



THORPE ST ANDREW TOWN COUNCIL

## TOWN COUNCIL MEETING

Roxley Hall, 66 Yarmouth Road, Thorpe St Andrew, NR7 0QF

Tel/Fax: (01603) 701048

Email: [office@thorpestandrew-tc.gov.uk](mailto:office@thorpestandrew-tc.gov.uk)

2<sup>nd</sup> March 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 Town Hall on 7<sup>th</sup> March 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 Town Council meeting held on 7<sup>th</sup> February 2022
- 4 To confirm the minutes of the Extraordinary Town Council meeting held on 16<sup>th</sup> February 2022
- 5 Announcements (For information only)  
To receive announcements from
  - (i) The Town Mayor
    - a. Marcia Lawes
  - (ii) The Clerk
- 6 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
- 7 Finance
  - (i) Payments List: Voucher numbers 1148 to 1247 totalling £58,026.74 - attached
  - (ii) Bank Reconciliation Statement - attached
- 8 Draft Minutes of Committee Meetings
  - (i) Plans Committee held 14<sup>th</sup> February 2022
  - (ii) Events Committee held 28<sup>th</sup> February 2022
- 9 Chief Executive Officer Recruitment – Verbal Report
- 10 Norfolk Community Law Service – Correspondence Attached
- 11 Cricket Mower Purchase – Confidential Report to Follow
- 12 NALC Membership – Correspondence Attached

**Future Agenda Items.** (Not for discussion)

Town Council meeting 4<sup>th</sup> April 2022

**THORPE ST ANDREW TOWN COUNCIL  
MINUTES OF THE TOWN COUNCIL MEETING  
HELD ON 7<sup>TH</sup> FEBRUARY AT 7:30PM**

**1 PRESENT:**

Miss S Lawn (Town Mayor)	Mr N Shaw
Mrs J Fisher (Deputy Town Mayor)	Mr T Garner
Mr J Emsell	Mr J Fisher
Mrs T Mancini Boyle	Mr M Lake
Ms M Friend	Mr S Snelling
Mr J Ward	Mr P Berry
Mr L Reeves	
Mr F Bowe	

**APOLOGIES:**

Mr J Boast  
Mr T Fordham

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

**2 DECLARATIONS OF INTEREST IN ITEMS ON THE AGENDA**

None

**3 TO CONFIRM THE MINUTES OF THE EXTRAORDINARY TOWN COUNCIL AND TOWN COUNCIL MEETING BOTH HELD ON 3<sup>RD</sup> DECEMBER 2021**

The minutes of the meetings held on 3<sup>rd</sup> December were agreed and signed as a true record.

**4 Announcements (For information only)**

To receive announcements from

(i) The Town Mayor- The Town Mayor provided an overview of activities which had taken place since the previous meeting in December 2021. In particular, the Mayor paid tribute to Town Freeman Auriol Hughes who had unfortunately passed away, the Town Council held a one-minute silence for Ms Hughes.

(ii) The Clerk- The Town Clerk provided an overview of the work currently being undertaken including the recruitment of the new Chief Executive Officer, it was explained the interview panel will consist of Miss S Lawn, Mrs J Fisher, Mr J Ward, and Mr J Fisher.

**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 Mrs T Mancini-Boyle, seconded by Mr J Emsell.

(i) Norfolk Constabulary

There was no Police Officer available to attend.

(ii) County and District Councillors – Dr T Foreman read an update from County Councillor Mackie. This included details of the Council Tax increase of 2.99% at County Hall, the peaceful protest over the Pinebanks Development, Highways matters, Trading Standards, and thanking Mr J Emsell for the work at Sainsbury's for the new bus shelter which will be installed imminently.

Mrs T Mancini-Boyle provided an update on work underway at Broadland District Council related to finance, and that the Community at Heart Lottery had smashed its fundraising target and that an organisation within the town was key to this. The Town Council noted the report of Mr J Ward.

(iii) Members of the public  
None

## **6 FINANCE**

- (i) Payments List: Voucher numbers 851 to 1,034 were noted
- (ii) Bank Reconciliation Statement was agreed and signed as a true record.

## **7 Draft Minutes of Committee Meetings.**

- (i) Planning and Environment Committee held 13<sup>th</sup> December 2021 - were noted
- (ii) Finance & Staffing Committee held 17<sup>th</sup> January 2022 - were noted
- (iii) Events and Media Committee held 31<sup>st</sup> January 2022 - were noted

## **8 BROADS AUTHORITY – GLOVER REVIEW**

The Town Council received correspondence from the Broads Society related to the government response to the Glover Review. Having considered the detail of the response, it was proposed by Miss S Lawn, seconded by Mr S Snelling and on a show of hands with all in favour **RESOLVED** to delegate power to Dr T Foreman and Mr J Fisher to provide a response on behalf of the Council.

## **9 STREETLIGHT REPLACEMENT**

The Town Council received three quotations for urgent streetlight column replacements. It was proposed by Miss S Lawn, seconded by Mr J Ward and on a show of hands with all in favour **RESOLVED** to appoint Contractor B at a cost not to exceed £13,987 + VAT.

## **10 JUBILEE PROJECT**

Dr T Foreman provided an introduction to the report on a Queens Platinum Jubilee Tree Planting Project. It was explained that the Town Council had already secured 30 fruit trees, 90 small trees, and 80m hedging through Mr J Fisher's County Council Tree Allocation. In addition, Miss S Lawn has been successful in securing £500 through the Broadland District Council Tree Planting Grant, which with an additional £200 would fund 840 shelterbelt trees. It was also highlighted that there was a verge maintenance underspend of £8,240.81 which could fund a 41 tree planting project for Dussindale Drive, with funds also for the purchase of highway bulbs. It was explained that Gordon Avenue and Hillcrest Road would also benefit from tree planting, but it was decided that with the risk of damage to young trees

with construction traffic, these should be sought from the developer proposing to build on the Pinebanks site.

It was proposed by Miss S Lawn and seconded by Mrs J Fisher and on a show of hands with all in favour **RESOLVED** to approve £200 be added to the £500 grant from Broadland District Council to purchase shelterbelt trees.

It was proposed by Miss S Lawn and seconded by Mrs J Fisher and on a show of hands with all in favour **RESOLVED** to approve £5,573 (exc VAT) from the verge maintenance underspend to be spent on 41 mature trees to be planted on Dussindale Drive.

It was proposed by Miss S Lawn and seconded by Mrs J Fisher and on a show of hands with all in favour **RESOLVED** to purchase eight raised beds a cost of £3,072 (exc VAT).

It was proposed by Miss S Lawn and seconded by Mrs J Fisher and on a show of hands with all in favour **RESOLVED** to spend up to £2,500 from the verge maintenance underspend on flower bulbs to be planted on the highway.

#### **11 ANNUAL REVIEW OF PRINCIPAL POLICIES AND APPOINTMENTS**

The annual review of some principal policies and appointments was undertaken by the Town Council. It was proposed by Mrs J Fisher, seconded by Mr F Bowe and on a show of hands with all in favour **RESOLVED** to approve:

- Standing Orders 2022/23
- Financial Regulations 2022/23
- Complaints Policy
- Unacceptable Behaviours by Customers Policy
- The Responsible Financial Officer Job Description
- Mr Roger Canwell as Internal Auditor

#### **12 CAPITAL WORKS TO PARKS**

The Town Council received report outlining required capital works to the parks. This included fencing, replacement gates, and some general maintenance. It was proposed by Mr J Ward, seconded by Mr P Berry and on a show of hands with all in favour **RESOLVED** to undertake the required works at a cost not to exceed £9,173 (exc VAT).

#### **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.**



It was proposed by Miss S Lawn and seconded by Mrs J Fisher and on a show of hands with all in favour **RESOLVED** to exclude press and public due to the disclosure of commercial and personal details.

**14 PROPOSED RESTRUCTURE**

Dr T Foreman introduced a proposed temporary restructure for the Town Council to formally cover duties during a period of staff absence. It was proposed by Miss S Lawn, seconded by Mr J Fisher and on a show of hands with all in favour **RESOLVED** to approve the temporary restructure.

It was further proposed by Miss S Lawn, and seconded by Mrs J Fisher and on a show of hands with all in favour **RESOLVED** that options for a permanent restructure come forward to an extraordinary meeting as soon as possible.

**15 PROCESS REVIEW**

The Town Council received a confidential report related to a process review. It was proposed by Mr F Bowe, seconded by Mr P Berry and on a show of hands with all in favour **RESOLVED** that the process review panel have full delegated powers to examine the process undertaken by the Council and shall consist of the following members:

- Mrs T Mancini-Boyle
- Mr J Emsell
- Mr N Shaw

**Meeting Closed at 9.15pm**

**Signed** \_\_\_\_\_

**Date** \_\_\_\_\_

**THORPE ST ANDREW TOWN COUNCIL  
MINUTES OF THE EXTRAORDINARY TOWN COUNCIL MEETING  
HELD ON 16<sup>TH</sup> FEBRUARY 2022 AT 7:30PM**

**1 PRESENT:**

Mrs J Fisher (Deputy Town Mayor)	
Mr J Emsell	Mr S Snelling
Mrs T Mancini Boyle	Mr J Fisher
Mr J Ward	Mr P Berry
Mr F Bowe	
Mr L Reeves	

**APOLOGIES:** Miss S Lawn, Ms M Friend, Mr T Garner, Mr M Lake, Mr N Shaw,  
Mr T Fordham, Mr J Boast

**IN ATTENDANCE:** Dr T. Foreman (Locum Chief Executive 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 PERSONAL BUSINESS TO BE TRANSACTED**  
It was proposed by Mrs J Fisher, seconded by Mrs T Mancini-Boyle and on a show of hands with all in favour **RESOLVED** to exclude press and public as attendance would be prejudicial to the public interest.

