



THORPE ST ANDREW TOWN COUNCIL

## TOWN COUNCIL MEETING

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

Tel/Fax: (01603) 701048.

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Issued: 19 July 2023

### Notice of Town Council Meeting

You are hereby summoned to attend the meeting of Thorpe St Andrew Town Council to be held at the Roxley Hall on Monday 24 July 2023 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 3 July 2023
- 4 Announcements (For information only)
  - 4.1 - The Town Mayor
  - 4.2 - 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
  - 5.1 - Norfolk Constabulary
  - 5.2 - County and District Councilor's (Written Report Cllr J Ward)
  - 5.3 - Members of the Public
- 6 Finance
  - 6.1 - Q1 Budget Monitoring Report- attached
- 7 Draft Minutes of the Planning and Environment Committee 10 July 2023
- 8 Highways Parking Restrictions – Resident Request
- 9 Memorial Policy Review – attached – For Decision
- 10 Social Media Report and Policy Review– attached – For Decision
- 11 Planning Applications:

2023/1737	11a Belmore Road	Extension to existing out-building (PB)
2023/1429	44 Gordon Avenue	Formation of porch detail (JF)
2023/1833	6 Western Avenue	Removal of two redundant red brick chimney stacks on west side, making good roof with tiles to match (SS)

BA/2023/0291/TPOA River Green, Yarmouth Road  
T1: Horse Chestnut – reduce primary stems by approximately 6m as per pruning diagram to reduce wind loading on defects. Some pruning points may not conform to traditional BS:3998 guidance. Reduce limb at 5.5m Overhang footpath by up to 5m as per pruning diagram to reduce loading in defect and remove footpath as target. Pruning will not conform to traditional BS: 3998 guidance (JF)
- 12 To 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, Due To The Disclosure Of Personal Information
- 13 Appointment of CEO

### Further Agenda Items (Not for Discussion)

Date of next Town Council Meeting: Monday 11 September 2023

Date of next Planning & Environment Meeting: Monday 18 September 2023

Date of next Finance & Staffing Meeting: Monday 25 September 2023

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**Thorpe St Andrew Town Council  
Minutes of the Town Council meeting  
held on 3<sup>rd</sup> July 2023 at 7:30pm**

**1. PRESENT:**

Mr F Bowe (Town Mayor)	Mr J Ward
Mr S Snelling (Deputy Town Mayor)	Mr S Court
Mr D Wiseman	Mr P Berry
Mr J Emsell	Ms J Bailey
Mr T Garner	Mr J Fisher
Ms L Barrett	Mr C Eden
Mr D Buck	

**APOLOGIES:** Ms L Skinner  
Mr D Moore (resigned)

**IN ATTENDANCE:**

Mrs R McCarthy (OM and RFO)  
Mrs L Weston (Committee Officer)

**2. DECLARATIONS OF INTEREST IN ITEMS ON THE AGENDA**  
None

**3. TO CONFIRM THE MINUTES OF THE TOWN COUNCIL MEETING HELD ON 5<sup>th</sup> June 23**  
The minutes of the meeting held on 5<sup>th</sup> June 23 were signed and approved as a true record.

**4. ANNOUNCEMENTS (FOR INFORMATION ONLY)**

- (i) The Town Mayor on behalf of the Council, expressed condolences to the family of Barbara Tabor of Constance Webster Florists, a previous Thorpe St Andrew Community Award winner. An update on the CEO vacancy was given; 9 applicants and 3 shortlisted for the role, interviews to take place Monday 10<sup>th</sup> July. The Town Mayor's chosen charity for next year is EACH (East Anglia's Children's Hospices). Following the resignation of Cllr Drew Moore, a by-election date will be announced by BDC in due course.
- (ii) The RFO advised that the Neighbourhood Plan should now progress as the accessibility issues had been resolved.

**5. PUBLIC SESSION**

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

- (i) Norfolk Constabulary – No report

(ii) Councillor J Ward advised members of the works due to commence at Heartsease roundabout, crossing points and cycle provision.

(iii) There were 5 members of the public in attendance. A concern was raised over the possibility of a new CEO not being in place by the end of August. It was accepted as a possibility but will be addressed once the notice period of the successful candidate is known. Following the previous meeting, the question was raised about the Christmas lights remaining at and being switched on at River Green. Although not an agenda item, it was confirmed that the Christmas lights would remain at River Green. Father James led a church service for those paying their respects on Armed Forces Day and a flag was raised at River Green. The Strawberry Tea was successful and on the 15 July the Church Fete will take place, raising funds for the community.

## 6. **FINANCE**

(i) Payments List – as tabled, no questions.

(ii) Bank Reconciliation Statement – as tabled, no questions.

