



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**

8-6-22

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 13th June 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 9th May 2022**
 - 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 Voucher Numbers 74 to 264 totalling £121,751.95
 - (ii) Bank Reconciliation Statement
 - (iii) Report of the Internal Auditor
 - (iv) Annual Governance and Accountability Return 2021/22
 - 7 Draft Minutes of Committee Meetings**
 - (i) Plans Committee
 - (ii) Finance and Staff
 - 8 Key Policy Review – Report attached**
 - 9 Consider a motion to exclude press and public from the meeting under the public bodies (admission to meetings) act 1960, as amended by the local government act 1972 ss.100 and ss.102 due to the disclosure of commercial information**
 - 10 Firework Tender – Report attached**
 - 11 Legal Matters Update – Verbal Report**
- Future Agenda Items. (Not for discussion)**

Clerk to the Council – Dr Thomas Foreman

Thorpe St Andrew Town Council, Town Hall, Pound Lane, Thorpe St Andrew, NR7 0UL

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**THORPE ST ANDREW TOWN COUNCIL
MINUTES OF THE ANNUAL TOWN COUNCIL MEETING
HELD ON 9 MAY 2022 AT 7:30PM**

1 ELECTION OF TOWN MAYOR

It was proposed, seconded and duly

RESOLVED that Miss S Lawn be appointed as Town Mayor.

2 ELECTION OF DEPUTY TOWN MAYOR

It was proposed, seconded and duly

RESOLVED that Mrs J Fisher be appointed as Deputy Town Mayor.

3 COMMITTEE/WORKING GROUPS TERMS OF REFERENCE AND MEMBERSHIPS

Members considered the report of the Town Clerk inviting them to approve the Terms of Reference of Committees/Working Groups of the Town Council.

RESOLVED to approve the Terms of Reference as set out in the report with the amendment of the membership of Mr Mackie on the Finance & Staff Committee.

Membership of Committees

RESOLVED that membership of Town Council Committees / Panels for 2022/23 would be as follows:

Planning & Environment Committee: Mr Berry, Mr Bowe, Mr Fisher, Mrs Fisher, Mr Garner, Mr Snelling, Ms M Friend

Planning & Environment Working Group: Mr Berry, Mr Bowe, Mr Fisher, Mrs Fisher, Mr Garner, Mr Snelling, Ms M Friend

Finance & Staff Committee: Mr Berry, Mr Bowe, Mr Emsell, Mr Fisher, Mrs Fisher, Miss Lawn, Mr Reeves, Mr Shaw, Mr Snelling, Mr J Ward, Ms M Friend

Events & Media Committee: Mr Boast, Mr Emsell, Mr Fordham, Miss Lawn, Mr Reeves, Mr Snelling, Mr Ward, Mr J Fisher, Mrs J Fisher

Events Working Group: Mr Boast, Mr Emsell, Mr Fordham, Miss Lawn, Mr Reeves, Mr Snelling, Mr Ward, Mr J Fisher, Mrs J Fisher

4 APPOINTMENT TO EXTERNAL BODIES AND ALLOTMENT PANEL

RESOLVED to appoint the following members to the Allotment Panel: Mr Lake, Mr Bowe, Mr Berry, and Mrs J Fisher

RESOLVED to appoint the following members to the Church Wall committee: Mr Fisher, Mrs J Fisher, Mr Snelling, and Dr T Foreman as Clerk

RESOLVED to appoint Mr F Bowe as member champion for veteran matters

RESOLVED to appoint Mr S Snelling as member champion for dementia support

RESOLVED to continue appointing the Town Mayor as the Community Goodwill Ambassador to Saint Andrews, NB.

5 Present:

Miss S Lawn	(Town Mayor)	Mrs J Fisher	Mr T Grant-Fordham
Mr P Berry	Mr F Bowe	Mr J Emsell	Mr J Fisher
Mrs T Fordham	Mr T Garner	Mr M Lake	Mrs T Mancini Boyle
Mr L Reeve	Mr N Shaw	Mr S Snelling	Mr J Ward

Apologies:

Mr N Shaw

In attendance:

Dr T Foreman (Locum CEO)

Mrs R McCarthy (Admin Officer)
Mr J Calver (Parks and Estates
Supervisor)

One member of the public were in attendance.

6 DECLARATIONS OF INTEREST

None

7 MINUTES

The minutes of the meeting held on 4th April 2022 were agreed and signed as a true record.

8 ANNOUNCEMENTS

- i) The Town Mayor provided a detailed report into the years activities.
- ii) The Town Clerk provided a brief overview of the monthly activities of the office.

9 PUBLIC SESSION (limited to 3 minutes per speaker)

It was proposed and duly seconded that the meeting be suspended to allow members of the public to address the meeting.

- (i) Norfolk Constabulary – an update was provided from a meeting between the Locum CEO and the local beat manager.
- (ii) Members noted the report from Cllr Ward and Cllr Mackie.
- (iii) A member of the public raised issues relating to the appearance and use of land opposite River Green, and noise nuisance from a local business.

10 FINANCE

- (i) Financial Statement 1/4/2021 to 31/3/2022

RESOLVED that the Financial Statement be approved and signed.

- (ii) Variance Notes for the financial statement 1/4/2021 to 31/3/2022

RESOLVED that the Variances be approved and signed.

- (iii) Income, Expenditure, Balance Sheet and Variances 1/4/2021 to 31/3/2022 – members received the income, Expenditure, Balance Sheet and Variances 1/4/2021 to 31/3/2022.

RESOLVED to approve these submissions

- (iv) End of Year Earmarked Reserves – members received details of the Earmarked Reserves and

RESOLVED to approve the Reserves.

- (v) Payments List

RESOLVED to approve the Payments List.

- (vi) Bank Reconciliation Statement as at 31/3/2022

RESOLVED to approve the Bank Reconciliation Statement.

11 DRAFT MINUTES OF COMMITTEE MEETINGS

Plans Committee – 11th April 2022 – Noted.

12 SCHEME OF DELEGATION

Members considered the report of the Town Clerk seeking approval for the previously agreed Scheme of Delegation which had been requested to be reviewed in May 2022. It was **RESOLVED** to approve the scheme of delegation.

13 Update on Playareas

Dr T Foreman provided an update on the playarea project at the Sir George Morse Park, as well as improvements required at the Town Hall playarea. It was explained that the Broadland District Council scheme for CIL loans may cover some of these improvements, should the meeting wish this to be explored. It was proposed by Mrs J Fisher, seconded by Mr S Snelling and on a show of hands with all in favour **RESOLVED** to pursue discussions with Broadland District Council for a CIL loan totalling approx. £30,0000.

14 Virtual Meeting Attendance

Mr J Fisher provided a verbal report to the meeting, expressing a desire to see more virtual attendance at meetings where possible. It was explained that although Councillors could not be considered attending if they were in the meeting virtually, officers could attend virtually and thereby allow the public to also attend some meetings and for this to be facilitated. It was proposed by Mr J Fisher, seconded by Mr

P Berry and on a show of hands with all in favour **RESOLVED** to initially have officers attend virtually and facilitate access to the public where possible. It was further proposed by Mr J Fisher and seconded by Miss S Lawn that improvements to the internet at Roxley Hall be made to allow for fibre connection at a cost not to exceed £1,300.

15 Confirmation of Annual Administration

The Town Council considered the report outlining the annual administration. It was proposed by Miss S Lawn, seconded by Mrs J Fisher and on a show of hands with all in favour **RESOLVED** to approve the annual administration for 2022/23.

16 Annual Confirmation of Key Policies

Dr T Foreman introduced the report for the annual confirmation of key policies. It was explained some other policies were currently under review, and these would come to future Finance and Staff Committee meetings prior to being placed before the Town Council for approval. It was proposed by Mr J Emsell, seconded by Mrs T Mancini-Boyle and on a show of hands with all in favour **RESOLVED** to approve the annual key policies of the Town Council.

17 Daily Town Hall Hire Discount

The Town Council received a verbal report related to the long term full-time hire of the Town Hall. Dr T Foreman explained that a user group has full-time 5 day a week hire of the building and in order to remain competitive for this level of use, a discount could be applied in these circumstances. 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 a 20.63% discount for this financial year and subject to any County Council grant review.

18 Opening Civic Award Nominees

Dr T Foreman provided an introduction to the report detailing the opening of the Civic Awards. Councillors were supportive of launching the 2022 Civic Awards and felt it was an important way for residents of Thorpe St Andrew to recognise other residents and/or businesses who did outstanding community work. It was proposed by Miss S Lawn, seconded by J Ward and on a show of hands with all in favour **RESOLVED** to open the civic awards. At this point Miss S Lawn submitted a Civic Award nomination form.

19 Broadland District Council Overview and Scrutiny Work Programme

The Town Council noted the correspondence relating the Broadland District Council Overview and Scrutiny Chairman.

Future Agenda Items: None

The meeting closed at 9:30pm

Signed:

Dated:

6th June 2022

Report from Councillor John Ward

Broadland District Council

Under the First Homes Pilot Scheme, 11 First Homes will be delivered at the Woodland Heath Development on Salhouse Road. These will be for first time local buyers and will be discounted by 30%. There will be a restriction listed on the land registry to ensure that each subsequent sale is at a 30% discount on market value.

At BDC's AGM on 27.5.22, Cllr Shaun Vincent was re-elected Leader with Cllr Trudy Mancini-Boyle as Deputy Leader

Cllr Ian Moncur has become Cabinet Member for Planning and I have taken his place as Chairman of Planning with Cllr Karen Vincent as Vice Chairman.. Cllr John Fisher was elected Chairman of the Council with Cllr Sue Prutton as Vice Chairman. The new Chairman of Overview & Scrutiny is Cllr Martin Murrell with a Vice Chairman still to be appointed from the Lib Dems.

On 2.6.22, I attended BDC's Diamond Jubilee Party in the Park at Blickling with the marvellous backdrop of Blickling Hall. On a large screen we watched the 3hr show broadcast live from Buckingham Palace. There were lots of children's activities and stands from the Norfolk Museums Service and the National Trust.

BDC have invited the LGA to hold a Peer Challenge which will take place 11-15 July. The Peer Team will be led by Yvonne Rees, CEO of Cherwell DC.

Norfolk County Council

A call has gone out for residents to join the Norfolk Residents Panel, the purpose of which is to listen to, and engage with, local people, to enable them to share their views on how NCC can best provide and improve its services. For info, contact [Norfolk.gov.uk/residentspanel](https://norfolk.gov.uk/residentspanel).

On 24.5.22, together with Cllr Karen Vincent, I attended the multi-agency Crucial Crew Event, hosted by Norfolk Fire & Rescue Service and held at The Space, Sprowston. Some 200 10-11 yr olds attended during the week and learned about all aspects of safety.

NCC is due to welcome 6 new tenants to its County Farms Estate. Cllr Karen Vincent, myself and other Councillors toured the eastern side of the estate on 1.6.22 and saw first hand the excellent work that is being done.

