justice website.

If relevant information (whether concerning previous convictions or otherwise) is volunteered by an applicant during the recruitment process or obtained through a DBS check, we will consider the following factors before reaching a recruitment decision:

- whether the conviction or other matter revealed is relevant to the position in question;
- the seriousness of any offence or other matter revealed;
- the length of time since the offence or other matter occurred;
- whether the applicant has a pattern of offending behaviour or other relevant matters;
- whether the applicant's circumstances have changed since the offending behaviour or other relevant matters; and
- the circumstances surrounding the offence and the explanation(s) offered by the convicted person.

If the post involves regular contact with children or vulnerable adults it is our normal policy to consider it a high risk to employ anyone who has been convicted at any time of any of the following offences: murder, manslaughter, rape, other serious sexual offences, grievous bodily harm or other serious acts of violence, class A drug-related offences, robbery, burglary, theft, deception or fraud.

If the post involves a licensee responsibility, it is our normal policy to consider it a high risk to employ anyone who has been convicted at any time of robbery, burglary, theft, deception, or fraud.

If the post involves some driving responsibilities, it is our normal policy to consider it a high risk to employ anyone who has been convicted of dangerous driving or of an offence of driving under the influence of alcohol or drugs, within the last 10 years.

Probation

All new employees will be subject to Dunstable Town Council's probation procedure for a minimum of six months but can be extended if required. The probation period is to enable the assessment of a colleague's suitability for the job for which they have been employed, which includes the monitoring and review of their performance of their duties, skills, qualifications, and experience outlined in the job description and person specification and their suitability to work with children, young people or vulnerable adults.

Recruiting Volunteers

The Council also undertakes safer recruitment of volunteers which follows the good practice as listed above for the safer recruitment of employees. Volunteers will need to complete an application form, have references followed up and have an appropriate DBS check together with completing safeguarding training before they can commence volunteering for Dunstable Town Council, whree applicable.

Equal opportunities

Dunstable Town Council recognises the value of, and seeks to achieve, a diverse workforce that includes people from all backgrounds. We take positive steps to create an employment culture in which people feel confident about being treated with fairness, dignity, and tolerance irrespective of their differences. This commitment extends beyond the relationship between the conduct of employees, potential employees, and the whole community. We are committed to the elimination of unlawful discrimination and the promotion of good relations between all.

General Data Protection Regulation

Dunstable Town Council is committed to ensuring that your privacy is protected. By signing a contract of employment, you understand that Dunstable Town Council, and/or agents appointed by the Council, process your personal data, including "special category personal data" as defined in the General Data Protection Regulation (GDPR), for the purposes of the operation, management, security and/or administration, as well as, complying with applicable laws, regulations, and procedures.

DUNSTABLE TOWN COUNCIL

PERSONNEL SUB-COMMITTEE

THURSDAY 13 MARCH 2025

HR SUMMARY

Purpose of report: For information only

1. STAFFING

1.1. Dunstable Town Council currently employs 77 staff.

1.2. Of these staff, 46 have permanent contracts, 6 have fixed-term contracts and 25 are casual workers.

1.3. 36 employees are full-time, 16 employees are part-time.

2. SICKNESS

2.1. As of 1 March 2025, there was 1 staff member on long-term sick.

2.2. As part of the recommendations made by this Sub-Committee on 26 September 2024, the return-to-work procedure has been updated.

2.3. A more detailed return-to-work meeting form has been produced as a guide for line managers to have a full and complete conversation with staff rather than just having a tick box form to complete. See Appendix 4.

2.4. Training on how to use this form will be given to all line managers throughout March, before the implementation in April.

2.5. It is hoped that this will assist in lowering the Council's previous sickness figures by making sure appropriate actions are taken earlier, and staff get the help they require before sickness becomes recurring or long-term.

2.6. The HR & Payroll Manager will monitor all completed forms and ensure all recommendations are implemented.

2.7. The new system will be reviewed with line managers in 6-months.

3. PEOPLE MANAGEMENT

Engagement

3.1. Quarterly All-Staff meeting dates have been set for the year. These are held on 2 different days, at 2 different times and 2 different venues to enable as many staff to

attend as possible. We also record one of the sessions and share this on MS Teams to allow anyone who was unable to attend in person to view it.

3.2. A total of 45 staff attended the first meetings held on 27 and 30 January 2025 and the recording of the meeting has been viewed by 9 staff.

3.3. Staff receive a monthly newsletter to update them on recent news and events. This is emailed directly both to their work email and/or their personal email. The average rate of staff opening and reading the newsletter is 56%.

3.4. The new version of Coffee with Paul has been scheduled for 2025. Meetings will now be rotated to be held at each of the Council's sites and the Town Clerk and Chief Executive will have an informal group chat with all team members located at that site. The first meetings are being held in March, with Paul meeting the Town Ranger team and the Grove House Community Services team.

3.5. The Annual Staff Survey was carried out in February. It was shared with all staff via email and MS Teams. Hard copies were also available on request. 33 responses were received in total, which is a 43% response rate.

