



THORPE ST ANDREW TOWN COUNCIL TOWN COUNCIL MEETING

Roxley Hall, Yarmouth Road, Thorpe St Andrew, NR7 0QF
Tel/Fax: (01603) 701048 Email: office@thorpestandrew-tc.gov.uk

02/02/2022

Notice of Town Council Meeting

You are hereby summoned to attend the meeting of Thorpe St Andrew Town Council to be held at the Roxley Hall on Monday 7 February 2022 at 7.30pm for the purpose of transacting the following business.

Thomas Foreman

Thomas Foreman Clerk to the Council

AGENDA

1. Attendance book and apologies for absence.
2. Declarations of interest in items on the agenda.
3. To confirm the minutes of the Extraordinary Town Council meeting and Town Council meeting, both held on Monday 6 December 2021
4. Announcements (For information only)
To receive announcements from
 - (i) The Town Mayor
 - (ii) The Clerk
5. Public participation –To consider a motion to suspend the meeting to allow members of the public the opportunity to address the meeting limited to 3 minutes each.
 - (i) Norfolk Constabulary
 - (ii) County and District Councillors
Report from Councillor John Ward
 - (iii) Members of the public
6. Finance
 - (i) Payments List – to follow
 - (ii) Bank Reconciliation Statement-to follow
7. Draft Minutes of Committee Meeting
 - (i) Planning and Environment Committee held 13th December 2021
 - (ii) Planning and Environment Working Group held 17th January 2022
 - (iii) Events and Media Committee- to follow
8. Broads Authority – Glover Review - correspondence attached
9. Streetlight Replacement – report attached
10. Jubilee Project – report attached
11. Annual Review of Principal Policies and Appointments – report attached
12. Capital works to parks – report attached
13. To consider a motion to suspend the meeting for the exclusion of public and press under the Public Bodies (Admissions to Meetings) Act 1960 1 (2) and resolve to exclude public and press for these items due to the disclose of commercial and personal details.
14. Proposed Restructure – confidential report to follow
15. Process Review – confidential report attached

Future Agenda Items. (Not for discussion)

Town Clerk - Dr Thomas Foreman

Thorpe St Andrew Town Council, Town Hall, Pound Lane, Thorpe St Andrew, NR7 0UL
Tel/Fax: (01603) 701048 E-mail: office@thorpestandrew-tc.gov.uk
Website: www.thorpestandrew-tc.gov.uk

VAT No. 107 2921 90

**Thorpe St Andrew Town Council
Minutes of the Town Council meeting
held on 6th December 2021 at 7:00pm**

1 PRESENT:

Miss S Lawn (Town Mayor)	Mr S Snelling
Mrs J Fisher (Deputy Town Mayor)	Mr T Fordham
Mr J Emsell	Mr J Fisher
Mr J Ward	Mr M Lake
Mrs T Mancini Boyle	
Mr F Bowe	

APOLOGIES: Mr L Reeves, Mr T Garner, Ms M Friend & Mr P Berry

IN ATTENDANCE: Mrs R McCarthy (Operational Manager/Responsible Financial Officer)

2 DECLARATIONS OF INTEREST IN ITEMS ON THE AGENDA
None

3 TO CONSIDER A MOTION TO CLOSE THE MEETING TO PRESS AND PUBLIC UNDER THE PUBLIC BODIES (ADMISSION TO MEETINGS) ACT 1960 WHERE ATTENDANCE WOULD BE PREJUDICIAL TO THE PUBLIC INTEREST BY REASON OF THE CONFIDENTIAL NATURE OF THE COMMERCIAL AND PERSONNEL BUSINESS TO BE TRANSACTED

4 APPOINTMENT OF A LOCUM CHIEF EXECUTIVE OFFICER

Members considered the two anonymous quotes provided for covering the Locum Chief Executive Officer position. It was proposed by Miss S Lawn, seconded by Mrs J Fisher and by a show of hands with all in favour **RESOLVED** to appoint quote 2, which it was then disclosed had been provided by Dr T Foreman of Politis Ltd.

There being no other business the meeting closed at 7:18pm

Chairman _____

Date _____

**THORPE ST ANDREW TOWN COUNCIL
MINUTES OF THE TOWN COUNCIL MEETING
HELD ON 6TH DECEMBER 2021 AT 7:30PM**

1 PRESENT:

Mr J Fisher (Town Mayor)	Mr N Shaw
Miss S Lawn (Deputy Town Mayor)	Mr S Snelling
Mr J Emsell	Mrs J Fisher
Mrs T Mancini Boyle	Mr T Fordham
Mr J Ward	Mr M Lake
Mr F Bowe	

APOLOGIES: Mr P Berry, Ms M Friend, Mr T Garner, Mr L Reeves

IN ATTENDANCE: Dr T. Foreman (Chief Executive Officer)

2 DECLARATIONS OF INTEREST IN ITEMS ON THE AGENDA

Mr F Bowe declared an interest in item 8 as an Armed Forces veteran.

3 TO CONFIRM THE MINUTES OF THE TOWN COUNCIL MEETING HELD ON 1ST NOVEMBER 2021

The minutes of the meeting held on 1st November 2021 were agreed and signed as a true record.

4 Announcements (For information only)

To receive announcements from

(i) The Town Mayor- Miss S Lawn provided an overview of the duties undertaken as Town Mayor in recent weeks. Special mention was given to the Christmas event which had taken place and appreciation expressed for all that assisted in making the event such a success for the community.

(ii) The Chief Executive Officer – Dr T Foreman provided an update on matters which had arisen during the preceding month and explained some of these matters were due for consideration at the meeting.

5 PUBLIC PARTICIPATION –TO CONSIDER A MOTION TO SUSPEND THE MEETING TO ALLOW MEMBERS OF THE PUBLIC THE OPPORTUNITY TO ADDRESS THE MEETING LIMITED TO 3 MINS EACH

The Meeting was suspended following a proposal from Miss S Lawn, seconded by Mr J Fisher.

(i) Norfolk Constabulary- No update received.

(ii) County and District Councillors – The Council noted the report of Mr J Ward. Mr J Fisher provided an update from the County Council related to budget. Mrs T Mancini-Boyle provided an update on matters at Broadland District Council.

(iii) Members of the public
None

6 FINANCE

(i) Payments List: Voucher numbers 727 to 850 totalling £62,405.77 were approved and signed

7 DRAFT MINUTES OF COMMITTEE MEETINGS

(i) Planning and Environment Committee Meeting 8th November 2021 - were noted
(ii) Finance & Staff Committee 22nd November 2021- were noted

8 ARMED FORCES COVENANT AND SUPPORT

Mr F Bowe provided an introduction to the Armed Forces Covenant and ongoing support for the initiative. It was explained that meeting had taken place with Armed Forces Charities who were keen to engage with the Town Council to further their work in the Norfolk area. Programmes included social activities and support at the Roxley Hall, and use of the Morse Pavilion on a regular basis. There was strong support for the work which had been undertaken to date and a keenness to progress the potential for support to be provided from within Town Council buildings. It was proposed by Miss S Lawn, seconded by Mr S Snelling and on a show of hand with all in favour **RESOLVED** to offer free-of-charge use of Council buildings for the provision of Armed Forces support, on days and at times to be agreed between Mr F Bowe as Town Council Armed Forces Champion, and the Chief Executive Officer.

9 BUDGET 2022/23 - REPORT

The Town Council received the draft budget recommended by the Finance and Staff Committee. There was careful consideration of multiple cost centres, as well as the proposed income and expenditure. It was proposed by Miss S Lawn, seconded by Mr S Snelling and on a show of hands with all in favour **RESOLVED** to approve the budget for 2022/2023, with a required precept of £534,569.00.

10 CONTAINER FOR CAFE AT SIR GEORGE MORSE PARK

Dr T Foreman explained that in lieu of a container, it has been agreed to trial the use of the Morse Pavilion as sheltered seating for the Café at the Sir George Morse Park at no cost until 30th April 2022. At this point a review would be undertaken and a decision made as to whether a second container was required on the site. As part of this review, it was requested that consideration be given to installing a window on the existing container.

11 HUMAN RESOURCE AND HEALTH AND SAFETY ADVICE SUBSCRIPTION

Quotations for the provision of Human Resource and Health and Safety Advice to the Council were considered. Councillors examined the terms of the contracts and the use over of the service over previous years. It was proposed by Mr J Fisher, seconded by Mr J Emsell and on a show of hands with all in favour **RESOLVED** to appoint Contractor B at an annual cost of £2041.20 (exc VAT).

- 12 PARISH PARTNERSHIP SCHEME**
The Town Council received the report relating to the Parish Partnership Scheme. It was proposed by Miss S Lawn, seconded by Mrs J Fisher, and on a show of hands with all in favour **RESOLVED** to delegate power to the Chief Executive to pursue projects with Norfolk County Council and apply for projects which can be successfully grant funded.
- 13 SCHEME OF DELEGATION**
Dr T Foreman introduced the draft Chief Executive Officer Scheme of Delegation. It was highlighted that the document should be considered alongside the terms of the Finance Regulations, and documents what the Chief Executive may do on behalf of the Council, without being required to seek permission or wait for a meeting to take place. There was discussion about the terms of delegation and the circumstances in which the new Chief Executive, when appointed, may be required to use the powers. It was proposed by Miss S Lawn, seconded by Mrs T Mancini-Boyle and on a show of hands with all in favour **RESOLVED** to approve the Scheme of Delegation, with a review to take place at the Annual Town Council meeting.
- 14 CHIEF EXECUTIVE OFFICER JOB DESCRIPTION AND PERSON SPECIFICATION**
Dr T Foreman explained that a new job description and person specification had been created, in consultation with the Town Mayor and the Chair of the Finance and Staff Committee. It was proposed by Mr J Fisher, seconded by Mr F Bowe and on a show of hands with all in favour **RESOLVED** to adopt the job description (with the addition of the delegated powers being included) and person specification. It was further **RESOLVED** that the interview panel shall consist of the Town Mayor, Deputy Mayor, and two past Mayors.
- 15 ALLOTMENT PANEL AND RESERVE MEMBERS**
Dr T Foreman explained a replacement member was required for the Allotment Panel. It was proposed by Mrs T Mancini-Boyle, seconded by Mrs J Fisher and on a show of hands with all in favour **RESOLVED** that the allotment panel shall consist of Mrs J Fisher (Chair), Mr F Bowe, and Mr M Lake. In addition, a reserve panel shall be appointed for any breaches where members of the main panel would be otherwise disqualified. This panel is to be made up of Miss S Lawn (Chair), Mr J Fisher, and Mr J Ward. It was confirmed that each panel has full delegated powers to investigate any breaches of the allotment garden rules and to determine the outcome of any breaches and the decision of the panel is final.
- 16 TO CONSIDER A MOTION TO CLOSE THE MEETING TO PRESS AND PUBLIC UNDER THE PUBLIC BODIES (ADMISSION TO MEETINGS) ACT 1960 WHERE ATTENDANCE WOULD BE PREJUDICIAL TO THE PUBLIC INTEREST BY REASON OF THE CONFIDENTIAL NATURE OF THE COMMERCIAL AND PERSONNEL BUSINESS TO BE TRANSACTED**
It was proposed by Miss S Lawn and seconded by Mrs J Fisher and on a show of hands with all in favour **RESOLVED** that the meeting be closed to press and public.
- 17 STAFFING MATTERS**
Dr T Foreman provided an overview of staffing matters. It was proposed by Mr F Bowe, seconded by Miss S Lawn and on a show of hands with all in favour

RESOLVED to delegate power to the Chief Executive Officer to deal with matters related to potential retirement.

18 LAND ACQUISITION

The draft Heads of Terms for the acquisition of land was considered by the Town Council. There was some question related to the financial implications, which were detailed within the report. It was proposed by Mr S Snelling, seconded by Mr J Fisher, and on a show of hands with all in favour **RESOLVED** to delegate power to the Chief Executive Officer to complete the negotiation for the lease, sign the lease, and affix the seal of the Council in line with the standing orders.

Signed _____ (Town Mayor)

Date _____

Thorpe St Andrew Town Council
PAYMENTS LIST

Voucher Code	Date	Minutes	Bank	Cheque No	Description	Supplier	VAT Type	Net	VAT	Total
851	02/12/2021		Bank 1 Current Account	CHQ	Water charges - Cemetery	Anglian Water	E	41.96		41.96
852	02/12/2021		Bank 1 Current Account	CHQ	Water charges - Rookley Hall	Anglian Water	E	48.95		48.95
853	02/12/2021		Bank 1 Current Account	CHQ	Electricity - River Green	Eon	L	311.34	15.57	326.91
854	02/12/2021		Bank 1 Current Account	CHQ	Grounds maint	CGM Group	S	219.41	43.88	263.29
855	02/12/2021		Bank 1 Current Account	CHQ	Grounds maint	CGM Group	S	670.60	134.12	804.72
856	02/12/2021		Bank 1 Current Account	CHQ	Grounds maint	CGM Group	S	479.89	95.98	575.87
857	02/12/2021		Bank 1 Current Account	CHQ	Soccer marking	CGM Group	S	300.00	60.00	360.00
858	09/12/2021		Bank 1 Current Account	BACS	December salary		X	3,921.07		3,921.07
859	09/12/2021		Bank 1 Current Account	BACS	December salary		X	1,901.77		1,901.77
860	09/12/2021		Bank 1 Current Account	BACS	December salary		X	510.99		510.99
861	09/12/2021		Bank 1 Current Account	BACS	December salary		X	1,545.30		1,545.30
862	09/12/2021		Bank 1 Current Account	BACS	December salary		X	1,337.47		1,337.47
863	09/12/2021		Bank 1 Current Account	BACS	December salary		X	1,461.87		1,461.87
864	09/12/2021		Bank 1 Current Account	BACS	December salary		X	1,379.47		1,379.47
865	09/12/2021		Bank 1 Current Account	BACS	December salary		X	747.57		747.57
866	09/12/2021		Bank 1 Current Account	BACS	December salary		X	1,469.55		1,469.55
867	09/12/2021		Bank 1 Current Account	BACS	December salary		X	1,513.99		1,513.99
868	10/12/2021		Bank 1 Current Account	BACS	December salary	HMRC	X	1,256.25		1,256.25
869	10/12/2021		Bank 1 Current Account	BACS		HMRC	X	637.91		637.91
870	10/12/2021		Bank 1 Current Account	BACS		HMRC	X	475.23		475.23
871	10/12/2021		Bank 1 Current Account	BACS		HMRC	X	249.12		249.12
872	10/12/2021		Bank 1 Current Account	BACS		HMRC	X	54.60		54.60
873	10/12/2021		Bank 1 Current Account	BACS		HMRC	X	282.92		282.92
874	10/12/2021		Bank 1 Current Account	BACS		HMRC	X	172.41		172.41
875	10/12/2021		Bank 1 Current Account	BACS		HMRC	X	228.21		228.21
876	10/12/2021		Bank 1 Current Account	BACS		HMRC	X	127.66		127.66
877	10/12/2021		Bank 1 Current Account	BACS		HMRC	X	103.81		103.81
878	10/12/2021		Bank 1 Current Account	BACS		HMRC	X	127.66		127.66
879	10/12/2021		Bank 1 Current Account	BACS		HMRC	X	186.21		186.21
880	10/12/2021		Bank 1 Current Account	BACS		HMRC	X	127.66		127.66
881	10/12/2021		Bank 1 Current Account	BACS		HMRC	X	7.46		7.46
882	10/12/2021		Bank 1 Current Account	BACS		HMRC	X	315.91		315.91
883	10/12/2021		Bank 1 Current Account	BACS		HMRC	X	161.82		161.82
884	10/12/2021		Bank 1 Current Account	BACS		HMRC	X	263.23		263.23
885	10/12/2021		Bank 1 Current Account	BACS		HMRC	X	143.55		143.55
886	10/12/2021		Bank 1 Current Account	BACS		Norfolk Pension Fund	X	182.22		182.22

Thorpe St Andrew Town Council
PAYMENTS LIST

Voucher Code	Date	Minute	Bank	Cheque No	Description	Supplier	VAT Type	Net	VAT	Total
887	10/12/2021		Bank 1 Current Accou	BACS		Norfolk Pension Fund	X	1,259.49		1,259.49
888	10/12/2021		Bank 1 Current Accou	BACS		Norfolk Pension Fund	X	165.25		165.25
889	10/12/2021		Bank 1 Current Accou	BACS		Norfolk Pension Fund	X	597.43		597.43
890	10/12/2021		Bank 1 Current Accou	BACS		Norfolk Pension Fund	X	129.11		129.11
891	10/12/2021		Bank 1 Current Accou	BACS		Norfolk Pension Fund	X	466.79		466.79
892	10/12/2021		Bank 1 Current Accou	BACS		Norfolk Pension Fund	X	96.40		96.40
893	10/12/2021		Bank 1 Current Accou	BACS		Norfolk Pension Fund	X	390.59		390.59
894	10/12/2021		Bank 1 Current Accou	BACS		Norfolk Pension Fund	X	96.40		96.40
895	10/12/2021		Bank 1 Current Accou	BACS		Norfolk Pension Fund	X	390.59		390.59
896	10/12/2021		Bank 1 Current Accou	BACS		Norfolk Pension Fund	X	96.40		96.40
897	10/12/2021		Bank 1 Current Accou	BACS		Norfolk Pension Fund	X	390.59		390.59
898	10/12/2021		Bank 1 Current Accou	BACS		Norfolk Pension Fund	X	43.51		43.51
899	10/12/2021		Bank 1 Current Accou	BACS		Norfolk Pension Fund	X	185.90		185.90
900	10/12/2021		Bank 1 Current Accou	BACS		Norfolk Pension Fund	X	124.12		124.12
901	10/12/2021		Bank 1 Current Accou	BACS		Norfolk Pension Fund	X	448.75		448.75
902	10/12/2021		Bank 1 Current Accou	BACS	Student Loan	PHRC	X	29.00		29.00
903	13/12/2021		Bank 1 Current Accou	BACS	Padlock keys	A C Leigh	S	76.00	15.60	91.60
904	13/12/2021		Bank 1 Current Accou	BACS	Cleaning Materials	Bund	S	5.93	1.19	7.12
905	13/12/2021		Bank 1 Current Accou	BACS	Cleaning Materials	Bund	S	137.38	27.48	164.86
906	13/12/2021		Bank 1 Current Accou	BACS	Chainsaw Equipment	Ben Burgess	S	62.31	12.46	74.77
907	13/12/2021		Bank 1 Current Accou	BACS	Lease payment	Blessey & Sabberbn	S	360.16	72.03	432.19
908	13/12/2021		Bank 1 Current Accou	BACS	Field Maintenance - Rec Gnd	CGM Group	S	120.00	24.00	144.00
909	13/12/2021		Bank 1 Current Accou	BACS	Field Maintenance - Rec Gnd	CGM Group	S	400.00	80.00	480.00
910	13/12/2021		Bank 1 Current Accou	BACS	Field Maintenance - Rec Gnd	CGM Group	S	240.00	48.00	288.00
911	13/12/2021		Bank 1 Current Accou	BACS	Field Maintenance - Rec Gnd	CGM Group	S	350.00	70.00	420.00
912	13/12/2021		Bank 1 Current Accou	BACS	Field Maintenance - Rec Gnd	CGM Group	S	400.00	80.00	480.00
913	14/12/2021		Bank 1 Current Accou	BACS	Grounds maint	CGM Group	S	219.41	43.88	263.29
914	14/12/2021		Bank 1 Current Accou	BACS	Grounds maint	CGM Group	S	670.60	134.12	804.72
915	14/12/2021		Bank 1 Current Accou	BACS	Christmas lights	CGM Group	S	479.89	95.98	575.87
916	14/12/2021		Bank 1 Current Accou	BACS	Street light - maintenance	Coxens UK Ltd	S	1,895.00	379.00	2,274.00
917	14/12/2021		Bank 1 Current Accou	BACS	TEN	Coxens UK Ltd	S	400.00	80.00	480.00
918	14/12/2021		Bank 1 Current Accou	BACS	TEN	Mr J Ensell	E	21.00		21.00
919	14/12/2021		Bank 1 Current Accou	BACS	Xmas decs	Mr J Ensell	E	42.00		42.00
920	14/12/2021		Bank 1 Current Accou	BACS	Xmas decs	Mr J Ensell	S	5.82	1.17	6.99
921	14/12/2021		Bank 1 Current Accou	BACS	Xmas decs	Mr J Ensell	E	11.00		11.00
922	14/12/2021		Bank 1 Current Accou	BACS	Xmas decs	Mr T Foreman	S	11.66	2.33	13.99
923	14/12/2021		Bank 1 Current Accou	BACS	Hebobs	Mr T Foreman	S	24.14	4.84	28.98
924	14/12/2021		Bank 1 Current Accou	BACS	Battery Packs	Mr T Foreman	S	49.96	10.00	59.96
925	14/12/2021		Bank 1 Current Accou	BACS	Xmas lights	Mr T Foreman	S	928.33	185.67	1,114.00