**4 PROPOSED RESTRUCTURE**  
Dr T Foreman explained the meeting had been called at the request of the March 2022 Town Council meeting to consider making the temporary restructure approved at the March Town Council meeting, permanent.  
It was proposed by Mrs J Fisher, seconded by Mrs T Mancini-Boyle and on a show of hands with all in favour **RESOLVED** to make the restructure permanent.  
It was proposed by Mrs J Fisher, seconded by Mrs T Mancini-Boyle and on a show of hands with all in favour **RESOLVED** to approve a strain payment not to exceed £82,000.

**Signed** \_\_\_\_\_ (Town Mayor)

**Date** \_\_\_\_\_



# COMMUNITY UPDATE

THORPE ST ANDREW SAFER NEIGHBOURHOOD TEAM



[www.norfolk.police.uk](http://www.norfolk.police.uk)

JANUARY 2022



**WE ARE YOUR SAFER NEIGHBOURHOOD TEAM – WANT TO GET IN TOUCH?**

CONTACT US – E: [SNTHORPESTANDREW@NORFOLK.POLICE.UK](mailto:SNTHORPESTANDREW@NORFOLK.POLICE.UK) TEL: 101

FOLLOW US ON SOCIAL MEDIA

FACEBOOK: /BroadlandPolice

TWITTER: @BroadlandPolice


**YOUR LOCAL BEAT MANAGER**



PC 855 ALLAN JENNINGS

## UPDATE FROM YOUR ENGAGEMENT OFFICER

## WHAT'S HAPPENING IN YOUR AREA?



**NORFOLK**  
CONSTABULARY  
*Our Priority is You*

**Norfolk Special Constabulary are recruiting...**

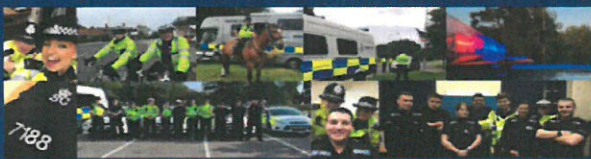
**Special Constables in Norfolk**

Come to our online information evening on:

**Wednesday, 9 February 2022**  
**19:00 hrs (prompt) to 20:30 hrs**

Confirm your place by calling us on:  
01953 425699 ext 2371 or email [bespecial@norfolk.police.uk](mailto:bespecial@norfolk.police.uk)  
(MS Teams Meeting Link will be sent after confirming your place)

- Welcome
- Advice on completing the application form
- Recruitment Process and Induction Course
- What does a Special Constable do?
- Meet Special Constables
- Questions



For information about becoming a Special Constable:  
[www.norfolk.police.uk/join-us/volunteers/police-specials?](http://www.norfolk.police.uk/join-us/volunteers/police-specials?)

As everyone starts to get back to work and school following the festive break, we hope you had a happy and safe Christmas and New Year with your families.

The Local Policing Neighbourhood Team have been busy during this time supporting response colleagues on numerous calls and taking part in the drink driving campaign. Unfortunately, too many people are still not getting the message about drink driving and several arrests were made across the district. The message from the team remains that it is 'None for the road' and that you still may be over the limit in the morning if you have been drinking heavily the night before.

We would also like to remind motorists to thoroughly defrost their vehicles in the morning as temperatures drop overnight. As Sgt Chris Harris from Roads Policing would say, we don't want to see any tank commanders, with only a small area cleared on the windscreen.

Drivers should also refrain from leaving their vehicle engines running in order to warm them up. This is an invitation for an opportunist thief to take your vehicle and you can also commit an offence when you do this!

Going forward, officers will be out and about on foot patrol as per the Chief Constable's vision of greater visibility in the community. Beat Managers will be advertising their street surgeries on all our Broadland Police social media sites; as well as high visibility patrols of parks and green spaces as part of our #ParkWalkTalk and #StreetSafe initiatives. Both aim to increase public reassurance and target the areas where the public have told us they don't feel safe. Please come and talk to us when you see us and we look forward to seeing you all out on the beat.

## CURRENT NEIGHBOURHOOD PRIORITIES

- Speeding and Road Safety  
- including a drink drive campaign

## DATES FOR YOUR DIARY

- Priority Setting Meeting – Monday 28th March 2022  
7pm online via Microsoft Teams

For local engagement surgeries see Broadland Police social media pages



CONTACT US THROUGH OUR  
SOCIAL MEDIA CHANNELS



CALL US ON 101 OR 999 IN  
AN EMERGENCY



TALK TO YOUR LOCAL  
BEAT MANAGER



# COMMUNITY UPDATE

THORPE ST ANDREW SAFER NEIGHBOURHOOD TEAM



[www.norfolk.police.uk](http://www.norfolk.police.uk)

JANUARY 2022

## CRIME UPDATES 1st to 31st December

Offence	Numbers	What could this entail
Arson	1	Damage caused as a result of fire.
Anti-Social Behaviour (ASB)	1	Harassment, alarm or distress is caused in a non-crime incident.
Burglary business and community	0	A person commits theft in a building or structure that is not lived in.
Burglary residential	0	Entry and theft in a building or a structure that is lived in.
Criminal Damage	10	A person destroys or damages property belonging to someone else.
Domestic	10	Domestic incidents where a crime has not occurred. Parties are aged 16 or over and have been intimate partners or family members regardless of sexuality.
Hate Incident	1	Any incident where a crime has not occurred which the victim, or anyone else, thinks is based on someone's prejudice towards them because of their race, religion, sexual orientation, disability or because they are transgender.
Race or Religious aggravated public fear	0	Any crime determined to have a hate element as per above.
Possession of controlled substance	1	Unlawful possession of a drug classified in class A, B or C.
Possession of weapons	0	Unlawful possession of an article used as a weapon.
Public fear, alarm or distress	10	Public order offences e.g. from a verbal altercation to offences just short of violence.
Robbery	0	Includes a range of offences where force is used, threatened or the victim is put in fear.
Theft from a motor vehicle	0	Any item stolen that was in, on or attached to a motor vehicle.
Theft or unauthorised taking of a motor vehicle	0	Any motor vehicle including those abandoned.
Theft of pedal cycle	0	From a public place, if stolen from a shed or garage this would be a BOTD.
Theft from a person	0	Purse being taken from a handbag, or a mobile phone from a shopping basket.



CONTACT US THROUGH OUR  
SOCIAL MEDIA CHANNELS



CALL US ON 101 OR 999 IN  
AN EMERGENCY



TALK TO YOUR LOCAL  
BEAT MANAGER

13<sup>th</sup> February 2022

## **Report from Councillor John Ward**

### **Broadland District Council**

Broadland Members have commenced a Collaboration Review which will interlock with SNDC as it progresses. The review is being chaired by Cllr Stuart Clancy.

MD Trevor Holden is keen to grow BDC's relations with Town & Parish Councils as per the LGA report "Local Service Delivery and Place Shaping"

The site at the Recreation Ground has been prepared and fenced and planting will start on our Miyawaki Mini Forest on 14.2.22. This is part of NCC's One Million Trees for Norfolk project.

### **Norfolk County Council**

The e-scooter trial in Greater Norwich will be extended to 30<sup>th</sup> November 2022 and the area will be expanded. There are currently 90 local locations with over 1000 journeys per day and 40,000 individual users of the service.

Cecil Gowing Infant School has received £10k funding from Aviva which will be used in its Reception environment with an eco-friendly focus.

Following the successful consolidation of NCC office accommodation, the 8<sup>th</sup> floor at County Hall is now surplus to requirements and has been let to the NHS Norfolk & Waveney Clinical Commissioning Group.

Norfolk's largest, at 116sq mtr, re-use shop officially opened on 10<sup>th</sup> February at the new Norwich North Recycling Centre on the Broadland Northway.

The new Interim Fire Chief for Norfolk is Tim Edwards who steps up from the role of Assistant Fire Chief having worked in the Norfolk F&R Service since 1988.