3.6. The results can be found at Appendix 5. Overall, the results are very pleasing, with 100% satisfied with their present job and most questions resulting in either 100% or an improvement on last year. A couple of areas have fallen though; some staff don't feel they have the resources to do their job properly and their skills are not being used to their best ability. Unfortunately, those that answered no did not give reasons for their response, so these areas will be investigated. Managers have been asked to broach these questions during the upcoming appraisals, and staff will be asked to give more information using the Anonymous Staff Suggestion form.

Away Day

3.7. The HR and Payroll Manager along with the Senior Management Team have started planning this year's Staff Away Day. Venues and content for the day are being investigated.

Training

3.8. The annual Fire Safety training has been completed by all staff.

3.9. The HR & Payroll Manager is planning and scheduling mandatory training that is required to be completed this coming year. These include First Aid, Sexual Harassment and Manual Handling.

Health and Wellbeing

3.10. A programme of Health & Wellbeing events for 2025 is in progress and will be shared with staff in due course.

3.11. The Will Writing information talk, hosted by Morton Solicitors was attended by 27 members of staff, and another 5 staff have viewed the video of the session.

4. ENHANCED STAFF BENEFITS

Wagestream

4.1. 21 eligible staff are currently enrolled to use Wagestream to enable them to access their wages early. 6 staff also have a Build Pot where they allocate some of their wages to a saving scheme.

Vivup

4.2. 25 eligible staff are currently registered to use the Vivup app. There are currently 9 active orders from the Home & Electronics option, where household items are purchased, and repaid monthly, interest free, directly from their wages.

4.3. The HR & Payroll Manager is currently investigating the option to change the Home & Electronics scheme into a salary sacrifice scheme. This would mean staff would make savings on tax, national insurance and pension payments on repayments for any purchases they make. It would also mean that the Council would make savings on these staffing oncosts as well.

4.4. **Octopus Electric Vehicles**

4.5. One member of staff has leased an electric vehicle from the scheme.

Employee Assistance Programme

4.6. This year to date, no staff have accessed the Employee Assistance Programme. Reminders to staff of this service are given regularly in the staff newsletter and via MS Teams.

Your Complete Council Benefits Package

4.7. The HR & Payroll Manager has prepared an individual staff summary for each employee that will give a full status on what they receive or is available as an employee of Dunstable Town Council. This will include details of pay, pension provision, annual leave, other leave (sickness, carer's etc) and staff benefits. A template can be found at Appendix 6 for Members information.

4.8. This letter will be sent out to all staff in April.

5. IMPROVEMENTS AND PROJECTS

5.1. As part of the pay review implementation, the HR & Payroll Manager and the relevant Head of Service, have met with each employee individually to explain how the review process was carried out and the outcome for them and their role. This gave staff the opportunity to ask any questions and resolve any individual queries immediately and confidentially. Staff were generally pleased and grateful of the outcome.

5.2. In liaison with the Corporate Marketing & Communications Officer, a new recruitment pack has been produced. It is hoped this will help in recruiting new staff

by marketing what a great employer Dunstable Town Council is. It was trialled in the recruitment for the Corporate Performance & Compliance Manager. A copy for Members information can be found at Appendix 7. This will be regularly evaluated and reviewed.

5.3. The Council's IIP Assessment will take place on 1 April. The IIP staff survey has been programmed for the middle of March. A minimum of 50% response is required. Staff have been pre-warned at the All-Staff Meetings of the importance of responding to the survey. One-to-one interviews are yet to be chosen and booked. Evidence is currently being collated to support our assessment by the HR & Payroll Manager.

6. APPENDICES

6.1. Appendix 4 – Return-to-Work Meeting Form

6.2. Appendix 5 – Staff Survey Results

6.3. Appendix 6 – Your Complete Council Benefits Package

6.4. Appendix 7 – Recruitment Pack

7. BACKGROUND PAPERS

7.1. Minutes of Personnel Sub-Committee meeting – 26 September 2024

8. AUTHOR

Kelley Hallam – HR & Payroll Manager
Kelley.hallam@dunstable.gov.uk

DUNSTABLE TOWN COUNCIL

Employee absence - Return to work meeting

Employee Name	
Job Title	
Payroll Number	
Date of Meeting	
Manager Conducting Meeting	
Manager's Job Title	

PREVIOUS ABSENCES (IN 12-MONTH ROLLING PERIOD)

Occurrences	
Days Absent	

DETAILS OF LATEST ABESENCE

First Day Absent	
Date Returned to Work	
Last Day Absent	
Total number of days absent	
Total number of working days absent	

DISCUSS THE FOLLOWING QUESTIONS:

The following questions are a **guide** for line managers to follow to ensure that all aspects of the return-to-work meeting are discussed and documented. **Please detail all answers or discussions and recommendations or actions.**

REASON FOR ABSENCE

What was the reason for the absence? Give details.				
Sickness or illness	Yes		No	
Injury. How did the injury occur?	Yes		No	
Medical Procedure. (Includes dental).	Yes		No	
*You **must** give details of the above answers:*				