Thorpe St Andrew Town Council
PAYMENTS LIST

Voucher Code	Date	Minute	Bank	Cheque No	Description	Supplier	VAT Type	Net	VAT	Total
926 Stationery	14/12/2021		Bank 1 Current Accou		Stationery	Jan Smith	S	12.42	2.48	14.90
927 Cleaning bus shelters	14/12/2021		Bank 1 Current Accou		Bus shelters	R Marmoy	E	125.00		125.00
928 Training	14/12/2021		Bank 1 Current Accou		training staff	Norfolk Safety CIC	S	337.50	67.50	405.00
929 Human Resources H&S Cove	14/12/2021		Bank 1 Current Accou		job vacancy advert	RYAL Media Group Ltd	S	172.80	34.56	207.36
930 Receipts and payments	14/12/2021		Bank 1 Current Accou		Advert in Thorpe Players Maga	Thorpe Players	E	40.00		40.00
931 Subscriptions	14/12/2021		Bank 1 Current Accou		Software update	Time Systems	S	199.00	39.80	238.80
932 Electricity Toltels River Greer	14/12/2021		Bank 1 Current Accou		Electricity - River Green Toile	Total Gas & Power	L	66.27	3.31	69.58
933 War Memorial maintenance	14/12/2021		Bank 1 Current Accou		Sund	Trade UK	S	3.50	0.70	4.20
934 River Green Buildings	14/12/2021		Bank 1 Current Accou		Building maintenance	Trade UK	S	21.72	4.34	26.06
935 Health and Safety	14/12/2021		Bank 1 Current Accou		Fire Safety Equipment	Trade UK	S	75.81	15.15	90.96
936 Structural Testing	14/12/2021		Bank 1 Current Accou		Street light - maintenance	TT Jones Electrical	S	3,736.60	747.32	4,483.92
937 River Green Lights	14/12/2021		Bank 1 Current Accou		Loan Payment	Public Works Loan Board	X	1,783.14		1,783.14
938 Bottle bank	14/12/2021		Bank 1 Current Accou		Bottle bank	URM UK	S	9.00	1.80	10.80
939 Town Hall	14/12/2021		Bank 1 Current Accou		Service fire equipment	Vincott Security	S	65.00	13.00	78.00
940 Morse Pavilion	14/12/2021		Bank 1 Current Accou		Service fire equipment	Vincott Security	S	65.00	13.00	78.00
941 Rowley Hall	14/12/2021		Bank 1 Current Accou		Service fire equipment	Vincott Security	S	65.00	13.00	78.00
942 River Green toilets water	14/12/2021		Bank 1 Current Accou		water charges River Green toa	Wave	Z	868.02		868.02
943 Town Hall	14/12/2021		Bank 1 Current Accou		Electrical work - Town Hall	C R Wilson	E	40.00		40.00
944 Mileage	14/12/2021		Bank 1 Current Accou		Mileage	Mr J Rack	E	112.50		112.50
945 Events one off purchase	02/11/2021		Bank 1 Current Accou		poppy trail signage	Instaprint	S	-545.64	-109.36	-655.00
946 Remembrance parade	14/12/2021		Bank 1 Current Accou	CHQ	Donation	British Legion Poppy Appeal	E	250.00		250.00
947 Equipment hire	23/12/2021		Bank 1 Current Accou		Hire equipment	Ben Burgess	S	440.00	88.00	528.00
948 Photocopy charges	23/12/2021		Bank 1 Current Accou		Photocopying	CCS Ltd	S	213.06	42.61	255.67
949 Town Hall	23/12/2021		Bank 1 Current Accou		Shutter Repairs	Cooks Blinds & Shutters Ltd	E	583.99	116.60	700.79
950 Town Hall	23/12/2021		Bank 1 Current Accou		Shutter Repairs	Cooks Blinds & Shutters Ltd	E	106.50	21.30	127.80
951 Human Resources H&S Cove	23/12/2021		Bank 1 Current Accou		job vacancy advert	Mr T Foreman	S	975.00	115.00	690.00
952 Office equipment	23/12/2021		Bank 1 Current Accou		Headsets	Mr T Foreman	E	14.49		14.49
953 Xmas Event	23/12/2021		Bank 1 Current Accou		Electrical work - River Green	Mr T Foreman	S	9.33	1.88	11.21
954 Morse - gas	22/11/2021		Bank 1 Current Accou		Gas charges - Morse	SSE	160.16	8.00	168.16	
955 Cafe	24/12/2021		Bank 1 Current Accou		Building maintenance	Clive Pilgrim	E	114.98		114.98
956 Town Hall	24/12/2021		Bank 1 Current Accou		Building maintenance	Clive Pilgrim	E	469.24		469.24
957 Projects	24/12/2021		Bank 1 Current Accou		Dog Agility Installation	Clive Pilgrim	E	1,008.00		1,008.00
958 Town Hall	24/12/2021		Bank 1 Current Accou		Fire Safety Equipment	Vincott Security	S	425.00	85.00	510.00
959 Cleaning and cleaning materi	24/12/2021		Bank 1 Current Accou		Cleaning Materials	Burd	S	25.80	5.16	30.96
960 Water rates	24/12/2021		Bank 1 Current Accou		Water charges - Morse	Wave	X	322.60		322.60
961 Xmas Event	24/12/2021		Bank 1 Current Accou		First aid cover	St Johns Ambulance	S	175.00	35.00	210.00
962 Morse Pavilion	24/12/2021		Bank 1 Current Accou		Toilet repairs	Paul Reynolds	E	376.01		376.01
963 Town Hall	24/12/2021		Bank 1 Current Accou		Boiler fitting	Paul Reynolds	E	74.00		74.00
964 Training	29/12/2021		Bank 1 Current Accou	BACS	Training - Groundsmen	Eastec UK Ltd	S	995.00	199.00	1,194.00

Thorpe St Andrew Town Council
PAYMENTS LIST

Voucher Code	Minute	Date	Bank	Cheque No	Description	Supplier	VAT Type	Net	VAT	Total
965 Bus shelters		29/12/2021	Bank 1 Current Accou	BACS	Bus shelters	R Marmoy	E	125.00		125.00
966 Grant income and expenditure		29/12/2021	Bank 1 Current Accou	BACS	Book Boxes	Perthgland & District Men's S	E	270.00		270.00
967 Roxley Hall Loan		29/12/2021	Bank 1 Current Accou	BACS	Loan Payment	Public Works Loan Board	X	10,082.12		10,082.12
968 Telephone		02/11/2021	Bank 1 Current Accou	DD	Telephone - Office	OZ	S	34.47	6.89	41.36
969 Telephone		02/11/2021	Bank 1 Current Accou	DD	Telephone - Office	OZ	S	54.75	10.95	65.70
970 Electricity		12/11/2021	Bank 1 Current Accou	DD	Electricity - Roxley Hall	SSE	L	136.89	6.84	143.73
971 Gas		12/11/2021	Bank 1 Current Accou	DD	Electricity - Roxley Hall	SSE	L	167.18	8.35	175.53
972 Fuel & machinery maintenance		15/11/2021	Bank 1 Current Accou	DD	Fuel	Fuel Genie	S	112.85	22.56	135.41
973 Fuel		15/11/2021	Bank 1 Current Accou	DD	Fuel	Fuel Genie	S	217.53	43.50	261.03
974 Vehicle lease		15/11/2021	Bank 1 Current Accou	DD	Lease payment	Bussey & Subberton	S	360.16	72.03	432.19
975 Fireworks		15/11/2021	Bank 1 Current Accou	Credit Card	Road closure notice	Norfolk County Council	X	38.66		38.66
976 Remembrance parade		15/11/2021	Bank 1 Current Accou	Credit Card	Road closure notice	Norfolk County Council	X	38.66		38.66
977 Xmas Event		15/11/2021	Bank 1 Current Accou	Credit Card	Road closure notice	Norfolk County Council	X	38.66		38.66
978 Tools - equipment		15/11/2021	Bank 1 Current Accou	Credit Card	Safety dobbing	Screw fix	X	59.99		59.99
979 Tools - equipment		15/11/2021	Bank 1 Current Accou	Credit Card	Safety dobbing	Screw fix	S	64.16	12.82	76.98
980 Events one off purchase		15/11/2021	Bank 1 Current Accou	Credit Card	Signage	Instantprint	S	65.00	13.00	78.00
981 Verge cutting		15/11/2021	Bank 1 Current Accou	Credit Card	Signage	Instantprint	S	87.50	17.50	105.00
982 Subscriptions		15/11/2021	Bank 1 Current Accou	Credit Card	Subscription	Adobe	S	12.64	2.53	15.17
983 Subscriptions		15/11/2021	Bank 1 Current Accou	Credit Card	Subscription	Adobe	S	25.28		25.28
984 Mayor's expenses		15/11/2021	Bank 1 Current Accou	Credit Card	Subscription	Adobe	E	24.00		24.00
985 Newsletter		15/11/2021	Bank 1 Current Accou	Credit Card	Subscription	Adobe	E	5.99		5.99
986 Events one off purchase		15/11/2021	Bank 1 Current Accou	Credit Card	Subscription	Adobe	E	94.00		94.00
987 Mayor's expenses		15/11/2021	Bank 1 Current Accou	Credit Card	Subscription	Adobe	E	120.50		120.50
988 Subscriptions		15/11/2021	Bank 1 Current Accou	Credit Card	Subscription	Adobe	E	25.28		25.28
990 Telephone		24/11/2021	Bank 1 Current Accou	Credit Card	Subscription	The Card Shop	E	18.00		18.00
991 Bottle bank		29/11/2021	Bank 1 Current Accou	DD	ballons and gas	Wireless Logic Ltd	S	4.00	0.80	4.80
992 Bank charges		26/11/2021	Bank 1 Current Accou	DD	Barter line rental	URM UK	S	4.50	0.90	5.40
993 Telephone		26/11/2021	Bank 1 Current Accou	DD	Bottle bank	Lloyds Bank	X	7.00		7.00
994 Telephone		26/11/2021	Bank 1 Current Accou	DD	Bank charges	Talk Talk	S	49.95	9.99	59.94
995 Telephone		26/11/2021	Bank 1 Current Accou	DD	Telephone - Office	Talk Talk	S	49.95	9.99	59.94
996 Wheeled/litter/dog bins		26/11/2021	Bank 1 Current Accou	DD	Telephone - Horse Pavilion	Talk Talk	S	36.96	7.39	44.35
997 Wheeled/litter/dog bins		29/11/2021	Bank 1 Deposit Accou	DD	telephone Roxley	Veolia	S	139.70	27.94	167.64
998 Wheeled/litter/dog bins		29/11/2021	Bank 1 Deposit Accou	DD	Waste bins	Veolia	S	117.80	23.56	141.36
999 Telephone		01/12/2021	Bank 1 Current Accou	DD	Waste bins	Veolia	S	21.90	4.38	26.28
1,000 Telephone		01/12/2021	Bank 1 Current Accou	DD	Waste bins	OZ	S	35.45	7.09	42.54
1,001 Electricity		06/12/2021	Bank 1 Current Accou	DD	Mobile telephones - office	OZ	S	54.75	10.95	65.70
1,002 Xmas Event		07/12/2021	Bank 1 Current Accou	DD	Mobile telephones - office	SSE	S	348.27	69.65	417.92
1,003 Xmas Event		07/12/2021	Bank 1 Current Accou	DD	Electricity - Horse Pav	Lloyds Bank	E	-1,100.00		-1,100.00
			Bank 1 Current Accou	DD	Reflected Cheque	All Seasons productions	E	1,100.00		1,100.00
			Bank 1 Current Accou	DD	Entertainer		E			

Thorpe St Andrew Town Council
PAYMENTS LIST

Voucher Code	Date	Minute	Bank	Cheque No	Description	Supplier	VAT Type	Net	VAT	Total
1,004	14/12/2021		Bank 1 Current Account		Fuel	Fuel Gentle	S	50.14	10.03	60.17
1,005	14/12/2021		Bank 1 Current Account		Fuel	Fuel Gentle	S	156.25	31.25	187.50
1,006	16/12/2021		Bank 1 Current Account		Lease payment	Bussay & Sabberton	S	360.16	72.03	432.19
1,007	17/12/2021		Bank 1 Current Account		Rejected Cheque	Lloyds Bank	S	-1,262.66	-252.53	-1,515.19
1,008	17/12/2021		Bank 1 Current Account		Polybags	Polybags Ltd	S	1,262.66	252.53	1,515.19
1,009	20/12/2021		Bank 1 Current Account		Rejected Cheque	Lloyds Bank	S	-10,305.00	-2,061.00	-12,366.00
1,010	22/12/2021		Bank 1 Current Account		Benches	Streetmaster	S	10,305.00	2,061.00	12,366.00
1,011	22/12/2021		Bank 1 Current Account		Rejected Cheque	Lloyds Bank	S	-10,305.00	-2,061.00	-12,366.00
1,012	24/12/2021		Bank 1 Current Account		Benches	Streetmaster	S	10,305.00	2,061.00	12,366.00
1,013	22/12/2021		Bank 1 Current Account		Barrier line rental	Wireless Logic Ltd	S	4.00	0.80	4.80
1,014	23/12/2021		Bank 1 Current Account		Gas charges - Morse	SSE	S	267.13	53.42	320.55
1,015	29/12/2021		Bank 1 Current Account		Bank charges	Lloyds Bank	E	7.00		7.00
1,016	30/12/2021		Bank 1 Current Account		Telephone - Office	Talk Talk	S	51.00	10.20	61.20
1,017	30/12/2021		Bank 1 Current Account		Telephone - Morse Pavilion	Talk Talk	S	49.95	9.99	59.94
1,018	30/12/2021		Bank 1 Current Account		telephone Roudy	Talk Talk	S	36.97	7.39	44.36
1,019	31/12/2021		Bank 1 Current Account		Mobile telephones - office	O2	S	34.47	6.89	41.36
1,020	31/12/2021		Bank 1 Current Account		Mobile telephones - office	O2	S	54.75	10.95	65.70
1,021	15/12/2021		Bank 1 Current Account		Vehicle maintenance	Euro Car Parts	S	23.32	4.66	27.98
1,022	15/12/2021		Bank 1 Current Account		Stationery	Amazon	S	15.79	3.15	18.94
1,023	15/12/2021		Bank 1 Current Account		Bank charges	Lloyds Bank	E	32.00		32.00
1,024	15/12/2021		Bank 1 Current Account		Turf Mesh	The Garden Range	S	433.33	86.67	520.00
1,025	15/12/2021		Bank 1 Current Account		Subscription	Adobe	S	12.64	2.53	15.17
1,026	15/12/2021		Bank 1 Current Account		Food Fireworks Event	East of England CO OP	S	35.69	2.82	38.50
1,027	15/12/2021		Bank 1 Current Account		Stationery	Amazon	S	23.31	4.66	27.97
1,028	15/12/2021		Bank 1 Current Account		I D cards	Photocard	S	145.49	29.10	174.59
1,029	15/12/2021		Bank 1 Current Account		Xmas discs	Amazon	S	14.15	2.83	16.98
1,030	15/12/2021		Bank 1 Current Account		Subscription	Adobe	S	25.28		25.28
1,031	15/12/2021		Bank 1 Current Account		Health and safety equip	Viruszotic Shield	S	46.66	9.34	56.00
1,032	29/12/2021		Bank 1 Deposit Account	DD	Waste bins	Veolia	S	127.09	25.42	152.51
1,033	29/12/2021		Bank 1 Deposit Account	DD	Waste bins	Veolia	S	94.24	18.85	113.09
1,034	29/12/2021		Bank 1 Deposit Account	DD	Waste bins	Veolia	S	32.85	6.57	39.42
Total								65,651.90	4,080.81	67,732.71

THORPE ST ANDREW TOWN COUNCIL

BANK RECONCILIATION STATEMENT AS AT 31/12/21 FOR CURRENT AND DEPOSIT ACCOUNTS

Balance at bank	£
Current account bank 1	28952.56
Deposit account bank 1	490849.38
Sub total - bank 1	<u>519801.94</u>
Capital Account bank 2	55308.85
	<u>575110.79</u>

Unpresented cheques	Cheque		£
	number	Payee	
	8472	Miss GK Sparrow	-15.00
	8478	Titanium Fireworks	-4200.00
	8483	RBL Poppy Appeal	-250.00
	n/a	Middletons Aggregate	-2604.42
	Total of unpresented cheques		<u>-7069.42</u>
			<u>568041.37</u>

Balance at 31/3/21	361639.77
Plus receipts	631076.27
	<u>992716.04</u>
Less expenditure	-424674.67
	<u>568041.37</u>

Completed by:

Date 10/01/22.