Item 7 (i) PUBLIC

2 March 2022 (2021-2022)

Thorpe St Andrew Town Council  
PAYMENTS LIST

ier Code	Date	Minuta	Bank	Cheque No	Description	Supplier	VAT Type	Net	VAT	Total
03 Telephone	02/02/2022		Bank 1 Current Accou	DD	Mobile telephones - Rec Grnd	O2	S	54.75	10.95	65.70
04 Telephone	02/02/2022		Bank 1 Current Accou	DD	Mobile telephones - Rec Grnd	O2	S	34.47	6.89	41.36
62 Rent and deposit	07/02/2022		Bank 1 Current Accou		Allotment Refund		E	45.17		45.17
63 Water	07/02/2022		Bank 1 Current Accou		Water charges - Town Hall	Wave	E	159.18		159.18
64 Water charges	07/02/2022		Bank 1 Current Accou		Water charges - Hillside Allot	Wave	E	363.57		363.57
05 Electricity	07/02/2022		Bank 1 Current Accou	DD	Electricity - Roxley Hall	SSE	L	266.11	13.30	279.41
48 Verge cutting	07/02/2022		Bank 1 Current Accou	BACS	Trees	Barcham	S	5,573.00	1,114.60	6,687.60
49 Cleaning and cleaning materi	07/02/2022		Bank 1 Current Accou	BACS	Cleaning Materials	Bundl	S	381.29	76.26	457.55
50 Soccer marking	07/02/2022		Bank 1 Current Accou	BACS	Soccer marking	CGM Group	S	219.41	43.88	263.29
51 Field maintenance contract	07/02/2022		Bank 1 Current Accou	BACS	Grounds maint	CGM Group	S	670.60	134.12	804.72
06 Gas	07/02/2022		Bank 1 Current Accou	DD	Roxley Hall gas	SSE	L	373.82	18.69	392.51
52 Field maintenance contract	07/02/2022		Bank 1 Current Accou	BACS	Grounds maint	CGM Group	S	479.89	95.98	575.87
53 Park maintenance	07/02/2022		Bank 1 Current Accou	BACS	Grounds maint	CGM Group	S	710.00	142.00	852.00
54 Park maintenance	07/02/2022		Bank 1 Current Accou	BACS	Grounds maint	CGM Group	S	120.00	24.00	144.00
55 Repairs	07/02/2022		Bank 1 Current Accou	BACS	Street light - repairs	Cozens UK Ltd	S	395.00	79.00	474.00
58 Legal charges	07/02/2022		Bank 1 Current Accou		Legal fees	NP Law	S	3,132.30	626.46	3,758.76
59 Locum CEO	07/02/2022		Bank 1 Current Accou	BACS	Locum Services	Politis Ltd	S	4,800.00	960.00	5,760.00
60 Materials fixtures & fittings	07/02/2022		Bank 1 Current Accou	BACS	water boiler	Premier Catering Equipment	S	532.00	106.40	638.40
61 Miscellaneous	07/02/2022		Bank 1 Current Accou	BACS	water boiler	Premier Catering Equipment	S	532.00	106.40	638.40
56 Human Resources H&S Cove	07/02/2022		Bank 1 Current Accou	BACS	job vacancy advert	NALC	X	504.00		504.00
57 Health and Safety	07/02/2022		Bank 1 Current Accou		Occupational Health Asses	Norfolk & Norwich University	X	827.50		827.50
65	09/02/2022		Bank 1 Current Accou	BACS	February salary		X	1,103.42		1,103.42
66	09/02/2022		Bank 1 Current Accou	BACS	February salary		X	1,545.10		1,545.10
67	09/02/2022		Bank 1 Current Accou	BACS	February salary		X	1,337.47		1,337.47
68	09/02/2022		Bank 1 Current Accou	BACS	February salary		X	1,461.87		1,461.87
69	09/02/2022		Bank 1 Current Accou	BACS	February salary		X	1,379.47		1,379.47
70	09/02/2022		Bank 1 Current Accou	BACS	February salary		X	747.57		747.57
71	09/02/2022		Bank 1 Current Accou	BACS	February salary		X	1,537.88		1,537.88
72	09/02/2022		Bank 1 Current Accou	BACS	February salary		X	1,218.43		1,218.43
73	09/02/2022		Bank 1 Current Accou	BACS		HMRC	X	85.09		85.09
74	09/02/2022		Bank 1 Current Accou	BACS		HMRC	X	73.71		73.71
75	09/02/2022		Bank 1 Current Accou	BACS		HMRC	X	283.12		283.12
76	09/02/2022		Bank 1 Current Accou	BACS		HMRC	X	172.41		172.41
77 Student loan	09/02/2022		Bank 1 Current Accou	BACS	Student Loan	HMRC	X	29.00		29.00
78	09/02/2022		Bank 1 Current Accou	BACS		HMRC	X	228.21		228.21
79	09/02/2022		Bank 1 Current Accou	BACS		HMRC	X	127.66		127.66

**Thorpe St Andrew Town Council**  
**PAYMENTS LIST**

ier	Code	Date	Minute	Bank	Cheque No	Description	Supplier	VAT Type	Net	VAT	Total
80		09/02/2022		Bank 1 Current Accou	BACS		HMRC	X	103.81		103.81
81		09/02/2022		Bank 1 Current Accou	BACS		HMRC	X	127.66		127.66
82		09/02/2022		Bank 1 Current Accou	BACS		HMRC	X	186.21		186.21
83		09/02/2022		Bank 1 Current Accou	BACS		HMRC	X	127.66		127.66
84		09/02/2022		Bank 1 Current Accou	BACS		HMRC	X	7.46		7.46
85		09/02/2022		Bank 1 Current Accou	BACS		HMRC	X	349.60		349.60
86		09/02/2022		Bank 1 Current Accou	BACS		HMRC	X	176.87		176.87
87		09/02/2022		Bank 1 Current Accou	BACS		HMRC	X	124.51		124.51
88		09/02/2022		Bank 1 Current Accou	BACS		HMRC	X	83.62		83.62
89		09/02/2022		Bank 1 Current Accou	BACS		Norfolk Pension Fund	X	82.62		82.62
90		09/02/2022		Bank 1 Current Accou	BACS		Norfolk Pension Fund	X	597.43		597.43
91		09/02/2022		Bank 1 Current Accou	BACS		Norfolk Pension Fund	X	129.11		129.11
92		09/02/2022		Bank 1 Current Accou	BACS		Norfolk Pension Fund	X	466.79		466.79
93		09/02/2022		Bank 1 Current Accou	BACS		Norfolk Pension Fund	X	96.40		96.40
94		09/02/2022		Bank 1 Current Accou	BACS		Norfolk Pension Fund	X	390.59		390.59
95		09/02/2022		Bank 1 Current Accou	BACS		Norfolk Pension Fund	X	96.40		96.40
96		09/02/2022		Bank 1 Current Accou	BACS		Norfolk Pension Fund	X	390.59		390.59
97		09/02/2022		Bank 1 Current Accou	BACS		Norfolk Pension Fund	X	96.40		96.40
98		09/02/2022		Bank 1 Current Accou	BACS		Norfolk Pension Fund	X	390.59		390.59
99		09/02/2022		Bank 1 Current Accou	BACS		Norfolk Pension Fund	X	43.51		43.51
00		09/02/2022		Bank 1 Current Accou	BACS		Norfolk Pension Fund	X	185.90		185.90
01		09/02/2022		Bank 1 Current Accou	BACS		Norfolk Pension Fund	X	131.22		131.22
02		09/02/2022		Bank 1 Current Accou	BACS		Norfolk Pension Fund	X	474.39		474.39
09	Roxley Hall	13/02/2022		Bank 1 Current Accou	BACS	Building maintenance	Comfort Heating Services	X	155.00		155.00
20	Town Hall	13/02/2022		Bank 1 Current Accou	BACS	Electrical work - Town Hall	C R Wilson	X	50.00		50.00
21	Morse Pavilion	13/02/2022		Bank 1 Current Accou	BACS	Electrical work - Morse Pav	C R Wilson	X	185.00		185.00
22	River Green Buildings	13/02/2022		Bank 1 Current Accou	BACS	Electrical work - River Green	C R Wilson	X	80.00		80.00
16	Hillside maintenance	13/02/2022		Bank 1 Current Accou	BACS	allotment maintenance	Trade UK	S	14.75	2.95	17.70
17	Dussindale maintenance	13/02/2022		Bank 1 Current Accou	BACS	allotment maintenance	Trade UK	S	14.75	2.95	17.70
18	Tools - equipment	13/02/2022		Bank 1 Current Accou	BACS	Tools	Trade UK	S	73.32	14.66	87.98
11	Electricity	13/02/2022		Bank 1 Current Accou	BACS	Electricity - River Green	E.on	L	53.34	2.67	56.01
15	Electricity Toilets River Greer	13/02/2022		Bank 1 Current Accou	BACS	Electricity - River Green Toile	Total Gas & Power	L	81.82	4.09	85.91
19	Tools - equipment	13/02/2022		Bank 1 Current Accou	BACS	Tools	Trade UK	L	16.19	0.81	17.00
07	Vehicle lease	13/02/2022		Bank 1 Current Accou	BACS	Lease payment	Bussey & Sabberton	S	360.16	72.03	432.19
08	Photocopy charges	13/02/2022		Bank 1 Current Accou	BACS	Photocopying	CCS Ltd	S	54.85	10.97	65.82
10	Maintenance contract	13/02/2022		Bank 1 Current Accou	BACS	Street light - maintenance	Cozens UK Ltd	S	400.00	80.00	480.00
12	Health and Safety	13/02/2022		Bank 1 Current Accou	BACS	Clothing H & S	Mainman Supplies	S	176.74	35.35	212.09
13	Park maintenance	13/02/2022		Bank 1 Current Accou	BACS	Planters	Marmax Recycled Products	S	3,387.00	677.40	4,064.40
14	Memorial donation	13/02/2022		Bank 1 Current Accou	BACS	Trees	Taverham Nursery Centre	S	28.33	5.66	33.99