ACCIDENT AT WORK

Was this absence due to an accident or injury at work?	Yes		No	
If yes, did they report the accident or injury to a manager?	Yes		No	
If yes, was an accident form completed?	Yes		No	
*You **must** give details of the above answers:*				

FIT TO RETURN

Is the employee fully fit and ready to return to work?	Yes		No	
Did the employee seek medical assistance?	Yes		No	
Does the employee have a doctor's note saying they are fit for work?	Yes		No	
Has a doctor recommended any actions?	Yes		No	
Is there anything that might affect their recovery?	Yes		No	
Is the absence related to an ongoing medical condition?	Yes		No	
Has the employee been referred for any specialist treatment?	Yes		No	
Was the absence related to disability or pregnancy?	Yes		No	
Does the employee require any actions to support their return to work?	Yes		No	
Was the absence connected with their work?	Yes		No	
Is there anything we can do to help?	Yes		No	
*You **must** give details of the above answers:*				

OTHER ITEMS FOR DISCUSSION

Have you updated the employee on any changes at work while they have been off?	Yes		No	
Have you let the employee know that the information they share is confidential?	Yes		No	
Did they follow the correct sickness reporting procedure?	Yes		No	
*You **must** give details of the above answers:*				

IF THERE HAVE BEEN 3 OR MORE SICKNESS ABSENCES IN THE LAST 12-MONTHS DISCUSS THE FOLLOWING:

Are the absences related?	Yes		No	
Are there any actions **we** can put in place to prevent further absences?	Yes		No	
Are there any actions **they** can put in place to prevent further absences?	Yes		No	
Have actions from any previous discussions been carried out?	Yes		No	
Do they require further support?	Yes		No	
Have they contacted the Employee Assistance Program (EAP) for support?	Yes		No	
Have they received help from the EAP?	Yes		No	
Is there anything we can do to help?	Yes		No	
*You **must** give details of the above answers:*				

MANAGER'S ASSESSMENT OR RECOMMENDATIONS

Discuss with employee any recommendations. Can be at a secondary meeting if you require time to assess or get further information or advice.

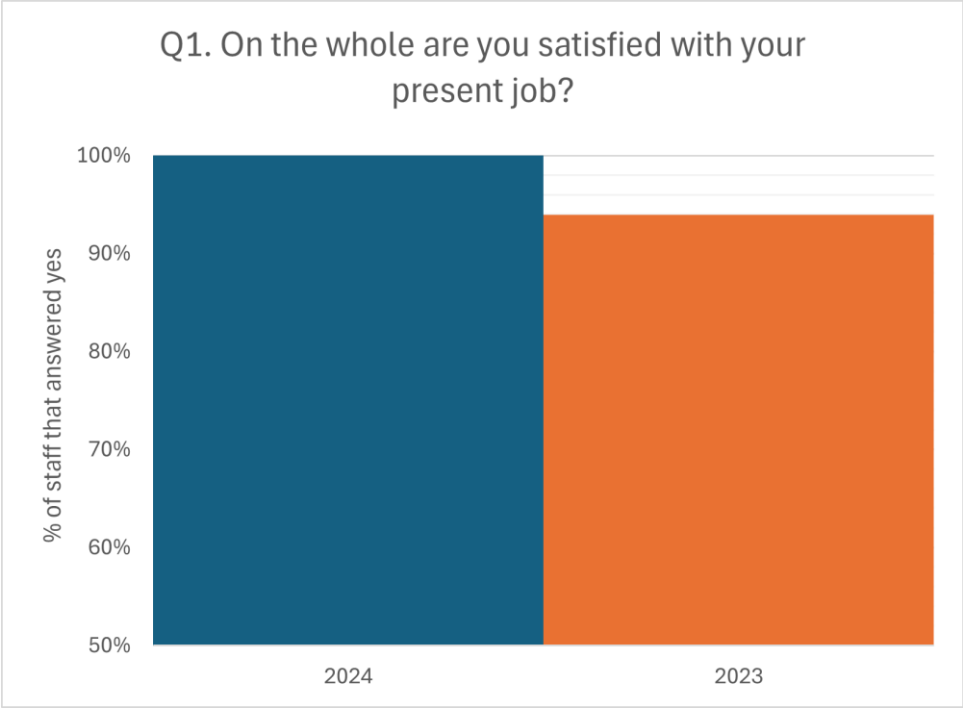
Do further actions need to be put in place?	Yes		No	
Do you require the employee to have an occupational health assessment?	Yes		No	
Do any reasonable adjustments need to be made?	Yes		No	
Does the employee need mental health support?	Yes		No	
Do you recommend the employee contacts the Employee Assistance Program?	Yes		No	
Is a workplace assessment or risk assessment needed?	Yes		No	
Does a review meeting need to take place to discuss progress of any actions?	Yes		No	
*You **must** give details of the above answers:*				