Certified by: J. Forshaw

Date 10/1/22

13 January 2022 (2021-2022)

Thorpe St Andrew Town Council
RECONCILIATION - Bank 1 Current Account

From Accounts	(£12,688.19)
Payments not cashed Add	£41,640.75
Receipts not entered Subtract	
Statement should be	£28,952.56

13 January 2022 (2021-2022)

Thorpe St Andrew Town Council
RECONCILIATION - Bank 1 Deposit Account

From Accounts	£490,849.38
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Payments not cashed	Add
Receipts not entered	Subtract

Statement should be	£490,849.38
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13 January 2022 (2021-2022)

Thorpe St Andrew Town Council
RECONCILIATION - Bank 2 Capital Account

From Accounts	£55,308.85
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Payments not cashed Add	
Receipts not entered Subtract	

Statement should be	£55,308.85
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**THORPE ST ANDREW TOWN COUNCIL
MINUTES OF THE PLANNING AND ENVIRONMENT COMMITTEE
MEETING
HELD ON 13TH DECEMBER 2021**

PRESENT:

Mr J Fisher	Mrs J Fisher
Mr F Bowe	Mr P Berry
Mr S Snelling	
Mr T Garner	

1. IN ATTENDANCE: Dr T Foreman (Town Clerk), eleven residents, and 2 representatives of the developer for 20212075 attended virtually.

APOLOGIES FOR ABSENCE:

2. DECLARATIONS OF INTEREST:
None

3. MINUTES OF MEETING HELD ON 8TH NOVEMBER 2021

The minutes of the meeting held on 8th November 2021 were signed and approved as a true record.

4. PLANNING ITEMS RAISED BY RESIDENTS

The Committee heard from seven members of the public with comment and concerns regarding application 20212075. The developer of application 20212075 fielded questions from the Committee and clarified points where required. Two members of the public spoke objecting to application 20212078.

5. PLANNING APPLICATIONS

20212075 Racecourse Plantation

Approval of matters reserved for layout, scale appearance and landscaping following outline planning permission for the erection of 239 new homes, and the approval of matters reserved for layout and landscaping of a new Community Woodland Park and associated infrastructure

The Town Council in its capacity as consultee, accepts the decision of the Planning Inspector on appeal, and resolved to unanimously support the reserved matters application. The Council would, however, like detail and greater consideration by Broadland District Council of the following: Infrastructure funding through the Community Infrastructure Levy; Drainage Strategy; and Access and Highway Safety (including potential speed reduction)
We would also welcome inclusion and input on the community asset company.

20212077 40 Hillcrest Road Alteration to roof to form side gable and dormer to rear

The Town Council, in its capacity as consultee, raises no objection

20212078 48 Pym Close Erection of two detached dwellings with associated road and hardstanding

The Town Council, in its capacity as consultee, raises strong objections to the proposed plans. The Council believes there are highway safety issues, particularly related to access issues in the vicinity of 48 Pym Close, where cars often have to cut the corner and where cars parking adjacent to the turning further restricts access.

There were also significant concerns regarding overdevelopment of the plot and the lack of associated amenity. This overdevelopment also impacts on drainage in the area. There is significant flooding around Pym Close, and also nearby Green Lane. This floodwater primarily comes through the runoff from nearby fields and a surface drainage system which has reached its capacity. The proposed development would intensify these issues and further exacerbate existing flooding in this area.

The Town Council also has concerns regarding access in terms of ownership of the current driveway and whether or not that gives an additional household automatic rights to access or whether that needs to be negotiated. In light of the fact that the neighbours have not been consulted on this by the owner of 48 Pym Close, the Council feel this point should be clarified as swiftly as possible

The Town Council therefore maintain a standing objection to development of this type in the area.

20212107 2 The Octagon Creation of external pedestrian access to rear garden

The Town Council, in its capacity as consultee, raises no objection

BA/2021/0427/HOUSEH 15 Thorpe Hall Close Repair and replace quay heading

The Town Council, in its capacity as consultee, raises no objection

BA/2021/0477/TCAA 18-22 Town House Hotel Lawson Cypress fell

The Town Council, in its capacity as consultee, raises no objection

New TPO 2021 No. 11 88 Thunder Lane - Noted
New TPO 2021 No. 13 97 Thunder Lane - Noted

Confidential- Enforcement Notices - Noted

Meeting closed at 21.35

Signed _____ (Chairman) Date _____

**THORPE ST ANDREW TOWN COUNCIL
MINUTES OF THE VIRTUAL PLANNING AND ENVIRONMENT
WORKING GROUP MEETING
HELD ON 17TH JANUARY 2022**

PRESENT: Mr J Fisher Mrs J Fisher
 Mr F Bowe Mr P Berry
 Mr S Snelling

1. IN ATTENDANCE: Dr T Foreman (Town Clerk), eleven residents, and 2 representatives of the developer for 20212075 attended virtually.

APOLOGIES FOR ABSENCE: Mr T Garner

2. DECLARATIONS OF INTEREST:

None – Mr J Fisher explained this meeting was virtual and therefore could not make decisions. The power to provide responses on behalf of the Town Council had been delegated to the Chief Executive Officer, who was in attendance to hear from all parties.

3. MINUTES OF MEETING HELD ON 8TH NOVEMBER 2021

The minutes of the meeting held on 8th November 2021 were signed and approved as a true record.

4. PLANNING ITEMS RAISED BY RESIDENTS

The Working Group heard from some of the 36 members of the public who attended the meeting regarding applications 20212058, 20212060, 20212061, 20212059. There were strong wide-ranging objections to these applications. These objections included, but were not limited to, issues related to overdevelopment, impact on wildlife, impact on trees, traffic and transportation concerns, impact on a listed building and scheduled monument, impact on neighbouring streets, impact on local services including GP services, impact on the conservation area, impact on visuals from outside the site, and drainage. The developers for 20212058, 20212060, 20212061, 20212059 provided clarity and responses to queries from Councillors.

5. PLANNING APPLICATIONS

20212058 Pinebanks

Outline planning application for up to 295 dwellings (up to 28,000sq.m.) (Use Class C3), open space provision, access, internal estate roads, vehicle and cycle parking, drainage and all

associated works and operations including but not limited to demolition, earthworks, highway works and engineering operations, with the details of appearance, landscaping, layout and scale reserved for later determination

The Town Council has delegated authority to officers to respond to this application as consultee. The Planning and Environment Working Group has met virtually to consider this application, hearing from the applicant and approx. 36 members of the public. The views expressed in the meeting by Councillors and the submissions received have informed this response.

The Town Council as a statutory consultee wishes to raise strong objections to the outline plans as submitted. The plans submitted are considered overdevelopment for the area of the site which is able to be developed. The density for the site as presented is too great, and not in keeping with the form and character of the surrounding area. The totality of this increased density will exacerbate

the strain on local infrastructure and services. In particular, school, dentists, and GP surgeries are already beyond capacity. The difficulty in getting a response from the local health board should demonstrate that they are currently struggling to meet demand, as opposed to being used as a reason why additional health services are not required.

The improvements to the local highway network are insufficient to meet the demands of the increased site density, particularly the cumulative impact of the Pinebanks and Langley North sites. The minor roads of Henby Way and Hillcrest Road will be severely impacted, particularly with the ingress and egress of vehicles during peak times. The design and structure of the roads, particularly at Henby Way, were not designed for the proposed quantities of through traffic and it is likely the existing issues with sinkholes and the road surface dipping will be exacerbated. The layout of the housing and roads within the site are such that there will be congestion, with little space for safe on-street parking or turning areas for delivery vans or refuse and emergency service vehicles etc. This will lead to disruption to the local road network and have a negative impact on air quality in and around the site. The spaces between properties does not future-proof these designs for off-street charging facilities and there is no indication of any environmental friendly features in the layout. The significant number of flats as opposed to houses with gardens is at odds with the current post-covid housing trend, and the move away from larger properties with homeworking space appears shortsighted. Previous applications included character areas which blended with existing properties such as bungalows, we would expect this application and any subsequent applications to have retained this.

The substantial increase in the built environment will create pressure on the local drainage system, which was not designed to accommodate such increases in surface water. There will also be a detrimental impact on the natural environment. There are numerous species of breeding birds, rare insects, and bats. Surveys have found that the site itself features Nathusius' Pipistrelle, Common Pipistrelle, Soprano Pipistrelle, Noctule, Natterers, Brown Long-eared, Daubenton, and Barbastelle bats. These will all be negatively impacted by development on the scale being proposed.

There is a lack of clarity regarding the replacement to lost sport facilities and how contributions from the developer will be spend on supporting local services and infrastructure. The timescales for any development are also a concern, given the history of applications for the site and the loss of historic assets on adjoining sites under their control.

The Town Council is not opposed to the principal of development in this area, but the outline proposals contrast so greatly with what can be deemed appropriate or acceptable that we must strongly object.

20212060 Langley South

Outline planning application for up to 175 dwellings (up to 22,000sq.m.) (Use Class C3), open space provision, access, internal estate roads, paths, vehicle and cycle parking, drainage, and all associated works and operations including but not limited to demolition, earthworks, highway works and engineering operations, with the details of appearance, landscaping, layout, and scale reserved for later determination

The Town Council has delegated authority to officers to respond to this application as consultee. The Planning and Environment Working Group has met virtually to consider this application, hearing from the applicant and approx. 36 members of the public. The views expressed in the meeting by Councillors and the submissions received have informed this response.

The Town Council as a statutory consultee wishes to raise strong objections to the outline plans as submitted. The plans submitted are considered overdevelopment for the area of the site which is able to be developed. The proposed density is too great, and not in keeping with the form and character of the surrounding area. The spaces between properties does not future-proof these designs for off-street charging facilities and there is no indication of any environmentally friendly features in the layout. The significant number of flats as opposed to houses with gardens is at odds with the current post-covid housing trend, and the move away from larger properties with homeworking space appears shortsighted. The height of the proposed buildings is of significant concern to the Council. The proposals for buildings of up to six stories is not only out of keeping of the site, but will also have a significant negative impact on the views from the surrounding area into the site; particularly during periods where there are no leaves on the trees. The proposal for four

storey buildings in the vicinity of Tower Hill will create an intolerable situation for those who live in the surrounding area and diminish the special qualities of buildings and the environment in this part of the Thorpe St Andrew conservation area. The shadowing of the proposed buildings by trees on the site will cause greater shadowing as they continue to grow and create a situation where permission is sought to undertake works on the trees to improve light access to lower floors. The Council does not believe this will be beneficial to these historic trees and therefore the development should have been designed to avoid this situation occurring.

The proposed density of this site, combined with the increased density of others, will exacerbate the strain on local infrastructure and services. In particular, schools, dentists, and GP surgeries are already beyond capacity. The difficulty in getting a response from the local health board should demonstrate that they are currently struggling to meet demand, as opposed to being used as a reason why additional health services are not required. The density of the built environment and topography of the site will also have a significant impact upon surface water run-off, which will carry both water and sediment and stones onto Yarmouth Road. The Town Council would like to see improved drainage systems being installed including the potential for a water holding tank. In addition, there are numerous species of breeding birds, rare insects, and bats. Surveys have found that the site itself features Nathusius' Pipistrelle, Common Pipistrelle, Soprano Pipistrelle, Noctule, Natterers, Brown Long-eared, Daubenton, and Barbastelle bats. These will all be negatively impacted by development on the scale being proposed.

There is a lack of clarity regarding the replacement of lost sport facilities and how contributions from the developer will be spent on supporting local services and infrastructure. The timescales for any development are also a concern, given the history of applications from this developer and the loss of historic assets on this site.

The Town Council is not opposed to the principal of development in this area, but the outlined proposals contrast so greatly with what can be deemed appropriate or acceptable that we must strongly object.

20212061 Land at Griffin Lane

Outline planning application for up to 150 dwellings (up to 12,000sq.m) (Use Class C3) including dwellings classified as affordable housing, open space provision, access, internal estate roads, paths, vehicle and cycle parking, drainage, highways works and all associated works and operations including but not limited to demolition, earthworks, and engineering operations, with the details of appearance, landscaping, layout, and scale reserved for later determination

The Town Council has delegated authority to officers to respond to this application as consultee. The Planning and Environment Working Group has met virtually to consider this application, hearing from the applicant and approx. 36 members of the public. The views expressed in the meeting by Councillors and the submissions received have informed this response.

The Town Council as a statutory consultee wishes to raise strong objections to the outline plans as submitted. The plans submitted are considered overdevelopment for the area and will create a mass of social housing on a flood plain, abutting a main road and railway line. The principle that social housing should solely sit on such a site as opposed to being mixed with the other proposed sites is unacceptable. We also object to the removal of space for a community building on this site. The massing and density of the proposal is poor, as is the overall character and aesthetics. The road layout is poor and does not take account of other applications which have been passed in the area. Although the Council accepts that the application needs to be considered individually on its merit, the layout would remain unacceptable if the surrounding buildings were not developed. The proposed roundabout will be in close proximity to both the Griffin Lane access (serving and industrial area) and the former Griffin Public House access. The Town Council believes this number of accesses in quick succession on a major trunk road will cause significant highway issues. The Council raised no objection to the previous proposals being outside the development boundary, however given the significant increase in the units being proposed, we have no choice but to object on this basis as the impact on the existing settlement will be significant.

The Town Council is not opposed to the principal of development in this area, but the outline proposals contrast so greatly with what can be deemed appropriate or acceptable that we must strongly object.

20212059 Langley North -

Outline planning application for up to 105 dwellings (up to 9,000sq.m.) (Use Class C3), open space provision, access, internal estate roads, paths, vehicle and cycle parking, drainage and all associated works and operations including but not limited to demolition, earthworks, highway works and engineering operations, with the details of appearance, landscaping, layout, and scale reserved for later determination

The Town Council has delegated authority to officers to respond to this application as consultee. The Planning and Environment Working Group has met virtually to consider this application, hearing from the applicant and approx. 36 members of the public. The views expressed in the meeting by Councillors and the submissions received have informed this response.

The Town Council as a statutory consultee wishes to raise strong objections to the outline plans as submitted. The plans submitted are considered overdevelopment for the area of the site which is suitable for development. The density for the site as presented is too great, and not in keeping with the form and character of the surrounding area. The totality of this increase will exacerbate the strain on local infrastructure and services. In particular, schools, dentists, and GP surgeries are already beyond capacity. The difficulty in getting a response from the local health board should demonstrate that they are currently struggling to meet demand, as opposed to being used as a reason why additional health services are not required.

The improvements to the local highway network are insufficient to meet the demands of the increased site density, particularly the cumulative impact of the Pinebanks and Langley North sites. The minor roads of Henby Way and Hillcrest Road will be severely impacted, particularly with the ingress and egress of vehicles during peak times. The design and structure of the roads, particularly at Henby Way, were not designed for the proposed quantities of through traffic and it is likely the existing issues with sinkholes and the road surface dipping will be exacerbated.

The layout of the housing and roads within the site are such that there will be onsite congestion, with little space for safe on-street parking for deliveries etc. This will lead to disruption to the local road network and have a negative impact on local air quality in and around the site.

The spaces between properties does not future-proof these designs for off-street charging facilities and there is no indication of any environmentally friendly features in the layout. The significant number of flats as opposed to houses with gardens is at odds with the current post-covid housing trend, and the move away from larger properties with homeworking space appears shortsighted.

The substantial increase in the built environment will create pressure on the local drainage system, which was not designed to accommodate such increases in surface water. There will also be a detrimental impact on the natural environment. There are numerous species of breeding birds, rare insects, and bats. Surveys have found that the site itself features Nathusius' Pipistrelle, Common Pipistrelle, Soprano Pipistrelle, Noctule, Natterers, Brown Long-eared, Daubenton, and Barbastelle bats. The developers have also indicated that the buildings on the site are home to a bat maternity roost. These will all be negatively impacted by development on the scale being proposed.

There is a lack of clarity regarding the replacement of lost sport facilities and how contributions from the developer will be spent on supporting local services and infrastructure. The timescales for any development are also a concern, given the history of applications for the site and the loss of historic assets. In addition, the height of the proposed development on Langley North will detract from the listed building and scheduled monument, and will marginalise the importance of these assets. The current condition of these structures is unknown, with the Grade II listed tower being open to the elements for a significant period of time through a missing door. Therefore, as part of this application we would request Broadland District Council to undertake a condition survey to ensure the developer is maintaining and preserving the historic assets on site. We would also like confirmation of how these assets will be managed in the future, and by whom.

The Town Council is not opposed to the principal of development in this area, but the outlined proposals contrast so greatly with what can be deemed appropriate or acceptable that we must strongly object.

20212088 87D Yarmouth Road **Change of use of existing office to residential use**
The Town Council in its capacity as consultee raises no objection

20212087 87D Yarmouth Road **Change of use of existing office to residential use with
no structural alterations. Listed Building**
The Town Council in its capacity as consultee raises no objection

20211997 42 Plumstead Road East **Demolish conservatory & rear kitchen, erection of
new flat roof extension and replace existing
pitched roof on garage with flat roof**
The Town Council in its capacity as consultee raises no objection

20212167 3 Belmore Close **Proposed rear and side extension**
The Town Council in its capacity as consultee raises no objection

20212151 47 Mary Chapman Close **Single storey rear extension**
The Town Council in its capacity as consultee raises no objection

20211769 2 White Farm Lane **Two storey side extension, single storey rear
extension and a pitched roof garage to the front**
The Town Council in its capacity as consultee raises no objection

**APP/K2610/W/21/3280694 (APPEAL) Dussindale Drive telecommunications monopole,
The installation of a 17.5m high
accommodating 6 no. Antenna apertures and a
wraparound cabinet at its base; 6 no. Ground
based equipment cabinets; plus a development
ancillary thereto. As part of this proposal, two
existing installations will be removed from the
surrounding area, ensuring a net decrease in
telecommunications base stations.**
The Town Council in its capacity as consultee maintains its objections

Confidential- Enforcement Notices - Noted

Meeting closed at 21.35

Signed _____ (Chairman) Date _____

Events and Media Committee

**Thorpe St Andrew Town Council
Minutes of the Events and Media Committee Meeting
held on 31st January 2022 at 7.30pm**

1. ATTENDANCE AND APOLOGIES FOR ABSENCE

Present:

Mr J Emsell (Chairman)	Mrs S Lawn	Mr S Snelling	Mr J Ward
Mrs L Dawson	Fr J Stewart	Mrs I Munday	Mr G Lawton
Mr L Reeves			

In attendance:

Mrs R McCarthy (OM/RFO)	Mrs C Wedge-Clark (Admin & Comms Officer)
Mr T Foreman (CEO)	Mrs D Wheatley (Admin & Comms Officer)
4 members of the public	

Apologies: none

2. DECLARATIONS OF INTEREST IN ITEMS ON THE AGENDA

None

3. MINUTES OF COMMITTEE MEETING HELD ON 27th SEPTEMBER 2021

The minutes of the meeting held 27th September 2021 were agreed as a true record and signed by the Chairman.