**Thorpe St Andrew Town Council**  
**PAYMENTS LIST**

ier Code	Date	Minute	Bank	Cheque No	Description	Supplier	VAT Type	Net	VAT	Total
.40 Subscriptions	15/02/2022		Bank 1 Current Accou	Credit Card	Subscription	Adobe	E	25.28		25.28
.34 Stationery	15/02/2022		Bank 1 Current Accou	Credit Card	Stationery	The Works	X	5.49		5.49
.31 Fuel & machinery mainten	15/02/2022		Bank 1 Current Accou	DD	Fuel	Fuel Genie	S	38.31	7.66	45.97
.32 Vehicle lease	15/02/2022		Bank 1 Current Accou	DD	Lease payment	Bussey & Sabberton	S	360.16	72.03	432.19
.33 Fuel	15/02/2022		Bank 1 Current Accou	DD	Fuel	Fuel Genie	S	187.95	37.59	225.54
.35 Park maintenance	15/02/2022		Bank 1 Current Accou	Credit Card	Signage	Instantprint	S	79.17	15.83	95.00
.36 Cleaning and cleaning materi	15/02/2022		Bank 1 Current Accou	Credit Card	Laundry Products	East of England CO OP	S	3.32	0.67	3.99
.37 Materials fixtures & fittings	15/02/2022		Bank 1 Current Accou	Credit Card	Stationery	Amazon	S	4.16	0.83	4.99
.38 Wheeled/litter/dog bins	15/02/2022		Bank 1 Current Accou	Credit Card	Sanitary Bins	Brilliant Bins	S	143.50	28.70	172.20
.39 Subscriptions	15/02/2022		Bank 1 Current Accou	Credit Card	Subscription	Adobe	S	12.64	2.53	15.17
.41 Gas	21/02/2022		Bank 1 Current Accou	DD	Gas charges - Morse	SSE	S	281.56	56.31	337.87
.42 Electricity	21/02/2022		Bank 1 Current Accou	DD	Electricity - Morse Pav	SSE	S	448.20	89.64	537.84
.24 Vehicle Maintenance	21/02/2022		Bank 1 Current Accou	BACS	Vehicle maintenance	Ben Burgess	S	204.00	40.80	244.80
.25 Staithe/picnic area maint	21/02/2022		Bank 1 Current Accou	BACS	Equipment hire	Speedy Asset Services Ltd	S	54.00	10.80	64.80
.26 River Green maintenance	21/02/2022		Bank 1 Current Accou	BACS	Security Door Installation	Vincent Security	S	800.00	160.00	960.00
.27 Town Hall	21/02/2022		Bank 1 Current Accou	BACS	Security Door Installation	Vincent Security	S	800.00	160.00	960.00
.29 Legal charges	21/02/2022		Bank 1 Current Accou	BACS	HR Legal Fees	Neathouse	S	750.00	150.00	900.00
.30 Locum CEO	21/02/2022		Bank 1 Current Accou	BACS	Locum Services	Politis Ltd	S	4,800.00	960.00	5,760.00
.23 Park maintenance	21/02/2022		Bank 1 Current Accou	BACS	Pest control	Burrell Pest control	X	250.00		250.00
.28 Rates River Green toilets	21/02/2022		Bank 1 Current Accou	BACS	water charges River Green toll	Wave	Z	555.42		555.42
.43 Telephone	22/02/2022		Bank 1 Current Accou	BACS	Barrier line rental	Wireless Logic Ltd	S	4.00	0.80	4.80
.44 Telephone	28/02/2022		Bank 1 Current Accou	DD	Telephone - Morse Pavilion	Talk Talk	S	49.95	9.99	59.94
.45 Telephone	28/02/2022		Bank 1 Current Accou	DD	telephone Roxley	Talk Talk	S	36.95	7.39	44.34
.46 Telephone	28/02/2022		Bank 1 Current Accou	DD	Telephone - Office	Talk Talk	S	49.95	9.99	59.94
.48 Wheeled/litter/dog bins	28/02/2022		Bank 1 Deposit Accou	DD	Waste bins	Veolia	S	116.14	23.23	139.37
.49 Wheeled/litter/dog bins	28/02/2022		Bank 1 Deposit Accou	DD	Waste bins	Veolia	S	116.14	23.23	139.37
.47 Bank charges	28/02/2022		Bank 1 Current Accou	DD	Bank charges	LLoyds Bank	E	18.90		18.90
<b>Total</b>								<b>51,690.25</b>	<b>6,336.49</b>	<b>58,026.74</b>

# Item 7 (ii)

## THORPE ST ANDREW TOWN COUNCIL

### BANK RECONCILIATION STATEMENT AS AT 28/02/22 FOR CURRENT AND DEPOSIT ACCOUNTS

<b>Balance at bank</b>	£
Current account bank 1	26291.60
Deposit account bank 1	403111.99
<b>Sub total - bank 1</b>	<u>429403.59</u>
Capital Account bank 2	55309.78
	<u>484713.37</u>

Unpresented cheques	Cheque number	Payee	£
		NALC	-504.00

Total of unpresented cheques	<u>-504.00</u>
	<u>484209.37</u>

Balance at 31/3/21	361639.77
Plus receipts	650715.87
	<u>1012355.64</u>
Less expenditure	-528146.27
	<u>484209.37</u>

Completed by:



Date 02/03/22.

Certified by: TDForams

Date 02/03/2022

**THORPE ST ANDREW TOWN COUNCIL  
MINUTES OF THE PLANNING AND ENVIRONMENT COMMITTEE  
MEETING  
HELD ON 14<sup>TH</sup> FEBRUARY 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)

**Apologies for Absence:** Mr T Garner

**2. Declarations of Interest: None**

**3. Minutes of meeting held on**

The minutes of the meeting held on 14<sup>th</sup> February 2022 were signed and approved as a true record.

**4. Planning Items Raised by Residents-**

The applicant spoke on application 20220060

**5. Planning Applications**

**20212329 - 23 Caston Rd**

The Town Council in its capacity as statutory consultee wishes to raise no objection.

**20220060 - 108 Thunder Lane**

The Town Council in its capacity as statutory consultee wishes to raise no objection.

**20220026 31 Pym Close**

The Town Council in its capacity as statutory consultee wishes to raise no objection.

**20220036      Bacton, 15 St Andrews Ave**

The Town Council in its capacity as statutory consultee wishes to raise no objection.

**20220062      13 Furze Rd**

The Town Council in its capacity as statutory consultee wishes to raise no objection.

**20212269      16 Hillside Ave**

The Town Council in its capacity as statutory consultee wishes to raise no objection in principle, however any occupation should be linked and ancillary to the main dwelling.

**Edgewater, 9 Bungalow Lane**

No objection

**Clean and Coat Ltd 54B Yarmouth Rd**

The Town Council wishes to raise strong objections to the plans as presented. This includes the Town Council objecting to the advertising flags and advertising a-board.



The site is a visible feature from the main thoroughfare of the Thorpe St Andrew conservation area. The site as a whole detracts from the aesthetics of the conservation area. The canopy, as constructed is too high and has a distinct visual impact which is not in keeping with the surrounding area. The use of plastic cladding is also out of keeping with the conservation area, as are the air conditioning units which have been placed on top of the buildings. The Town Council also believes there may have been some trees removed from the site.

The design of the shared access will impinge on the car wash and will bring vehicles entering and exiting the site into conflict with one another. The junction on Yarmouth Road is also not suitable for an increase in vehicle movements.

The cumulative impact of each of the elements of the proposal is overdevelopment on a site which was a garden centre and had temporary use as a car wash. It could now be considered an industrial estate, with no planning permission for the existing changes including the entry gate and walls. The Council would characterise this as a creeping development. The Town Council believes there are also issues related to water run-off, drainage, sewage, and flooding.

**Confidential-** Enforcement Notices Noted

**Meeting closed at 8.35pm**

**Signed** \_\_\_\_\_

**Date** \_\_\_\_\_

**Thorpe St Andrew Town Council  
Minutes of the Events and Media Committee Meeting  
held on 28<sup>th</sup> February 2022 at 7.30pm**

**1. ATTENDANCE AND APOLOGIES FOR ABSENCE**

**Present:**

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

**In attendance:**

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

**Apologies:** Mrs J Fisher

**2. DECLARATIONS OF INTEREST IN ITEMS ON THE AGENDA**

None

**3. MINUTES OF COMMITTEE MEETING HELD ON 31<sup>st</sup> JANUARY 2022**

The minutes of the meeting held 31<sup>st</sup> January 2022 were agreed as a true record and signed by the Chairman.

**4. FINANCIAL REPORT 2021 EVENTS**

The RFO presented figures on income and expenditure against budget and an itemised breakdown of costs/income for each 2021 event. An overall profit of £8,536.98 was reported which was considered a positive result.

**5. UPDATE ON 2022 TENDERS AND BEST VALUE QUOTES**

The RFO presented information on the current staff/volunteer list for the 2022 events, the quotes obtained for toilet hire, first aid cover, lighting tower hire, fireworks display and entertainment packages for the Jubilee event on 2<sup>nd</sup> June, and the outside caterers presently signed up to each 2022 event.

It was proposed by Mr J Ward, seconded by Mr J Fisher and with a show of hands with all in favour **RESOLVED** to book Toilets+, Falcon Safety, Speedy Services, Skylit Pyrotechnics and Olly Day for the Jubilee event, with staging from East Coast Trucks provided adequate specifications were met. Additional outside caterers would be sought for the Jubilee event.

*There being no other business, the meeting closed at 8.35pm*

**NEXT MEETING: 28<sup>th</sup> March 2022**

*Signed: ..... Dated: .....*

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## Thomas Foreman

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**From:** Thorpe St Andrew Town Council  
**Sent:** 21 February 2022 17:33  
**To:** Thomas Foreman  
**Subject:** FW: Norfolk Community Law Service  
**Attachments:** NCLS leaflet.pdf; Norfolk Community Law Service appeal.pdf; NCLS Impact Report Oct21.pdf

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**From:** Tamsin Roques <Tamsin@ncls.co.uk>  
**Sent:** 21 February 2022 17:17  
**To:** Thorpe St Andrew Town Council <office@thorpestandrew-tc.gov.uk>  
**Subject:** Norfolk Community Law Service

Dear Mr Foreman,

We are Norfolk's free legal advice charity. Every year we help more than 2,500 of Norfolk's most vulnerable residents to resolve their legal problems.

I'd like to ask for your help in two different ways:

Firstly, please could you circulate our leaflet (attached) and website [www.NCLS.co.uk](http://www.NCLS.co.uk) to all your councillors, so that they are aware of our services and can refer any residents who may need legal advice? If you would like a supply of printed leaflets, do let us know and we would be pleased to provide them.

And secondly, it costs us £800,000 per year to provide our free services to people in Norfolk. Could Thorpe St Andrew Town Council make a contribution to help us continue providing this advice? In 2021 we advised 26 residents of Thorpe St Andrew on 30 issues ranging from debt and benefits to immigration and domestic abuse. Several local councils already recognise the importance of our work by making a grant to NCLS. Please could you forward this message with the attached information to the person responsible for grants at Thorpe St Andrew Town Council?

Many thanks for your help,

Tamsin Roques  
Fundraising Officer

(please note I work part time and messages may not be seen same day)

Norfolk Community Law Service  
14 Prince Of Wales Road  
Norwich  
NR1 1LB

Tel 01603 496623  
[www.ncls.co.uk](http://www.ncls.co.uk)  
[Facebook](#)





Two thirds of the UK population don't know how to get legal advice, and there are still 14 million people who live in poverty and can't afford it.\* NCLS exists to help such people in Norfolk to have their voice heard.

Legal problems can happen to anyone. They might have been unfairly dismissed from their job, had their benefits cut, are not being allowed to see their children, or are being harassed by a former partner.