Thorpe St Andrew Town Council

PAYMENTS LIST

Voucher	Code	Date	Minute	Bank	Cheque No	Description	Supplier	VAT Type	Net	VAT	Total
74	Grounds Machinery Maintena	03/05/2022		Bank 1 Current Accou	BACS	Mower Repairs	Ben Burgess	S	55.02	11.00	66.02
75	Equipment Hire	03/05/2022		Bank 1 Current Accou	BACS	Equipment hire	Ben Burgess	S	440.00	88.00	528.00
76	Football Marking	03/05/2022		Bank 1 Current Accou	BACS	Football Marking	CGM Group	S	220.90	44.18	265.08
77	Field Maintenance Contract	03/05/2022		Bank 1 Current Accou	BACS	Field Maintenance - Rec Grnd	CGM Group	S	736.32	147.27	883.59
78	Field maintenance contract	03/05/2022		Bank 1 Current Accou	BACS	Field Maintenance - Duss Park	CGM Group	S	515.42	103.08	618.50
79	Park maintenance	03/05/2022		Bank 1 Current Accou	BACS	Tree work	CGM Group	S	2,700.00	540.00	3,240.00
80	Newsletter	03/05/2022		Bank 1 Current Accou	BACS	Newsletter delivery	Richard Clarke	X	420.00		420.00
81	Verge Cutting	03/05/2022		Bank 1 Current Accou	BACS	Wildflower Seed	Collier Turf Care Ltd	S	210.00	42.00	252.00
82	Repairs	03/05/2022		Bank 1 Current Accou	BACS	Street light - repairs	Cozens UK Ltd	S	395.00	79.00	474.00
83	Park maintenance	03/05/2022		Bank 1 Current Accou	BACS	Line Marking	Cullum Line	S	104.00	20.80	124.80
84	Park maintenance	03/05/2022		Bank 1 Current Accou	BACS	Line Marking	Cullum Line	S	416.00	83.20	499.20
85	Health & Safety	03/05/2022		Bank 1 Current Accou	BACS	Asbestos Removal	ID Asbestos	C	650.00		650.00
86	Hillside maintenance	03/05/2022		Bank 1 Current Accou	BACS	Asbestos Removal	ID Asbestos	C	725.00		725.00
87	Bus Shelters	03/05/2022		Bank 1 Current Accou	BACS	Bus shelter maintenance	Mr R Marmoy	X	135.00		135.00
88	Dussindale maintenance	03/05/2022		Bank 1 Current Accou	BACS	Allotment Keys	Rachel McCarthy - Petty Cast	X	8.00		8.00
89	Hillside maintenance	03/05/2022		Bank 1 Current Accou	BACS	Allotment Keys	Rachel McCarthy - Petty Cast	X	8.00		8.00
90	Postage	03/05/2022		Bank 1 Current Accou	BACS	Postage	Rachel McCarthy - Petty Cast	E	6.75		6.75
91	Stationery	03/05/2022		Bank 1 Current Accou	BACS	Stationery	Rachel McCarthy - Petty Cast	S	16.13	0.76	16.89
92	Miscellaneous	03/05/2022		Bank 1 Current Accou	BACS	Refreshments	Rachel McCarthy - Petty Cast	S	3.77	0.36	4.13
93	Vehicle Maintenance	03/05/2022		Bank 1 Current Accou	BACS	Vehicle maintenance	Rachel McCarthy - Petty Cast	S	3.74	0.75	4.49
94	Dussindale rent	03/05/2022		Bank 1 Current Accou	BACS	Allotment Refund	Rachel McCarthy - Petty Cast	E	4.70		4.70
95	Cleaning and cleaning materi	03/05/2022		Bank 1 Current Accou	BACS	Cleaning Materials	Rachel McCarthy - Petty Cast	X	10.99		10.99
96	Cleaning	03/05/2022		Bank 1 Current Accou	BACS	Cleaning Materials	Rachel McCarthy - Petty Cast	X	26.99		26.99
97	Miscellaneous	03/05/2022		Bank 1 Current Accou	BACS	Damage Replacement	Rachel McCarthy - Petty Cast	S	5.78	0.25	6.03
98	Training and H & S	03/05/2022		Bank 1 Current Accou	BACS	Training Course	NALC	S	45.00	9.00	54.00
99	Park maintenance	03/05/2022		Bank 1 Current Accou	BACS	Plants	Taverham Nursery Centre	S	219.30	21.62	240.92
100	Park maintenance	03/05/2022		Bank 1 Current Accou	BACS	Plants	Taverham Nursery Centre	S	8.48	1.70	10.18
101	River Green maintenance	03/05/2022		Bank 1 Current Accou	BACS	Plants	Taverham Nursery Centre	S	322.79	64.56	387.35
102	Energy charge	03/05/2022		Bank 1 Current Accou	BACS	Electricity - Streetlights	TotalEnergies Gas & Power L	S	13,967.69	2,793.51	16,761.20
103	Materials fixtures & fittings	03/05/2022		Bank 1 Current Accou	BACS	Tools and Equipment	Trade UK	S	100.90	20.18	121.08
104	Town Hall	03/05/2022		Bank 1 Current Accou	BACS	Paint	Trade UK	S	37.08	7.42	44.50
105	Repairs	03/05/2022		Bank 1 Current Accou	BACS	Streetlight Repairs	TT Jones Electrical	S	13,987.00	2,797.40	16,784.40
106	Dussindale water charges	03/05/2022		Bank 1 Current Accou	BACS	Water charges - Duss Allot	Wave	S	91.23		91.23
107	Water (Toilets)	03/05/2022		Bank 1 Current Accou	BACS	Water - River Green Toilets	Wave	E	386.50		386.50
108	Stationery	03/05/2022		Bank 1 Current Accou	BACS	Stationery	Mrs D Wheatley	S	33.43	0.69	34.12
141	Fuel & machinery maintenanc	10/05/2022		Bank 1 Current Accou	BACS	Machinery Repairs	Ben Burgess	S	56.78	11.36	68.14

Thorpe St Andrew Town Council

PAYMENTS LIST

Voucher	Code	Date	Minute	Bank	Cheque No	Description	Supplier	VAT Type	Net	VAT	Total
142	Football Marking	10/05/2022		Bank 1 Current Accou	BACS	Soccer marking	CGM Group	S	220.90	44.18	265.08
143	Field Maintenance Contract	10/05/2022		Bank 1 Current Accou	BACS	Field Maintenance - Rec Grnd	CGM Group	S	736.32	147.27	883.59
144	Field maintenance contract	10/05/2022		Bank 1 Current Accou	BACS	Field Maintenance - Duss Park	CGM Group	S	515.42	103.08	618.50
145	Sovereign Events	10/05/2022		Bank 1 Current Accou	BACS	Helium	Cryogenic Industrial Gases Lt	S	160.00	32.00	192.00
146	Electricity	10/05/2022		Bank 1 Current Accou	BACS	Electricity - River Green	E.on	L	173.52	8.68	182.20
147	Park maintenance	10/05/2022		Bank 1 Current Accou	BACS	Dog Agility Installation	G & G Fencing	S	2,876.00	575.20	3,451.20
148	Park maintenance	10/05/2022		Bank 1 Current Accou	BACS	Gate Installation	G & G Fencing	S	769.00	153.80	922.80
149	Play equipment maintenance	10/05/2022		Bank 1 Current Accou	BACS	Gate Installation	G & G Fencing	S	1,622.00	324.40	1,946.40
150	Play equipment maintenance	10/05/2022		Bank 1 Current Accou	BACS	Gym Equipment Repair	G & G Fencing	S	285.00	57.00	342.00
151	Town Hall	10/05/2022		Bank 1 Current Accou	BACS	Gate Installation	G & G Fencing	S	991.00	198.20	1,189.20
152	Sovereign Events	10/05/2022		Bank 1 Current Accou	BACS	Jubilee Decorations	Hampshire Flag Company	S	488.97	97.80	586.77
153	Morse Pavilion	10/05/2022		Bank 1 Current Accou	BACS	Paint & Tools (Toilet Refurb)	Kent Blaxill	S	77.40	15.48	92.88
154	Equipment Hire	10/05/2022		Bank 1 Current Accou	BACS	Skip Hire	PSH Environmental	S	255.00	51.00	306.00
155	Sovereign Events	10/05/2022		Bank 1 Current Accou	BACS	Toilet hire	Toilets+	S	391.67	78.33	470.00
156	Electricity (Toilets)	10/05/2022		Bank 1 Current Accou	BACS	Electricity - River Green Toile	TotalEnergies Gas & Power L	L	88.45	4.42	92.87
157	Sovereign Events	10/05/2022		Bank 1 Current Accou	BACS	Beacon Decoration	Trade UK	S	64.58	12.92	77.50
158	Materials fixtures & fittings	10/05/2022		Bank 1 Current Accou	BACS	Tools and Equipment	Trade UK	S	10.03	2.01	12.04
159	River Green maintenance	10/05/2022		Bank 1 Current Accou	BACS	Compost	Trade UK	S	45.83	9.17	55.00
160	Roxley Hall	10/05/2022		Bank 1 Current Accou	BACS	Paint & Tools	Trade UK	S	59.62	11.93	71.55
161	St Georges Day	10/05/2022		Bank 1 Current Accou	BACS	Boules Sets	Trade UK	S	20.00	4.00	24.00
162	Play equipment maintenance	10/05/2022		Bank 1 Current Accou	BACS	Table Tennis Maintenance	Trade UK	S	11.87	2.38	14.25
163	Park maintenance	10/05/2022		Bank 1 Current Accou	BACS	Sleepers	Trade UK	S	345.00	69.00	414.00
164	Tree expenditure	10/05/2022		Bank 1 Current Accou	BACS	Tree work	CGM Group	S	620.00	124.00	744.00
165	Asset replacement	10/05/2022		Bank 1 Current Accou	BACS	Cricket Mower	Ben Burgess	S	6,350.00	1,270.00	7,620.00
166	Salary	10/05/2022		Bank 1 Current Accou	BACS	May salary		X	1,557.17		1,557.17
167	Salary	10/05/2022		Bank 1 Current Accou	BACS	May salary		X	1,350.62		1,350.62
168	Salary	10/05/2022		Bank 1 Current Accou	BACS	May salary		X	1,390.82		1,390.82
169	salary	10/05/2022		Bank 1 Current Accou	BACS	May salary		X	1,392.62		1,392.62
170	Salary	10/05/2022		Bank 1 Current Accou	BACS	May salary		X	1,767.47		1,767.47
171	Salary	10/05/2022		Bank 1 Current Accou	BACS	May salary		X	1,424.80		1,424.80
172	Salary	10/05/2022		Bank 1 Current Accou	BACS	tax/nic	HMRC	X	307.21		307.21
173	Employers NIC	10/05/2022		Bank 1 Current Accou	BACS	employers nic	HMRC	X	190.85		190.85
174	Salary	10/05/2022		Bank 1 Current Accou	BACS	tax/nic	HMRC	X	246.38		246.38
175	Employers NIC	10/05/2022		Bank 1 Current Accou	BACS	employers nic	HMRC	X	141.07		141.07
176	Salary	10/05/2022		Bank 1 Current Accou	BACS	tax/nic	HMRC	X	206.18		206.18
177	Employers NIC	10/05/2022		Bank 1 Current Accou	BACS	employers nic	HMRC	X	141.07		141.07
178	salary	10/05/2022		Bank 1 Current Accou	BACS	tax nic	HMRC	X	204.38		204.38
179	Employers NIC	10/05/2022		Bank 1 Current Accou	BACS	employers nic	HMRC	X	141.07		141.07
180	Salary	10/05/2022		Bank 1 Current Accou	BACS	tax nic	HMRC	X	431.81		431.81