4. EVENTS FOR 2022

Mr J Emsell presented his suggestions for events to run during 2022 and following discussions it was AGREED to proceed with the following events and associated actions:

- Streetfood Event - Saturday 23rd April at Fitzmaurice Park.
Office to contact preferred suppliers.
- Community Garage Sale - May (if sufficient interest).
Office to gauge level of support on social media.
- Platinum Jubilee Family Fun Day - Thursday 2nd June, 12pm-10pm.
Free event at Sir George Morse Park, to include stalls, food, bar, competitions, funfair, entertainment, beacon lighting & fireworks.
Office to contact preferred suppliers and bring costs to next meeting.
- Platinum Jubilee Street Party - Sunday 5th June, from 11:30am.
Free event at River Green in conjunction with the church, to include food, community groups & music.
- Streetfood event – Date TBC in September at Fitzmaurice Park.

Events and Media Committee

- Poppy Trail – supporting Thorpe History Group.
- Fireworks – Saturday 5th November at Fitzmaurice Park.
RFO to provide financial projection for 7000, 8000 & 9000 ticket sales.
- Christmas Lights Switch On – Sunday 27th November/4th December
(depending on football) at River Green.
- Christmas Market – Saturday in December at Fitzmaurice Park.
Mr Emsell to discuss with suppliers and bring further info to next meeting.

There being no other business, the meeting closed at 9.20pm

**NEXT MEETING: 28th February 2022
28th March 2022**

Signed: Dated:

**Broads Society Parish Newsletter
Special Landscapes Review Edition**

Over the past weekend the Government has at last issued their response to the Glover Report on English National Parks which includes "The Broads".

There is a fairly straight forward online Consultation but it is necessary to read the report first. The Consultation closes on Saturday 9th April. The main link is below

<https://www.gov.uk/government/publications/landscapes-review-national-parks-and-aonbs-government-response/landscapes-review-national-parks-and-aonbs-government-response>

For those who would like a taster this is the official Press Release.

https://www.gov.uk/government/news/ambitious-proposals-to-strengthen-our-protected-landscapes-announced?utm_medium=email&utm_campaign=govuk-notifications-topic&utm_source=7bf33e5b-e2bb-4fc7-b346-7184cf6fa5c1&utm_content=daily

The Broads Society, a registered Charity who for the past 50 years has worked endlessly to preserve all aspects of the Broads for the future, would very much appreciate input from Parishes whether they are members of the Society or not, as well as recommending both individuals & Parishes to submit their thoughts to the Consultation.

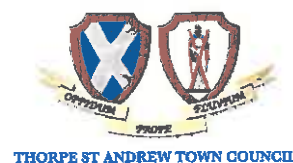
Please send any feedback to our Administrator who can also provide details of our membership (£16 per year for both Parishes & individuals) as well as provide a sample copy of our quarterly magazine Harnser (pdf or printed).

broads.society@sky.com

We are on Facebook & Twitter

<https://www.broads-society.org/>

Thorpe St Andrew Town Council



Town Council : 7th February 2022

Streetlight Replacement

Agenda Item: 9

Reason for this Report

This report has been prepared to appoint a contractor to undertake the urgent replacement of streetlight columns.

Background

In 2021, the Town Council approved the contractor to undertake the statutory inspections of the streetlights maintained by Thorpe St Andrew Town Council.

Result

A total of 643 streetlights were inspected, with 31 requiring replacement in approx. 12 months' time, and 13 requiring immediate replacement.

Quotations for work to replace the 13 streetlights are attached in Appendix A. It is anticipated the 31 columns requiring replacement in 12 months will be included in any upcoming project of wide-ranging LED replacement, as well as MET work where required.

Advice

The Town Council is requested to appoint Contactor B at a cost of £13,987 + VAT

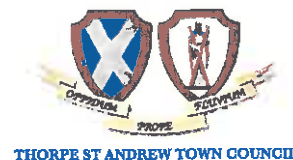
Legal Implications

All decisions and actions taken by or on behalf of Thorpe St Andrew Town Council must (1) be within the local powers of the Authority; (2) comply with any procedural requirement imposed by law; (3) be within the powers of the body or person exercising powers on behalf of the Authority; (4) be undertaken in accordance with the Authority procedural rules inc. Standing Orders and Financial Regulations; (5) be fully and properly informed; (6) be properly motivated; (7) be taken with regard to the fiduciary duty of the Authority to its residents; and (8) be reasonable and proper.

Financial Implications

There are financial implications arising from this report.

Thorpe St Andrew Town Council



Town Council : 7th February 2022

Jubilee Tree Planting Project

Agenda Item: 10

Reason for this Report

This report has been prepared to seek approval for a Queens Platinum Jubilee Tree Planting Project.

Background

The Town Council has been successful in securing the 30 fruit trees, 90 small trees, and 80m of hedging through Cllr John Fisher's County Council Community Tree allocation.

In addition, Cllr Sue Lawn has been successful in securing £500 through the Broadland District Council Tree Planting Grant. With a small top up fund of £108 from the Town Council this will fund 840 small shelterbelt trees.

The existing underspend of the verge maintenance budget totals approx. £8240.81 and it is therefore proposed to spend £5,573 (exc VAT) of this total to purchase 41 mature trees.

Result

In recent years, initiatives such as the Queens Commonwealth Canopy have been launched to increase tree planting in communities throughout the world. This year, the Town Mayor has requested large scale tree planting to take place to celebrate the Platinum Jubilee.

To mark the 70 year reign, a planting project has been designed which will plant 70 mature trees within the community. A scheme of 30 fruit trees will create a Jubilee Orchard at the Town Hall, and include the raised bed proposal approved by the Town Council in late 2021. In addition, a total of 40 trees will be planted on Dussindale Drive to complete the planting project up to Plumstead Road East.

Hedging and shelterbelt planting will take place at the Queen Elizabeth woods, which is additional to the hedging planted in recent weeks at Hillside Allotments. This hedging was secured through the Tree Warden initiative.

Advice

The Town Council is requested to approve the following spends as part of this project:

1. £108 (inc VAT) to be added to the £500 Broadland District Council grant for shelterbelt trees
2. £5,573 (exc VAT) be allocated from the verge maintenance underspend for the purchase of 41 mature trees
3. Eight raised bed planters be purchased at a cost of £3,072 (exc VAT)
4. Remaining verge maintenance budget (not to exceed £2500) to be used for the purchase of bulbs for verges within the town

Legal Implications

All decisions and actions taken by or on behalf of Thorpe St Andrew Town Council must (1) be within the local powers of the Authority; (2) comply with any procedural requirement imposed by law; (3) be within the powers of the body or person exercising powers on behalf of the Authority; (4) be undertaken in accordance with the Authority procedural rules inc. Standing Orders and Financial Regulations; (5) be fully and properly informed; (6) be properly motivated; (7) be taken with regard to the fiduciary duty of the Authority to its residents; and (8) be reasonable and proper.

Financial Implications

There are financial implications arising from this report.

Thorpe St Andrew Town Council



Town Council : 7th February 2022

Annual Review of Principal Policies and Appointments

Agenda Item: 11

Reason for this Report

This report is to review principal policies and appointments for 2022.

Result

The Town Council is requested to review the following policies:

- Standing Order 2022/23
- Financial Regulations
- Complaints Policy
- Unacceptable Behaviours by Customers Policy

The Town Council is requested to review the job description of the Responsible Financial Officer.

The Town Council is also requested to appoint Roger Canwell as Internal Auditor

Advice

The Town Council is requested to review and approve for 2022.

Legal Implications

All decisions and actions taken by or on behalf of Thorpe St Andrew Town Council must (1) be within the local powers of the Authority; (2) comply with any procedural requirement imposed by law; (3) be within the powers of the body or person exercising powers on behalf of the Authority; (4) be undertaken in accordance with the Authority procedural rules inc. Standing Orders and Financial Regulations; (5) be fully and properly informed; (6) be properly motivated; (7) be taken with regard to the fiduciary duty of the Authority to its residents; and (8) be reasonable and proper.

Financial Implications

There are no financial implications arising from this report.

THORPE ST ANDREW TOWN COUNCIL



THORPE ST ANDREW TOWN COUNCIL

STANDING ORDERS

(inc PROVISION FOR VIRTUAL MEETINGS)

January 2022

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1. Rules of debate at meetings

- a Motions on the agenda shall be considered in the order that they appear unless the order is changed at the discretion of the chairman of the meeting.
- b A motion (including an amendment) shall not be progressed unless it has been moved and seconded.
- c A motion on the agenda that is not moved by its proposer may be treated by the chairman of the meeting as withdrawn.
- d If a motion (including an amendment) has been seconded, it may be withdrawn by the proposer only with the consent of the seconder and the meeting.
- e An amendment is a proposal to remove or add words to a motion. It shall not negate the motion.
- f If an amendment to the original motion is carried, the original motion becomes the substantive motion upon which further amendment(s) may be moved.
- g An amendment shall not be considered unless early verbal notice of it is given at the meeting and, if requested by the chairman of the meeting, is expressed in writing to the chairman.
- h A councillor may move an amendment to his own motion if agreed by the meeting. If a motion has already been seconded, the amendment shall be with the consent of the seconder and the meeting.
- i If there is more than one amendment to an original or substantive motion, the amendments shall be moved in the order directed by the chairman.
- j Subject to standing order 1(k), only one amendment shall be moved and debated at a time, the order of which shall be directed by the chairman of the meeting.
- k One or more amendments may be discussed together if the chairman of the meeting considers this expedient, but each amendment shall be voted upon separately.
- l A councillor may not move more than one amendment to an original or substantive motion.
- m The mover of an amendment has no right of reply at the end of debate on it.
- n Where a series of amendments to an original motion are carried, the mover of the original motion shall have a right of reply either at the end of debate of the first amendment or at the very end of debate on the final substantive motion immediately before it is put to the vote.
- o Unless permitted by the chairman of the meeting, a councillor may speak once in the debate on a motion except:
 - i. to speak on an amendment moved by another councillor;
 - ii. to move or speak on another amendment if the motion has been amended since he/she last spoke;
 - iii. to make a point of order;
 - iv. to give a personal explanation; or
 - v. in exercise of a right of reply.

- p During the debate of a motion, a councillor may interrupt only on a point of order or a personal explanation and the councillor who was interrupted shall stop speaking. A councillor raising a point of order shall identify the standing order which he considers has been breached or specify the other irregularity in the proceedings of the meeting he is concerned by.
- q A point of order shall be decided by the chairman of the meeting and his decision shall be final.
- r When a motion is under debate, no other motion shall be moved except:
- i. to amend the motion;
 - ii. to proceed to the next business;
 - iii. to adjourn the debate;
 - iv. to put the motion to a vote;
 - v. to ask a person to be no longer heard or to leave the meeting;
 - vi. to refer a motion to a committee or sub-committee for consideration;
 - vii. to exclude the public and press;
 - viii. to adjourn the meeting; or
 - ix. to suspend particular standing order(s) excepting those which reflect mandatory statutory requirements.
- s Before an original or substantive motion is put to the vote, the chairman of the meeting shall be satisfied that the motion has been sufficiently debated and that the mover of the motion under debate has exercised or waived his right of reply.
- t Excluding motions moved under standing order 1(r), the contributions or speeches by a councillor shall relate only to the motion under discussion and shall not exceed 3 minutes without the consent of the chairman of the meeting.


2. Disorderly conduct at meetings





- a No person shall obstruct the transaction of business at a meeting or behave offensively or improperly. If this standing order is ignored, the chairman of the meeting shall request such person(s) to moderate or improve their conduct.
- b If person(s) disregard the request of the chairman of the meeting to moderate or improve their conduct, any councillor or the chairman of the meeting may move that the person be no longer heard or excluded from the meeting. The motion, if seconded, shall be put to the vote without discussion.
- c If a resolution made under standing order 2(b) is ignored, the chairman of the meeting may take further reasonable steps to restore order or to progress the meeting. This may include temporarily suspending or closing the meeting.


3. Meetings generally



Mandatory for full Council meetings
Mandatory for committee meetings
Mandatory for sub-committee meetings
Mandatory for Remote Meetings






-  a Meetings shall take place at a time and date as the Council shall determine in accordance with standing orders 3e and f (LAPCP Regulations 2020 Part 2 Reg 4(a)).




-  b Council may alter the frequency, move or cancel such meetings (LAPCP Regulations 2020 Part 2 Reg 4(a)).
-  c A meeting of a local authority is not limited to a meeting of persons all of whom, or any of whom, are present in the same places and any reference to a “place” where a meeting is held, or to be held, includes reference to more than one place including electronic, digital or virtual locations such as internet locations, web addresses or conference call telephone numbers. (LAPCP Regulations 2020 Part 2 Reg 5(1)).
-  d Members (including members of the public) in remote attendance attends the meeting at any time if all of the conditions in subsection are satisfied:

 - (a) to hear, and where practicable see, and be so heard and, where practicable, be seen by, the other members in attendance,
 - (b) to hear and where practicable see, and be so heard and, where practicable, be seen by, any members of the public entitled to attend the meeting in order to exercise a right to speak at the meeting, and
 - (c) to be so heard and, where practicable, be seen by any other members of the public attending the meeting. (LAPCP Regulations 2020 Part 2 Regs 5 (2) (3) and (4))
-  e The minimum 3 clear days for notice of a meeting does not include the day on which notice was issued, the day of the meeting, a Sunday, a day of the Christmas break, a day of the Easter break or of a bank holiday or a day appointed for public thanksgiving or mourning.


-  f The minimum 3 clear days public notice of a meeting does not include the day on which the notice was issued or the day of the meeting.


-  g Meetings shall be open to the public unless their presence is prejudicial to the public interest by reason of the confidential nature of the business to be transacted or for other special reasons. The public’s exclusion from part or all of a meeting shall be by a resolution which shall give reasons for the public’s exclusion.













 Member and public access to documents and remote access of public and press to a local authority meeting to enable them to attend or participate in that meeting to enable them to attend or participate in that meeting by electronic means, including by telephone conference, video conference, live webcasts, and live interactive streaming. (LAPCP Regulations 2020 Part 2 Reg 6 (b) (c))
-  h A meeting being “open to the public” includes access to the meeting through remote means including (but not limited to) video conferencing, live webcast, and live interactive streaming and where a meeting is accessible to the public through such remote means the meeting is open to the public whether or not members of the public are able to attend the meeting in person; (LAPCP Regulations 2020 Part 2 Reg 13(a))


- ★ i Being “present” at a meeting includes access through remote means mentioned in para (a) above. (LAPCP Regulations 2020 Part 2 Reg 13(b))
- ★ j Members of the public may make representations, answer questions and give evidence at a meeting which they are entitled to attend in respect of the business on the agenda.
- ★ k The period of time designated for public participation at a meeting in accordance with standing order 3(j) shall not exceed 15 minutes unless directed by the chairman of the meeting.
- ★ l Subject to standing order 3(k), a member of the public shall not speak for more than 3 minutes.
- ★ m In accordance with standing order 3(j) above, a question shall not require a response at the meeting nor start a debate on the question. The chairman of the meeting may direct that a written or oral response be given.
- ★ n A person shall raise his hand when requesting to speak and stand when speaking (except when a person has a disability or is likely to suffer discomfort). The chairman of the meeting may at any time permit a person to be seated when speaking.
- ★ o A person who speaks at a meeting shall direct his comments to the chairman of the meeting.
- ★ p Only one person is permitted to speak at a time. If more than one person wants to speak, the chairman of the meeting shall direct the order of speaking.
- q Subject to standing order 3(s), the recording, filming and reporting of all public meetings is permitted.
- ★ Meetings or parts of meetings from which the press and public are excluded may not be filmed or recorded.
- Members of the public and press are permitted to film or record meetings (to which they are permitted access) in a non-disruptive manner and from areas designated for the public. **No prior permission is required** however the Chairman at the beginning of the meeting could ask if anyone present wishes to record proceedings. The Council could assist by making reasonable facilities available to allow ease of recording as it might by providing a desk for a press reporter.
- ★ r The use of digital and social media recording tools, for example Twitter, blogging or audio recording is allowed so long as it is carried out in a non-disruptive manner.
- Disruptive behaviour could be any action or activity which disrupts the conduct of meetings or impedes others being able to see, hear or film the proceedings.
- This could include:
 - moving to areas outside the areas designated for the public
 - excessive noise in recording, setting up or re-siting equipment during the meeting
 - intrusive lighting and use of flash photography: and
 - asking for statements made to be repeated for the purposes of recording.



The Chairman of the meeting, in accordance with Standing Order No. 2, can stop a meeting if any person is deemed to be disruptive.



Councils can ask that filming or recording is kept to a minimum, that is focuses on those making representations to the meeting and that members of the public are not inconvenienced, and all involved should be treated respectfully (as should be the case always!).

Any person or organisation choosing to film, record or broadcast any meeting of the Council will be responsible for any claims or other liability resulting from them so doing.