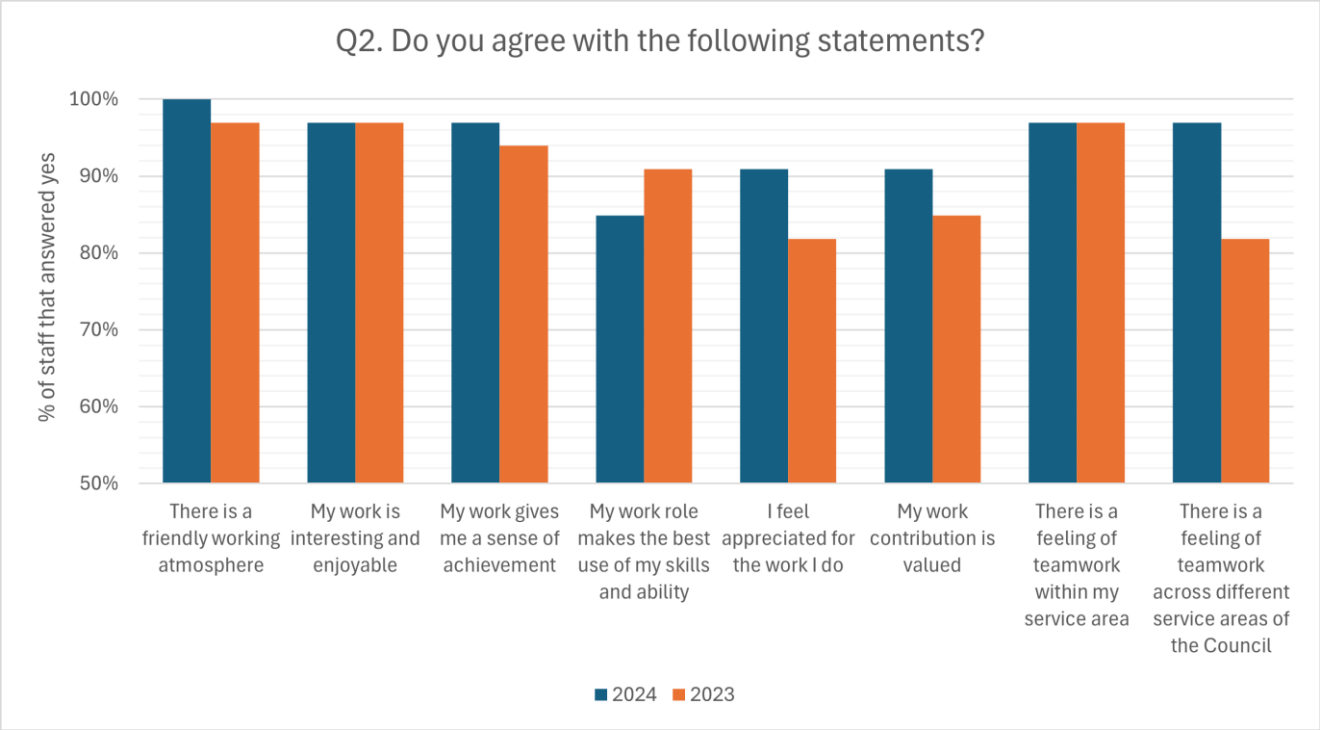
I confirm that I have given full details of the meeting as required above and that I have discussed/informed the employee of any recommendations or actions that now need to be put in place.