Legal Aid was slashed in 2013, leaving anyone unable to pay for a lawyer to navigate the system alone and to represent themselves at court or tribunal. This is challenging even for a highly educated and confident person; for a vulnerable person it can be impossible. Even when someone in very specific circumstances does qualify for Legal Aid, so few firms in Norfolk now offer it that there is not enough capacity to meet demand.

Our charity has been working in Norfolk for over 40 years. We run a range of free services to meet local need, and we work in partnership with other agencies to make sure that people can access advice as soon as they need it. We currently provide:

- twice weekly free legal advice sessions covering employment, family & general advice
- debt and money advice for vulnerable clients, including a specific Women's Debt Service
- welfare benefits advice and representation at appeals tribunals
- legal advice for victims of domestic abuse
- immigration advice, including EU Settlement Scheme
- discrimination advice and representation (in collaboration with Suffolk Law Service)
- rent arrears mediation for Norwich City Council housing tenants
- family court support service for cases concerning child contact

We target all our services at the most vulnerable people in our community, such as those on low incomes, people with physical disabilities or mental health issues, migrant workers, other BME groups, ex-offenders, and people with learning difficulties.

Advice sessions run at Norwich, Cromer, Great Yarmouth and Kings Lynn. Page 5 of the attached Impact Report shows how many clients we see from each council area. We have continued to deliver all our services throughout the pandemic, with advice now available face to face, by telephone or by video. We have seen demand for some services increase dramatically as a result of Covid-19, eg a 56% increase in domestic abuse enquiries.

Last year we helped 2636 clients, thanks to our 129 volunteers (including solicitors and law students) and 22 FTE staff. We have a robust system of governance with 12 trustees who oversee all our activities, and we hold the Advice Quality Standard. Our outcomes measurements show that clients' wellbeing improves after receiving quality advice, and feedback from users shows how valued our service is:

*"Your solicitor understood and listened to my problem, I feel loads better and I'll be able to sleep tonight. Thank you so much!"*

*"A great service that is easy to access and very valuable advice in complex legal situation that also changes regularly. Person delivered service much appreciated."*

*"Put everything in a way I could understand"*

*"Thank you so much for your service. You help me to get my piece of mind. I didn't even know where to start and you took me to the end of the case."*

Over half of people who experience legal problems describe negative impacts including stress-related ill-health, loss of income or confidence, physical ill-health and family breakdown,\*\* and of course these issues have wider repercussions for the local community, so the impact of our advice goes far beyond the benefit for the individual. What's more, when we help clients resolve their debt and benefits issues, the local economy benefits from their spending power too.

We receive no statutory funding but are supported by a range of grant-giving bodies, including the Access to Justice Foundation, Henry Smith Charity, Norfolk Community Foundation and Tudor Trust. The estimated cost of continuing our current services in 2022/23 is £864,920, of which we still need to raise £188,536. We would like to ask Thorpe St Andrew Town Council if they could make a grant to enable us to continue this much needed service? Even a small amount would help us support people who have nowhere else to turn.

We enclose some case studies which illustrate the work that we do, and very much hope that you will be able to support us. Please don't hesitate to get in touch if you would like any further information.

\* source: Access to Justice Foundation <https://atjf.org.uk/about-us>

\*\* source: Legal Needs, Legal Capability and the Role of Public Legal Education - A Report by Law for Life

**Norfolk Community Law Service**  
14 Prince of Wales Road, Norwich, NR1 1LB  
Tel 01603 496623; email [info@ncls.co.uk](mailto:info@ncls.co.uk); website [www.ncls.co.uk](http://www.ncls.co.uk)



## Case Studies

### **Debt Service Case Study**

*Mrs S is a widow, and receives State Retirement Pension, Housing Benefit and Council Tax Reduction. She explained that she had 'stuck her head in the sand' after the death of her husband a few years ago, and debts had accrued as a result. The debts were all non-priority in nature and totalled around £17,000.*

*Mrs S had tried making payment arrangements with creditors but had only been able to sustain them by going without food on some days. She now realized that after several years, she was no further forward and thus couldn't envisage how she was ever going to get out of debt. Creditors were contacting her daily and she felt completely unable to cope with the constant demands for money.*

*After gathering details of the debts, we contacted all the creditors and negotiated a holding period to give time to consider the various options. We also sent for Mrs S' credit files from all three credit reference agencies, as she admitted to having destroyed some of the debt correspondence. We prepared a realistic budget with the client; this showed that although she could meet all essential expenditure once debt payments were stripped out, there were no surplus funds remaining for creditors.*

*We then set out the possible options to enable Mrs S to make an informed choice, having regard to her circumstances, and she chose to pursue a Debt Relief Order. We assisted her to apply for this, and after it was granted, Mrs S reported immense relief and stated that at last she could move on with her life.*

### **Family Court Support Service Case Study**

*Nicky had a volatile relationship with her partner Darren. Despite the police having been called to at least one incident, Nicky did not meet the criteria for legal aid. A volunteer solicitor at our weekly Domestic Abuse clinic advised Nicky on how to apply to the court for a Transfer of Tenancy so that Darren could no longer enter the family home and intimidate Nicky and their children.*

*This was successful – the parties lived separately, and Nicky and Darren agreed shared care arrangements. However some months later Nicky contacted NCLS again because Darren was refusing to allow the children to see her, and had also blocked all telephone contact. Mediation was deemed to be inappropriate due to the history of abuse, so NCLS assisted Nicky to apply to court for a Child Arrangements Order. Because the case went to court during lockdown, a hearing was held by telephone. Nicky was very anxious about the upcoming hearing but one of our Family Court Support volunteers spoke to her beforehand to brief her on what was likely to happen and identify the issues she wanted to raise. The same volunteer was joined remotely to the hearing and spoke to Nicky again afterwards to discuss the outcome. NCLS is now helping Vicky to draft the statement which the court has asked her to write, and we will support her again at her final hearing in due course. Nicky said 'I can't afford a solicitor so I am very relieved to have had my tenancy sorted and now having help at court'.*



#### **Welfare Benefits Service Case Study**

*Mr W has a highly vulnerable status for Covid 19 due to lung problems alongside complex mental health problems. He had been supported by his daughter but during the pandemic had become estranged from her and was feeling isolated and suicidal. He was vulnerable and at risk of becoming street homeless as he approached the age of 60.*

*In October 2020 the DWP ended his Personal Independence Payment because he had fallen outside of the protection of extensions of award during Covid 19 and had not coped with filling in a new claim. NCLS had assisted with the previous appeal and he turned to us for help when his entitlement was ended.*

*NCLS tried and failed to persuade the DWP to extend the award during the pandemic, taking the matter to complaint, so we then arranged an emergency Covid-safe face to face appointment, submitted the claim and provided follow up support by phone and post. With the client's permission NCLS also liaised with Mr W's council debt worker and his mental health key worker throughout the process, because his poor mental health and his previous rough sleeping history made him at risk of self-harm and of abandoning his tenancy which would have been hugely detrimental on many levels.*

*It took 4 months without his PIP income for the claim to be processed. During that time Mr W turned off his heating, repeatedly debated giving up his home and living rough again, and needed frequent reassurance and support from NCLS and his support team.*

*He has now been awarded PIP with enhanced rate daily living allowance and enhanced rate mobility allowance, and is secure in his home once again.*

#### **Immigration Service Case Study**

*Mrs D was Bosnian and was living in the UK as the family member of a European (her husband). This meant that she had a right to live in the UK under the EU free movement rules.*

*Following domestic abuse Mrs D had contacted the Police and Leeway and was accommodated in a safe house. Leeway then made a referral to NCLS for advice on her immigration status now that she was no longer living with her husband. Mrs D had a young son; her husband had retained the son's Romanian passport in an attempt to control and manipulate Mrs D.*

*An NCLS immigration adviser explained to Mrs D that her right to live in the UK would not be altered by her leaving her husband. They were also able to advise her on the possibility of this changing should her husband start divorce proceedings. This is a complex area of European law. NCLS offered to help with formalising her rights as a family member of a European.*

*After her appointment with NCLS Mrs D had contact with two local authorities with both of them telling her that she had no right to live in the UK and that it was in the best interests of her young son for them both to return to Bosnia. One authority had gone as far as asking her which airport would be most suitable for her in Bosnia and told her that they were preparing tickets for travel in the following week. Mrs D had the contact details for the adviser at NCLS and made contact asking for help. A poignant symbol of the desperation she felt at this point was that the email she sent to NCLS had the subject line 'Help, please'. NCLS immediately intervened on Mrs D's behalf and explained to both local authorities that she had the right to live in the UK and that it was her wish to remain in the UK and that all she needed was protection from an abusive partner. With the help of NCLS and Leeway Mrs D secured a refuge place and NCLS then went on to help her apply to the Home Office for residence documentation for her and her son. Mrs D was able to establish her right to access housing and benefits and pursue family legal matters made necessary by her fleeing from her husband. Mrs D and her son now live safely in a different area of the UK.*

*Without the specialist advice, expertise and tenacity of NCLS Mrs D would have been likely to have found herself and her son on a plane to Bosnia with the possibility of her facing allegations of child abduction.*



# Impact Report 2020/21





## Thoughts from our Chief Executive Officer

2020/21 will be known as a year that changed us forever. A pandemic that has impacted every one of us.

Even before Covid 19 we were facing unprecedented demand for our services. The cuts to Legal Aid are well reported. Norfolk was particularly hard hit by the impact of these cuts and the situation has not improved.

Many people in Norfolk continue to be in low paid, insecure jobs; some have no recourse to public funds with precarious immigration statuses and are trapped with abusive partners. Delays in welfare benefit decisions plunge citizens into poverty resulting in a greater need to access Foodbanks and Community Fridge initiatives. Incomes have been reduced because of furlough, redundancy and the move to Universal Credit. Demand for help with Family legal problems soared during Lockdown. Children are often our 'invisible clients' with separated parents who refuse to return them after access, for example.