-  s The press shall be provided with reasonable facilities for the taking of their report of all or part of a meeting at which they are entitled to be present.
-   t Subject to standing orders which indicate otherwise, anything authorised or required to be done by, to or before the Chairman of the Council may in his/her absence be done by, to or before the Vice-Chairman of the Council (if any).
-  u The Chairman, if present, shall preside at a meeting. If the Chairman is absent from a meeting, the Vice-Chairman, if present, shall preside. If both the Chairman and the Vice-Chairman are absent from a meeting, a councillor as chosen by the councillors present at the meeting shall preside at the meeting.
-  v Subject to a meeting being quorate, all questions at a meeting shall be decided by a majority of councillors with voting rights present and voting.
-    w The chairman of a meeting may give an original vote on any matter put to the vote, and in the case of an equality of votes may exercise his casting vote whether or not he/she gave an original vote. *See standing orders 5(i) and (j) for the different rules that apply in the election of the Chairman of the Council at the annual meeting of the council.*
-  x Unless standing orders provide otherwise, voting on a question shall be by a show of hands, or Members to verbally announce their vote each in turn, or pressing a button to record their vote (LAPCP Regulations 2020 Part 2 Reg 6(a)). At the request of a councillor, the voting on any question shall be recorded to show whether each councillor present and voting gave his/her vote for or against that question. Such a request shall be made before moving on to the next item of business on the agenda. If 2 members request, voting shall be by signed ballot
-  y The minutes of a meeting shall include an accurate record of the following:
- i. the time and media used to conduct the meeting;
 - ii. the names of councillors present and absent;
 - iii. interests that have been declared by councillors and non-councillors with voting rights;
 - iv. whether a councillor or non-councillor with voting rights left the meeting when matters that they held interests in were being considered;
 - v. if there was a public participation session; and
 - vi. the resolutions made.

 z (England) A councillor or a non-councillor with voting rights who has a disclosable pecuniary interest or another interest as set out in the council's code of conduct in a matter being considered at a meeting is subject to statutory limitations or restrictions under the code on his/her right to participate and vote on that matter. Where a Member is required to leave the meeting, the means of remote attendance and access is to be severed whilst any discussion or vote takes place in respect of the item or items of business which the member or co-opted member may not participate.

 aa No business may be transacted at a meeting unless at least one-third of the whole number of members of the council are present and in no case shall the quorum of a meeting be less than 3.
 *See standing order 4d(viii) for the quorum of a committee or sub-committee meeting.*

 bb If a meeting is or becomes inquorate no business shall be transacted and the meeting shall be closed.
 The business on the agenda for the meeting shall be adjourned to another meeting.



 cc A meeting shall not exceed a period of 2.5 hours.

4. Committees and sub-committees

- a. Unless the council determines otherwise, a committee may appoint a sub-committee whose terms of reference and members shall be determined by the committee.
- b. The members of a committee may include non-councillors unless it is a committee which regulates and controls the finances of the council.
- c. Unless the council determines otherwise, all the members of an advisory committee and a sub-committee of the advisory committee may be non-councillors.
- d. The council may appoint standing committees or other committees as may be necessary, and:
 - i. shall determine their terms of reference;
 - ii. shall determine the number and time of the ordinary meetings of a standing committee up until the date of the next annual meeting of full council;
 - iii. shall permit a committee, other than in respect of the ordinary meetings of a committee, to determine the number and time of its meetings;
 - iv. shall, subject to standing orders 4(b) and (c) above, appoint and determine the terms of office of members of such a committee;
 - v. may, subject to standing orders 4(b) and (c), appoint and determine the terms of office of the substitute members to a committee whose role is to replace the ordinary members at a meeting of a committee if the ordinary members of the committee confirm to the Proper Officer 7 days before the meeting that they are unable to attend;
 - vi. shall, after it has appointed the members of a standing committee, appoint the chairman of the standing committee;
 - vii. shall permit a committee other than a standing committee, to appoint its own chairman at the first meeting of the committee;
 - viii. shall determine the place, notice requirements and quorum for a meeting of a committee and a sub-committee which shall be no less than three;
 - ix. shall determine if the public may participate at a meeting of a committee;
 - x. shall determine if the public and press are permitted to attend the meetings of a sub-committee and the advance public notice requirements, if any, required for the meetings of a sub-committee;
 - xi. shall determine if the public may participate at a meeting of a sub-committee that they are permitted to attend; and
 - xii. may dissolve a committee

5. Ordinary council meetings

- a In an election year, the annual meeting of the council shall be held on or within 14 days following the day on which the new councillors elected take office.
- b In a year which is not an election year, the annual meeting of a council shall be held on such day in April or May as the council may direct. This is now optional and if councils are able to hold this meeting then it should go ahead (LAPCP Regulations 2020 Part 6(c)).
- c If no other time is fixed, the annual meeting of the council shall take place at 6pm. (LAPCP Regulations 2020 Part 6(c)).
- d (England) In addition to the annual meeting of the council, at least three other ordinary meetings shall be held in each year on such dates and times as the council directs.
- e The first business conducted at the annual meeting of the council shall be the election of the Chairman and Vice-Chairman (if any) of the Council. This no longer applies until May 2021 (LAPCP Regulations 2020 Part 6(c)).
- f The Chairman of the Council, unless he/she has resigned or becomes disqualified, shall continue in office and preside at the annual meeting until his/her successor is elected at the next annual meeting of the council.
- g The Vice-Chairman of the Council, if any, unless he/she resigns or becomes disqualified, shall hold office until immediately after the election of the Chairman of the Council at the next annual meeting of the council.
- h In an election year, if the current Chairman of the Council has not been re-elected as a member of the council, he/she shall preside at the meeting until a successor Chairman of the Council has been elected. The current Chairman of the Council shall not have an original vote in respect of the election of the new Chairman of the Council but must give a casting vote in the case of an equality of votes.
- i In an election year, if the current Chairman of the Council has been re-elected as a member of the council, he/she shall preside at the meeting until a new Chairman of the Council has been elected. He/she may exercise an original vote in respect of the election of the new Chairman of the Council and must give a casting vote in the case of an equality of votes.

- k Following the election of the Chairman of the Council and Vice-Chairman (if any) of the Council at the annual meeting of the council, the business of the annual meeting shall include:
- i. In an election year, delivery by the Chairman of the Council and councillors of their acceptance of office forms unless the council resolves for this to be done at a later date. In a year which is not an election year, delivery by the Chairman of the Council of his/her acceptance of office forms unless the council resolves for this to be done at a later date;
 - ii. Confirmation of the accuracy of the minutes of the last meeting of the council;
 - iii. Receipt of the minutes of the last meeting of a committee;
 - iv. Consideration of the recommendations made by a committee;
 - v. Review of delegation arrangements to committees, sub-committees, staff and other local authorities;
 - vi. Review of the terms of reference for committees;
 - vii. Appointment of members to existing committees;
 - viii. Appointment of any new committees in accordance with standing order 4 above;
 - ix. Review and adoption of appropriate standing orders and financial regulations;
 - x. Review of arrangements, including any charters and agency agreements, with other local authorities and review of contributions made to expenditure incurred by other local authorities;
 - xi. Review of representation on or work with external bodies and arrangements for reporting back;
 - xii. (England) In an election year, to decide with a view to the council becoming eligible to exercise the general power of competence in the future;
 - xiii. Review of inventory of land and assets including buildings and office equipment;
 - xiv. Confirmation of arrangements for insurance cover in respect of all insured risks;
 - xv. Review of the council's and/or staff subscriptions to other bodies;
 - xvi. Review of the council's complaints procedure;
 - xvii. Review of the council's procedures for handling requests made under the Freedom of Information Act 2000 and the Data Protection Act 1998;
 - xviii. Review of the council's policy for dealing with the press/media; and
 - xix. Determining the time and place of ordinary meetings of the full council up to and including the next annual meeting of full council.

6. Extraordinary meetings of the council committees and sub-committees

- a The Chairman of the Council may convene an extraordinary meeting of the council at any time.
- b If the Chairman of the Council does not or refuses to call an extraordinary meeting of the council within 7 days of having been requested in writing to do so by 2 councillors, any 2 councillors may convene an extraordinary meeting of the council. The public notice giving the time, place and agenda for such a meeting must be signed electronically by the 2 councillors.
- c The chairman of a committee or a sub-committee may convene an extraordinary meeting of the committee or the sub-committee at any time.
- d If the chairman of a committee or a sub-committee does not or refuses to call an extraordinary meeting within 7 days of having been requested by to do so by 2 members of the committee or the sub-committee, any 2 members of the committee and the sub-committee may convene an extraordinary meeting of a committee and a sub-committee.

7. Previous resolutions

- a A resolution shall not be reversed within 6 months except either by a special motion, which requires written notice by at least 6 councillors to be given to the Proper Officer in accordance with standing order 9 below, or by a motion moved in pursuance of the recommendation of a committee or a sub-committee.
- b When a motion moved pursuant to standing order 7(a) has been disposed of, no similar motion may be moved within a further 6 months.

8. Voting on appointments

- a Where more than 2 persons have been nominated for a position to be filled by the council and none of those persons has received an absolute majority of votes in their favour, the name of the person having the least number of votes shall be struck off the list and a fresh vote taken. This process shall continue until a majority of votes is given in favour of 1 person. A tie in votes may be settled by the casting vote exercisable by the chairman of the meeting.

9. Motions for a meeting that require written notice to be given to the Proper Officer

- a A motion shall relate to the responsibilities of the meeting which it is tabled for and in any event shall relate to the performance of the council's statutory functions, powers and obligations or an issue which specifically affects the council's area or its residents.
- b No motion may be moved at a meeting unless it is on the agenda and the mover has given written notice of its wording to the Proper Officer at least 7 clear days before the meeting. Clear days do not include the day of the notice or the day of the meeting.
- c The Proper Officer may, before including a motion on the agenda received in accordance with standing order 9(b), correct obvious grammatical or typographical errors in the wording of the motion.
- d If the Proper Officer considers the wording of a motion received in accordance with standing order 9(b) is not clear in meaning, the motion shall be rejected until the mover of the motion resubmits it in writing to the Proper Officer so that it can be understood at least 5 clear days before the meeting.
- e If the wording or subject of a proposed motion is considered improper, the Proper Officer shall consult with the chairman of the forthcoming meeting or, as the case may be, the councillors who have convened the meeting, to consider whether the motion shall be included in the agenda or rejected.
- f Subject to standing order 9(e), the decision of the Proper Officer as to whether or not to include the motion on the agenda shall be final.
- g Motions received shall be recorded in a book for that purpose and numbered in the order that they are received.
- h Motions rejected shall be recorded in a book for that purpose with an explanation by the Proper Officer for their rejection.

10. Motions at a meeting that do not require written notice

- a The following motions may be moved at a meeting without written notice to the Proper Officer;
 - i. to correct an inaccuracy in the draft minutes of a meeting;
 - ii. to move to a vote;
 - iii. to defer consideration of a motion;
 - iv. to refer a motion to a particular committee or sub-committee;
 - v. to appoint a person to preside at a meeting;
 - vi. to change the order of business on the agenda;
 - vii. to proceed to the next business on the agenda;
 - viii. to require a written report;
 - ix. to appoint a committee or sub-committee and their members;
 - x. to extend the time limits for speaking;
 - xi. to exclude the press and public from a meeting in respect of confidential or sensitive information which is prejudicial to the public interest;
 - xii. to not hear further from a councillor or a member of the public;
 - xiii. to exclude a councillor or member of the public for disorderly conduct;
 - xiv. to temporarily suspend the meeting;
 - xv. to suspend a standing order (unless it reflects mandatory statutory requirements);
 - xvi. to adjourn the meeting; or
 - xvii. to close a meeting.

11. Handling confidential or sensitive information

- a The agenda, papers that support the agenda and the minutes of a meeting shall not disclose or otherwise undermine confidential or sensitive information which for special reasons would not be in the public interest.
- b Councillors and staff shall not disclose confidential or sensitive information which for special reasons would not be in the public interest.

12. Draft minutes

- a If the draft minutes of a preceding meeting have been served on councillors with the agenda to attend the meeting at which they are due to be approved for accuracy, they shall be taken as read.
- b There shall be no discussion about the draft minutes of a preceding meeting except in relation to their accuracy. A motion to correct an inaccuracy in the draft minutes shall be moved in accordance with standing order 10(a)(i).
- c The accuracy of draft minutes, including any amendment(s) made to them, shall be confirmed by resolution and shall be signed by the chairman of the meeting and stand as an accurate record of the meeting to which the minutes relate.
- d If the chairman of the meeting does not consider the minutes to be an accurate record of the meeting to which they relate, he/she shall sign the minutes and include a paragraph in the following terms or to the same effect:
“The chairman of this meeting does not believe that the minutes of the meeting of the () held on [date] in respect of () were a correct record but his/her view was not upheld by the meeting and the minutes are confirmed as an accurate record of the proceedings.”
- e Upon a resolution which confirms the accuracy of the minutes of a meeting, the draft minutes or recordings of the meeting for which approved minutes exist shall be destroyed.

13. Code of conduct and dispensations

See also standing order 3(t).

- a All councillors and non-councillors with voting rights shall observe the code of conduct adopted by the council.
- b Dispensation requests shall be in writing and submitted to the Proper Officer as soon as possible before the meeting, or failing that, at the start of the meeting for which the dispensation is required.
- c A decision as to whether to grant a dispensation shall be made by a meeting of the council, or committee or sub-committee for which the dispensation is required, and that decision is final.
- d A dispensation request shall confirm:
 - i. the description and the nature of the disclosable pecuniary interest or other interest to which the request for the dispensation relates;
 - ii. whether the dispensation is required to participate at a meeting in a discussion only or a discussion and a vote;
 - iii. the date of the meeting or the period (not exceeding 4 years) for which the dispensation is sought; and
 - iv. an explanation as to why the dispensation is sought.
- e Subject to standing orders 13(b) and 13(d), dispensations requests shall be considered by the Proper Officer before the meeting or, if this is not possible, at the start of the meeting for which the dispensation is required
- f A dispensation may be granted in accordance with standing order 13(e) if having regard to all relevant circumstances the following applies:
 - i. without the dispensation the number of persons prohibited from participating in the particular business would be so great a proportion of the meeting transacting the business as to impede the transaction of the business or
 - ii. granting the dispensation is in the interests of persons living in the council's area or
 - iii. it is otherwise appropriate to grant a dispensation.

14. Code of conduct complaints

- a Upon notification by the District or Unitary Council or County Council that it is dealing with a complaint that a councillor or non-councillor with voting rights has breached the council's code of conduct, the Proper Officer shall, subject to standing order 11, report this to the council.
- b Where the notification in standing order 14(a) relates to a complaint made by the Proper Officer, the Proper Officer shall notify the Chairman of Council of this fact, and the Chairman shall nominate another staff member to assume the duties of the Proper Officer in relation to the complaint until it has been determined and the council has agreed what action, if any, to take in accordance with standing order 14(d).
- c The council may:
 - i. provide information or evidence where such disclosure is necessary to progress an investigation of the complaint or is required by law;
 - ii. seek information relevant to the complaint from the person or body with statutory responsibility for investigation of the matter;
- d Upon notification by the District or Unitary Council that a councillor or non-councillor with voting rights has breached the council's code of conduct, the council shall consider what, if any, action to take against him/her. Such action excludes disqualification or suspension from office.

15. Proper Officer

a. The Proper Officer shall be either (i) the CEO or (ii) other staff member(s) nominated by the council to undertake the work of the Proper Officer when the Proper Officer is absent.

b. The Proper Officer shall:

- i. at least 3 clear days before a meeting of the council, a committee and a sub-committee
 - a) serve on councillors a summons, by email, confirming the time, place and the agenda provided any such email contains the electronic signature and title of the Proper Officer. This shall also contain instructions how to link to the remote meeting.

See standing order 3(e) for the meaning of clear days for a meeting of a full council and standing order 3 (e) for a meeting of a committee.

- b) Provide, in a conspicuous place or publishing on the website of the body or, for a parish council, on the website of the principal council within the meaning of the Local Government Act 1972 [Councils website] public notice of the time, place and agenda (LAPCP Regulations 2020 Part 3 Reg 13(a)).

- ii. give public notice of the time, place and agenda at least 3 clear days before a meeting of the council or a meeting of a committee or a sub-committee (provided that the public notice with agenda of an extraordinary meeting of the council convened by councillors is signed by them);

See standing order 3(b) for the meaning of clear days for a meeting of a full council and standing order 3(c) for a meeting of a committee.

- iii. subject to standing order 9, include on the agenda all motions in the order received unless a councillor has given written notice at least 7 days before the meeting confirming his/her withdrawal of it;
- iv. convene a meeting of full council for the election of a new Chairman of the Council, occasioned by a casual vacancy in his/her office;
- v. facilitate inspection of the minute book by local government electors or if physical access is not permitted under the regulations access to electronic copies of the minutes;
- vi. receive and retain copies of byelaws made by other local authorities;
- vii. retain acceptance of office forms from councillors;
- viii. retain a copy of every councillor's register of interests;
- ix. be the Data Protection Officer and assist with responding to requests made under the Freedom of Information Act 2000 and Data Protection Act 2018, in accordance with and subject to the council's policies and procedures relating to the same;
- x. receive and send general correspondence and notices on behalf of the council except where there is a resolution to the contrary;
- xi. manage the organisation, storage of, access to and destruction of information held by the council in paper and electronic form;
- xii. arrange for legal deeds to be executed;
See also standing order 22.
- xiii. arrange or manage the prompt authorisation, approval, and instruction regarding any payments to be made by the council in accordance with the council's financial regulations;
- xiv. record every planning application notified to the council and the council's response to the local planning authority in a book for such purpose;
- xv. refer a planning application received by the council to the Chairman or in his/her absence the Vice-Chairman of the Council within 2 working days of receipt to facilitate an extraordinary meeting if the nature of a planning application requires consideration before the next ordinary meeting of the council

- xvi. manage access to information about the council via the publication scheme; and
- xvii. retain custody of the seal of the council (if any) which shall not be used without a resolution to that effect.
See also standing order 22.
- xviii. *destroy any anonymous correspondence received without taking any further action*

16. Responsible Financial Officer

- a The council shall appoint appropriate staff member(s) to undertake the work of the Responsible Financial Officer when the Responsible Financial Officer is absent.

17. Accounts and accounting statements

- a “Proper practices” in standing orders refer to the most recent version of Governance and Accountability for Local Councils – a Practitioners’ Guide (England).
- b All payments by the council shall be authorised, approved and paid in accordance with the law, proper practices and the council’s financial regulations.
- c The Responsible Financial Officer shall supply to each councillor as soon as practicable after 30th June, 30th September and 31st December in each year a statement to summarise:
 - i. the council’s receipts and payments for each quarter;
 - ii. the council’s aggregate receipts and payments for the year to date;
 - iii. the balances held at the end of the quarter being reported

and which includes a comparison with the budget for the financial year and highlights any actual or potential overspends.

- d As soon as possible after the financial year end at 31st March, the Responsible Financial Officer shall provide:
 - i. each councillor with a statement summarising the council’s receipts and payments for the last quarter and the year to date for information; and
 - ii. to the full council the accounting statements for the year in the form of Section 1 of the annual return, as required by proper practices, for consideration and approval.
- e The year end accounting statements shall be prepared in accordance with proper practices and applying the form of accounts determined by the council (receipts and payments, or income and expenditure) for a year to 31st March. A completed draft annual return shall be presented to each councillor before the end of the following month of May. The annual return of the council, which is subject to external audit, including the annual governance statement, shall be presented to council for consideration and formal approval before 30th June.