Thorpe St Andrew Town Council

PAYMENTS LIST

Voucher	Code	Date	Minute	Bank	Cheque No	Description	Supplier	VAT Type	Net	VAT	Total
181	Employers NIC	10/05/2022		Bank 1 Current Accou	BACS	employers nic	HMRC	X	239.92		239.92
182	Salary	10/05/2022		Bank 1 Current Accou	BACS	Tax NI	HMRC	X	280.04		280.04
183	Employers NIC	10/05/2022		Bank 1 Current Accou	BACS	Employers NIC	HMRC	X	142.50		142.50
184	Student Loan	10/05/2022		Bank 1 Current Accou	BACS	Student Loan	HMRC	X	30.00		30.00
185	Salary	10/05/2022		Bank 1 Current Accou	BACS	pension	Norfolk Pension Fund	X	131.70		131.70
186	Pension Employer	10/05/2022		Bank 1 Current Accou	BACS	pension employer	Norfolk Pension Fund	X	486.26		486.26
187	Salary	10/05/2022		Bank 1 Current Accou	BACS	pension	Norfolk Pension Fund	X	98.33		98.33
188	Pension Employer	10/05/2022		Bank 1 Current Accou	BACS	pension employer	Norfolk Pension Fund	X	406.88		406.88
189	Salary	10/05/2022		Bank 1 Current Accou	BACS	pension	Norfolk Pension Fund	X	98.33		98.33
190	Pension Employer	10/05/2022		Bank 1 Current Accou	BACS	employers pension	Norfolk Pension Fund	X	406.88		406.88
191	salary	10/05/2022		Bank 1 Current Accou	BACS	pension	Norfolk Pension Fund	X	98.33		98.33
192	Pension Employer	10/05/2022		Bank 1 Current Accou	BACS	employers pension	Norfolk Pension Fund	X	406.88		406.88
193	Salary	10/05/2022		Bank 1 Current Accou	BACS	pension	Norfolk Pension Fund	X	152.89		152.89
194	Pension Employer	10/05/2022		Bank 1 Current Accou	BACS	employers pension	Norfolk Pension Fund	X	564.52		564.52
195	Telephone	04/05/2022		Bank 1 Current Accou	BACS	Mobile Phones - Parks & Estate	O2	S	54.65	10.93	65.58
196	Telephone	04/05/2022		Bank 1 Current Accou	BACS	Mobile Phones - Office	O2	S	41.51	8.30	49.81
197	Cleaning and cleaning mater	12/05/2022		Bank 1 Current Accou	BACS	Cleaning Equipment	Bunzl	S	48.57	9.71	58.28
198	Cleaning	12/05/2022		Bank 1 Current Accou	BACS	Cleaning Equipment	Bunzl	S	48.57	9.71	58.28
199	Dussindale maintenance	12/05/2022		Bank 1 Current Accou	BACS	Pest control	Burrell Pest control	X	60.00		60.00
200	Hillside maintenance	12/05/2022		Bank 1 Current Accou	BACS	Pest control	Burrell Pest control	X	60.00		60.00
201	Verge Cutting	12/05/2022		Bank 1 Current Accou	BACS	Window Repair	Norwich Glass Company Ltd	S	307.20	61.44	368.64
202	Subscriptions	12/05/2022		Bank 1 Current Accou	BACS	Subscription	Scribe 2000 Ltd	S	708.00	141.60	849.60
203	Receipts and payments	12/05/2022		Bank 1 Current Accou	BACS	Roundabout Planting Project	Trade UK	S	55.00	11.00	66.00
204	Miscellaneous	12/05/2022		Bank 1 Current Accou	BACS	Dementia Project	Trade UK	S	77.50	15.50	93.00
205	River Green maintenance	12/05/2022		Bank 1 Current Accou	BACS	Plants	Trade UK	S	30.00	6.00	36.00
206	Receipts and payments	12/05/2022		Bank 1 Current Accou	BACS	Roundabout Planting Project	Trade UK	S	59.17	11.83	71.00
207	Water charges	12/05/2022		Bank 1 Current Accou	BACS	Water - Cemetery	Wave	E	51.58		51.58
208	Water	12/05/2022		Bank 1 Current Accou	BACS	Water charges - Roxley Hall	Wave	E	98.22		98.22
209	Insurance	12/05/2022		Bank 1 Current Accou	BACS	Insurance renewal	Zurich Municipal	E	8,428.49		8,428.49
210	Maintenance contract	16/05/2022		Bank 1 Current Accou	BACS	Streetlighting Contract	Cozens UK Ltd	S	400.00	80.00	480.00
211	Energy charge	16/05/2022		Bank 1 Current Accou	BACS	Streetlighting Energy Charge	TotalEnergies Gas & Power L	S	2,001.99	400.38	2,402.37
212	Buildings & amenity areas	16/05/2022		Bank 1 Current Accou	BACS	Turf Mesh	MatsGrids	S	1,024.43	204.89	1,229.32
213	Office equipment	19/05/2022		Bank 1 Current Accou	BACS	Kindles	Currys	S	479.70	95.94	575.64
214	Sovereign Events	19/05/2022		Bank 1 Current Accou	BACS	Banners	Premier Print	S	100.00	20.00	120.00
215	Subscriptions	19/05/2022		Bank 1 Current Accou	BACS	Adobe Subscription	Thomas Foreman	S	37.92	2.53	40.45
216	Verge Cutting	19/05/2022		Bank 1 Current Accou	BACS	Signage	Thomas Foreman	S	64.16	12.83	76.99
217	Telephone	19/05/2022		Bank 1 Current Accou	BACS	Microsoft Teams	Thomas Foreman	E	11.30		11.30
218	Stationery	19/05/2022		Bank 1 Current Accou	BACS	Stationery	Thomas Foreman	S	26.97	5.40	32.37
219	Sovereign Events	19/05/2022		Bank 1 Current Accou	BACS	Jubilee Prizes	Rachel McCarthy - Petty Cas	S	7.92	1.38	9.30

Thorpe St Andrew Town Council

PAYMENTS LIST

Voucher	Code	Date	Minute	Bank	Cheque No	Description	Supplier	VAT Type	Net	VAT	Total
220	Town Hall	19/05/2022		Bank 1 Current Accou	BACS	Bins	Rachel McCarthy - Petty Cash	X	49.98		49.98
221	Cleaning and cleaning materi	19/05/2022		Bank 1 Current Accou	BACS	Cleaning Materials	Rachel McCarthy - Petty Cash	X	4.98		4.98
222	Sovereign Events	19/05/2022		Bank 1 Current Accou	BACS	Jubilee Prizes	Mrs R McCarthy	S	5.00	1.00	6.00
223	Stationery	19/05/2022		Bank 1 Current Accou	BACS	Stationery	Mrs R McCarthy	S	31.67	6.33	38.00
224	CEO Salary	19/05/2022		Bank 1 Current Accou	BACS	Locum Services	Politis Ltd	S	4,800.00	960.00	5,760.00
225	Buildings & amenity areas	19/05/2022		Bank 1 Current Accou	BACS	Floor Cleaner	Viking	S	778.16	155.63	933.79
226	Receipts and payments	19/05/2022		Bank 1 Current Accou	BACS	Advert in Parish Life	Thorpe St Andrew PCC	X	347.39		347.39
227	Equipment Hire	30/05/2022		Bank 1 Current Accou	BACS	Equipment hire	Ben Burgess	S	440.00	88.00	528.00
228	Morse Pavilion	30/05/2022		Bank 1 Current Accou	BACS	Plumbing repairs	Blockbuster	S	152.50	30.50	183.00
229	Dussindale maintenance	30/05/2022		Bank 1 Current Accou	BACS	Pest control	Burrell Pest control	X	70.00		70.00
230	Hillside maintenance	30/05/2022		Bank 1 Current Accou	BACS	Pest control	Burrell Pest control	X	70.00		70.00
231	Audit	30/05/2022		Bank 1 Current Accou	BACS	Internal Audit	Mr R Canwell	X	125.00		125.00
232	Sovereign Events	30/05/2022		Bank 1 Current Accou	BACS	Entertainer	Dave Leggett	X	250.00		250.00
233	Cricket maintenance	30/05/2022		Bank 1 Current Accou	BACS	Cricket Net & Marking Frame	G B Sport and Leisure	S	368.46	73.69	442.15
234	Bus Shelters	30/05/2022		Bank 1 Current Accou	BACS	Bus shelters	Mr R Marmoy	X	130.00		130.00
235	Sovereign Events	30/05/2022		Bank 1 Current Accou	BACS	Refreshments	Mrs R McCarthy	X	30.00		30.00
236	Cleaning and cleaning materi	30/05/2022		Bank 1 Current Accou	BACS	Cleaning Equipment	Mrs R McCarthy	X	49.37		49.37
237	Sovereign Events	30/05/2022		Bank 1 Current Accou	BACS	Stall refund	RBL	S	16.67	3.33	20.00
238	Training and H & S	30/05/2022		Bank 1 Current Accou	BACS	Defibrillator Service	Seal Calibration Ltd	S	516.00	103.20	619.20
239	Sovereign Events	30/05/2022		Bank 1 Current Accou	BACS	Fireworks	Skylit Pyrotechnics	X	2,500.00		2,500.00
240	Cleaning and cleaning materi	30/05/2022		Bank 1 Current Accou	BACS	Cleaning Materials	Trade UK	S	21.30	4.27	25.57
241	Town Hall	30/05/2022		Bank 1 Current Accou	BACS	Silicone Sealant	Trade UK	S	18.00	3.60	21.60
242	One Off Events	30/05/2022		Bank 1 Current Accou	BACS	Bins	Trade UK	S	116.25	23.25	139.50
243	River Green Lights	30/05/2022		Bank 1 Current Accou	BACS	Loan Payment	Public Works Loan Board	E	1,783.14		1,783.14
244	Roxley Hall Loan	30/05/2022		Bank 1 Current Accou	BACS	Loan Payment	Public Works Loan Board	E	9,977.86		9,977.86
245	Fuel	13/05/2022		Bank 1 Current Accou	DD	Fuel	Fuel Genie	S	127.51	25.50	153.01
246	Fuel & machinery maintenanc	13/05/2022		Bank 1 Current Accou	DD	Fuel	Fuel Genie	S	53.87	10.77	64.64
247	Town Hall	16/05/2022		Bank 1 Current Accou	Credit Card	Shower Refurb	Amazon	S	19.95	3.99	23.94
248	St Georges Day	16/05/2022		Bank 1 Current Accou	Credit Card	Facebook Advertising	Facebook Ads	E	2.94		2.94
249	Sovereign Events	16/05/2022		Bank 1 Current Accou	Credit Card	Crown Competition	eBay	E	4.99		4.99
250	Sovereign Events	16/05/2022		Bank 1 Current Accou	Credit Card	Crown Competition	Amazon	S	49.98	9.99	59.97
251	Subscriptions	16/05/2022		Bank 1 Current Accou	Credit Card	Subscription	Adobe	S	12.64	2.53	15.17
252	Vehicle lease	16/05/2022		Bank 1 Current Accou	DD	Lease payment	Bussey & Sabberton	S	360.16	72.03	432.19
253	Gas	16/05/2022		Bank 1 Current Accou	DD	Gas - Roxley Hall	SSE	L	667.60	33.38	700.98
254	Telephone	19/05/2022		Bank 1 Current Accou	DD	Barrier line rental	Wireless Logic	S	4.00	0.80	4.80
255	Gas	23/05/2022		Bank 1 Current Accou	DD	Gas - Morse Pavilion	SSE	L	45.92	2.29	48.21
256	Electricity	23/05/2022		Bank 1 Current Accou	DD	Electricity - Roxley Hall	SSE	L	250.69	12.53	263.22
257	Telephone	26/05/2022		Bank 1 Current Accou	DD	Telephone - Office	Talk Talk	S	52.45	10.49	62.94
258	Telephone	26/05/2022		Bank 1 Current Accou	DD	Telephone - Office	Talk Talk	S	52.45	10.49	62.94

Thorpe St Andrew Town Council

PAYMENTS LIST

Voucher	Code	Date	Minute	Bank	Cheque No	Description	Supplier	VAT Type	Net	VAT	Total
259	Electricity	26/05/2022		Bank 1 Current Accou	DD	Electricity - Morse Pavilion	SSE	S	359.21	71.84	431.05
260	Bank charges	27/05/2022		Bank 1 Current Accou	DD	Bank charges	Lloyds Bank	E	7.85		7.85
261	Bottle Bank	30/05/2022		Bank 1 Current Accou	DD	Bottle bank	URM UK	S	21.60	4.32	25.92
262	Electricity	30/05/2022		Bank 1 Current Accou	DD	Electricity - Town Hall	SSE	S	485.48	97.09	582.57
263	Wheeled/litter/dog bins	30/05/2022		Bank 1 Deposit Accou	DD	Waste bins	Veolia	S	139.70	27.94	167.64
264	Wheeled/litter/dog bins	30/05/2022		Bank 1 Deposit Accou	DD	Waste bins	Veolia	S	139.70	27.94	167.64
Total									108,481.52	13,270.43	121,751.95

Thorpe St Andrew Town Council

Prepared by: Rachel McCarthy (RFO) Date: 07/06/22.
Name and Role (Clerk/RFO etc)

Approved by: _____ Date: _____
Name and Role (RFO/Chair of Finance etc)

A	Bank Reconciliation at 31/05/2022		
	Cash in Hand 01/04/2022		373,343.07
	ADD Receipts 01/04/2022 - 31/05/2022		292,553.69
	SUBTRACT Payments 01/04/2022 - 31/05/2022		665,896.76
			179,087.17
	Cash in Hand 31/05/2022 (per Cash Book)		486,809.59
B	Cash in hand per Bank Statements		
	Bank 2 Capital Account 31/05/2022	55,311.02	
	Bank 1 Deposit Account 31/05/2022	417,711.16	
	Bank 1 Current Account 31/05/2022	13,832.58	
			486,854.76
	Less unrepresented payments		45.17
			486,809.59
	Plus unrepresented receipts		
	Adjusted Bank Balance		486,809.59
	A = B Checks out OK		

Thorpe St Andrew Town Council
RECONCILIATION - Bank 2 Capital Account

From Accounts	£55,311.02
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Payments not cashed	Add
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Receipts not entered	Subtract
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Statement should be	£55,311.02
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Thorpe St Andrew Town Council
RECONCILIATION - Bank 1 Deposit Account

From Accounts	£417,711.16
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Payments not cashed	Add
Receipts not entered	Subtract

Statement should be	£417,711.16
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Thorpe St Andrew Town Council
RECONCILIATION - Bank 1 Current Account

From Accounts	£13,787.41
Payments not cashed Add	£45.17
Receipts not entered Subtract	
Statement should be	£13,832.58