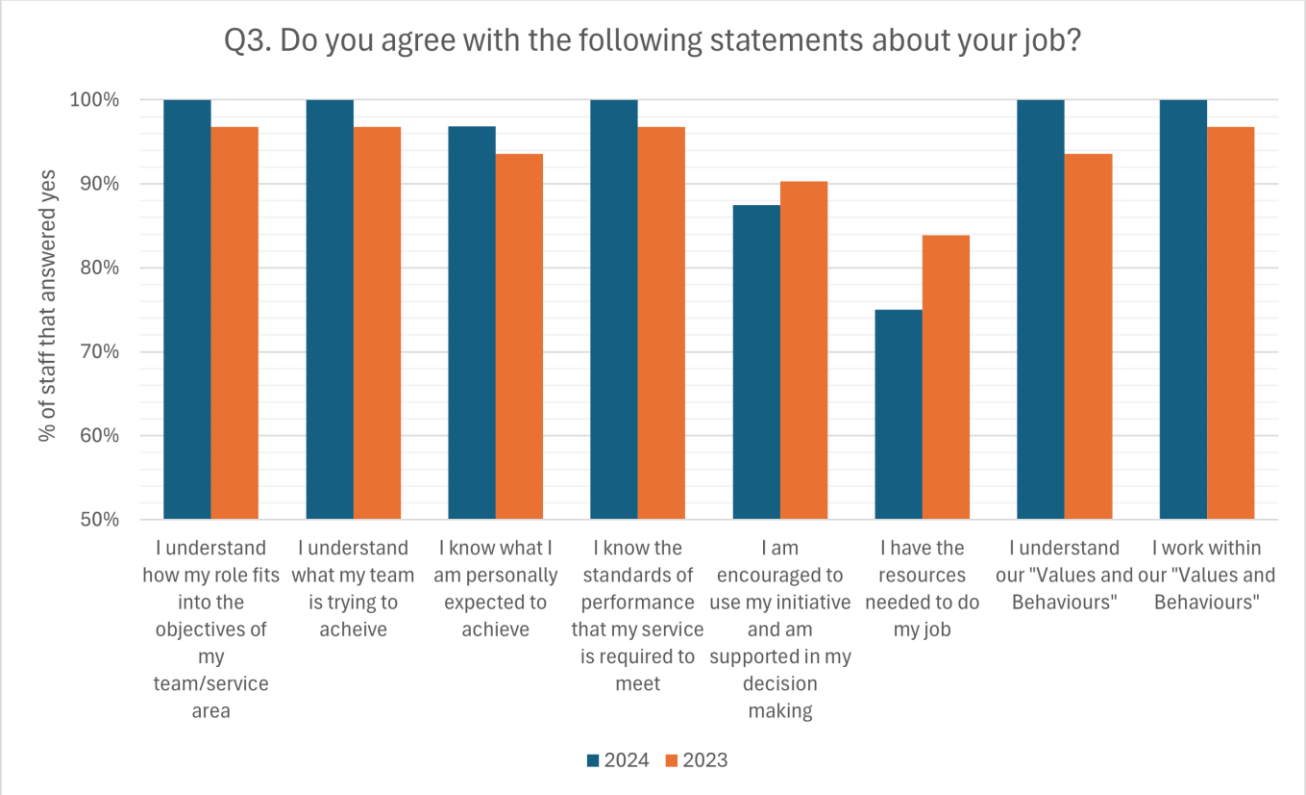
Manager's Signature		Date	

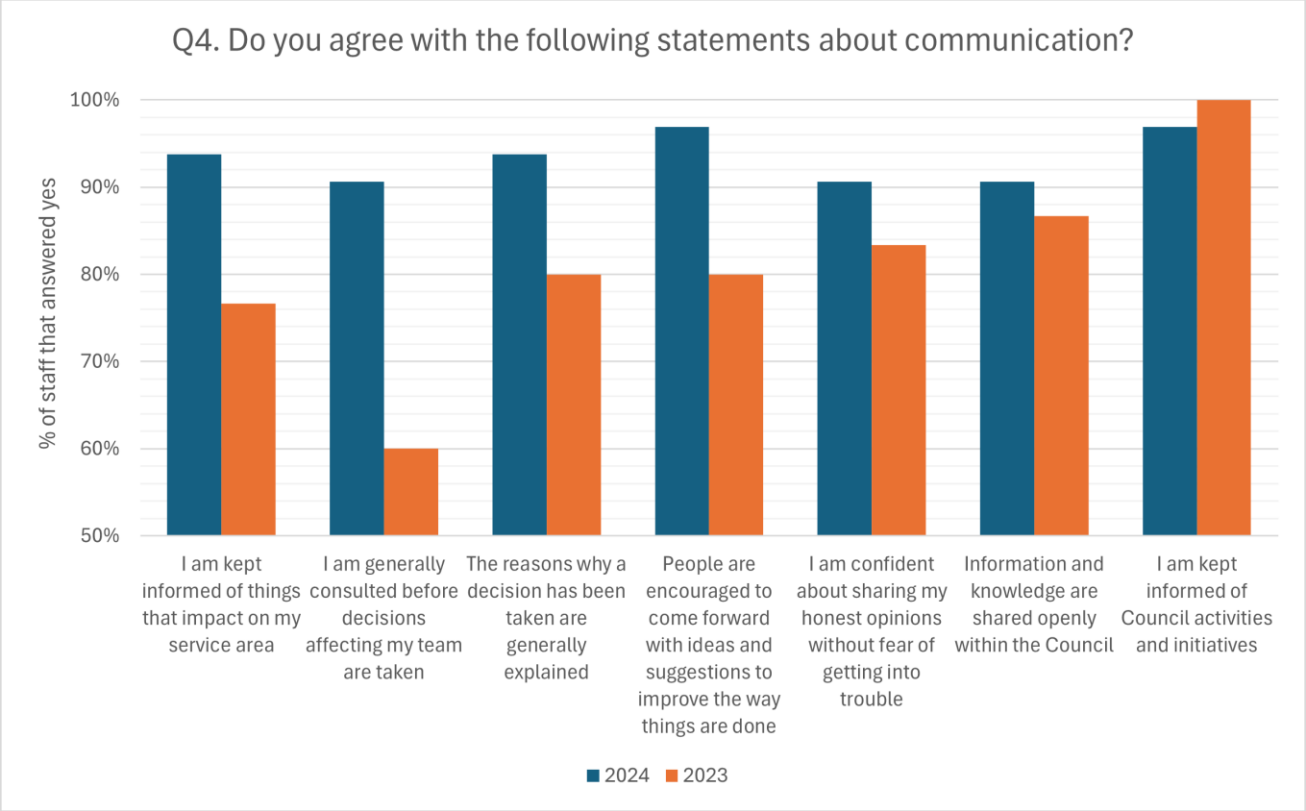
DUNSTABLE TOWN COUNCIL

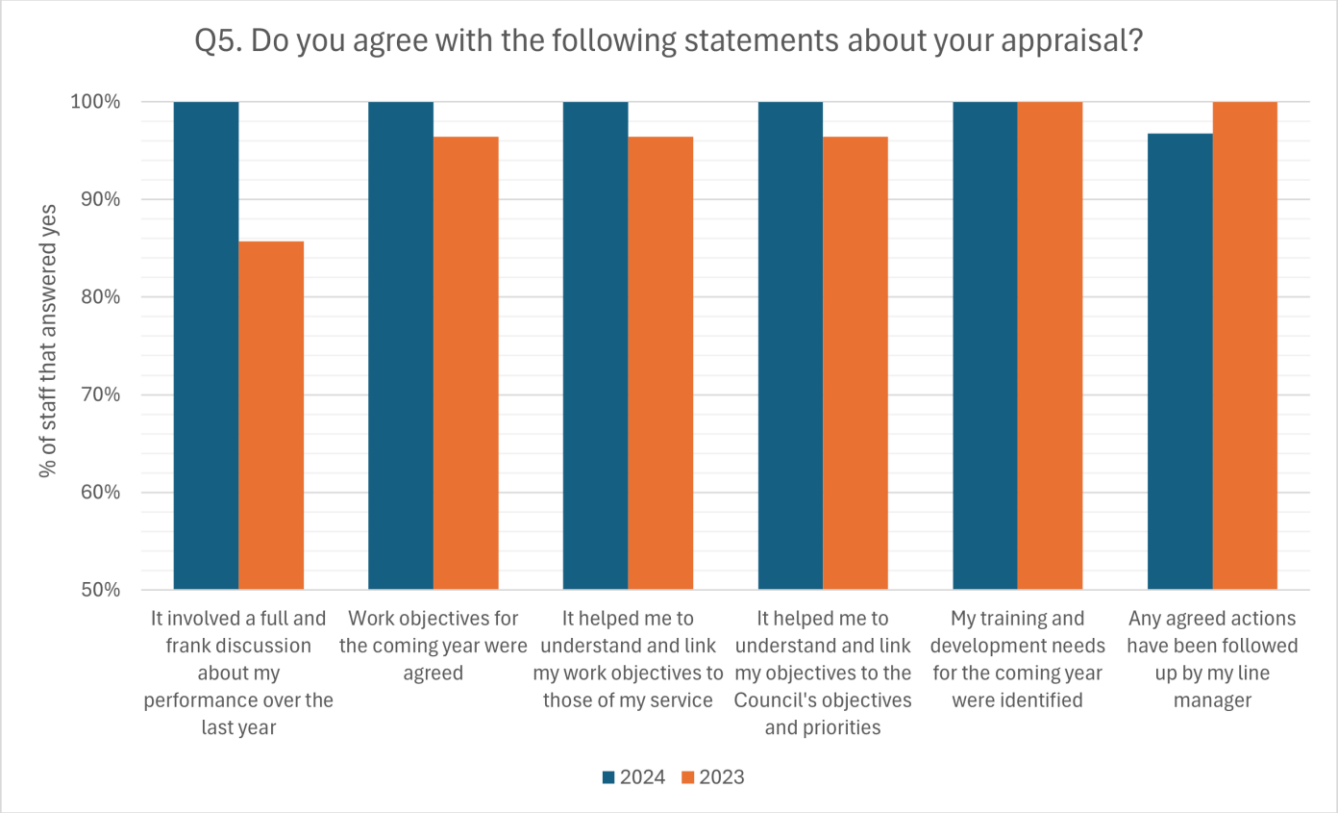
STAFF SURVEY RESULTS 2024/2025

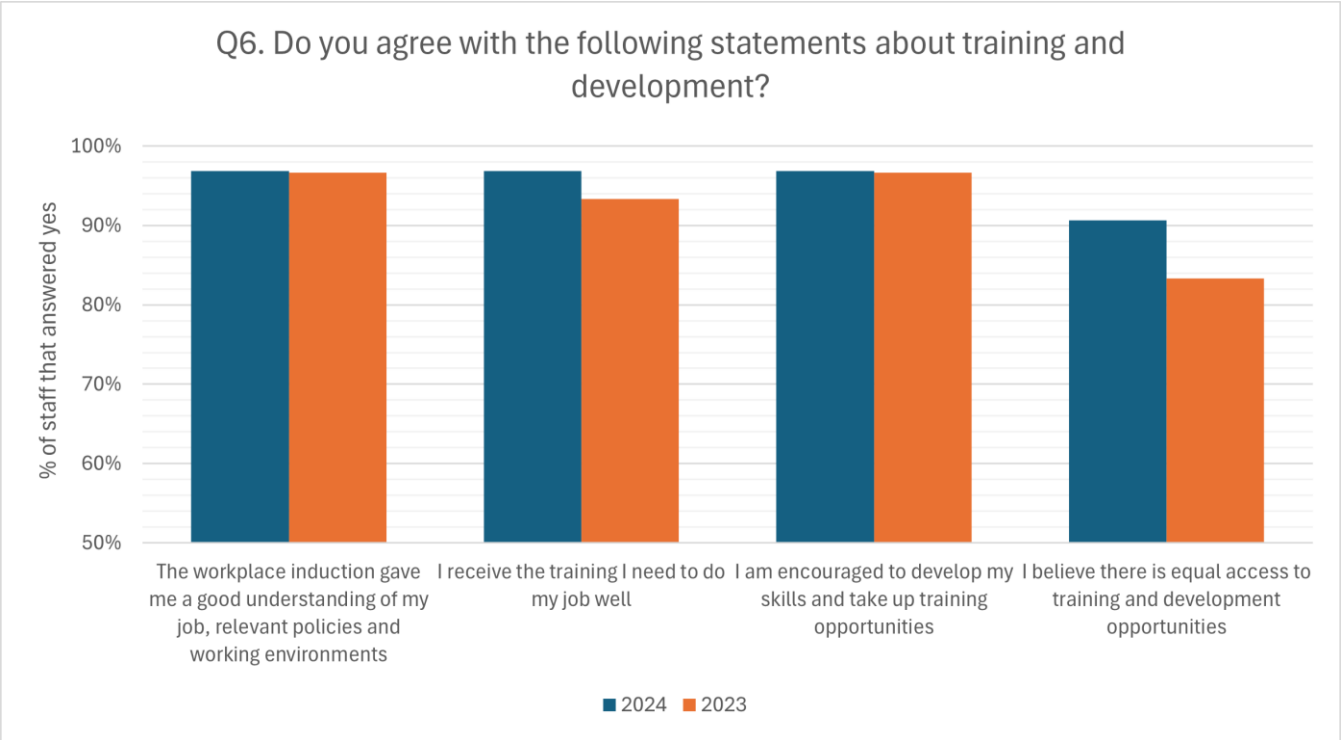





Q3. Do you agree with the following statements about your job?
% of staff that answered yes
100%
90%
80%
70%
60%
50%
I understand how my role fits into the objectives of my team/service area
I understand what my team is trying to acheive
I know what I am personally expected to achieve
I know the standards of performance that my service is required to meet
I am encouraged to use my initiative and am supported in my decision making
I have the resources needed to do my job
I understand our "Values and Behaviours"
I work within our "Values and Behaviours"
2024
2023


Q4. Do you agree with the following statements about communication?
% of staff that answered yes
100%
90%
80%
70%
60%
50%
I am kept informed of things that impact on my service area
I am generally consulted before decisions affecting my team are taken
The reasons why a decision has been taken are generally explained
People are encouraged to come forward with ideas and suggestions to improve the way things are done