18. Financial controls and procurement

- a. The council shall consider and approve financial regulations drawn up by the Responsible Financial Officer, which shall include detailed arrangements in respect of the following:
 - i. the keeping of accounting records and systems of internal controls;
 - ii. the assessment and management of financial risks faced by the council;
 - iii. the work of the independent internal auditor in accordance with proper practices and the receipt of regular reports from the internal auditor, which shall be required at least annually;
 - iv. the inspection and copying by councillors and local electors of the council's accounts and/or orders of payments; and
 - v. procurement policies (subject to standing order 18(c), including the setting of values for different procedures where a contract has an estimated value of less than £25000.
- b. Financial regulations shall be reviewed regularly and at least annually for fitness of purpose.
- c. Financial regulations shall confirm that a proposed contract for the supply of goods, materials, services and the execution of works with an estimated value in excess of £25000 shall be procured on the basis of a formal tender as summarised in standing order 18(d).
- d. Subject to additional requirements in the financial regulations of the council, the tender process for contracts for the supply of goods, materials, services or the execution of works shall include, as a minimum, the following steps:
 - i. a specification for the goods, materials, services or the execution of works shall be drawn up;
 - ii. an invitation to tender shall be drawn up to confirm
 - (i) the council's specification
 - (ii) the time, date and address for the submission of tenders
 - (iii) the date of the council's written response to the tender and
 - (iv) the prohibition on prospective contractors contacting councillors or staff to encourage or support their tender outside the prescribed process;
 - iii. the invitation to tender shall be advertised in a local newspaper and in any other manner that is appropriate;
 - iv. tenders are to be submitted in writing in a sealed marked envelope addressed to the Proper Officer;
 - v. tenders shall be opened by the Proper Officer in the presence of at least one councillor after the deadline for submission of tenders has passed;
 - vi. tenders are to be reported to and considered by the appropriate meeting of the council or a committee or sub-committee with delegated responsibility.
- e. Neither the council, nor a committee or a sub-committee with delegated responsibility for considering tenders, is bound to accept the lowest value tender.
- f. Where the value of a contract is likely to exceed the threshold specified by the Office of Government Commerce (and which vary from time to time) the council must consider whether the Public Contracts Regulations 2015 apply and then comply with relevant EU procurement rules.

19. Handling staff matters

- a A matter personal to a member of staff that is being considered by a meeting of council is subject to standing order 11.
- b Subject to the council's policy regarding absences from work, the council's most senior member of staff shall notify the chairman of the Council or, if he/she is not available, the vice-chairman of absence occasioned by illness or other reason and that person shall report such absence at its next meeting.
- c The chairman of the Council or in his/her absence, the vice-chairman shall upon a resolution conduct a review of the performance and annual appraisal of the work of the CEO. The reviews and appraisal shall be reported in writing and is subject to approval by resolution by Full Council Subject to the council's policy regarding the handling of grievance matters, the council's most senior employee shall contact the chairman of the Council or in his/her absence, the vice-chairman in respect of an informal or formal grievance matter, and this matter shall be reported back and progressed by resolution of the Full Council
- d
- e Subject to the council's policy regarding the handling of grievance matters, if an informal or formal grievance matter raised by the CEO relates to the chairman or vice-chairman of the Council, this shall be communicated to another member of the Council, which shall be reported back and progressed by resolution of Council
- f Any persons responsible for all or part of the management of staff shall treat the written records of all meetings relating to their performance, capabilities, grievance or disciplinary matters as confidential and secure.
- g The council shall keep all written records relating to employees secure. All paper records shall be secured, and locked and electronic records shall be password protected and encrypted.
- h Only persons with line management responsibilities shall have access to staff records referred to in standing orders 19(f) and (g) if so justified.
- i Access and means of access by keys and/or computer passwords to records of employment referred to in standing orders 19(f) and (g) shall be provided only to the CEO and/or the Chairman of the Council

20. Data Protection and Requests for information

- a For the purposes of the General Data Protection Regulations 2018, the Council is the Data Controller and the Proper Officer is the Data Protection Officer. Councillors on the Finance and Staff Committee and officers are required to undertake Data Protection training.
- b Requests for information held by the council shall be handled in accordance with the council's policy in respect of handling requests under the Freedom of Information Act 2000 and the Data Protection Act 2018.
- c Correspondence from, and notices served by, the Information Commissioner shall be referred by the Proper Officer to the chairman of the council. The said Council shall have the power to do anything to facilitate compliance with the Freedom of Information Act 2000.

21. Relations with the press/media

- a Requests from the press or other media for an oral or written comment or statement from the Council, its councillors or staff shall be handled by the CEO.

22. Execution and sealing of legal deeds

See also standing orders 15(b)(xii) and (xvii).

- a A legal deed shall not be executed on behalf of the council unless authorised by a resolution.
- b Subject to standing order 22(a), any 2 councillors may sign, on behalf of the council, any deed required by law and the Proper Officer shall witness their signatures. This shall be in addition to the Common Seal of the Council.

23. Communicating with District and County or Unitary councillors

- a An invitation to attend a meeting of the council shall be sent, together with the agenda, to the ward councillor(s) of the District and County Council representing the area of the council.
- b Unless the council determines otherwise, a copy of each letter sent to the District and County Council will be sent to the ward councillor(s) representing the area of the council.

24. Restrictions on councillor activities

- a. Unless authorised by a resolution, no councillor shall:
 - i. inspect any land and/or premises which the council has a right or duty to inspect; or
 - ii. issue orders, instructions or directions.

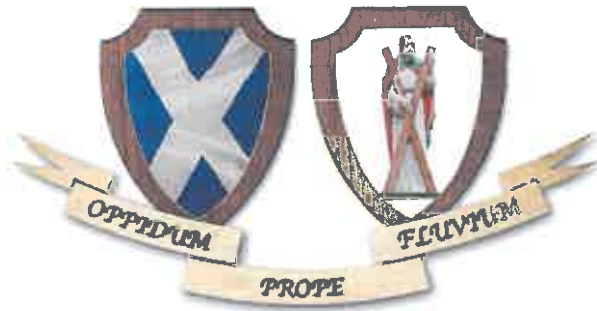
25. Standing orders generally

- a All or part of a standing order, except one that incorporates mandatory statutory requirements, may be suspended by resolution in relation to the consideration of an item on the agenda for a meeting.
- b A motion to add to or vary or revoke one or more of the council's standing orders, except one that incorporates mandatory statutory requirements, shall be proposed by a special motion, the written notice by at least 4 councillors to be given to the Proper Officer in accordance with standing order 9.
- c The Proper Officer shall provide a copy of the council's standing orders to a councillor as soon as possible after he has delivered his acceptance of office form.
- d The decision of the chairman of a meeting as to the application of standing orders at the meeting shall be final.

Approved electronically on this day

(Town Mayor)

(CEO)



THORPE ST ANDREW TOWN COUNCIL

COMPLAINTS POLICY

**THORPE ST ANDREW TOWN
COUNCIL**

JANUARY 2022

1. Introduction

We are committed to dealing effectively with any complaints you have about our services and if you make a complaint it will not affect your right to Council services. If we have made a mistake we will apologise and endeavor to put things right. If we have failed to provide a service you are entitled to, let us know and we will provide it.

If you are asking us for a service for the first time - such as reporting a faulty street light - you should give us a chance to put things right. If you are not happy with our response and you let us know, we will then treat it as a complaint.

To register your complaint you can contact us by:

- filling in the complaint form and emailing it to complaints@thorpeandrew-tc.gov.uk.
- filling in the complaint form and returning it to Town Hall, Pound Lane, Thorpe St Andrew, NR7 0UL.
- You can initially talk to us informally about your complaint by calling 01603 701048

What can you expect from us when you make a complaint?

Once we receive a complaint from you, we will do all that we can to help you and we will endeavor to find a solution to any problems you have brought to our attention. We will ensure that your complaint is sent to the relevant person (who is not within the scope of your complaint) for a response and ask them to:

- acknowledge your complaint within 5 working days of the date that they receive it
- aim to resolve the complaint within 20 working days - if your complaint is more complex they may need more time
- let you know within the 20 working day period if they think it may take longer to investigate your complaint and advise you how long they expect it to take, providing regular updates

We will respect your right to confidentiality and privacy and we will treat you fairly and in accordance with our commitment to equality.

The person who is investigating your concerns will firstly aim to establish the facts. In some instances we may ask to meet you to discuss your concerns. Occasionally, we might suggest mediation or another method to try to resolve disputes.

The extent of the investigation will depend on the seriousness and complexity of the issues you have raised and in more complicated cases we may have to draw up an investigation plan. We will ask you to tell us what outcome you are hoping for. In some cases we may appoint an independent member panel to investigate the complaint.

We will look at relevant evidence and this could include files, notes of conversations, letters, e-mails or whatever may be relevant to your particular complaint. If you do not want the person investigating the complaint to see the files that we hold in relation to your complaint, it is important for you to let us know about this. If necessary, we will also talk to the staff or others involved and look at our policies and any legal entitlement and guidance.

2. Outcome

If we formally investigate your complaint, we will let you know what we have found and we will use your preferred form of communication, such as letter or e-mail, when we contact you.

If we find that we have done something wrong, we will tell you this, explain what happened and apologise. If we find there is a fault in our systems or the way we do things, we will tell you what it is and how we plan to change things to stop it happening again.

3. Putting Things Right

If there is a simple solution to your problem, we may ask you if you are happy to accept this. For example, where you asked for a service and we see straight away that you should have had it; we will offer to provide the service rather than investigate and produce a report.

If we did not do something well, we will aim to put it right. If you have lost out as a result of a mistake on our part we will try to put you back in the position you would have been in if we had got it right.

4. What we expect from you

We believe that all complainants have the right to be heard, understood and respected. However, our employees have the same rights and we will not tolerate unacceptable behaviour such as aggressive or abusive behaviour or unreasonable demands. We have separate guidelines to help us manage unacceptable behaviour.

5. The Local Government Ombudsman

Complaints received from members of the public about the administration or procedures of the Council are not subject to the jurisdiction of the Local Government Ombudsman. There are few remedies available, aside from the four-yearly election cycle where Councillors may not be re-elected if the public are unhappy with the representation that they have had. The Government has taken the view that town and parish councils are accountable to their electorate, principally, through the ballot box.



CONFIDENTIAL

THORPE ST ANDREW TOWN COUNCIL

Complaint form

To make a formal complaint against about Thorpe St Andrew Town Council, please complete this form and return it, with any other relevant documents, to: Town Hall, Pound Lane, Thorpe St Andrew or by email to complaints@thorpeandrew-tc.gov.uk.

Your contact details

Full name:

Address for correspondence:

Contact telephone number:

Email address:

Your complaint

Describe your complaint as fully and clearly as possible, including how you have been affected.

Have you already contacted anyone at the Council about this complaint? Yes No

If Yes, please give details.

Name of person contacted:

Date contacted:

What happened as a result of this contact:

In response to your complaint, what would you like the Council to do to put things right?

Please add any other relevant information in the box below, or attach it to this form.

Signed:

Date:

Our **Data Protection Policy** sets out our commitment to protecting personal data and how we implement that commitment with regards to the collection and use of personal data. Visit <https://bit.ly/33osw4J> for more information.



THORPE ST ANDREW TOWN COUNCIL

UNACCEPTABLE ACTIONS BY CUSTOMERS POLICY

**THORPE ST ANDREW TOWN
COUNCIL**

JANUARY 2022

Unacceptable Actions by Customers

1. Introduction

We will respond with patience and understanding to the needs of customers but there are times when customers make unreasonable demands or behave in unacceptable ways. This policy sets out our approach to the relatively few customers whose behaviour is considered unacceptable.

In this policy the term 'customer' includes anyone acting on behalf of a customer.

2. Policy Aims

This policy aims to ensure that a consistent and fair approach is taken in relation to:

- a. the type of behaviour that might be regarded as inappropriate;
- b. how inappropriate behaviour is dealt with; and
- c. the sanctions or restrictions the Council may impose in response to a customer's inappropriate actions or behaviour.

3. What is unacceptable behaviour?

It is difficult to produce a comprehensive list of the actions that would be deemed inappropriate. However, we have given examples of unacceptable behaviour under two broad headings below. Ultimately it will be a matter for the Chief Executive Officer to decide whether a particular customer's actions or behaviour are inappropriate, having regard to the circumstances of each case.

a. Aggressive or Abusive Behaviour

The Council expects staff to be treated with courtesy and respect. The Council also understands the difference between aggression and reasonable annoyance that a customer may feel in connection with a complaint. Reasonable annoyance in relation to a complaint is to be expected, but when this turns into inappropriate behaviour or aggression it is not acceptable. Violence, threats or abuse towards staff (or anyone else) is always unacceptable.

Examples of behaviour that would fall under this heading include:

- shouting;
- making threats;
- using physical violence or intimidation;
- verbal abuse;
- derogatory remarks; inflammatory statements; and unsubstantiated allegations.

Violence includes acts of aggression that may result in physical harm; it also includes behaviour or language that may cause staff to feel afraid, threatened or abused. It can also include acts or threats against property, such as breaking furniture or sending computer viruses.

b. Unreasonable Demands

Customers may make what are considered to be unreasonable demands on the Council through the amount of information they seek, the nature and scale of service they expect or the volume of correspondence they generate. The Council accepts that persistence is not necessarily a form of

unacceptable behaviour. What amounts to unreasonable demands will always depend on the circumstances of the complaint and the seriousness of the issues raised by the customer.

Examples of behaviour that would fall within this heading include:

- inappropriate frequent visits, phone calls, emails or letters;
- insisting on seeing or speaking to a particular member of staff when a suitable alternative has been offered;
- routinely ignoring the procedures for dealing with queries or complaints (for example, copying the same correspondence to a number of people at the Council, thereby making it difficult for us to provide a co-ordinated response);
- demanding a response within an unreasonable time-scale;
- not accepting that the issues raised are not within the Council's remit despite having been informed that this is the case;
- being unable to identify the precise issues a customer wants the Council to deal with or investigate despite the Council having taken reasonable steps to assist the customer with this task;
- inappropriately changing the substance of a query or complaint while the Council is dealing with it;
- frequently raising peripheral and, possibly, trivial matters that do not relate to the main query, complaint or Council services;
- pursuing a complaint after the Council's Complaint Policy has been fully implemented and exhausted; and
- insisting that the Council has not provided an adequate response to a query or complaint, despite evidence that the Council has provided a comprehensive response.

4. What happens when a customer's behaviour is deemed unacceptable by the Council

There will be relatively few customers whose actions are considered by the Council to be unacceptable. How these actions are managed depends on their nature and extent. In the event of an officer of the Council considering a customer's actions to be unacceptable:

- a. They may immediately inform the customer that their behaviour is inappropriate and politely terminate any conversation or phone call with the customer.
- b. If violence, abuse or harassment is used or threatened the incident may be reported to the police and/or may result in the customer being added to the Council's list of potentially aggressive persons. This will always be the case if physical violence is used or threatened.

If the behaviour is seriously or consistently inappropriate (or otherwise adversely affects the Council's ability to do its work effectively) an officer may refer the customer to the Chief Executive Officer. The Chief Executive Officer shall then consider whether action should be taken to restrict or manage the customer's behaviour. In such cases the steps outlined at paragraph 5 shall be followed.

5. Management of unacceptable behaviour

If an officer of the Council is of the opinion that a customer's actions or behaviour are unacceptable they shall, in the first instance, discuss this with their line manager in order to consider any informal steps that can be followed to resolve the concerns.

In the event that no informal steps are appropriate or informal attempts to resolve the concerns do not work, the officer may make an application for formal steps to be taken. In such circumstances the officer will produce a written summary of the actions and behaviour that they consider to be inappropriate and submit it to the Chief Executive Officer for determination.

The Chief Executive Officer shall consider the report and provide a written response indicating whether the customer's actions have been deemed inappropriate by the Council. If the customer's actions are deemed inappropriate, the Chief Executive Officer shall write to the customer to set out:

- a. the behaviour that is considered to be inappropriate; and
- b. the action that will be taken as a result of the inappropriate behaviour.

Where a customer has acted inappropriately the Chief Executive Officer may impose restrictions and conditions to resolve the problems caused by the inappropriate behaviour including the following steps:

- a. Restricting:
 - i) the manner in which the customer may contact the Council
 - ii) the times at which the customer can contact the Council
 - iii) the people the customer can contact at the Council
 - iv) the duration of calls or meetings with the customer.
- b. Informing the customer that the Council will not respond to further communication relating to certain matters or that the Council will only respond to communication relating to specific matters.
- c. In extreme situations, the customer will be told in writing that their name is on a 'no personal contact' list. This means that they must restrict contact with the Council to either written communication or communication through a third party.
- d. Where a customer continues to correspond on a wide range of issues and this correspondence is considered excessive, the customer may be told that only a certain number of issues will be considered in a given period and asked to limit or focus their requests accordingly.
- e. Taking any other action that the Chief Executive Officer considers appropriate. The Chief Executive Officer will, however, always tell the customer what action is being taken and why.

When imposing restrictions the aim will be to do this in a way, wherever possible, that allows a complaint to progress to completion.

Any restriction imposed shall be subject to regular review (at least every six months) and the timing of such reviews will be set out when the Chief Executive Officer writes to the customer to explain the restrictions. Any step required to be taken by the Chief Executive Officer under this policy may also be undertaken by any officer that the Chief Executive Officer authorises for that purpose.

THORPE ST ANDREW TOWN COUNCIL



THORPE ST ANDREW TOWN COUNCIL

FINANCIAL REGULATIONS

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These Financial Regulations were adopted by the Finance and Staff Committee at its Meeting held on 29th March 2021

1 GENERAL

- 1.1. These financial regulations govern the conduct of financial management by the council and may only be amended or varied by resolution of the council. Financial regulations are one of the council's three governing policy documents providing procedural guidance for members and officers. Financial regulations must be observed in conjunction with the council's standing orders¹ and any individual financial regulations relating to contracts.
- 1.2. The council is responsible in law for ensuring that its financial management is adequate and effective and that the council has a sound system of internal control which facilitates the effective exercise of the council's functions, including arrangements for the management of risk.
- 1.3. The council's accounting control systems must include measures:
 - for the timely production of accounts;
 - that provide for the safe and efficient safeguarding of public money;
 - to prevent and detect inaccuracy and fraud; and
 - identifying the duties of officers.
- 1.4. These financial regulations demonstrate how the council meets these responsibilities and requirements.
- 1.5. At least once a year, prior to approving the Annual Governance Statement, the council must review the effectiveness of its system of internal control which shall be in accordance with proper practices.
- 1.6. Deliberate or wilful breach of these Regulations by an employee may give rise to disciplinary proceedings.
- 1.7. Members of Council are expected to follow the instructions within these Regulations and not to entice employees to breach them. Failure to follow instructions within these Regulations brings the office of councillor into disrepute.
- 1.8. The Responsible Financial Officer (RFO) holds a statutory office to be appointed by the council.