Thorpe St Andrew Town Council
RECEIPTS LIST

Voucher	Code	Date	Minute	Bank	Receipt No	Description	Supplier	VAT Type	Net	VAT	Total
76	One Off Events	20/05/2022		Bank 1 Current Accou	BACS	Garage Sale proceeds	Stripe	S	206.92	41.39	248.31
77	Sovereign Events	20/05/2022		Bank 1 Current Accou	BACS	Stall income	MickNicks BBQ	S	25.00	5.00	30.00
78	Sovereign Events	20/05/2022		Bank 1 Current Accou	BACS	Stall income	Dreamy Ice Rolls	S	16.67	3.33	20.00
79	Sovereign Events	23/05/2022		Bank 1 Current Accou	BACS	Stall income	Sweet Smiles of Norfolk	S	16.67	3.33	20.00
80	Sovereign Events	23/05/2022		Bank 1 Current Accou	BACS	Stall income	Claridges	S	25.00	5.00	30.00
81	Sovereign Events	23/05/2022		Bank 1 Current Accou	BACS	Stall income	Sue Short	S	16.67	3.33	20.00
82	Miscellaneous	24/05/2022		Bank 1 Current Accou	BACS	Hire equipment	Jaione Soga	S	113.62	22.72	136.34
83	Lettings	24/05/2022		Bank 1 Current Accou	BACS	Roxley Hall lettings	Activ4Life	S	39.38	7.87	47.25
84	Sovereign Events	24/05/2022		Bank 1 Current Accou	BACS	Stall income	Tommy Sewell Mr Frosty	S	25.00	5.00	30.00
85	St Georges Day	17/05/2022		Bank 1 Deposit Accou	Cash Deposit	Stall Income	Cafe2U	S	16.67	3.33	20.00
86	Lettings	17/05/2022		Bank 1 Deposit Accou	Cash Deposit	Roxley Hall lettings	Table Tennis	S	78.75	15.75	94.50
87	St Georges Day	17/05/2022		Bank 1 Deposit Accou	CHQ Deposit	Stall income	PACT Animal Sanctuary, Woc	S	16.67	3.33	20.00
88	Lettings	17/05/2022		Bank 1 Deposit Accou	CHQ Deposit	Roxley Hall lettings	Thorpe Players	S	203.44	40.69	244.13
89	Sovereign Events	27/05/2022		Bank 1 Current Accou	BACS	Stall income	A Marlow	S	16.67	3.33	20.00
90	Sovereign Events	27/05/2022		Bank 1 Current Accou	BACS	Stall income	P Curtis	S	16.67	3.33	20.00
91	Sovereign Events	30/05/2022		Bank 1 Current Accou	BACS	Stall income	Little Sister's Kitchen	S	16.67	3.33	20.00
92	Lettings	25/05/2022		Bank 1 Current Accou	BACS	Lettings	Mr J Emsell	S	65.63	13.12	78.75
93	Bottle Bank	25/05/2022		Bank 1 Current Accou	BACS	Recycling credits	Norfolk County Council	X	179.38		179.38
94	Lettings	31/05/2022		Bank 1 Current Accou	Cancellation	Roxley Hall lettings	SignWise Tuition	S	52.50	10.50	63.00
95	Lettings	31/05/2022		Bank 1 Current Accou	Cancellation	Roxley Hall lettings	SignWise Tuition	S	-52.50	-10.50	-63.00
96	Lettings	31/05/2022		Bank 1 Current Accou	Cancellation	Roxley Hall lettings	Ali Guldal	S	183.75	36.75	220.50
97	Lettings	31/05/2022		Bank 1 Current Accou	Cancellation	Roxley Hall lettings	Ali Guldal	S	-183.75	-36.75	-220.50
98	Lettings	31/05/2022		Bank 1 Current Accou	Cancellation	Roxley Hall lettings	Jade Woodward	S	39.38	7.87	47.25
99	Lettings	31/05/2022		Bank 1 Current Accou	Cancellation	Roxley Hall lettings	Jade Woodward	S	-39.38	-7.87	-47.25
100	Lettings	31/05/2022		Bank 1 Current Accou	Cancellation	Roxley Hall lettings	SignWise Tuition	S	131.25	26.25	157.50
101	Lettings	31/05/2022		Bank 1 Current Accou	Cancellation	Roxley Hall lettings	SignWise Tuition	S	-131.25	-26.25	-157.50
102	St Georges Day	31/05/2022		Bank 1 Current Accou	Cancellation	outside caterers	Fab fudge	S	25.00	5.00	30.00
103	St Georges Day	31/05/2022		Bank 1 Current Accou	Cancellation	outside caterers	Fab fudge	S	-25.00	-5.00	-30.00
Total									291,424.91	1,128.78	292,553.69

Thorpe St Andrew Town Council

PAYMENTS LIST

Voucher	Code	Date	Minute	Bank	Cheque No	Description	Supplier	VAT Type	Net	VAT	Total
232	Sovereign Events	30/05/2022		Bank 1 Current Accou	BACS	Entertainer	Dave Leggett	X	250.00		250.00
233	Cricket maintenance	30/05/2022		Bank 1 Current Accou	BACS	Cricket Net & Marking Frame	G B Sport and Leisure	S	368.46	73.69	442.15
234	Bus Shelters	30/05/2022		Bank 1 Current Accou	BACS	Bus shelters	Mr R Marmoy	X	130.00		130.00
235	Sovereign Events	30/05/2022		Bank 1 Current Accou	BACS	Refreshments	Mrs R McCarthy	X	30.00		30.00
236	Cleaning and cleaning materi	30/05/2022		Bank 1 Current Accou	BACS	Cleaning Equipment	Mrs R McCarthy	X	49.37		49.37
237	Sovereign Events	30/05/2022		Bank 1 Current Accou	BACS	Stall refund	RBL	S	16.67	3.33	20.00
238	Training and H & S	30/05/2022		Bank 1 Current Accou	BACS	Defibrillator Service	Seal Calibration Ltd	S	516.00	103.20	619.20
239	Sovereign Events	30/05/2022		Bank 1 Current Accou	BACS	Fireworks	Skyliit Pyrotechnics	X	2,500.00		2,500.00
240	Cleaning and cleaning materi	30/05/2022		Bank 1 Current Accou	BACS	Cleaning Materials	Trade UK	S	21.30	4.27	25.57
241	Town Hall	30/05/2022		Bank 1 Current Accou	BACS	Silicone Sealant	Trade UK	S	18.00	3.60	21.60
242	One Off Events	30/05/2022		Bank 1 Current Accou	BACS	Bins	Trade UK	S	116.25	23.25	139.50
243	River Green Lights	30/05/2022		Bank 1 Current Accou	BACS	Loan Payment	Public Works Loan Board	E	1,783.14		1,783.14
244	Roxley Hall Loan	30/05/2022		Bank 1 Current Accou	BACS	Loan Payment	Public Works Loan Board	E	9,977.86		9,977.86
245	Fuel	13/05/2022		Bank 1 Current Accou	DD	Fuel	Fuel Genie	S	127.51	25.50	153.01
246	Fuel & machinery maintenanc	13/05/2022		Bank 1 Current Accou	DD	Fuel	Fuel Genie	S	53.87	10.77	64.64
247	Town Hall	16/05/2022		Bank 1 Current Accou	Credit Card	Shower Refurb	Amazon	S	19.95	3.99	23.94
248	St Georges Day	16/05/2022		Bank 1 Current Accou	Credit Card	Facebook Advertising	Facebook Ads	E	2.94		2.94
249	Sovereign Events	16/05/2022		Bank 1 Current Accou	Credit Card	Crown Competition	eBay	E	4.99		4.99
250	Sovereign Events	16/05/2022		Bank 1 Current Accou	Credit Card	Crown Competition	Amazon	S	49.98	9.99	59.97
251	Subscriptions	16/05/2022		Bank 1 Current Accou	Credit Card	Subscription	Adobe	S	12.64	2.53	15.17
252	Vehicle lease	16/05/2022		Bank 1 Current Accou	DD	Lease payment	Bussey & Sabberton	S	360.16	72.03	432.19
253	Gas	16/05/2022		Bank 1 Current Accou	DD	Gas - Roxley Hall	SSE	L	667.60	33.38	700.98
254	Telephone	19/05/2022		Bank 1 Current Accou	DD	Barrier line rental	Wireless Logic	S	4.00	0.80	4.80
255	Gas	23/05/2022		Bank 1 Current Accou	DD	Gas - Morse Pavilion	SSE	L	45.92	2.29	48.21
256	Electricity	23/05/2022		Bank 1 Current Accou	DD	Electricity - Roxley Hall	SSE	L	250.69	12.53	263.22
257	Telephone	26/05/2022		Bank 1 Current Accou	DD	Telephone - Office	Talk Talk	S	52.45	10.49	62.94
258	Telephone	26/05/2022		Bank 1 Current Accou	DD	Telephone - Office	Talk Talk	S	52.45	10.49	62.94
259	Electricity	26/05/2022		Bank 1 Current Accou	DD	Electricity - Morse Pavilion	SSE	S	359.21	71.84	431.05
260	Bank charges	27/05/2022		Bank 1 Current Accou	DD	Bank charges	Lloyds Bank	E	7.85		7.85
261	Bottle Bank	30/05/2022		Bank 1 Current Accou	DD	Bottle bank	URM UK	S	21.60	4.32	25.92
262	Electricity	30/05/2022		Bank 1 Current Accou	DD	Electricity - Town Hall	SSE	S	485.48	97.09	582.57
263	Wheeled/litter/dog bins	30/05/2022		Bank 1 Deposit Accou	DD	Waste bins	Veolia	S	139.70	27.94	167.64
264	Wheeled/litter/dog bins	30/05/2022		Bank 1 Deposit Accou	DD	Waste bins	Veolia	S	139.70	27.94	167.64
Total									161,853.98	17,233.19	179,087.17

ROGER CANWELL
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Thorpe St. Andrew Town Council
Internal Auditor's Report for Year ended 31st March 2022

I visited the Council offices on 24th May 2022 and was given full access to the Council's financial records. I selected a number of transactions from the bank statement on a random basis and found that all were supported by an invoice or remittance advice. Each was correctly recorded in the financial accounting system with VAT clearly separated. The bank accounts were correctly reconciled to the accounting records at 31st March 2022 and VAT correctly reclaimed. All of my selections had been reported at the next Council meeting

Staff were paid in accordance with their contracts. Tax, National Insurance and pension deductions were correctly calculated and accounted for to HMRC and the County Pension Fund. I noted that the locum Chief Executive is now employed on a self-employed basis and that his regular payments are agreed by the Council.

I inspected the year end Receipts and Payments Account and Balance Sheet and found them to be well presented with any significant variance from budget suitably explained. In particular there had been one large unbudgeted redundancy payment made to a former employee. The Locum Chief Executive explained the circumstances around this payment and I am satisfied that full medical and legal advice had been sought and followed.

Overall, I found that the accounting records continue to be well maintained and I was happy to be able to sign the annual Audit Commission return without reservation. I have nothing of concern to bring to the Council's attention although I would, of course, be happy to answer any questions that are deemed necessary.



Roger Canwell
Accountant and Independent Examiner 25th May 2022

Annual Governance and Accountability Return 2021/22 Form 3

To be completed by Local Councils, Internal Drainage Boards and other Smaller Authorities*:

- where the higher of gross income or gross expenditure exceeded £25,000 but did not exceed £6.5 million; or
- where the higher of gross income or gross expenditure was £25,000 or less but that:
 - are unable to certify themselves as exempt (fee payable); or
 - have requested a limited assurance review (fee payable)

Guidance notes on completing Form 3 of the Annual Governance and Accountability Return 2021/22

1. Every smaller authority in England that either received gross income or incurred gross expenditure exceeding £25,000 **must** complete Form 3 of the Annual Governance and Accountability Return at the end of each financial year in accordance with *Proper Practices*.
2. The Annual Governance and Accountability Return is made up of three parts, pages 3 to 6:
 - The **Annual Internal Audit Report** must be completed by the authority's internal auditor.
 - **Sections 1 and 2** must be completed and approved by the authority.
 - **Section 3** is completed by the external auditor and will be returned to the authority.
3. The authority **must** approve Section 1, Annual Governance Statement, before approving Section 2, Accounting Statements, and both **must** be approved and published on the authority website/webpage **before 1 July 2022**.
4. An authority with either gross income or gross expenditure exceeding £25,000 or an authority with neither income nor expenditure exceeding £25,000, but which is unable to certify itself as exempt, or is requesting a limited assurance review, **must** return to the external auditor by email or post (not both) **no later than 30 June 2022**. Reminder letters will incur a charge of £40 +VAT:
 - the Annual Governance and Accountability Return Sections 1 and 2, together with
 - a bank reconciliation as at 31 March 2022
 - an explanation of any significant year on year variances in the accounting statements
 - notification of the commencement date of the period for the exercise of public rights
 - Annual Internal Audit Report 2021/22

Unless requested, do not send any additional documents to your external auditor. Your external auditor will ask for any additional documents needed.

Once the external auditor has completed the limited assurance review and is able to give an opinion, the Annual Governance and Accountability **Section 1, Section 2 and Section 3 – External Auditor Report and Certificate** will be returned to the authority by email or post.