I am confident about sharing my honest opinions without fear of getting into trouble
Information and knowledge are shared openly within the Council
I am kept informed of Council activities and initiatives
2024
2023


Q5. Do you agree with the following statements about your appraisal?
% of staff that answered yes
100%
90%
80%
70%
60%
50%
It involved a full and frank discussion about my performance over the last year
Work objectives for the coming year were agreed
It helped me to understand and link my work objectives to those of my service
It helped me to understand and link my objectives to the Council's objectives and priorities
My training and development needs for the coming year were identified
Any agreed actions have been followed up by my line manager
2024
2023


Q6. Do you agree with the following statements about training and development?
% of staff that answered yes
100%
90%
80%
70%
60%
50%
The workplace induction gave me a good understanding of my job, relevant policies and working environments
I receive the training I need to do my job well
I am encouraged to develop my skills and take up training opportunities
I believe there is equal access to training and development opportunities
2024
2023

Dunstable Town Council
Your Complete Benefits Package

Dear XXX,

We are pleased to provide you with a detailed summary of the staff benefits package that you receive. The details below are your entitlements as from 1 April 2025.

Salary

Job Title	XXXX
Employee No.	XXXX
Spinal Column Point	XXXX
Annual Salary	XXXX
Hourly Rate	XXXX

Pension

LGPS Eligibility	XXXX
Employee Pension Rate	XXXX
Employer Pension Rate	XXXX

Leave

Leave Entitlement (FTE)	XXXX
Pro-Rata (If part-time)	XXXX
Sick Pay Entitlement	XXXX
Other Paid Leave	Special Leave = 1 week (FTE) Volunteering = 1 day per year Medical Appointments = up to 2 hours (per appointment)

Additional Benefits

All Staff:	Employee Assistance Programme Flexible Access to Pay via Wagestream 10% Discount at DTC Venues Health & Wellbeing Activities Cycle to Work Scheme Staff Awards Overtime / TOIL Long Service Awards Vivup – Lifestyle Savings
Salary Dependant (Please ask if you are unsure if you qualify)	Vivup – Home & Electronics Octopus Electric Vehicle

Should you have any questions or require further information, please do not hesitate to contact me directly.