Many people simply do not have enough to live on, let alone pay for help with a complex legal matter, and they need us. All our services have continued uninterrupted. Our staff and volunteers have worked tirelessly from their kitchens, landings, bedrooms. Sometimes a pet cat or dog would join in with a remote team meeting!

When Covid 19 first hit and forced us out of our office we pitched up outside - using a van as a justice bus to deliver advice and help. We got out there into our communities. 2020/2021 has been a difficult year for so many people. We will continue to hear our clients and strive to improve access to justice and equality for all Norfolk citizens.

Stay safe.

**Jane Basham**  
Chief Executive Officer





## About NCLS

**W**e are a free legal advice charity and have been working in Norfolk for over 40 years.

We run a range of free expert, quality assured, independent specialist legal services to meet local need.

Our work enables people to challenge decisions that affect them. We help keep people in jobs; safe; in their homes; in this country; out of poverty and destitution.

While people from all walks of life access us, we target our services at those who have been made most vulnerable by society. This includes ex-offenders, people on low incomes, people with physical and/or learning disabilities or mental health issues and people who are from black, Asian or other ethnic minority communities.

NCLS hosts the Norwich Financial Inclusion Consortium, a partnership funded by the City Council that helps people with a range of financial, housing and debt problems. NCLS also hosts Norfolk Community Advice Network (NCAN), a network of independent specialist social welfare advice agencies that includes Age UK Norfolk; Age UK Norwich; The Bridge Plus +; Citizens Advice Norfolk; Citizens Advice Diss and Thetford; Equal Lives; Mancroft Advice Project and Shelter.

We employ **22 FTE staff** and have **129 volunteers**, including solicitors and law students. We have a robust system of governance with **10 trustees** who oversee all our activities. Our services are accredited by the Advice Quality Standard.

### Across Norfolk we currently provide:

- **weekly free legal advice 'clinics' (FLA)** covering discrimination, domestic abuse, employment, family & general advice
- **debt and money advice**, including Debt Relief Orders and Insolvency Proceedings
- **welfare benefits advice and representation at appeals tribunals**
- **legal advice for victims of domestic abuse**
- **immigration advice**, including the EU Settlement Scheme
- **rent arrears mediation for Norwich City Council housing tenants**
- **family court support for cases concerning child contact**



# We helped **2,636** clients with **3,244** legal issues across Norfolk

■ NORFOLK COMMUNITY LAW SERVICE

### Total clients all services

2020/21 **2,636** 2019/20 **2,607**

### Number of legal issues advised on by service

	Debt	Family Court Support	Free Legal Advice	Immigration	Welfare Rights	Domestic Abuse	Discrimination	Rent Mediation	Other	Total
2020/21	258	197	2211	297	112	116	16	8	29	3244
2019/20	344	258	1632	423	230	86	12	52	29	3066

### Clients per Local Authority area 2020/21

(note some clients may have been seen by more than one service and so will be included multiple times)

	Debt	Family Court Support	Free Legal Advice	Immigration	Welfare Rights	Domestic Abuse	Discrimination	Rent Mediation	Other	Sub total
Breckland	30	27	229	12	7	15	1	0	3	325
Broadland	23	15	245	9	24	16	1	0	1	334
Great Yarmouth	19	16	165	33	9	5	2	0	1	250
King's Lynn & West Norfolk	13	21	187	13	2	11	1	0	1	249
North Norfolk	16	17	172	11	9	8	3	0	1	237
Norwich	118	64	637	143	48	33	7	8	9	1067
South Norfolk	29	24	252	12	11	12	1	0	6	347
Other	9	9	107	52	0	8	0	0	7	191
<b>Total</b>	<b>257</b>	<b>193</b>	<b>1994</b>	<b>285</b>	<b>110</b>	<b>108</b>	<b>16</b>	<b>8</b>	<b>29</b>	<b>3000</b>



## Welfare Benefits

**£500,000**

of Welfare Benefits were won and paid back

**87%** success rate at PIP and ESA appeals – 20% higher than national average

not in full time or part time work **90%**

**34%** not confident in using internet

no access to internet **18%**

### Welfare benefit client quote

“My first disastrous application for PIP crushed my self-confidence, and left me feeling ashamed at having to receive benefits, and I would never have made a second claim had your service not been recommended to me. I wish I'd heard of you before, as the three years following my humiliating experience affected my whole life. A simple 'thank you' seems very little in recompense for all your help to me.”

### WELFARE BENEFITS CASE STUDY

Mr W has a highly vulnerable status for Covid 19 due to lung problems alongside complex mental health problems. He had been supported by his family but during the pandemic had become estranged from them and was feeling isolated and suicidal. He was vulnerable and at risk of becoming street homeless as he approached the age of 60.

In October 2020 the DWP ended his Personal Independence Payment because he had fallen outside of the protection of extensions of award during Covid 19 and had not coped with filling in a new claim. NCLS had assisted with the previous appeal, and he turned to us for help when his entitlement was ended.

NCLS tried and failed to persuade the DWP to extend the award during the pandemic, taking the matter to complaint, so we then arranged an emergency Covid-safe face to face appointment, submitted the claim and provided follow up support by phone and post. With the client's permission NCLS also liaised with Mr W's council debt worker and his mental health key worker throughout the process, because his poor mental health and his previous rough sleeping history made him at risk of self-harm and of abandoning his tenancy which would have been hugely detrimental on many levels.

It took four months without his PIP income for the claim to be processed. During that time Mr W turned off his heating, repeatedly debated giving up his home and living rough again and needed frequent reassurance and support from NCLS and his support team.

With our help he was awarded the benefits that he was entitled to. He's secure in his home and no longer at risk of homelessness. No longer struggling with anxiety and suicidal thoughts he can look to the future with optimism.

## Debt

**£2.7m**

of Debt was written off or renegotiated

**57%** of clients are women

of clients from Breckland & Great Yarmouth (under-privileged parts of Norfolk) are women **71%**

(61% as a result of financial abuse)

### Debt client quote

“You have helped where other agencies didn't. You have taken the time to explain the options thoroughly with me.”

### DEBT CASE STUDY

Ms T had several non-priority debts totalling £9,000, all in her sole name. She lived with her partner and had no dependents; she worked part time and her partner worked full time.

She had several mental health issues including personality disorder, alcohol addiction, depression and anxiety, plus previous episodes of self-harm and suicide attempts. She had been using savings to maintain contractual payments to the creditors, but these had now been used up.

The presenting issue was that she had tried negotiating a solution with one of the creditors, a supermarket bank. Despite total income of £250 per month, she was told:

1. She ought to sell her car to raise funds to pay them.
2. They could reschedule the loan over a longer period, but the revised contractual payment would then be £200 per month with interest continuing to accrue.
3. She would be required to complete income and expenditure details including her partner's income.

We advised her that none of the creditor's suggestions were acceptable or appropriate for someone in financial difficulty, let alone someone with additional vulnerabilities. We also declined to use the income and expenditure form supplied by the creditor, which elevated payments to themselves above other non-priority creditors such that any surplus income would have been allocated to them first.

We drafted a realistic Financial Statement and set out her options; we negotiated for revised pro-rata payments, treating all creditors equally, with interest being frozen.

With our help she saved almost £200 per month in interest, and repayments were reduced from an unaffordable £650 per month to an affordable £100 per month. Knowing she would not have to sell her car, struggle to pay her bills and could afford to repay her debt and that she would be debt free in seven years was empowering. Her anxiety levels reduced, and her mental health improved.



## Immigration

**100%**

success rate for appeals to DWP won for our Immigration clients

**13%**

not confident in using internet

### Immigration client quote

“Thanks so much for all the help I am receiving. It inspires confidence and reassurance through a very stressful process.”

### IMMIGRATION/DOMESTIC ABUSE CASE STUDY

Mrs R came to us early in the Covid 19 lockdown after experiencing domestic abuse from her husband. Her visa had been issued based on her being married to a British citizen and she was extremely concerned about her ability to remain in the UK. She was employed in a professional job in the UK and there was a very real danger of her not being able to continue with her job because of the impact the abuse had taken on her mental health and the uncertainty she faced over her visa. The worry over her visa had become an additional factor in her crisis that she did not need.

We were able to advise her on making an application to remain in the UK on the basis that she had experienced domestic abuse. These applications can only be made by advisers approved to OISC Level 2 and involved expertise and attention to detail. We began collecting evidence for this application including the submission of a subject access request to the Police for any records of incidents.

During this time Mrs R's circumstances changed, and she found herself with nowhere to live and had started sleeping in her car. She was then given temporary housing through special Covid 19 rules which mean that she did not need to show that she was able to access public services (her visa did not allow her to access public funds). When she told us this at one of our appointments, we helped her make an application to the Home Office for concessionary leave to remain and she was granted this within one week allowing her to access public funds and giving her three months leave to remain in the UK instead of her partner visa.

Her husband had continued to threaten her, making it difficult to work and he had also been telling her that he would report to the Home Office that they were no longer together, cancelling her partner visa. We were able to reassure her that she no longer relied on the partner visa and made a referral to NCLS Free Legal Advice for help applying for a domestic abuse injunction against her husband, to enable her to continue working in Norwich.

Within the three months validity of her temporary leave, we submitted an application to the Home Office for settlement in the UK and helped her provide the evidence needed for this. Towards the end of 2020 she was granted Indefinite Leave to Remain in the UK. This meant that there would be no restriction on her living in the UK.

Although she was still dealing with the aftermath of a very unpleasant part of her life, she now had security knowing that she would be able to work, rent housing and access public services if she needed to.

## Family/Domestic Abuse (DA)

### Family Court Support client quote

“From my heart, thank you. My little girl and I are safe and well, largely thanks to the hard work and advice given to me by NCLS. The fact that a member of the team accompanied me to a hearing gave me the confidence to stand up to my ex-husband's barrister, and helped me find my voice.”