Publication Requirements

Under the Accounts and Audit Regulations 2015, authorities must publish the following information on the authority website/webpage:

Before 1 July 2022 authorities **must** publish:

- Notice of the period for the exercise of public rights and a declaration that the accounting statements are as yet unaudited;
- **Section 1 - Annual Governance Statement 2021/22**, approved and signed, page 4
- **Section 2 - Accounting Statements 2021/22**, approved and signed, page 5

Not later than 30 September 2022 authorities **must** publish:

- Notice of conclusion of audit
- **Section 3 - External Auditor Report and Certificate**
- **Sections 1 and 2 of AGAR** including any amendments as a result of the limited assurance review.

It is recommended as best practice, to avoid any potential confusion by local electors and interested parties, that you also publish the Annual Internal Audit Report, page 3.

The Annual Governance and Accountability Return constitutes the annual return referred to in the Accounts and Audit Regulations 2015. Throughout, the words 'external auditor' have the same meaning as the words 'local auditor' in the Accounts and Audit Regulations 2015.

*for a complete list of bodies that may be smaller authorities refer to schedule 2 to the Local Audit and Accountability Act 2014.

Guidance notes on completing Form 3 of the Annual Governance and Accountability Return (AGAR) 2021/22

- The authority **must** comply with *Proper Practices* in completing Sections 1 and 2 of this AGAR. *Proper Practices* are found in the *Practitioners' Guide** which is updated from time to time and contains everything needed to prepare successfully for the financial year-end and the subsequent work by the external auditor.
- Make sure that the AGAR is complete (no highlighted boxes left empty), and is properly signed and dated. If the AGAR contains unapproved or unexplained amendments, it may be returned and additional costs will be incurred.
- The authority **should** receive and note the Annual Internal Audit Report before approving the Annual Governance Statement and the accounts.
- Use the checklist provided below to review the AGAR for completeness before returning it to the external auditor by email or post (not both) no later than 30 June 2022.
- The Annual Governance Statement (Section 1) must be approved on the same day or before the Accounting Statements (Section 2) and evidenced by the agenda or minute references.
- The Responsible Financial Officer (RFO) must certify the accounts (Section 2) before they are presented to the authority for approval. The authority must in this order; consider, approve and sign the accounts.
- The RFO is required to commence the public rights period as soon as practical after the date of the AGAR approval.
- Do not send the external auditor any information not specifically requested. However, **you must inform your external auditor about any change of Clerk, Responsible Financial Officer or Chairman, and provide relevant authority owned generic email addresses and telephone numbers.**
- Make sure that the copy of the bank reconciliation to be sent to your external auditor with the AGAR covers all the bank accounts. If the authority holds any short-term investments, note their value on the bank reconciliation. The external auditor must be able to agree the bank reconciliation to Box 8 on the accounting statements (**Section 2, page 5**). An explanation **must** be provided of any difference between Box 7 and Box 8. More help on bank reconciliation is available in the *Practitioners' Guide**.
- Explain fully significant variances in the accounting statements on **page 5**. Do not just send a copy of the detailed accounting records instead of this explanation. The external auditor wants to know that you understand the reasons for all variances. Include complete numerical and narrative analysis to support the full variance.
- If the external auditor has to review unsolicited information, or receives an incomplete bank reconciliation, or variances are not fully explained, additional costs may be incurred.
- Make sure that the accounting statements add up and that the balance carried forward from the previous year (Box 7 of 2021) equals the balance brought forward in the current year (Box 1 of 2022).
- The Responsible Financial Officer (RFO), on behalf of the authority, **must** set the commencement date for the exercise of public rights of 30 consecutive working days which **must** include the first ten working days of July.
- The authority **must** publish on the authority website/webpage the information required by Regulation 15 (2), Accounts and Audit Regulations 2015, including the period for the exercise of public rights and the name and address of the external auditor **before 1 July 2022**.

Completion checklist – 'No' answers mean you may not have met requirements		Yes	No
All sections	Have all highlighted boxes have been completed?		
	Has all additional information requested, including the dates set for the period for the exercise of public rights , been provided for the external auditor?		
Internal Audit Report	Have all highlighted boxes been completed by the internal auditor and explanations provided?		
Section 1	For any statement to which the response is 'no', has an explanation been published?		
Section 2	Has the authority's approval of the accounting statements been confirmed by the signature of the Chairman of the approval meeting?		
	Has an explanation of significant variations been published where required?		
	Has the bank reconciliation as at 31 March 2022 been reconciled to Box 8?		
	Has an explanation of any difference between Box 7 and Box 8 been provided?		
Sections 1 and 2	Trust funds – have all disclosures been made if the authority as a body corporate is a sole managing trustee? NB: do not send trust accounting statements unless requested.		

***Governance and Accountability for Smaller Authorities in England – a Practitioners' Guide to Proper Practices**, can be downloaded from www.nalc.gov.uk or from www.ada.org.uk

Annual Internal Audit Report 2021/22

During the financial year ended 31 March 2022, this authority's internal auditor acting independently and on the basis of an assessment of risk, carried out a selective assessment of compliance with the relevant procedures and controls in operation and obtained appropriate evidence from the authority.

The internal audit for 2021/22 has been carried out in accordance with this authority's needs and planned coverage. On the basis of the findings in the areas examined, the internal audit conclusions are summarised in this table. Set out below are the objectives of internal control and alongside are the internal audit conclusions on whether, in all significant respects, the control objectives were being achieved throughout the financial year to a standard adequate to meet the needs of this authority.

Internal control objective	Yes	No*	Not covered**
A. Appropriate accounting records have been properly kept throughout the financial year.	✓		
B. This authority complied with its financial regulations, payments were supported by invoices, all expenditure was approved and VAT was appropriately accounted for.	✓		
C. This authority assessed the significant risks to achieving its objectives and reviewed the adequacy of arrangements to manage these.	✓		
D. The precept or rates requirement resulted from an adequate budgetary process; progress against the budget was regularly monitored; and reserves were appropriate.	✓		
E. Expected income was fully received, based on correct prices, properly recorded and promptly banked; and VAT was appropriately accounted for.	✓		
F. Petty cash payments were properly supported by receipts, all petty cash expenditure was approved and VAT appropriately accounted for.	✓		
G. Salaries to employees and allowances to members were paid in accordance with this authority's approvals, and PAYE and NI requirements were properly applied.	✓		
H. Asset and investments registers were complete and accurate and properly maintained.	✓		
I. Periodic bank account reconciliations were properly carried out during the year.	✓		
J. Accounting statements prepared during the year were prepared on the correct accounting basis (receipts and payments or income and expenditure), agreed to the cash book, supported by an adequate audit trail from underlying records and where appropriate debtors and creditors were properly recorded.	✓		
K. If the authority certified itself as exempt from a limited assurance review in 2020/21, it met the exemption criteria and correctly declared itself exempt. (If the authority had a limited assurance review of its 2020/21 AGAR tick "not covered")			✓
L. The authority publishes information on a free to access website/webpage up to date at the time of the internal audit in accordance with any relevant transparency code requirements	✓		
M. The authority, during the previous year (2020-21) correctly provided for the period for the exercise of public rights as required by the Accounts and Audit Regulations (evidenced by the notice published on the website and/or authority approved minutes confirming the dates set).	✓		
N. The authority has complied with the publication requirements for 2020/21 AGAR (see AGAR Page 1 Guidance Notes).	✓		
O. (For local councils only) Trust funds (including charitable) – The council met its responsibilities as a trustee.	Yes	No	Not applicable
			N/A

For any other risk areas identified by this authority adequate controls existed (list any other risk areas on separate sheets if needed).

Date(s) internal audit undertaken

24TH MAY 2022

Name of person who carried out the internal audit

ROGER F. CANWELL

Signature of person who carried out the internal audit



Date

24/5/2022

*If the response is 'no' please state the implications and action being taken to address any weakness in control identified (add separate sheets if needed).

**Note: If the response is 'not covered' please state when the most recent internal audit work was done in this area and when it is next planned; or, if coverage is not required, the annual internal audit report must explain why not (add separate sheets if needed).

Section 1 – Annual Governance Statement 2021/22

We acknowledge as the members of:

THORPE ST ANDREW TOWN COUNCIL

our responsibility for ensuring that there is a sound system of internal control, including arrangements for the preparation of the Accounting Statements. We confirm, to the best of our knowledge and belief, with respect to the Accounting Statements for the year ended 31 March 2022, that:

	Agreed		
	Yes	No*	'Yes' means that this authority:
1. We have put in place arrangements for effective financial management during the year, and for the preparation of the accounting statements.			<i>prepared its accounting statements in accordance with the Accounts and Audit Regulations.</i>
2. We maintained an adequate system of internal control including measures designed to prevent and detect fraud and corruption and reviewed its effectiveness.			<i>made proper arrangements and accepted responsibility for safeguarding the public money and resources in its charge.</i>
3. We took all reasonable steps to assure ourselves that there are no matters of actual or potential non-compliance with laws, regulations and Proper Practices that could have a significant financial effect on the ability of this authority to conduct its business or manage its finances.			<i>has only done what it has the legal power to do and has complied with Proper Practices in doing so.</i>
4. We provided proper opportunity during the year for the exercise of electors' rights in accordance with the requirements of the Accounts and Audit Regulations.			<i>during the year gave all persons interested the opportunity to inspect and ask questions about this authority's accounts.</i>
5. We carried out an assessment of the risks facing this authority and took appropriate steps to manage those risks, including the introduction of internal controls and/or external insurance cover where required.			<i>considered and documented the financial and other risks it faces and dealt with them properly.</i>
6. We maintained throughout the year an adequate and effective system of internal audit of the accounting records and control systems.			<i>arranged for a competent person, independent of the financial controls and procedures, to give an objective view on whether internal controls meet the needs of this smaller authority.</i>
7. We took appropriate action on all matters raised in reports from internal and external audit.			<i>responded to matters brought to its attention by internal and external audit.</i>
8. We considered whether any litigation, liabilities or commitments, events or transactions, occurring either during or after the year-end, have a financial impact on this authority and, where appropriate, have included them in the accounting statements.			<i>disclosed everything it should have about its business activity during the year including events taking place after the year end if relevant.</i>
9. (For local councils only) Trust funds including charitable. In our capacity as the sole managing trustee we discharged our accountability responsibilities for the fund(s)/assets, including financial reporting and, if required, independent examination or audit.	Yes	No	N/A

*Please provide explanations to the external auditor on a separate sheet for each 'No' response and describe how the authority will address the weaknesses identified. These sheets must be published with the Annual Governance Statement.

This Annual Governance Statement was approved at a meeting of the authority on:

and recorded as minute reference:

Signed by the Chairman and Clerk of the meeting where approval was given:

Chairman

Clerk

www.thorpestandrew-hc.gov.uk

Section 2 – Accounting Statements 2021/22 for

THORPE ST ANDREW TOWN COUNCIL

	Year ending		Notes and guidance
	31 March 2021 £	31 March 2022 £	
1. Balances brought forward	241 368	356 177	Total balances and reserves at the beginning of the year as recorded in the financial records. Value must agree to Box 7 of previous year.
2. (+) Precept or Rates and Levies	507 660	518 758	Total amount of precept (or for IDBs rates and levies) received or receivable in the year. Exclude any grants received.
3. (+) Total other receipts	76 258	111 130	Total income or receipts as recorded in the cashbook less the precept or rates/levies received (line 2). Include any grants received.
4. (-) Staff costs	(208 708)	(325 014)	Total expenditure or payments made to and on behalf of all employees. Include gross salaries and wages, employers NI contributions, employers pension contributions, gratuities and severance payments.
5. (-) Loan interest/capital repayments	(28 190)	(27 729)	Total expenditure or payments of capital and interest made during the year on the authority's borrowings (if any).
6. (-) All other payments	(232 212)	(271 043)	Total expenditure or payments as recorded in the cashbook less staff costs (line 4) and loan interest/capital repayments (line 5).
7. (=) Balances carried forward	356 176	362 279	Total balances and reserves at the end of the year. Must equal (1+2+3) - (4+5+6).
8. Total value of cash and short term investments	361 640	373 343	The sum of all current and deposit bank accounts, cash holdings and short term investments held as at 31 March – To agree with bank reconciliation.
9. Total fixed assets plus long term investments and assets	3 511 649	3 526 671	The value of all the property the authority owns – it is made up of all its fixed assets and long term investments as at 31 March.
10. Total borrowings	315 213	295 526	The outstanding capital balance as at 31 March of all loans from third parties (including PWLB).
11. (For Local Councils Only) Disclosure note re Trust funds (including charitable)	Yes	No	N/A
			✓
			The Council, as a body corporate, acts as sole trustee for and is responsible for managing Trust funds or assets.
			N.B. The figures in the accounting statements above do not include any Trust transactions.