Yours sincerely

Kelley Hallam

HR & Payroll Manager

Kelley.hallam@dunstable.gov.uk

Tel: 01582 891404

DUNSTABLE TOWN COUNCIL RECRUITMENT PACK

DUNSTABLE
TOWN COUNCIL

A Message from the Town Clerk & Chief Executive of Dunstable Town Council

At Dunstable Town Council, we take pride in serving the people and businesses of our town. As a Town Council we are free from the constraints of any reliance on Central Government funding, which means we can focus on delivering real improvements for our 40,000 residents, local businesses, and visitors.

As one of the largest town councils in the UK, we have an annual budget of £4 million and a dedicated team of 80 staff working across multiple locations to provide a wide range of services. We're currently delivering an ambitious four-year Corporate Plan to shape the future of our town through 2027 and beyond.

Why Join Us?

- We offer meaningful roles that impact your community.
- We are ambitious, people-focused, and committed to excellence.
- Our staff survey confirms we're a great place to work.
- We want the best people to help us achieve our goals.

If you have the right attitude, skills, and experience, we want to hear from you!

Paul Hodson
Town Clerk and Chief Executive of Dunstable Town Council

INVESTORS IN PEOPLE Silver | Green Flag Award | Anglia in Bloom with the RHS | Britain in Bloom with the RHS | Green Heritage Site Priory Gardens | Loo of the Year Awards | NABMA the voice of markets | ICCM Institute of Cemetery and Crematorium Management

OUR VISION

To help make Dunstable a better place

OUR MISSION

To do all we can to create a lively and vibrant town, promoting civic pride and improving the quality of life for all those who live, work and visit Dunstable.

OUR VALUES

RESPECT

HONESTY & TRUST

TEAM WORK

COMMUNICATION

PRIDE

OUR SERVICES

Bennett's Splash Park & Café / Bennett's Café & Community Hub

Events Programme

Christmas Lights

Ashton Square Public Toilets

Middle Row Markets

Older People's Support Service

Mayoralty and Civic Functions

Allotments

Open Spaces, including Recreation Grounds and Play Areas

Priory House Heritage Centre and Tea Rooms

Grove Corner Youth Centre

Detached Youth Work

Dunstable Cemetery

Town Ranger services

Grove Skate Park

Town Centre Management

WHAT OUR STAFF SAY

I really like working for the Council and feel that all the staff in and outside my department are always very supportive.

I enjoy working for the Council and enjoy giving back to my community.

Dunstable Town Council is a great employer and a great place to work.

We are always given opportunities to attend training course to develop ourselves on a personal level.

I have always found everyone from all departments very helpful & working as part of a team.

I feel my opinion and feedback is valued by all.

The Council values our well-being and has great benefits to truly support me in both my career and personal life.

The Council is a great place to work.

SOME OF OUR BENEFITS

Generous annual leave allowance: up to 33 days plus bank holidays

Commitment to training and development for all staff

Access to the Local Government Pension Scheme with a 26.8% employer contribution

10% staff discount at Council run venues

You can take 1 paid volunteer day per year

Employee Assistance Programme

WAGESTREAM

Flexible access to your salary via Wagestream

We believe that our employees are the heart of everything we do. That's why we're committed to providing a supportive and rewarding benefits designed with your well-being in mind. We're not just investing in your success at work— we're investing in you.

EQUAL OPPORTUNITIES

Dunstable Town Council is committed to Equal Opportunities and fully upholds the Equality Act 2010, prohibiting discrimination based on race, gender, age, disability, religion, sexual orientation, and more. We also pledge not to discriminate unfairly on trade union membership, political beliefs, or unrelated criminal convictions.

We promote Equality of Opportunity in all functions, including recruitment, through effective policies, monitoring, and evaluation. Recognising historical disadvantages, we take lawful positive action
where needed. True equality requires commitment from all staff.
Please let us know if you need further information.

SAFER RECRUITMENT

Dunstable Town Council follows a safer requirement process for safeguarding young people and vulnerable adults.

HOW TO APPLY

- Please apply by submitting a CV and Covering Letter (no more than four sides of A4 in length) aligned to the person specification on the job description). This should include your contact details.

- Please ensure all gaps in employment and education history are fully explained on your CV; we may wish to verify this information during the recruitment process.

- Please provide the details of two referees. including your most recent employer. We will only approach referees for successful candidates and only with your permission.

- Please address the key requirements as set out in the person specification. These competencies will be used as part of the assessment process.

- Please return your application by the closing date.

- We are an Equal Opportunities employer and are committed to ensuring a fair recruitment process for all. If you require any additional assistance in applying for this role, please contact our office at: info@dunstable.gov.uk or telephone; 01582 513000.

- Please refer to the job posting for important dates, including the closing deadline, shortlisting, and interview schedule.