¹ Model standing orders for councils are available in Local Councils Explained © 2013 National Association of Local Councils

1.9. The RFO;

- acts under the policy direction of the council;
- administers the council's financial affairs in accordance with all Acts, Regulations and proper practices;
- determines on behalf of the council its accounting records and accounting control systems;
- ensures the accounting control systems are observed;
- maintains the accounting records of the council up to date in accordance with proper practices;
- assists the council to secure economy, efficiency and effectiveness in the use of its resources; and
- produces financial management information as required by the council.

1.10. The accounting records determined by the RFO shall be sufficient to show and explain the council's transactions and to enable the RFO to ensure that any income and expenditure account and statement of balances, or record of receipts and payments and additional information, as the case may be, or management information prepared for the council from time to time comply with the Accounts and Audit Regulations.

1.11. The accounting records determined by the RFO shall in particular contain:

- entries from day to day of all sums of money received and expended by the council and the matters to which the income and expenditure or receipts and payments account relate;
- a record of the assets and liabilities of the council; and
- wherever relevant, a record of the council's income and expenditure in relation to claims made, or to be made, for any contribution, grant or subsidy.

1.12. The accounting control systems determined by the RFO shall include:

- procedures to ensure that the financial transactions of the council are recorded as soon as reasonably practicable and as accurately and reasonably as possible;
- procedures to enable the prevention and detection of inaccuracies and fraud and the ability to reconstruct any lost records;
- identification of the duties of officers dealing with financial transactions and division of responsibilities of those officers in relation to significant transactions;
- procedures to ensure that uncollectable amounts, including any bad debts are not submitted to the council for approval to be written off except with the approval of the RFO and that the approvals are shown in the accounting records; and
- measures to ensure that risk is properly managed.

1.13. The council is not empowered by these Regulations or otherwise to delegate certain specified decisions. In particular any decision regarding:

- setting the final budget or the precept (council tax requirement);
- approving accounting statements;
- approving an annual governance statement;
- borrowing;
- writing off bad debts;
- declaring eligibility for the General Power of Competence; and
- addressing recommendations in any report from the internal or external auditors,

shall be a matter for the full council only.

1.14. In addition the council must:

- determine and keep under regular review the bank mandate for all council bank accounts;
- approve any grant or a single commitment in excess of £5,000; and
- in respect of the annual salary for any employee have regard to recommendations about annual salaries of employees made by the relevant committee in accordance with its terms of reference.

1.15. In these financial regulations, references to the Accounts and Audit Regulations or 'the regulations' shall mean the regulations issued under the provisions of section 27 of the Audit Commission Act 1998, or any superseding legislation, and then in force unless otherwise specified.

In these financial regulations the term 'proper practice' or 'proper practices' shall refer to guidance issued in *Governance and Accountability for Local Councils - a Practitioners' Guide (England)* issued by the Joint Practitioners Advisory Group (JPAG), available from the websites of NALC and the Society for Local Council Clerks (SLCC).

2 ACCOUNTING AND AUDIT (INTERNAL AND EXTERNAL)

- 2.1 All accounting procedures and financial records of the council shall be determined by the RFO in accordance with the Accounts and Audit Regulations, appropriate guidance and proper practices.
- 2.2 On a regular basis, at least once in each quarter, and at each financial year end, the Finance and Staff Committee (not chaired by the Mayor) shall verify bank reconciliations (for all accounts) produced by the RFO. The Committee shall consider the reconciliations and the original bank statements (or similar document) and minute this as evidence of verification.
- 2.2 The RFO shall complete the annual statement of accounts, annual report, and any related documents of the council contained in the Annual Return (as specified in proper practices) as soon as practicable after the end of the financial year and having certified the accounts shall submit them and report thereon to the council within the timescales set by the Accounts and Audit Regulations
- 2.4 The council shall ensure that there is an adequate and effective system of internal audit of its accounting records, and of its system of internal control in accordance with proper practices. Any officer or member of the council shall make available such documents and records as appear to the council to be necessary for the purpose of the audit and shall, as directed by the council, supply the RFO, internal auditor, or external auditor with such information and explanation as the council considers necessary for that purpose.
- 2.5 The internal auditor shall be appointed by and shall carry out the work in relation to internal controls required by the council in accordance with proper practices.
- 2.6 The internal auditor shall:
- be competent and independent of the financial operations of the council;
 - report to council in writing, or in person, on a regular basis with a minimum of one annual written report during each financial year;
 - to demonstrate competence, objectivity and independence, be free from any actual or perceived conflicts of interest, including those arising from family relationships; and
 - have no involvement in the financial decision making, management or control of the council.
- 2.7 Internal or external auditors may not under any circumstances:
- perform any operational duties for the council;
 - initiate or approve accounting transactions; or
 - direct the activities of any council employee, except to the extent that such employees have been appropriately assigned to assist the internal auditor.
- 2.8 For the avoidance of doubt, in relation to internal audit the terms 'independent' and 'independence' shall have the same meaning as is described in proper practices.

- 2.9 The RFO shall make arrangements for the exercise of electors' rights in relation to the accounts including the opportunity to inspect the accounts, books, and vouchers and display or publish any notices and statements of account required by Audit Commission Act 1998, or any superseding legislation, and the Accounts and Audit Regulations.
- 2.10 The RFO shall, without undue delay, bring to the attention of all councillors any correspondence or report from internal or external auditors.

3 ANNUAL ESTIMATES (BUDGET) AND FORWARD PLANNING

- 3.1 The Finance and Staffing Committee shall review its three year forecast of revenue and capital receipts and payments. Having regard to the forecast, it shall thereafter formulate and submit proposals for the following financial year to the council not later than the end of November each year including any proposals for revising the forecast.
- 3.2 The RFO must each year, by no later than October, prepare detailed estimates of all receipts and payments including the use of reserves and all sources of funding for the following financial year in the form of a budget to be considered by the Finance and Staffing Committee and the council.
- 3.3 The council shall consider annual budget proposals in relation to the council's three year forecast of revenue and capital receipts and payments including recommendations for the use of reserves and sources of funding and update the forecast accordingly.
- 3.4 The council shall fix the precept (council tax requirement), and relevant basic amount of council tax to be levied for the ensuing financial year not later than by the end of January each year. The RFO shall issue the precept to the billing authority and shall supply each member with a copy of the approved annual budget.
- 3.5 The approved annual budget shall form the basis of financial control for the ensuing year.

4 BUDGETARY CONTROL AND AUTHORITY TO SPEND

4.1 Expenditure on revenue items may be authorised up to the amounts included for that class of expenditure in the approved budget. This authority is to be determined by:

- the council for all items over £5,000;
- a duly delegated committee of the council to a limit set by the council; or
- the Clerk, in conjunction with Chairman of Council or Chairman of the appropriate committee, for any items below £3,500.

Such authority is to be evidenced by a minute or by an authorisation slip duly signed by the Clerk, and where necessary also by the appropriate Chairman.

Contracts may not be disaggregated to avoid controls imposed by these regulations.

4.2 No expenditure may be authorised that will exceed the amount provided in the revenue budget for that class of expenditure other than by resolution of the council, or duly delegated committee. During the budget year and with the approval of council having considered fully the implications for public services, unspent and available amounts may be moved to other budget headings or to an earmarked reserve as appropriate ('virement').

4.3 Unspent provisions in the revenue or capital budgets for completed projects shall not be carried forward to a subsequent year.

4.4 The salary budgets are to be reviewed at least annually in October for the following financial year and such review shall be evidenced by a hard copy schedule signed by the Clerk and the Chairman of Council or relevant committee. The RFO will inform committees of any changes impacting on their budget requirement for the coming year in good time.

4.5 In cases of extreme risk to the delivery of council services, the clerk may authorise revenue expenditure on behalf of the council which in the clerk's judgement it is necessary to carry out. Such expenditure includes repair, replacement or other work, whether there is any budgetary provision for the expenditure, subject to a limit of £3,500. The Clerk shall report such action to the chairman as soon as possible and to the council as soon as practicable thereafter.

4.6 No expenditure shall be authorised in relation to any capital project and no contract entered into or tender accepted involving capital expenditure unless the council is satisfied that the necessary funds are available, and the requisite borrowing approval has been obtained.

4.7 All capital works shall be administered in accordance with the council's standing orders and financial regulations relating to contracts.

4.8 The RFO shall regularly provide the council with a statement of receipts and payments to date under each head of the budgets, comparing actual expenditure to the appropriate date against that planned as shown in the budget. These statements are to be prepared at least at the end of each financial quarter and shall show explanations of material variances. For this purpose, "material" shall be in excess of £100 or 15% of the budget.

4.9 Changes in earmarked reserves shall be approved by council as part of the budgetary control process.

5 BANKING ARRANGEMENTS AND AUTHORISATION OF PAYMENTS

- 5.1 The council's banking arrangements, including the bank mandate, shall be made by the RFO and approved by the council; banking arrangements may not be delegated to a committee. They shall be regularly reviewed for safety and efficiency.
- 5.2 The RFO shall prepare a schedule of payments requiring authorisation, forming part of the Agenda for the Meeting and, together with the relevant invoices, present the schedule to council or the Finance and Staffing committee. The council/committee shall review the schedule for compliance and, having satisfied itself shall authorise payment by a resolution of the council or Finance and Staffing committee. The approved schedule shall be ruled off and initialled by the Chairman of the Meeting. A detailed list of all payments shall be disclosed within or as an attachment to the minutes of the meeting at which payment was authorised. Personal payments (including salaries, wages, expenses and any payment made in relation to the termination of a contract of employment) may be summarised to remove public access to any personal information.
- 5.3 All invoices for payment shall be examined, verified and certified by the RFO to confirm that the work, goods or services to which each invoice relates has been received, carried out, examined and represents expenditure previously approved by the council.
- 5.4 The RFO shall examine invoices for arithmetical accuracy and analyse them to the appropriate expenditure heading. The RFO shall take all steps to pay all invoices submitted, and which are in order, at the next available council or Finance and Staffing Committee meeting.
- 5.5 The Clerk and RFO shall have delegated authority to authorise the payment of items only in the following circumstances:
- a) If a payment is necessary to avoid a charge to interest under the Late Payment of Commercial Debts (Interest) Act 1998, and the due date for payment is before the next scheduled Meeting of council, where the Clerk and RFO certify that there is no dispute or other reason to delay payment, provided that a list of such payments shall be submitted to the next appropriate meeting of council or Finance and Staffing committee;
 - b) An expenditure item authorised under 5.6, (continuing contracts and obligations) provided that a list of such payments shall be submitted to the next appropriate meeting of council or Finance and Staffing Committee; or
 - c) fund transfers within the councils banking arrangements up to the sum of £40,000, provided that a list of such payments shall be submitted to the next appropriate meeting of council or Finance and Staffing Committee.

- 5.6 For each financial year the Clerk and RFO shall draw up a list of due payments which arise on a regular basis as the result of a continuing contract, statutory duty, or obligation (such as but not exclusively) Salaries, PAYE and NI, Superannuation Fund and regular maintenance contracts and the like for which council, or The Finance and Staffing committee, may authorise payment for the year provided that the requirements of regulation 4.1 (Budgetary Controls) are adhered to, provided also that a list of such payments shall be submitted to the next appropriate meeting of council.
- 5.7 A record of regular payments made under 5.6 above shall be drawn up and be signed by 2 members on each and every occasion when payment is authorised - thus controlling the risk of duplicated payments being authorised and / or made.
- 5.8 In respect of grants a duly authorised committee shall approve expenditure within any limits set by council and in accordance with any policy statement approved by council. Any Revenue or Capital Grant in excess of £5,000 shall before payment, be subject to ratification by resolution of the council.
- 5.9 Members are subject to the Code of Conduct that has been adopted by the council and shall comply with the Code and Standing Orders when a decision to authorise or instruct payment is made in respect of a matter in which they have a disclosable pecuniary or other interest, unless a dispensation has been granted.
- 5.10 The council will aim to rotate the duties of members in these Regulations so that onerous duties are shared out as evenly as possible over time.
- 5.11 Any changes in the recorded details of suppliers, such as bank account records, shall be approved in writing by a Member.

6 INSTRUCTIONS FOR THE MAKING OF PAYMENTS

- 6.1 The council will make safe and efficient arrangements for the making of its payments.
- 6.2 Following authorisation under Financial Regulation 5 above, the council, a duly delegated committee or, if so delegated, the Clerk or RFO shall give instruction that a payment shall be made.
- 6.3 All payments shall be effected by cheque or other instructions to the council's bankers, or otherwise, in accordance with a resolution of council or the Finance and Staffing Committee.
- 6.4 Cheques or orders for payment drawn on the bank account in accordance with the schedule as presented to council or committee shall be signed by two members of council, and countersigned by the Clerk or RFO, in accordance with a resolution instructing that payment. A member who is a bank signatory, having a connection by virtue of family or business relationships with the beneficiary of a payment, should not, under normal circumstances, be a signatory to the payment in question.
- 6.5 To indicate agreement of the details shown on the cheque or order for payment with the counterfoil and the invoice or similar documentation, the signatories shall each also initial the cheque counterfoil.
- 6.6 Cheques or orders for payment shall not normally be presented for signature other than at a council or committee meeting (including immediately before or after such a meeting). Any signatures obtained away from such meetings shall be reported to the council or Finance and Staffing Committee at the next convenient meeting.
- 6.7 If thought appropriate by the council, payment for utility supplies (energy, telephone and water) and any National Non-Domestic Rates may be made by variable direct debit provided that the instructions are signed by two members and any payments are reported to council as made. The approval of the use of a variable direct debit shall be renewed by resolution of the council at least every two years.
- 6.8 If thought appropriate by the council, payment for certain items (principally salaries) may be made by banker's standing order provided that the instructions are signed, or otherwise evidenced by two members are retained and any payments are reported to council as made. The approval of the use of a banker's standing order shall be renewed by resolution of the council at least every two years.
- 6.9 If thought appropriate by the council, payment for certain items may be made by BACS or CHAPS methods provided that the instructions for each payment are signed, or otherwise evidenced, by two authorised bank signatories, are retained and any payments are reported to council as made. The approval of the use of BACS or CHAPS shall be renewed by resolution of the council at least every two years.
- 6.10 If thought appropriate by the council payment for certain items may be made by internet banking transfer provided evidence is retained showing which members approved the payment.

- 6.11 Where a computer requires use of a personal identification number (PIN) or other password(s), for access to the council's records on that computer, a note shall be made of the PIN and Passwords and shall be handed to and retained by the Chairman of Council in a sealed dated envelope. This envelope may not be opened other than in the presence of two other councillors. After the envelope has been opened, in any circumstances, the PIN and/or passwords shall be changed as soon as practicable. The fact that the sealed envelope has been opened, in whatever circumstances, shall be reported to all members immediately and formally to the next available meeting of the council. This will not be required for a member's personal computer used only for remote authorisation of bank payments.
- 6.12 No employee or councillor shall disclose any PIN or password, relevant to the working of the council or its bank accounts, to any person not authorised in writing by the council or a duly delegated committee.
- 6.13 Regular back-up copies of the records on any computer shall be made and shall be stored securely away from the computer in question, and preferably off site.
- 6.14 The council, and any members using computers for the council's financial business, shall ensure that anti-virus, anti-spyware and firewall software with automatic updates, together with a high level of security, is used.
- 6.15 Where internet banking arrangements are made with any bank, the Clerk or RFO shall be appointed as the Service Administrator. The bank mandate approved by the council shall identify a number of councillors who will be authorised to approve transactions on those accounts. The bank mandate will state clearly the amounts of payments that can be instructed by the use of the Service Administrator alone, or by the Service Administrator with a stated number of approvals.
- 6.16 Access to any internet banking accounts will be directly to the access page (which may be saved under "favourites"), and not through a search engine or e-mail link. Remembered or saved passwords facilities must not be used on any computer used for council banking work. Breach of this Regulation will be treated as a very serious matter under these regulations.
- 6.17 Changes to account details for suppliers, which are used for internet banking may only be changed on written hard copy notification by the supplier and supported by hard copy authority for change signed by two of the Clerk, the RFO, and a member. A programme of regular checks of standing data with suppliers will be followed.
- 6.18 Any Debit Card issued for use will be specifically restricted to the Clerk and the RFO and will also be restricted to a single transaction maximum value of £1000 unless authorised by council or finance committee in writing before any order is placed.
- 6.19 A pre-paid debit card may be issued to employees with varying limits. These limits will be set by the council. Transactions and purchases made will be reported to the council and authority for topping-up shall be at the discretion of the council.
- 6.20 Any corporate credit card or trade card account opened by the council will be specifically restricted to use by the Clerk, RFO and Parks and Estates Manager and shall be subject to automatic payment in full at each month-end. Personal credit or debit cards of members or staff shall not be used under any circumstances.

6.21 The council will not maintain any form of cash float. All cash received must be banked intact. Any payments made in cash by the Clerk or RFO (for example for postage or minor stationery items) shall be refunded on a regular basis, at least quarterly.

OR

6.22 The RFO may provide petty cash to officers for the purpose of defraying operational and other expenses. Vouchers for payments made shall be forwarded to the RFO with a claim for reimbursement.

- a) The RFO shall maintain a petty cash float of £100 for the purpose of defraying operational and other expenses. Vouchers for payments made from petty cash shall be kept to substantiate the payment.
- b) Income received must not be paid into the petty cash float but must be separately banked, as provided elsewhere in these regulations.
- c) Payments to maintain the petty cash float shall be shown separately on the schedule of payments presented to council under 5.2.