I certify that for the year ended 31 March 2022 the Accounting Statements in this Annual Governance and Accountability Return have been prepared on either a receipts and payments or income and expenditure basis following the guidance in Governance and Accountability for Smaller Authorities – a Practitioners' Guide to Proper Practices and present fairly the financial position of this authority.

Signed by Responsible Financial Officer before being presented to the authority for approval



Date

08/06/22

I confirm that these Accounting Statements were approved by this authority on this date:

as recorded in minute reference:

Signed by Chairman of the meeting where the Accounting Statements were approved

Section 3 – External Auditor’s Report and Certificate 2021/22

In respect of

1 Respective responsibilities of the auditor and the authority

Our responsibility as auditors to complete a **limited assurance review** is set out by the National Audit Office (NAO). A limited assurance review is **not a full statutory audit**, it does not constitute an audit carried out in accordance with International Standards on Auditing (UK & Ireland) and hence it **does not** provide the same level of assurance that such an audit would. The UK Government has determined that a lower level of assurance than that provided by a full statutory audit is appropriate for those local public bodies with the lowest levels of spending.

Under a limited assurance review, the auditor is responsible for reviewing Sections 1 and 2 of the Annual Governance and Accountability Return in accordance with NAO Auditor Guidance Note 02 (AGN 02) as issued by the NAO on behalf of the Comptroller and Auditor General. AGN 02 is available from the NAO website – <https://www.nao.org.uk/code-audit-practice/guidance-and-information-for-auditors/>.

This authority is responsible for ensuring that its financial management is adequate and effective and that it has a sound system of internal control. The authority prepares an Annual Governance and Accountability Return in accordance with *Proper Practices* which:

- summarises the accounting records for the year ended 31 March 2022; and
- confirms and provides assurance on those matters that are relevant to our duties and responsibilities as external auditors.

2 External auditor’s limited assurance opinion 2021/22

(Except for the matters reported below)* on the basis of our review of Sections 1 and 2 of the Annual Governance and Accountability Return, in our opinion the information in Sections 1 and 2 of the Annual Governance and Accountability Return is in accordance with Proper Practices and no other matters have come to our attention giving cause for concern that relevant legislation and regulatory requirements have not been met. (*delete as appropriate).

(continue on a separate sheet if required)

Other matters not affecting our opinion which we draw to the attention of the authority:

(continue on a separate sheet if required)

3 External auditor certificate 2021/22

We certify/do not certify* that we have completed our review of Sections 1 and 2 of the Annual Governance and Accountability Return, and discharged our responsibilities under the Local Audit and Accountability Act 2014, for the year ended 31 March 2022.

*We do not certify completion because:

External Auditor Name

External Auditor Signature

Date

**THORPE ST ANDREW TOWN COUNCIL
MINUTES OF THE PLANNING AND ENVIRONMENT COMMITTEE
MEETING
HELD ON 16 MAY 2022**

1. Election of Chairman and Vice Chairman

It was proposed, seconded, and unanimously agreed that Mr J Fisher be Chairman of the Planning and Environment Committee

It was proposed, seconded, and unanimously agreed that Mr F Bowe be the Vice-Chairman of the Planning and Environment Committee

PRESENT:	Mr J Fisher (Chairman)	Ms M Friend
	Mrs J Fisher	Mr P Berry
	Mr S Snelling	

2. In Attendance: Dr T Foreman (Locum CEO), and four members of the public.

Apologies for Absence: Mr F Bowe, Mr T Garner

3. Declarations of Interest: Ms M Friend declared a non-pecuniary interest in application 20220472

4. Minutes of meeting held on 11th April 2022

The minutes of the meeting held on 11th April 2022 were signed and approved as a true record.

5. Planning Items Raised by Residents

The Committee heard public comments from the applicant for application 20220735 and 20220602.

6. Planning Applications

20220461 36 Aerodrome Crescent

Demolition of existing conservatory and replacement extension. Retrospective permission for a garden shed

The Town Council, as a statutory consultee, raises no objection.

20220472 24 Blakestone Drive Rear extension

The Town Council, as a statutory consultee, raises no objection.

20220420 4 Park House, St Andrews Park

Replace patio doors and fanlight with same style double glazed unit

The Town Council, as a statutory consultee, raises no objection.

20220481 10 School Avenue

Demolition of part substandard extension to rear & erection of single storey rear extension

The Town Council, as a statutory consultee, raises no objection.

20220591 107 Spinney Road Erection of porch to front

The Town Council, as a statutory consultee, raises no objection.

20220440 31 Furze Road Demolish existing conservatory & replace with new extension. Replace existing flat roof on extension including rooflights.

The Town Council, as a statutory consultee, raises no objection.

20220556 2B Primrose Crescent First floor extension over existing flat roof
The Town Council, as a statutory consultee, raises no objection.

20220614 93 Spinney Road Single storey rear extension
The Town Council, as a statutory consultee, raises no objection.

20220533 7 Independent Way Conversion of garage into a habitable room
The Town Council, as a statutory consultee, raises no objection.

20220659 42 Thorpe Avenue Single storey side and rear extension
The Town Council, as a statutory consultee, raises no objection. However, we would request a fence is erected between 42/44 to ensure neighbourly privacy.

20220602 Stanmore Tennis Club
Replace the existing metal halide floodlights with LED units
The Town Council, as a statutory consultee, raises no objection.

20220735 12 Margetson Avenue
Proposed Loft Conversion including Dormer to rear and Velux to front including change of hipped end to gable
The Town Council, as a statutory consultee, raises no objection. However, the Town Council would have liked to have seen a better designed dormer.

20220636 Yarehill 56 Thunder Lane
Raise the roof height of the garage to form annexe accommodation with front dormer windows
(revised proposal)
The Town Council, as a statutory consultee, raises no objection. However, the Town Council would like to see a condition requiring use to be integral to the main dwelling

20220753 78 Laundry Lane Front, rear and side extension
The Town Council, as a statutory consultee, raises no objection.

BA/2022/0154/TCAA 20 Thorpe Hall Close Multi stemmed Sycamore – remove
No objection

7. Nutrient Neutrality

The Committee noted correspondence from Broadland District Council.

8. Confidential- Enforcement Notices

Noted

(Information Only)

Meeting closed at 21.00hrs

Chairman_____

Date_____

MINUTES OF FINANCE AND STAFFING COMMITTEE MEETING HELD ON 23RD MAY 2022

1. ELECTION OF CHAIRMAN AND VICE-CHAIRMAN

It was proposed, seconded, and agreed that Mrs J Fisher be Chairman of the Committee.
It was proposed, seconded, and agreed that Ms M Friend be Vice-Chairman of the Committee.

2. PRESENT:

Mrs J Fisher (Chair)
Mr J. Ward
Mr J. Emsell
Mr F. Bowe

Mr P. Berry
Ms M. Friend
Mr J. Fisher
Mr S. Snelling

IN ATTENDANCE: Dr T Foreman (Locum CEO)

APOLOGIES FOR ABSENCE

Mr L. Reeves, Miss S. Lawn, Mr N. Shaw

3. DECLARATIONS OF INTEREST

None

4. MINUTES OF MEETING HELD ON 28th MARCH 2022

Minutes of the meeting held on 28th March 2022 were approved and signed as a true record.

5. PUBLIC SESSION – LIMITED TO 3 MINUTES PER SPEAKER

None

6. POLICY DOCUMENTS REVIEW

The Committee considered changes to the Town Council policies related to Equalities, Diversity, and Inclusion; Complaints; Unreasonable persistent complaints; and the Allotments Rules. There was support for the proposed changes and it was felt these provided a best practice approach. It was proposed by Mrs J Fisher, seconded by Mr F Bowe and on a show of hands with all in favour **RESOLVED** to recommend to Town Council the adoption of the Equality, Diversity, and Inclusion; Complaints; and Unreasonable persistent complaints policies.

It was further proposed by Mrs J Fisher and seconded by Mr F Bowe and **RESOLVED** that the allotment rules be sent to NPLaw and subject to any changes be consulted upon with allotment holders and then the Rules be sent to the Town Council for consideration.

7. ROXLEY HALL HIRE ARRANGEMENTS

Dr T Foreman provided an overview of a report from the Responsible Financial Officer. This report detailed issues relating to one-off hires at Roxley Hall which had not paid following the hire. Currently, the hires were invoiced following the hire, however given the issues it was suggested that these be paid prior to the hire taking place. A deposit may also be taken to cover breakages. There was strong support for the proposal given the history of the issue of non-payment. It was proposed by Mr J Fisher, seconded by Mr J Ward and on a show of hands with all in favour **RESOLVED** to charge one-off hires in advance and charge a deposit where required.

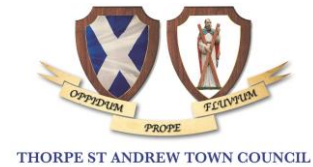
With no other business the meeting closed at 20.30hrs

Date of next meeting to be confirmed

Chairman_____

Date_____

Thorpe St Andrew Town Council



Town Council : 13th June 2022

Policy Documents Review

Agenda Item: 8

Reason for this Report

This report is to consider changes to policies following best practice review.

Result

The Committee is requested to review the following policies

- Equality, Diversity and Inclusion Policy
- Complaints Policy
- Unreasonably persistent complaints policy

Advice

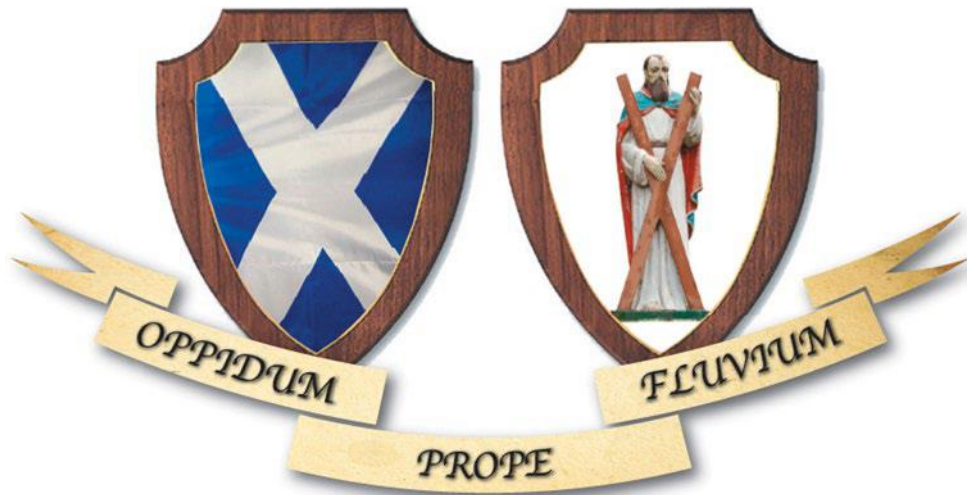
The Town Council is requested to review and approve the Equality, Diversity and Inclusion Policy; Complaints Policy; and Unreasonably Persistent Complaints Policy.

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.



THORPE ST ANDREW TOWN COUNCIL

Thorpe St Andrew Town Council

Equality, Diversity and Inclusion Policy

Adopted by the Council at its Meeting held April xx

1. The Council's Equality Statement

The Council is committed to promoting equality of opportunity for the people and communities of Thorpe St Andrew. We respect and value difference in our Town and across our workforce, and we want everyone to feel included and able to play their part in making Thorpe St Andrew a great place to live, learn, work and visit.

This Policy recognises the Council's duties under the Equality Act 2010; this means that we will:

- Promote equality of opportunity between people who share a protected characteristicⁱ and people who do not share it.
- Take steps to remove barriers or inequalities that may already exist for people with protected characteristics or people who are recognised by law to experience disadvantageⁱⁱ.
- Never treat anyone less favourably than any other, except when such treatment is within the law and determined by lawful requirements.
- Never tolerate prejudice or unlawful discrimination, harassment, victimisation or bullying on any grounds, and take action to eradicate it if ever it occurs in service delivery, employment or the community as a whole.
- Promote understanding and foster positive relations between different communities.
- Engage with our different local communities fairly and proportionately.
- Promote a workforce culture that values and respects difference.
- Encourage people who share a protected characteristic to participate in public life or in any other activity in which participation is disproportionately low.

In implementing this policy we will have regard to our legal obligations under relevant legislation, including the [Equality Act 2010](#), the Public Sector Equality Duty and the [Public Sector Bodies \(Websites and Mobile Applications\) \(No. 2\) Accessibility Regulations 2018](#).