Reports approved and signed by the Town Mayor. The reports will be available on the website for members of the public to view from tomorrow.

## 7. **DRAFT MINUTES OF COMMITTEE MEETINGS**

(i) Draft minutes of the Planning & Environment Committee held on 12 June 23 were noted.

(ii) Draft minutes of the Finance & Staffing Committee held on 19 June 23 were noted.

## 8. **COMMITTEE MEMBERSHIPS**

Mr P Berry to join the Finance and Staffing Committee, no objections raised.

## 9. **LOCATION OF FUTURE MEETINGS**

A healthy discussion took place regarding the facilities of the Town Hall and Roxley Hall, to ascertain the most appropriate venue to hold future meetings. All issues considered including size, welfare facilities, furniture, location, private hirers and financial implications were discussed. It was agreed by all, that normal tables would be reintroduced at future meetings.

Mr J Fisher proposed a move back to the Town Hall, seconded by Mr J Ward, proposal was DEFEATED with 2 Cllrs for and 11 Cllrs against.

## 10. **PARISH PARTNERSHIPS – Correspondence attached**

Members were advised to contact the office with ideas for project applications and consult CEO on the position regarding previous applications such as the bus shelters.

## 11. **ST WILLIAMS PRIMARY SCHOOL – SEND Resource Centre**

Correspondence attached for information only.

**12. TOWN HALL ROOF QUOTATIONS – report attached**

The Town Council considered the report and recommendation. Mr S Snelling and Mr S Court advised members to choose a creditable company with third party insurance, to guarantee the workmanship. Mr J Fisher asked for confirmation that the quotations were from reputable companies, RFO confirmed.

It was proposed by Mr J Fisher and seconded by Mr S Snelling to go with contractor E, subject to confirmation of an independent third party insurance guarantee, agreed by a unanimous show of hands.

**FUTURE AGENDA ITEMS**

Mr D Wiseman queries the progress of training for new councillors following an abusive call from a member of the public. The RFO confirmed would refer to the Clerk. Mr C Eden confirmed he had a similar call and suggested members use their home landline numbers.

**Meeting Closed at 8.10pm**

Chairman \_\_\_\_\_

Date \_\_\_\_\_

9<sup>th</sup> July 2023

## **Report from Councillor John Ward**

### **Norfolk County Council**

The 1.6mile upgrade of the A47 between Blofield and North Burlingham will require 93 acres of farmland currently owned by County Farms, plus another 98 acres which will be used temporarily during the works then returned. The loss of this land will not reduce County Farms Estate below the minimum 16,000 acres agreed in the Council constitution.

Any further work on the Western Link of the NDR has been halted pending Government approval of the funding.

I was at Gressenhall recently and walked part of the new Jubilee Trail - The Wendling Way, a 3.5m walk from Gressenhall to Dereham. This has been created by the County Council in conjunction with the Museums Service.

Cabinet has approved the upgrading of the Heartsease roundabout to provide pedestrian crossings on all junctions, to reduce entry speeds and to improve signage for cycling routes.

Work commenced on 3<sup>rd</sup> July on the Ketts Hill roundabout to improve safety. Gurney Road will remain closed until 11<sup>th</sup> August.

Proposals are in place to establish a special resource base for 8 individuals at Falcon Junior School from 1.9.24 and for 16 individuals at Sprowston Junior School from 1.9.25.

Norfolk Fire Service had a large presence at the Royal Norfolk Show for their 75<sup>th</sup> Anniversary and received a visit from the Prince and Princess of Wales. One of Norfolk's 22 brand new fire engines was on display.

Norfolk Council is to receive £333k from the Government to help improve wildlife habitats and reverse the decline of biodiversity across the county, working with local communities to develop a tailored nature recovery strategy for their areas.

**THORPE ST ANDREW TOWN COUNCIL: Q1 BUDGET COMPARISON 2023/24**

ALLOTMENTS	Actual 21/22	Actual 22/23	Budget 23/24	Q1	Q2	Q3	Q4	YTD	%
<b>PAYMENTS</b>									
Dussindale Maintenance	1350	1689	1500	70.00				70.00	5%
Dussindale Rent	400	405	450	399.93				399.93	89%
Dussindale Water	417	498	600	0.00				0.00	0%
Hillside Maintenance	2705	1477	1500	164.91				164.91	11%
Hillside Water	409	1656	850	0.00				0.00	0%
Rent & Deposit	258	225		25.00				25.00	
Water Charges	368							0.00	
<b>TOTAL</b>	<b>5907</b>	<b>5950</b>	<b>4900</b>	<b>659.84</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>659.84</b>	<b>13%</b>
<b>RECEIPTS</b>									
Rents/deposits	9131	5662	5000	99.00				99.00	2%
Water charges	1417	1418	1000	8.65				8.65	1%
<b>TOTAL</b>	<b>10548</b>	<b>7080</b>	<b>6000</b>	<b>105.65</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>105.65</b>	<b>2%</b>