7 PAYMENT OF SALARIES

- 7.1 As an employer, the council shall make arrangements to meet fully the statutory requirements placed on all employers by PAYE and National Insurance legislation. The payment of all salaries shall be made in accordance with payroll records and the rules of PAYE and National Insurance currently operating, and salary rates shall be as agreed by council, or duly delegated committee.
- 7.2 Payment of salaries and payment of deductions from salary such as may be required to be made for tax, national insurance and pension contributions, or similar statutory or discretionary deductions must be made in accordance with the payroll records and on the appropriate dates stipulated in employment contracts, provided that each payment is reported to the next available council meeting, as set out in these regulations above.
- 7.3 No changes shall be made to any employee's pay, emoluments, or terms and conditions of employment without the prior consent of the council or Finance and Staffing Committee.
- 7.4 Each and every payment to employees of net salary and to the appropriate creditor of the statutory and discretionary deductions shall be recorded in a separate confidential record (confidential cash book). This confidential record is not open to inspection or review (under the Freedom of Information Act 2000 or otherwise) other than:
- a) by any councillor who can demonstrate a need to know;
 - b) by the internal auditor;
 - c) by the external auditor; or
 - d) by any person authorised under Audit Commission Act 1998, or any superseding legislation.
- 7.5 The total of such payments in each calendar month shall be reported with all other payments as made as may be required under these Financial Regulations, to ensure that only payments due for the period have actually been paid.
- 7.6 An effective system of personal performance management should be maintained for the senior officers.
- 7.7 Any termination payments shall be supported by a clear business case and reported to the council. Termination payments shall only be authorised by council.
- 7.8 Before employing interim staff, the council must consider a full business case.

8 LOANS AND INVESTMENTS

- 8.1 All borrowings shall be effected in the name of the council, after obtaining any necessary borrowing approval. Any application for borrowing approval shall be approved by Council as to terms and purpose. The application for borrowing approval, and subsequent arrangements for the loan shall only be approved by full council.
- 8.2 Any financial arrangement which does not require formal borrowing approval from the Secretary of State/Welsh Assembly Government (such as Hire Purchase or Leasing of tangible assets) shall be subject to approval by the full council. In each case a report in writing shall be provided to council in respect of value for money for the proposed transaction.
- 8.3 The council will arrange with the council's banks and investment providers for the sending of a copy of each statement of account to the Chairman of the council at the same time as one is issued to the Clerk or RFO.
- 8.4 All loans and investments shall be negotiated in the name of the council and shall be for a set period in accordance with council policy.
- 8.5 The council shall consider the need for an Investment Strategy and Policy which, if drawn up, shall be in accordance with relevant regulations, proper practices and guidance. Any Strategy and Policy shall be reviewed by the council at least annually.
- 8.6 All investments of money under the control of the council shall be in the name of the council.
- 8.7 All investment certificates and other documents relating thereto shall be retained in the custody of the RFO.
- 8.8 Payments in respect of short term or long-term investments, including transfers between bank accounts held in the same bank, or branch, shall be made in accordance with Regulation 5 (Authorisation of payments) and Regulation 6 (Instructions for payments).

9 INCOME

- 9.1 The collection of all sums due to the council shall be the responsibility of and under the supervision of the RFO.
- 9.2 Particulars of all charges to be made for work done, services rendered, or goods supplied shall be agreed annually by the council, notified to the RFO and the RFO shall be responsible for the collection of all accounts due to the council.
- 9.3 The council will review all fees and charges at least annually, following a report of the Clerk.
- 9.4 Any sums found to be irrecoverable and any bad debts shall be reported to the council and shall be written off in the year.
- 9.5 All sums received on behalf of the council shall be banked intact as directed by the RFO. In all cases, all receipts shall be deposited with the council's bankers with such frequency as the RFO considers necessary.
- 9.6 The origin of each receipt shall be entered on the paying-in slip.
- 9.7 Personal cheques shall not be cashed out of money held on behalf of the council.
- 9.8 The RFO shall promptly complete any VAT Return that is required. Any repayment claims due in accordance with VAT Act 1994 section 33 shall be made at least annually coinciding with the financial year end.
- 9.9 Where any significant sums of cash are regularly received by the council, the RFO shall take such steps as are agreed by the council to ensure that more than one person is present when the cash is counted in the first instance, that there is a reconciliation to some form of control such as ticket issues, and that appropriate care is taken in the security and safety of individuals banking such cash.
- 9.10 Any income arising which is the property of a charitable trust shall be paid into a charitable bank account. Instructions for the payment of funds due from the charitable trust to the council (to meet expenditure already incurred by the authority) will be given by the Managing Trustees of the charity meeting separately from any council meeting (see also Regulation 16 below).

10 ORDERS FOR WORK, GOODS AND SERVICES

- 10.1 An official order or letter shall be issued for all work, goods and services unless a formal contract is to be prepared or an official order would be inappropriate. Copies of orders shall be retained.
- 10.2 Order books shall be controlled by the Administration and Communication Officer(s) in conjunction with the RFO.
- 10.3 All members and officers are responsible for obtaining value for money at all times. An officer issuing an official order shall ensure as far as reasonable and practicable that the best available terms are obtained in respect of each transaction, usually by obtaining three or more quotations or estimates from appropriate suppliers, subject to any *de minimis* provisions in Regulation 11.1.
- 10.4 A member may not issue an official order or make any contract on behalf of the council.
- 10.5 The RFO shall verify the lawful nature of any proposed purchase before the issue of any order, and in the case of new or infrequent purchases or payments, the RFO shall ensure that the statutory authority shall be reported to the meeting at which the order is approved so that the minutes can record the power being used.

11 CONTRACTS

11.1 Procedures as to contracts are laid down as follows:

- a. Every contract shall comply with these financial regulations, and no exceptions shall be made otherwise than in an emergency provided that this regulation need not apply to contracts which relate to items (i) to (vi) below:
 - i. for the supply of gas, electricity, water, sewerage and telephone services;
 - ii. for specialist services such as are provided by solicitors, accountants, surveyors and planning consultants;
 - iii. for work to be executed or goods or materials to be supplied which consist of repairs to or parts for existing machinery or equipment or plant;
 - iv. for work to be executed or goods or materials to be supplied which constitute an extension of an existing contract by the council;
 - v. for additional audit work of the external auditor up to an estimated value of £500 (in excess of this sum the Clerk and RFO shall act after consultation with the Chairman and Vice Chairman of council); and
 - vi. for goods or materials proposed to be purchased which are proprietary articles and/or are only sold at a fixed price.
- b. Where the council intends to procure or award a public supply contract, public service contract or public works contract as defined by The Public Contracts Regulations 2015 (“the Regulations”) which is valued at £25,000 or more, the council shall comply with the relevant requirements of the Regulations².
- c. The full requirements of The Regulations, as applicable, shall be followed in respect of the tendering and award of a public supply contract, public service contract or public works contract which exceed thresholds in The Regulations set by the Public Contracts Directive 2014/24/EU (which may change from time to time)³.
- d. When applications are made to waive financial regulations relating to contracts to enable a price to be negotiated without competition the reason shall be embodied in a recommendation to the council.

² The Regulations require councils to use the Contracts Finder website to advertise contract opportunities, set out the procedures to be followed in awarding new contracts and to publicise the award of new contracts

³ Thresholds currently applicable are:

- a. For public supply and public service contracts 209,000 Euros (£164,176)
- b. For public works contracts 5,225,000 Euros (£4,104,394)

- e. Such invitation to tender shall state the general nature of the intended contract and the Clerk shall obtain the necessary technical assistance to prepare a specification in appropriate cases. The invitation shall in addition state that tenders must be addressed to the Clerk in the ordinary course of post. Each tendering firm shall be supplied with a specifically marked envelope in which the tender is to be sealed and remain sealed until the prescribed date for opening tenders for that contract.
- f. All sealed tenders shall be opened at the same time on the prescribed date by the Clerk in the presence of at least one member of council.
- g. Any invitation to tender issued under this regulation shall be subject to Standing Orders, ⁴ 18 and shall refer to the terms of the Bribery Act 2010.
- h. When it is to enter into a contract of less than £25,000 in value for the supply of goods or materials or for the execution of works or specialist services other than such goods, materials, works or specialist services as are excepted as set out in paragraph (a) the Clerk or RFO shall obtain 3 quotations (priced descriptions of the proposed supply); where the value is below £3,000 and above £100 the Clerk or RFO shall strive to obtain 3 estimates. Otherwise, Regulation 10.3 shall apply.
- i. The council shall not be obliged to accept the lowest or any tender, quote or estimate.
- j. Should it occur that the council, or duly delegated committee, does not accept any tender, quote or estimate, the work is not allocated and the council requires further pricing, provided that the specification does not change, no person shall be permitted to submit a later tender, estimate or quote who was present when the original decision making process was being undertaken.

⁴ Based on NALC's model standing order 18d in Local Councils Explained © 2013 National Association of Local Councils

12 PAYMENTS UNDER CONTRACTS FOR BUILDING OR OTHER CONSTRUCTION WORKS (PUBLIC WORKS CONTRACTS)

- 12.1 Payments on account of the contract sum shall be made within the time specified in the contract by the RFO upon authorised certificates of the architect or other consultants engaged to supervise the contract (subject to any percentage withholding as may be agreed in the particular contract).
- 12.2 Where contracts provide for payment by instalments the RFO shall maintain a record of all such payments. In any case where it is estimated that the total cost of work carried out under a contract, excluding agreed variations, will exceed the contract sum of 5% or more a report shall be submitted to the council.
- 12.3 Any variation to a contract or addition to or omission from a contract must be approved by the council and Clerk to the contractor in writing, the council being informed where the final cost is likely to exceed the financial provision.

13 STORES AND EQUIPMENT

- 13.1 The officer in charge of each section shall be responsible for the care and custody of stores and equipment in that section.
- 13.2 Delivery notes shall be obtained in respect of all goods received into store or otherwise delivered and goods must be checked as to order and quality at the time delivery is made.
- 13.3 Stocks shall be kept at the minimum levels consistent with operational requirements.
- 13.4 The Administration and Communication Officer(s) and Events in conjunction with the RFO shall be responsible for periodic checks of stocks and stores at least annually.

14 ASSETS, PROPERTIES AND ESTATES

- 14.1 The Clerk shall make appropriate arrangements for the custody of all title deeds and Land Registry Certificates of properties held by the council. The RFO shall ensure a record is maintained of all properties held by the council, recording the location, extent, plan, reference, purchase details, nature of the interest, tenancies granted, rents payable and purpose for which held in accordance with Accounts and Audit Regulations.
- 14.2 No tangible moveable property shall be purchased or otherwise acquired, sold, leased or otherwise disposed of, without the authority of the council, together with any other consents required by law, save where the estimated value of any one item of tangible movable property does not exceed £250.
- 14.3 No real property (interests in land) shall be sold, leased or otherwise disposed of without the authority of the council, together with any other consents required by law. In each case a report in writing shall be provided to council in respect of valuation and surveyed condition of the property (including matters such as planning permissions and covenants) together with a proper business case (including an adequate level of consultation with the electorate).
- 14.4 No real property (interests in land) shall be purchased or acquired without the authority of the full council. In each case a report in writing shall be provided to council in respect of valuation and surveyed condition of the property (including matters such as planning permissions and covenants) together with a proper business case (including an adequate level of consultation with the electorate).
- 14.5 Subject only to the limit set in Regulation 14.2 above, no tangible moveable property shall be purchased or acquired without the authority of the full council. In each case a report in writing shall be provided to council with a full business case.
- 14.6 The RFO shall ensure that an appropriate and accurate Register of Assets and Investments is kept up to date. The continued existence of tangible assets shown in the Register shall be verified at least annually, possibly in conjunction with a health and safety inspection of assets.

15 INSURANCE

- 15.1 Following the annual risk assessment (per Regulation 17), the RFO shall affect all insurances and negotiate all claims on the council's insurers in consultation with the Clerk.
- 15.2 The Clerk shall give prompt notification to the RFO of all new risks, properties or vehicles which require to be insured and of any alterations affecting existing insurances.
- 15.3 The RFO shall keep a record of all insurances effected by the council and the property and risks covered thereby and annually review it.
- 15.4 The RFO shall be notified of any loss liability or damage or of any event likely to lead to a claim and shall report these to council at the next available meeting.
- 15.5 All appropriate members and employees of the council shall be included in a suitable form of security or fidelity guarantee insurance which shall cover the maximum risk exposure as determined annually by the council, or duly delegated committee.

16 CHARITIES

- 16.1 Where the council is sole managing trustee of a charitable body the Clerk and RFO shall ensure that separate accounts are kept of the funds held on charitable trusts and separate financial reports made in such form as shall be appropriate, in accordance with Charity Law and legislation, or as determined by the Charity Commission. The Clerk and RFO shall arrange for any audit or independent examination as may be required by Charity Law or any Governing Document.

17 RISK MANAGEMENT

- 17.1 The council is responsible for putting in place arrangements for the management of risk. The Clerk with the RFO shall prepare, for approval by the council, risk management policy statements in respect of all activities of the council. Risk policy statements and consequential risk management arrangements shall be reviewed by the council at least annually.
- 17.2 When considering any new activity, the Clerk with the RFO shall prepare a draft risk assessment including risk management proposals for consideration and adoption by the council.

18 SUSPENSION AND REVISION OF FINANCIAL REGULATIONS

- 18.1 It shall be the duty of the council to review the Financial Regulations of the council from time to time. The Clerk shall make arrangements to monitor changes in legislation or proper practices and shall advise the council of any requirement for a consequential amendment to these Financial Regulations.
- 18.2 The council may, by resolution of the council duly notified prior to the relevant meeting of council, suspend any part of these Financial Regulations provided that reasons for the suspension are recorded and that an assessment of the risks arising has been drawn up and presented in advance to all members of council.

NOTES TO THE MODEL.

Stated dates or months may be changed to suit local circumstances.

Where the word “regularly” is used in the text it is for the individual council to set the required interval, monthly, quarterly, or half-yearly. This period should never exceed 12 months.

The value inserted in square brackets in [...] any of the paragraphs (other than the EU Procurement and Public Contract Regulations 2015 thresholds referred to in 11.1(k)) may be varied by the council and should be reviewed regularly and confirmed annually by the council.

The appropriate approved list referred to in paragraph 11.1 (b) shall be a list drawn up by the Clerk and approved by council but, normally shall be based on the list maintained by the District Council for such works, if such list is maintained. In the absence of an appropriate list, the words in square brackets should be omitted.

Every effort has been made to ensure that the contents of this document are correct at time of publication. The National Association of Local Councils (NALC) cannot accept responsibility for errors, omissions and changes to information subsequent to publication.

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Adopted 7th February 2022

Signed _____

Date _____

THORPE ST ANDREW TOWN COUNCIL
OPERATIONAL MANAGER AND RESPONSIBLE FINANCIAL OFFICER
JOB DESCRIPTION

Main Duties and Responsibilities

1. To prepare financial reports and information for the Town Council.
2. To monitor and balance the councils accounts and prepare records for internal and external audit
3. Prepare vouchers and cheques and enter cheque list into computer. Send out cheques.
4. To submit quarterly VAT return.
5. To verify salary details and record details in accounts book for end of year returns. Submit HMRC returns on line.
6. To receive and sort money from the Parks and Estates Manager, Town Hall, Morse Pavilion and Roxley Hall. To issue invoices and receipts on a monthly basis and bank all money regularly.
7. To maintain a petty cash account together with a cash float.
8. To prepare risk assessments, financial regulations, pension policies and seek approval of the appointment of the internal auditor annually via the Town Council.
9. To annually review asset register, property and risks covered. Verify to insurance renewal details.
10. In the absence of the Chief Executive Officer (CEO) to carry out his duties.
11. To prepare, when necessary, in consultation with appropriate members, agendas, etc., for meetings of the Council and its committees; to attend such meetings and prepare minutes for approval. To send relevant papers to County and District Councillors, police and the press.
12. To receive, when necessary, correspondence and documents on behalf of the Council and to deal with the correspondence or documents or bring such items to the attention of the Council. To issue correspondence as a result of the instructions of, or the known policy of the Council.
13. To supervise, in the absence of the CEO, any other members of staff in keeping with the policies of the Council. Liaise with Parks and Estates Manager and contractors.
14. To deal with enquiries from telephone callers and visitors in the absence of the CEO.

15. To keep allotment register up to date. Update waiting list. Send annual invoices, reminders and collect rent as required.
16. To help organise Town Mayor's Reception and any other special meetings.
17. To help organise the running of the office.
18. Undertake any such duties as may be required, commensurate with post.

Thorpe St Andrew Town Council



Town Council : 7th February 2022

Capital works to parks

Agenda Item: 12

Reason for this Report

This report has been prepared to seek approval for capital works required to the parks.

Result

The Parks and Estates team have identified the following requirements for the parks and open spaces:

- Queen Elizabeth woods: Supply & deliver only 120.0 metres of 1.2m high Green RAL6005 Heras Triton weld mesh fencing & 1no gate (£2,876 exc VAT)
 - o Install of the above (£3,000 + VAT)
- Field gate at Pound Lane/Laundry Lane: Supply and erect 2no 150x150mm 4-way weathered top timber posts, concreted in ground & re-hang existing single leaf timber field gate to new posts (£399 exc VAT)
- Sir George Morse Park: 2no: Break out around existing gym equipment posts, re-level, supply concrete and re-set (£285 exc VAT)
- Fitzmaurice Park: 1no: Take down existing single leaf bow top gate and dispose of. Supply and erect new 1.52m wide (Inclusive of posts) x 1.2m high Yellow RAL1021 Heras TR800 bow top single leaf gate c/w slam plate and self-closing hinges (No slip latch), hung to SHS posts, concreted in ground and re-connect existing bow top fencing to new gate posts (£1,622 exc VAT)
- Fitzmaurice Park: 1no: Supply and erect 1.0m wide x 1.8m high Blue RAL5010 single leaf weld mesh gate comprising of 6.0mm diameter vertical wires & 8.0mm twin horizontal wires forming a weld mesh panel, welded inside a 50x50mm SHS gate frame c/w drop bolt & lockable slip latch (Padlock not supplied), hung to SHS posts, concreted in ground. 1.1 metres: Supply and erect infill of 1.8m high Blue RAL5010 Heras Pallas weld mesh fencing comprising of 6.0mm vertical wires and twin 8.0mm horizontal wires forming a 200x50mm mesh panel clamped with clips and anti-tamper bolts to the face of 60x40mm RHS posts concreted in ground (£991 exc VAT)

Totalling £9,173 (exc VAT)

Advice

The Town Council are requested to authorise the payment of the above capital works.

Legal Implications

All decisions and actions taken by or on behalf of Thorpe St Andrew Town Council must (1) be within the local powers of the Authority; (2) comply with any procedural requirement imposed by law; (3) be within the powers of the body or person exercising powers on behalf of the Authority; (4) be undertaken in accordance with the Authority procedural rules inc. Standing Orders and Financial

Regulations; (5) be fully and properly informed; (6) be properly motivated; (7) be taken with regard to the fiduciary duty of the Authority to its residents; and (8) be reasonable and proper.

Financial Implications

There are financial implications arising from this report.