2. Discharging our responsibilities under the Public Sector Equality Duty

When exercising our public functions, we will have due regard to the [Public Sector Equality Duty](#)ⁱⁱⁱ and we will comply with the specific duties, by:

- Publishing information each year by the 31 January to demonstrate our compliance with the Public Sector Equality Duty
- Publishing relevant and proportionate equality objectives at least every four years, to deliver the aims of this policy.

This policy affects:

Elected members and all workers (including employees, consultants, temporary workers, agency staff and other third parties working on behalf of Thorpe St Andrew Town Council) are required to comply with this policy.

Suppliers, sub-contractors and agencies in our supply chain are also required to comply.

We expect all staff to take responsibility for familiarising themselves with this policy and conducting themselves in an appropriate manner.

This policy applies to the following public functions:

The policy applies to (but is not limited to) the planning, design, operation, construction and delivery of services, the provision of goods, facilities and services, exercising of public functions, recruitment and selection, conditions of service, benefits, facilities and pay, training and development, opportunities for promotion, conduct at work, employment policy, procedures and guidance, and termination of employment.

This policy applies to staff and elected members in the following ways:

The Council is an equal opportunities employer and will recruit, reward, develop and promote employees on the basis of the skills, relevant qualifications, experience, aptitude and ability they bring to the role.

Council staff responsible for recruitment / managing employees must ensure that:

- all job opportunities are advertised in accordance with the Council's Personnel Policies.
- all applicants and staff are made aware of the Council policy on recruitment.

All aspects of the recruitment and selection process will be monitored by the Chief Executive Officer to ensure the Council meets its obligations.

Where councillors are to be elected, the Council will make information available as widely as possible about the election and help people who are interested in standing for election, with the objective of reflecting the diversity of the town.

When the Council seeks a co-opted member, it will advertise widely and will ensure that every applicant has an equal opportunity.

The Council will always promote democracy, encourage all people to engage with it and vote at elections.

Training and Development

The Council provides induction training for all new staff, which includes an introduction to equality, diversity and inclusion. Continuing professional development is also available.

Accessibility

We are committed to delivering and commissioning public services and a workforce environment that can be accessed, understood and used to the greatest extent possible by all people regardless of their ability or disability.

When reviewing or redesigning our public services or workforce environment (or any building, product or service in that environment, such as premises, technology, information, communication and culture) we will be guided by the following:

- Provide the same means of use to enable access for all users: identical whenever possible; equivalent when not
- Avoid segregating or stigmatising any users
- Provisions for privacy, security and safety shall be equally available to all users
- Ensure dignity in use for all users.

Reasonable adjustments for disabled people

Where something the Council does places a disabled person^{iv} at a substantial disadvantage compared to a non-disabled person, we will take all reasonable steps to try to avoid that disadvantage or make reasonable adjustments wherever appropriate. This may mean changing the way we work, providing extra equipment or removing physical or other barriers.

The Council will periodically undertake an audit of its premises and operations to assess as far as possible, what customers may need in order to access our services. We will base this on good practice guidance and where appropriate talk to individual customers about any particular problems they encounter. As necessary, we will seek expert advice on finding solutions.

3. Communication

This policy will be made available via the Council's website.

4. Review

We will keep this policy and any associated codes of practice under annual review.

5. Complaints

We regard any breach of this policy as a serious matter to be dealt with through agreed procedures and this may result in disciplinary action. We encourage anyone who has a complaint concerning a breach of this policy to bring this to our attention immediately:

- The Complaints procedure can be found on the governance section of our website or contact the Town Hall on 01603 701048.

6. Further Information

For further information please contact the Town Hall on 01603 701048 or email office@thorpestandrew-tc.gov.uk

7. Related Thorpe St Andrew Town Council policies

The following documents should be considered in conjunction to this policy:

- Bullying, Harassment and Grievance Policies
- Council's Personnel Policies

ⁱ The protected characteristics are set out in the Equality Act 2010:

Characteristic	Who and what this covers
Age	Adults and children, or specific/different age groups
Disability	<p>A person has a disability if they have a physical or mental impairment which has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities.</p> <p>This may include but is not limited to:</p> <ul style="list-style-type: none">• People with mobility issues (e.g. wheelchair or cane users; people of short stature; people who do not have mobility in a limb etc)• Blind and partially sighted people• People who are D/deaf or hearing impaired• People with learning disabilities• People who have mental health issues• People who identify as neurodiverse (this refers to neurological differences including, for example, dyspraxia, dyslexia, Attention Deficit Hyperactivity Disorder, the autistic spectrum and others).• People with some long-term health conditions which meet the criteria of a disability.
Gender reassignment	<p>People who identify as transgender (defined as someone who is proposing to undergo, is undergoing or has undergone a process or part of a process to reassign their sex. It is not necessary for the person to be under medical supervision or undergoing surgery).</p> <p>You should also consider the needs of people who identify as non-binary (a spectrum of gender identities that are not exclusively masculine or feminine).</p>
Marriage/civil partnerships	People who are married or in a civil partnership. They may be of the opposite or same sex.
Pregnancy & Maternity	Maternity refers to the period after birth and is linked to maternity leave in the employment context. In the non-work context, protection against maternity discrimination is for 26 weeks after giving birth, and this includes treating a woman unfavourably

	because she is breastfeeding.
Race	Race refers to a group of people defined by their race, colour, or nationality (including citizenship) ethnic or national origins. A racial group can be made up of two or more distinct racial groups, for example a person may identify as Black British, British Asian, British Sikh, British Jew, Romany Gypsy or Irish Traveller.
Religion/belief	Belief means any religious or philosophical belief or no belief. To be protected, a belief must satisfy various criteria, including that it is a weighty and substantial aspect of human life and behaviour. Denominations or sects within a religion can be considered a protected religion or religious belief.
Sex	This covers men and women. You should also consider the needs of people who identify as intersex (people who have variations in sex characteristics) and people who identify as non-binary (a spectrum of gender identities that are not exclusively masculine or feminine).
Sexual orientation	People who identify as straight/heterosexual, lesbian, gay, or bisexual.

ii Other characteristics

In addition to the protected characteristics set out in the Equality Act 2010, UK law recognises that people with other characteristics may also experience disadvantage or reduced access to services, by reason of their circumstances, such as members of the armed forces community.

iii The Public Sector Equality Duty

Under the Equality Act 2010, public bodies like Thorpe St Andrew Town Council must in the exercise of their public functions have due regard to:

- Eliminating discrimination, harassment, victimisation
- Advancing equality of opportunity between people who share a 'protected characteristic' and people who do not share it;
- Fostering good relations between people who share a protected characteristic and people who do not share it.

This is called the '**public sector equality duty**'. In essence, the duty simply requires the Council to thoroughly consider the equality issues of every proposal, action or decision before going ahead with it.

A 'proposal', 'action' or 'decision' means anything that is a public function – in other words, something that impacts on people who live, work, learn in or visit – such as planning, changing or commissioning services; policies, strategies and procedures; buying equipment; projects; recruitment/workforce management and budget decisions.

The Council has discretion about how it implements the duty. However, it must be able to provide evidence that due regard was genuinely given to equality prior to decisions being made.

Many public bodies summarise their efforts to give 'due regard to equality' in a document called an '**equality impact assessment**' (**EqlA**) – because this is an easy way to analyse and evidence the different ways a proposal, action or decision might impact on people with protected characteristics.

However, an EqIA is not the only way of giving due regard to equality. For example, the minutes of a meeting could demonstrate that full consideration has been given to equality issues.

Who is responsible for giving due regard to equality – or undertaking equality impact assessments?

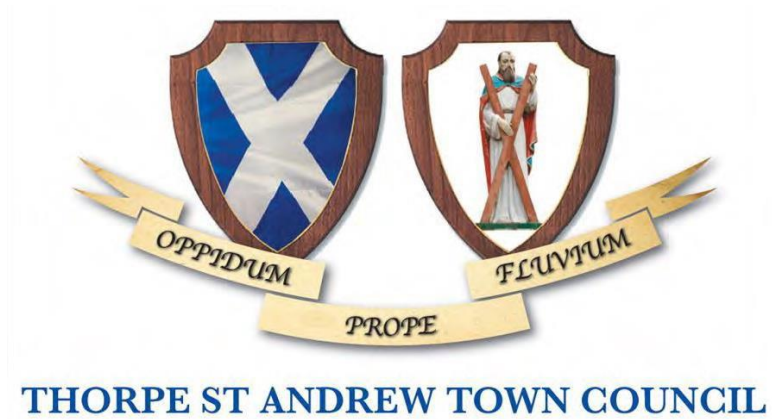
The officer responsible for the proposal, action or decision should ensure that the duty is implemented and is brought to the attention of the relevant decision-maker/s (whether elected members or officers with delegated responsibility).

Elected members must give due regard to equality on every decision they make. If the duty is not properly discharged, the decision may be subject to legal challenge or judicial review.

Elected Members can and should challenge officers if they believe that adequate information has not been provided about the potential equality issues of a proposal or recommendation.

^{iv} The definition of disability

The definition of disability is set out in the Equality Act 2010, Part 6: 'A physical or mental impairment which has a substantial and long-term effect on a person's ability to carry out normal day to day activities'. A person must meet all elements of this definition in order to satisfy the requirements of the Equality Act 2010 and trigger the duty to make reasonable adjustments.



Complaints Policy

Thorpe St Andrew
Town Council
[Date]

1. Introduction

This policy applies to all our services.

The objectives of our Complaints Policy are to:

1. Provide a framework which is simple for customers to use and is equally accessible to all.
2. Deal with problems as close to their source and as quickly as possible.
3. Give customers confidence that their comments are listened to and their complaints are being dealt with effectively.
4. Ensure action is taken to solve problems and generate a positive attitude to feedback.
5. Learn from feedback and prevent the recurrence of problems.
6. Generate a consistent approach to compliments and complaints throughout the Council.
7. Protect the reputation and resources of the Council.

Overall responsibility for this policy lies with the Chief Executive Officer.

2. How to make a complaint

The Council's aim is to resolve most complaints as close to their source as possible, preferably before they are accepted into the formal complaints process.

As a first step, please contact us for an informal discussion about your complaint by calling 01603 701048.

If we are unable to resolve your complaint it will need to be escalated to our formal complaints process by completing our complaints form and either emailing it to complaints@thorpestandrew-tc.gov.uk or posting it to Town Hall, Pound Lane, Thorpe St Andrew, NR7 0UL.

Our complaint form can be obtained by visiting our website or contacting us by phone on 01603 701048.

If you require assistance in completing the form please call 01603 701048 and we will organise for an officer to support you. If this is not possible, you may be signposted to an organisation which can assist you.

Final responses to complaints will be in writing (letter or email), unless this format is not appropriate for the complainant.

We will ask you to state your preferred way of us communicating with you as part of the complaints process.

3. What you can expect from us when you make a complaint

Once we receive your complaint, we will do all that we can to work with you to find a solution by:

- Acknowledging your complaint within 5 working days of the date we

received it.

- Aiming to resolve your complaint within 20 working days.

Where resolution requires longer, we will inform you as soon as possible of a revised date.

4. Confidentiality

Complaints made to the Council will be treated in confidence.

Details of the complaint will only be provided to the Council staff members and partner organisations who need to know in order to investigate it.

Confidentiality cannot be guaranteed where a vulnerable person is considered to be at risk and safeguarding procedures apply. In these circumstances, the Council may have to share the information with Norfolk County Council whose statutory responsibility it is.

Customers who make their complaints public in the media may forfeit their right to anonymity and the right to confidentiality.

To read our privacy notice as to how your personal information will be dealt with go to our website or contact us on 01603 701048.

5. Outcome

Following investigation, we will let you know what we have found using your preferred form of communication.

6. Right to appeal

If you are unhappy with the outcome of your complaint, an appeal can be made in writing to the Town Mayor. A panel of Councillors will consider your appeal and notify you of the outcome using your preferred form of communication. The decision of this panel is final.

7. What we expect from you

The following people are eligible to complain:

- Any individual or group receiving or seeking a service from the Council.
- Anyone acting for an individual or group unable to complain personally.

People do not have to be a Norfolk resident to make a complaint.

A complaint should normally be made within one year of the service being received. This time limit may be extended at the discretion of the Chief Executive Officer if the complainant has good reasons for not making the complaint within the time limit; and notwithstanding the delay, it is still possible to investigate the complaint effectively and fairly.

The Council will not consider, or further consider complaints/representations under this policy where:

- Complainants have stated either orally or in writing to the Council that they are taking, or intend to take proceedings in any court or tribunal in

regard to any issue connected with the complaint.