**58%** of clients not in work

of clients have dependent children **74%**

**5%** of DA clients are male

of clients live in social housing **41%**

**4%** are homeless or in temporary accommodation

### FAMILY/DOMESTIC ABUSE CASE STUDY

Ms S had fled from her partner following an emotionally abusive relationship. Despite children's services involvement and concerns over the father's alcohol consumption, their 10-year-old child initially resided with the father, but was subsequently placed in Ms S's care by the police following an assault by the father on the child.

Ms S came to NCLS for advice and was referred by our Free Legal Advice solicitor for Family Court Support. Ms S struggled with formal documentation in English as this is not her first language. We assisted Ms S to request a court interpreter, and to have the case moved from the father's locality to Norwich Family Court so that she could attend hearings without having to travel away from home and leave her son. One of our volunteer McKenzie Friends accompanied Ms S to her hearings.

Ms S only has a smartphone to connect to the internet and had difficulty accessing the secure portal to view the social worker's report. NCLS assisted her to resolve this problem and provided an interpreter to help her read the report before her next hearing.

The father disagreed with the social worker's recommendations to the court, so a contested hearing was held. We assisted Ms S to write a statement for the court in preparation for this. At this point the Covid pandemic began and the court system stalled. Despite chasing, Ms S heard nothing from the court for a period of 8 months. We assisted Ms S to e-mail to the court to progress the case. Ms S went on to have a final hearing where an order was made for the child to live with her. Additionally, the order provided that there will be no contact with the father unless the child requests it, and that Ms S's address will not be revealed to the father.

Ms S expressed her relief and gratitude for our help; both she and the child are now safe from the fear and risk of harm from the father and can focus on rebuilding their mental health and wellbeing.

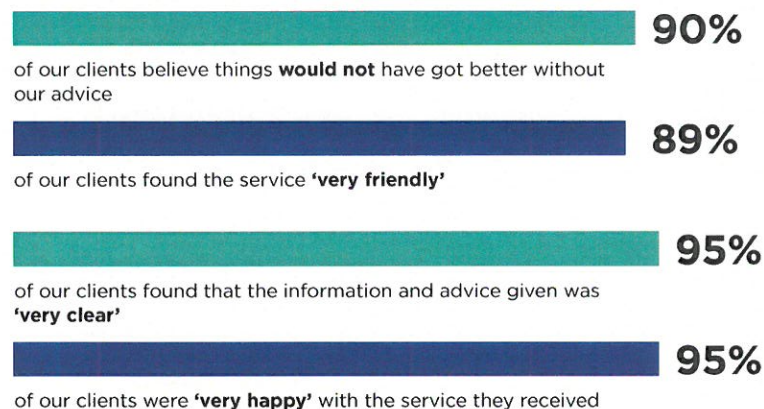


## What our clients say

How many clients would be 'very likely' to recommend us to a friend?



### Client feedback questionnaires



### Warwick Edinburgh Mental Health and Wellbeing outcomes

Our clients tell us we helped them:

- Feel optimistic about the future
- Feel useful
- Feel relaxed
- Deal with problems well
- Think clearly
- Feel close to people
- Make their minds up about things

## Volunteers

Changing lives - building skills

# 129

## volunteers

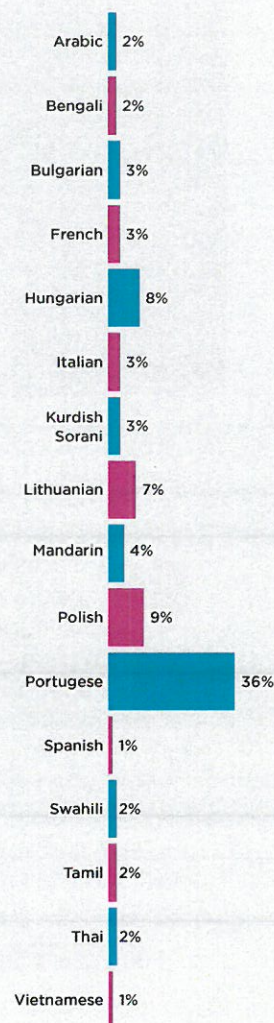


5,500 volunteer hours  
850 free legal hours provided by solicitors - value £135,000

### Student volunteer quote

“ NCLS has provided me with opportunities greater than I could have expected. I have learnt such invaluable skills, which I believe I would not have gained in other forms of volunteer/pro bono work. NCLS has not only provided me with experience of the law in real-life but also allowed me to improve my transferable skills, such as communicating with clients, empathy for clients, time-management and leadership skills. I am beyond grateful to NCLS for the responsibilities and opportunities they have provided me with - I will take it forward with me in anything I do. ”

### Languages spoken by clients\*



\* for whom English is not their first language



## Needed now more than ever



Having volunteered since 2015, it is clear to me that the need for access to pro bono legal advice has never been greater than over the past 12 months. I and many others have provided advice to those who might otherwise have been unable to pay for such guidance. It is crucial that the economically and socially vulnerable members of our society are able to understand, and thus enforce, the legal rights to which we are all entitled.

FLA volunteer solicitor



Judi Lincoln  
Advice and  
Volunteer Manager



Covid 19 didn't stop us. We took our Justice Bus and Mobile Legal Adviser out to reach people in their communities. Our volunteering opportunities help people in our community gain the skills and experience they need and we are even training the next generation of legal aid lawyers through our Justice First Fellowship project.



### Get in touch with us

Admin **01603 496623** • [admin@ncls.co.uk](mailto:admin@ncls.co.uk)  
Immigration **01603 851247** • [immigration@ncls.co.uk](mailto:immigration@ncls.co.uk)  
Debt **01603 851246** • [debt@ncls.co.uk](mailto:debt@ncls.co.uk)  
Welfare Benefits **01603 851248** • [wrars@ncls.co.uk](mailto:wrars@ncls.co.uk)  
Family **01603 851249** • [family@ncls.co.uk](mailto:family@ncls.co.uk)

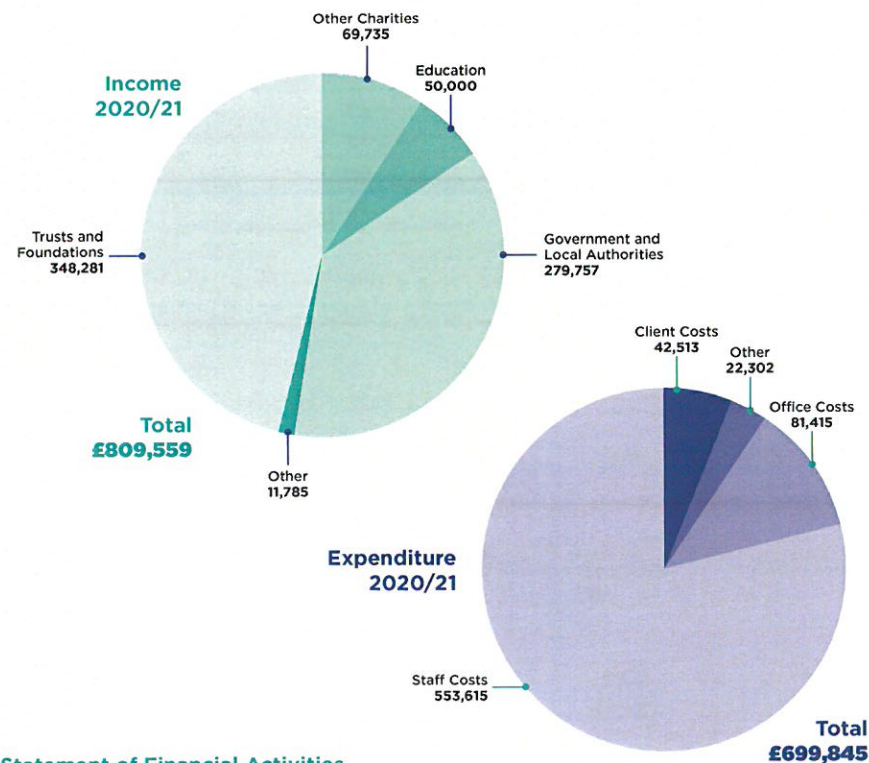


NorfolkCLS



@NCLawService

## Financial Highlights



### Statement of Financial Activities

INCOME AND ENDOWMENTS FROM	Unrestricted	Restricted	31/03/2021 Total	31/03/2020 Total
Donations and legacies	167,004	642,450	809,454	561,348
Investment income	105	-	105	445
	<b>167,109</b>	<b>642,450</b>	<b>809,559</b>	<b>561,793</b>
EXPENDITURE ON				
Raising funds	8,523	75	8,598	9,921
Charitable activities	100,783	585,338	686,121	556,260
Governance costs		5,126	5,126	5,415
	<b>109,306</b>	<b>590,539</b>	<b>699,845</b>	<b>571,596</b>
<b>NET INCOME / (EXPENDITURE)</b>	<b>57,803</b>	<b>51,911</b>	<b>109,714</b>	<b>(9,803)</b>
RESERVES				
Transfer between funds	(685)	685	-	-
Reserves brought forwards	184,672	5,329	190,001	199,804
<b>TOTAL FUNDS CARRIED FORWARD</b>	<b>241,790</b>	<b>57,925</b>	<b>299,715</b>	<b>190,001</b>



# Thank you...



This Impact Report tells the story of NCLS and the work we do. I would like to pay tribute to the indomitable team of staff and volunteers who have stayed focused and worked flexibly and so hard during such unprecedented times.

Thanks to my fellow Trustees (and in particular Annie Grant, Margaret Sparrow and John Ceybird who have recently

stepped down from the Board) who have painlessly navigated new technology and remote Board meetings. A big thank you to UEA Law School with whom we have a supportive and long-lasting partnership, the wonderful UEA Law students, Norfolk and Norwich Law Society, our Supporters, our local law firms, and solicitors who have helped us deliver our Free Legal Advice clinics.

Thanks also to Onyx - our local IT providers. Finally huge thanks to all our funders. NCLS relies entirely on fundraising and donations to deliver our services. We are so very grateful to you all for your commitment to Access to Justice.

