Calstock Parish Council
Tamar Valley Centre, Cemetery Road, Drakewalls, PL18 9FE
Clerk: Clare Bullimore, Tel: 01822 748847 email: clerk@calstockparishcouncil.gov.uk

Protocol for Working Practices of Outside Services Staff

Calstock Parish Council – Statement of Intent

To ensure the health, safety, and wellbeing of parish council employees carrying out outdoor and maintenance work, complying with council policies, and legal requirements.

Reviewed and Approved: Full Council 14-10-2025

Protocol for the Working Practices of Outside Services Staff

Purpose

- To ensure the health, safety and wellbeing of the Outside Services Team (OST)
- To ensure the work of the Outside Services Team is carried out professionally, efficiently and is compliant with council policies and legal requirements.

This policy is aimed at all employees and volunteers and trainees undertaking outdoor and maintenance duties including:

- Grounds maintenance
- Litter collections
- Cemetery or burial ground duties
- Playground inspections and repairs
- Upkeep of open spaces and recreational areas including sports pitches, footpaths, allotments, moorings, car parks
- Upkeep of buildings and property

This list is not exhaustive.

General Working Practices

- Individual staff members to ensure colleagues know where they are working and regularly 'check in' using messaging or phone calls.
- Wear appropriate PPE (hi-vis clothing, safety boots, gloves, hearing/eye protection if required).
- Staff should only undertake tasks they have been trained to do or have authority to carry out
- Respect members of the public and act professionally at all times.
- Lone working should not be undertaken when operating a chain saw or working on footpaths, or in remote locations or by the river.
- Staff should have a mobile that is charged up and has GPS.

Health and Safety

- Clerk and Outside Services Leader (OSL) to ensure risk assessments are up to date and reviewed at least annually.
- Adjust PPE or work patterns in extreme weather conditions; finding alternative work in lightning, heavy snow, heatwaves.
- Use correct lifting techniques.
- Follow highway safety codes when working near roads (signage, cones, barriers etc).
- Report accidents and near misses immediately to the Clerk or OSL and enter the incident into the accident book.
- OSL to ensure first aid kits are fully equipped – regularly check them and replace any equipment once used immediately.

Equipment, machinery and tools

- Vehicles and machinery to be checked at least weekly; defects to be reported immediately to line manager and/or Clerk .
- Council approved tools and equipment to be used.

- Store and transport tools safely.
- Faulty equipment must not be used.
- Store chemicals in appropriate COSHH cabinets in the stores and when in transportation.

Environmental Responsibility

- Dispose of waste responsibly and in line with council recycling/waste policy.
- Avoid unnecessary noise or disruption to the community.
- Minimise the use of harmful substances.

Communication

- Keep in regular contact with line manager and/or colleagues.
- Report hazards, incidents, damage to land/property promptly.
- Ensure mobile phone is charged.

Training and Competence

- Employees to attend mandatory training (LANTRA courses in equipment and land management; first aid, manual handling).
- 'Tickets' from accredited training to be kept up to date.
- An annual review of the Team's work will take place in addition to individual staff appraisals.

Responsibilities.

It is the responsibility of the Council to ensure all staff have access to appropriate training, equipment, PPE and supervision in order to work safely and efficiently and promote the Council in a positive manner. Equipment should be purchased that offers good value but fulfils responsibilities to staff welfare, safety, the public and the environment.

The Clerk and OSL will ensure risk assessments and policies and procedures relating to working practice are regularly reviewed and amended as well as carrying out individual performance reviews.

Employees should follow the protocols, use equipment provided, wear PPE, carry out safety/maintenance checks and attend mandatory training.

12-09-2025