- The Council has been notified that any person is conducting an investigation in contemplation of criminal proceedings in regard to any issue connected with the complaint.
- The Council has been informed that criminal proceedings are pending in regard to any issue connected with the complaint.
- The complainant is an employee who wishes to raise issues in relation to their employment.

However, the Council will consider complaints from members of the public who are seeking employment with the Council. In these circumstances, where the Council decides that consideration or further consideration of the complaint / representation would prejudice the conduct of any proceedings or investigation, the Chief Executive Officer or designated officer will give notice in writing to the complainant explaining the reasons for the decision and specify how the matter could be dealt with in the future, if appropriate.

The Council's policy on 'Unreasonably Persistent Complaints' will apply when appropriate. Copies of this policy can be found on our website or a copy can be provided by calling us on 01603 701048.

The Council reserve the right not to consider complaints that:

- Are malicious (that is, they are instituted without sufficient grounds and serving only to cause annoyance)
- Use obscenities, racist or homophobic language
- Contain personally offensive remarks about members of our staff
- Are repeatedly submitted with only minor differences after we have fully addressed the complaint

8. 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.

1. Unreasonably persistent complaints policy

We welcome feedback from service users and will always try to resolve complaints as quickly as possible.

The majority of complaints are dealt with through the complaints procedures without difficulty, however, complainants may be pursuing complaints in unreasonable ways. The Unreasonably Persistent Complaints Policy should only be applied where absolutely necessary and describes how the Council may deal with complaints effectively where the complainant is unreasonably persistent in pursuing complaints or otherwise acts unreasonably.

An Unreasonably Persistent Complaints Policy helps staff and complainants to understand clearly what is expected of them, what options for action are available, and who can authorise these actions. It also assists staff to manage the expectations and behaviour of complainants while their complaint is addressed.

This policy should be read in conjunction with any other relevant Council policies relating to exclusion of services and employee health and safety.

2. Objectives

Most complaints are dealt with through the complaints procedures without difficulty.

Having a policy on how to deal with unreasonably persistent complainants or other unreasonable behaviour by complainants, together with guidance for staff on the complaints procedure, should help the Council deal with complainants in ways which are demonstrably consistent and fair.

The policy covers behaviour which is unreasonable, which may include one or two isolated incidents, as well as unreasonably persistent behaviour, which is usually an accumulation of incidents or behaviour over a longer period.

The objectives of the policy are to:

- Ensure all staff understand the objectives and requirements of the Unreasonably Persistent Complaints Policy
- Promote problem solving and to avoid apportioning blame. The emphasis should be on finding a solution
- Satisfy those who complain or comment that they have been dealt with promptly, fairly, openly and honestly
- Resolve complaints quickly and as close to the point of service delivery as acceptable and appropriate
- To protect staff from abusive and unacceptable behaviour from customers
- Protect employees from unreasonable, aggressive or violent behaviour by complainants

3. Definition of unreasonably persistent complaints and unreasonable behaviour

Unreasonably persistent complainants are those complainants who, because of the frequency, or nature, of their contacts with the Council, hinder the Council's consideration of the complainant's, or other people's complaints.

Almost all complainants see themselves as pursuing justified complaints.

Unreasonably persistent complainants may have legitimate complaints but be pursuing them in inappropriate ways, or they may be intent on pursuing complaints which appear to have no substance or which have already been investigated and determined. Their contacts with the Council may be very emotionally charged and distressing for all involved, or they may be agreeable but still place very heavy demands on staff time.

Sometimes the situation between the Council and a complainant can escalate and the behaviour moves to behaviour which is unacceptable and unreasonable, for example, abusive, offensive or threatening behaviour. Such complainants are in a very small minority, but sometimes the Council finds itself in the position of having to instigate action under this policy.

In extreme situations, the Council may resort to involving the Police or taking legal action to address such behaviour.

Raising legitimate queries or criticisms of a complaints procedure as it progresses, for example if agreed timescales are not met, should not in itself lead to someone being regarded as an unreasonably persistent complainant.

Similarly, the fact that a complainant is unhappy with the outcome of a complaint and seeks to challenge it once, or more than once, should not necessarily cause them to be considered unreasonably persistent /vexatious.

These are some of the actions and behaviours of unreasonably persistent complainants which the Council often find problematic. It is by no means an exhaustive list, but they are examples that frequently come to our attention:

- Refusing to specify the grounds of a complaint, despite offers of assistance
- Refusing to co-operate with the complaints investigation process while still wishing their complaint to be resolved
- Refusing to accept that certain issues are not within the scope of a complaints procedure
- Insisting on the complaint being dealt with in ways which are incompatible with the adopted complaints procedure or within good practice
- Making what appear to be groundless complaints about the staff dealing with the complaints, and seeking to have them replaced
- Changing the basis of the complaint as the investigation proceeds and/or denying statements they have made at an earlier stage. At the same time, we acknowledge that a complainant has a right to challenge our recollection/recording and to clarify how this could be resolved before we categorise the complainant's behaviour as denying the matter
- Introducing new information, at a late stage, which the complainant expects to be taken into account and commented on, or raising large numbers of detailed, but unimportant, questions and insisting they are all fully answered
- Covertly recording meetings and conversations
- Submitting falsified documents from themselves or others
- Bringing complaints designed to cause disruption or annoyance or lacking any serious purpose or value
- Adopting a 'scattergun' approach: pursuing parallel complaints on the same issue with the Council and/or other organisations

- Making excessive demands on the time and resources of staff and members with lengthy and/or repeated telephone calls, emails to numerous Council officers, or detailed letters every few days and expecting immediate responses
- Behaviour that appears to be deliberately targeted over a significant period of time at one or more members of Council staff, without good cause
- Submitting repeat complaints, with minor additions/variations, so the complainant insists they are 'new' complaints which should be put through the full complaints procedure
- Refusing to accept the outcome decision of a complaint – repeatedly arguing the point and complaining about the decision, with no new evidence
- Insisting on pursuing unjustified complaints and/or unrealistic outcomes to legitimate complaints. Taking actions that are out of proportion to the nature of the complaint, even when the complaints procedure has been exhausted
- Behaviour which has a significant and disproportionate adverse effect on the Council's resources and other residents
- Inappropriate behaviour towards Council staff investigating or involved in the complaint such as inappropriate use of language, aggression or violence
- Combinations of some or all of the above

4. The approach and procedure

It is vital that all attempts are made to maintain effective communication and relationships with complainants. Prior to taking action under this policy, the complaints case manager should ensure that:

- Every reasonable effort has been made to investigate the complaint
- Every reasonable effort has been made to communicate with the complainant
- The complainant is not now providing any significant new information that might affect the organisation's view of the complaint

Prior warning

When the Council considers that the complainant is unreasonably persistent in pursuing complaints or otherwise is acting unreasonably a risk assessment will be completed in line with health and safety policies and, if it is concluded that the behaviour is unacceptable/unreasonable, the complaints case manager will write to tell the complainant why they find the complainant's behaviour unreasonable and/or unacceptable and ask them to change the behaviour.

Decision to restrict or terminate contact with the Council

The following actions will be taken before a decision is taken to restrict or terminate a complainant's contact with the Council:

- Decisions to restrict or terminate contact will be taken following a risk assessment which may involve an on the spot decision to restrict access or terminate contact in the short term prior to a more detailed assessment being undertaken where there is a risk to staff and / or services.
- Designate a key officer to co-ordinate the organisation's actions under this policy. Complainants will be offered, if appropriate, a meeting with a designated officer of appropriate seniority to explain what steps are being taken to resolve their complaint and why their current behaviour is seen as unreasonable. Such meetings should be undertaken in an environment that protects the safety of the designated officer.

During this meeting, the designated officer will:

- Explain to the complainant the damaging effect their contact is having on the processing of their complaint and/or other complaints, and that, if this continues, the Council may need to limit/deny their access to the Complaints Case Manager and/or other staff
- Share the policy with the complainant and be warned that restrictive actions may need to be applied if their behaviour continues
- Provide or offer consideration of the complaints issue through another procedure (for example, an appeals process, mediation etc.) if appropriate
- Offer to assist the complainant to find a suitable independent advocate if appropriate

When making decisions on how to manage the unreasonably persistent complainant or unreasonable behaviour of a complainant, all relevant factors should be taken into account to ensure that action taken is appropriate and proportionate to the nature and frequency of the complainant's contacts with the authority at that time.

Due consideration should be given to the complainant's health, including any related illnesses or disabilities that may be impacting on behaviour (for example, dementia, learning disability, mental illnesses, autism etc).

If the complainant has not responded appropriately to the prior warning letter and/or the agreements during the meeting with the complainant, a decision may be made to restrict contact with the Council. The complainant will be notified in writing (or alternative formats appropriate to the individual) why it is believed their behaviour falls into the category of unreasonably persistent and/or unreasonable behaviour. The complainant will be notified what action will be taken and the duration of that action, as well as what the complainant can do to have the decision reviewed.

The following list is a 'menu' of possible options for managing a complainant's involvement with the Council from which one or more might be chosen and applied, if warranted. Any action taken should be appropriate and proportionate. It is not an exhaustive list and often the specific circumstances of the individual case will be relevant in deciding what might be appropriate action:

- Placing limits on the number and duration of contacts with staff per week or month
- Limiting the complainant to one medium of contact (telephone, letter, email etc) and/or requiring the complainant to communicate only with one named member of staff
- Refuse to register further complaints about the same matter and only acknowledge further correspondence
- Only meet with the complainant in the presence of a witness
- Where a complainant's behaviour is unreasonable and threatens the safety and/or welfare of staff, the Council may decide to terminate contact with the complainant
- Other action may be taken, for example reporting the matter to the police or taking legal action. Where such action is necessary the Council may not give prior warning
- Only meet the complainant at Council Offices and by appointment only

Where following restriction of access being implemented a complainant continues to behave in a way that is unacceptable or where the behaviour is so extreme that it threatens the immediate safety and welfare of staff, the Council may:

- Terminate contact
- Temporarily or permanently restrict/not allow access to Council offices
- Report the matter to the police
- Take legal action

Reviewing the decision to restrict contact

When imposing this policy and placing a restriction on contact, the Council will specify a review date, usually 6 months from the initial decision.

The review should be carried out by the Chief Executive Officer to consider whether the restrictions can be lifted or modified, or should continue. The complainant will be notified of the outcome of the review.

Restrictions should be lifted and relationships returned to normal unless there are grounds to continue with the restrictions. If the restrictions are to continue, the Council will explain the reasons to the complainant and state when the restrictions will next be reviewed.

5. Appeals against decisions

Complainants must be informed in writing of the Council's decision resulting from application of this policy and procedure.

They should also be given information on how to appeal any decision.

An appeal will be heard by a review panel made up of a member of staff outside of the service area complained about, as well as the Town Mayor.

The panel will write to the complainant with their decision which will be final.

6. New complaints

New complaints from people who have been subject to this policy will be dealt with on their merits. It is recognised that any new complaint may represent a genuine service failure and therefore needs to be reviewed objectively regardless of who is bringing the complaint.

Once the complaint has been considered, a risk assessment will also be carried out based on past and current knowledge of the complainant's behaviour and the likelihood of re-occurrence of any unacceptable behaviour.

7. Recording actions and contacts with the complainant

Any decision to apply this policy must be notified to the Chief Executive Officer and recorded.

The Chief Executive Officer will keep adequate records to show:

- When a decision is taken not to apply the policy when a member of staff asks for this to be done. The member of staff will be informed of the decision
- When a decision is taken to make an exception to the policy

- When a decision is taken not to put a further complaint from such a complainant through the complaints procedure for any reason
- When a decision is taken not to respond to further correspondence, the Chief Executive Officer will make sure that any further letters or emails from the complainant are checked to ensure that any significant new information is picked up and addressed
- Any future contacts with the complainant must be recorded

8. Confidentiality

Complaints made to the Council will be treated in confidence.

The Chief Executive Officer will only pass the details of unreasonably persistent complainants and/ or unreasonable complainant behaviour to those Council staff members and partner organisations who need to know in order to implement the policy or for reasons of protecting staff safety.

Confidentiality cannot, however, be guaranteed where a vulnerable person is considered to be at risk and safeguarding procedures apply. In these circumstances, the Council may have to share the information with Norfolk County Council or other external agencies.

Customers who make their complaints public in the media may forfeit their right to anonymity and the right to confidentiality.

9. Responsibility for the procedures

Overall responsibility for the Unreasonably Persistent Complainants Policy will lie with Chief Executive Officer.

The Policy and Committee Officer will take responsibility for the application of all aspects of the procedures at departmental and organisational level.

The Operational Manager and Responsible Financial Officer will act as overall coordinator for unreasonably persistent complaints handling.