**Ben Keane**  
Chairman

## Acknowledgements and thanks:



## Norfolk Law firms that support clients in need

Ashtons Legal Solicitors	Dawsons Law	Haywards Solicitors	Morgan Jones & Pett	Steeles Law Solicitors
BBL Family Law	Ellisons Solicitors	Howard Pollok & Webb	Nicholsons Solicitors	Stenfield Solicitors
Birketts LLP	England & Co Solicitors	J G Poole	NP Law	Story & Robison Solicitors
Butcher Andrews Solicitors	Family Law Consultancy	Kenneth Bush Solicitors	Rogers & Norton Solicitors	University of East Anglia
Chamberlins Solicitors	FM Family Law	Leathes Prior Solicitors	Scott Moncrieff & Associates	Valemus Law
Clapham & Collinge Solicitors	Fosters Solicitors	Leigh Day Solicitors	Silver & Ward Solicitors	Ward Gethin Archer Solicitors
Cozens-Hardy LLP	Gordon Dean Solicitors	Longe & Co	Simper Law	Working Law Solicitors
David Laws Solicitors	Hansells Solicitors	Mills & Reeve	Spire Solicitors LLP	
	Hatch Brenner Solicitors			



Karibu

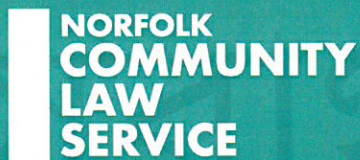
Malugod na Pagbati

welcome

Sveiki

Bem-  
vindo

Bievenido



Norfolk Community Law Service  
14 Prince of Wales Road Norwich NR1 1LB

[ncls.co.uk](http://ncls.co.uk)

Witamy





Norfolk Community Advice Network

NCLS is a proud member of NCAN - the Norfolk-wide partnership of advice and community experts providing free, impartial and quality assured advice and assistance. For more information visit [www.ncan.co.uk](http://www.ncan.co.uk).

### Feedback From Our Clients

*'I am very satisfied with the clear and precise advice given me which clearly showed me the path I should take. Thank you very much NCLS. I will recommend NCLS to anyone anytime.'*

Free Legal Advice Client

*'I was guided along a stressful path with kindness and empathy. I am grateful for the service NCLS offers with its expert and experienced staff.'*

Welfare Rights Client

*'I am very grateful for all the support I have received so far. The immigration system is complex and the NCLS made it possible to make an application without becoming too overwhelming. A necessary and vital service for all those wanting help and support.'*

Immigration Client

*'Thank you so much for your kindness and help, explaining everything clearly and giving me enough time to explain the problem.'*

Debt Client

*'I can't thank you enough for the support and advice she's given me. Above everything, she's given me the confidence that I am doing what is right for my son.'*

Family Court Support Client

### How you can support NCLS

Our work is funded by grants, fundraising and the generosity of individuals and organisations without which we would not be able to do the work we do.

If you would like to support NCLS you can do so in the following ways:

#### Make a donation

Donations can be made by cheque sent to our office or online via:

<https://cafdonate.cafonline.org/17536#!/DonationDetails>

#### Follow us on Social Media

Twitter: @NCLawService

Facebook: [www.facebook.com/NorfolkCLS](http://www.facebook.com/NorfolkCLS)

**Norfolk Community Law Service**  
**14 Prince of Wales Road**  
**Norwich**  
**NR1 1LB**



Registered in England. Company No.3524607. Charity No.1069066  
Authorised by the OISC to provide immigration advice and services. Ref. N201200043

Authorised and regulated by the Financial Conduct Authority. Ref. 620093

## NORFOLK COMMUNITY LAW SERVICE

We are a registered charity providing a range of free, independent, confidential legal services including:

**Legal Advice on Employment, Family and General matters**

**Debt Advice**

**Welfare Benefits Advice and Representation**

**Legal Advice for Victims of Domestic Abuse**

**Immigration Advice**

**Family Court Support Service**

**Discrimination Advice**

**Visit our website: [www.ncls.co.uk](http://www.ncls.co.uk)**



**OUR SERVICES ARE FREE,  
INDEPENDENT, CONFIDENTIAL  
AND INCLUDE:**

### Free Legal Advice

- Legal advice from solicitors and barristers who generously give their time for free.
- We offer advice on **general (civil law), employment and family matters**.
- The appointments are 15 minutes long and are aimed at providing initial advice
- The appointments must be pre-booked and are carried out over the telephone

### BOOKING AN APPOINTMENT

#### Online

The easiest way to provide us with your information is by filling in one of our 'Factfinding' forms online, these can be accessed by **scanning the QR codes** below or by visiting **[www.ncls.co.uk/free-legal-advice-service](http://www.ncls.co.uk/free-legal-advice-service)**. Once we have your information we will email or call you to discuss arranging an appointment. Please be aware that filling in a form does not guarantee that you will get an appointment, but it will help us to assess if your issue is something we can advise on. We will let you know if we can't help.

#### Employment Factfinding



#### Family Factfinding



#### General Factfinding



### Telephone

You can call us on **01603 496623** to discuss booking an appointment. If we don't answer, leave a message and we will ring you back. If you do leave a message please provide the following details:

- Your full name
- Your telephone number
- Whether it is ok for us to leave a message
- A brief summary of what you would like help with

### WhatsApp or Email

You can send us a message on WhatsApp, the number is **07900 153753**, or email us at **[info@ncls.co.uk](mailto:info@ncls.co.uk)**. In the message please provide us the information in the 'Telephone' section above as we will need to give you a call to discuss your issue.

### Discrimination

Provided by Suffolk Law Centre. For a referral call us on **01603 496623** or email **[info@ncls.co.uk](mailto:info@ncls.co.uk)**

### Debt

Advice and assistance for anyone worried about money they owe.

Contact the Debt team directly by calling **01603 851246** or emailing **[debt@ncls.co.uk](mailto:debt@ncls.co.uk)**

### Legal Advice for Victims of Domestic Abuse

Specialist advice appointments with a solicitor.

Call **01603 496623** or email **[info@ncls.co.uk](mailto:info@ncls.co.uk)**

### Immigration

Advice and help with Home Office Applications.

Advice and representation for right to reside and welfare benefit appeals.

Contact the Immigration team by calling **01603 851247** or emailing **[immigration@ncls.co.uk](mailto:immigration@ncls.co.uk)**

### Welfare Rights

Advice and representation for welfare benefit appeals.

Contact the Welfare Rights team by calling **01603 851248** or emailing **[wrars@ncls.co.uk](mailto:wrars@ncls.co.uk)**

### Family Court Support Service

Support for people going to court about child contact arrangements.

Contact the Family Court Support team by calling **01603 851249** or emailing **[family@ncls.co.uk](mailto:family@ncls.co.uk)**

**Interpreters for all our services are available by arrangement.**

## TOWN COUNCIL : 7<sup>TH</sup> MARCH 2022

### CRICKET MOWER PURCHASE

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#### Agenda Item: 11

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#### **Reason for this Report**

This report has been prepared to seek authority to purchase a new cricket mower.

#### **Background**

The existing cricket mower requires a replacement after approx. 15 years use by the Town Council.

#### **Result**

Replacement mower quotations have been sought.

#### **Advice**

The Town Council is requested to authorise the purchase of a replacement cricket mower and 5 bladed cylinder cassette at a cost not to exceed £7,700 (inc 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 some financial implications arising from this report.



**Thomas Foreman**

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**From:** Thorpe St Andrew Town Council  
**Sent:** 25 February 2022 11:28  
**To:** Thomas Foreman; Rachel McCarthy  
**Subject:** FW: Norfolk ALC Membership Subscription

**From:** Dan Howes <admin@NorfolkALC.gov.uk>  
**Sent:** 25 February 2022 11:27  
**To:** Thorpe St Andrew Town Council <office@thorpestandrew-tc.gov.uk>  
**Subject:** Norfolk ALC Membership Subscription

Thorpe St Andrew Town Council

Dear Thomas

**Norfolk ALC Membership subscription –**  
**1 April 2022 to 31 March 2023**



As a not-for-profit co-operative association, we are owned by, and work exclusively for our member councils and your support would be greatly appreciated.

Throughout the last year, in addition to our council support, advice and training, Norfolk ALC has strengthened the award-winning Wellbeing programme included in the membership. The mentoring of Clerks, Councillor training and SLCC accredited CiLCA training is an integral part of our services. As is help with conflict resolution, assistance with recruitment, providing templates for policy development and up-to-date information on relevant government changes.

Our Wellbeing programme covers a wide spectrum of issues such as the environment, flooding, policing, community resilience and mental health. This year we will expand this area of our work significantly. We have established a new, funded partnership with Norfolk County Council and will continue our relationship with the Norfolk Lieutenancy.

The National ALC agenda prioritises lobbying on your behalf concerning the Civility and Respect agenda and the return of being able to hold remote meetings.

The membership fee for this forthcoming year will be £1249.91. £837.83 is forwarded to the National Association of Local Councils as your membership fee with them and the remaining £412.08 is retained by us to provide the services we offer you. The fee for running your website will be £35.00 for the year.

**SCRIBE SAVINGS** – We can offer Norfolk ALC members who sign up for Scribe a 40% discount in their 1<sup>st</sup> year of membership and also for all Norfolk ALC members the Scribe village hall booking system for free.

If you would like to be a member with Norfolk ALC please email [admin@norfolkalc.gov.uk](mailto:admin@norfolkalc.gov.uk) for an invoice and for further information please contact myself via email at [countyofficer@norfolkalc.gov.uk](mailto:countyofficer@norfolkalc.gov.uk) or give me a call on the number shown below.

As your county association we firmly believe in our moto of 'Stronger Together' and look forward to continuing working in unison with you during these challenging times.

Regards

Jeremy Burton

County Officer and Company Secretary  
Norfolk Association of Local Councils  
Tel: 07904 043911

Company Secretary, Norfolk Association of Local Councils Limited