OVERAWARDER  
SPEND

COST CODE  
TOTAL

4240.16

-5894.35

-1654.19

BROADLAND DC ELECTIONS	Actual 21/22	Actual 22/23	Budget 23/24	Q1	Q2	Q3	Q4	YTD	%
<b>PAYMENTS</b>									
Election costs	7079	4773	7000					0.00	0%
<b>TOTAL</b>	<b>7079</b>	<b>4773</b>	<b>7000</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0%</b>

7000.00

7000.00

BUILDING MAINTENANCE	Actual 21/22	Actual 22/23	Budget 23/24	Q1	Q2	Q3	Q4	YTD	%
<b>PAYMENTS</b>									
Town Hall	4594	4285	7000	1056.48				1056.48	15%
Morse Pavilion	3066	10365	7000	599.72				599.72	9%
Roxley Hall	862	4640	3000	811.47				811.47	27%
Café	2279	1739	1000	0.00				0.00	0%
River Green	177	10235	3000	991.46				991.46	33%
<b>TOTAL</b>	<b>10778</b>	<b>31264</b>	<b>21000</b>	<b>3459.11</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>3459.11</b>	<b>16%</b>
<b>RECEIPTS</b>									
Town Hall		57						0.00	
Café		40						0.00	
<b>TOTAL</b>	<b>0</b>	<b>97</b>	<b>0</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0%</b>

17540.89

0.00

17540.89

BUSINESS SPONSORSHIP	Actual 21/22	Actual 22/23	Budget 23/24	Q1	Q2	Q3	Q4	YTD	%
<b>PAYMENTS</b>									
Payments	593	1714	1000					0.00	0%
<b>TOTAL</b>	<b>593</b>	<b>1714</b>	<b>1000</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0%</b>
<b>RECEIPTS</b>									
Receipts	420	673	450	0.00				0.00	0%
<b>TOTAL</b>	<b>420</b>	<b>673</b>	<b>450</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0%</b>

1000.00

-450.00

550.00

CAPITAL SPENDING	Actual 21/22	Actual 22/23	Budget 23/24	Q1	Q2	Q3	Q4	YTD	%
<b>PAYMENTS</b>									
Asset Replacement	10305	36868	5000					0.00	0%
Buildings & Amenity Areas		93804	7500	3205.00				3205.00	43%
Town Hall	755	3225	5000					0.00	0%
Projects		6295	16000	1980.00				1980.00	12%
War Memorial	1008								
<b>TOTAL</b>	<b>12068</b>	<b>140192</b>	<b>33500</b>	<b>5185.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>5185</b>	<b>15%</b>

28315.00

28315.00

CEMETERY	Actual 21/22	Actual 22/23	Budget 23/24	Q1	Q2	Q3	Q4	YTD	%
<b>PAYMENTS</b>									
Maintenance	2450		2000					0.00	0%
Water Charges	116	230	250	62.69				62.69	25%
<b>TOTAL</b>	<b>2566</b>	<b>230</b>	<b>2250</b>	<b>62.69</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>62.69</b>	<b>3%</b>

2187.31

2187.31

COMM. INFRASTRUCTURE LEVY	Actual 21/22	Actual 22/23	Budget 23/24	Q1	Q2	Q3	Q4	YTD	%
<b>PAYMENTS</b>									
Payments									
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0%</b>
<b>RECEIPTS</b>									
Receipts	13523	10225						0.00	
<b>TOTAL</b>	<b>13523</b>	<b>10225</b>	<b>0</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0%</b>

0.00

0.00

0.00

CONTINGENCY	Actual 21/22	Actual 22/23	Budget 23/24	Q1	Q2	Q3	Q4	YTD	%
<b>PAYMENTS</b>									
Payments			5000						
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>5000</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0%</b>

5000.00

5000.00

EVENTS	Actual 21/22	Actual 22/23	Budget 23/24	Q1	Q2	Q3	Q4	YTD	%
<b>PAYMENTS</b>									
One Off Payments	2658	1654	2000	1039.46				1039.46	52%
St Georges Day		530	2000	1667.92				1667.92	83%
Fireworks	5716	11065	9000	457.50				457.50	5%
Remembrance Day	577	960	500					0.00	0%
Xmas Event	5714	7010	2500					0.00	0%
Sovereign Events		10841	5000	6901.07				6901.07	138%
Additional Events		428	500	1306.70				1306.70	261%
*NEW* Commemorative Events				50.00				50.00	
<b>TOTAL</b>	<b>14665</b>	<b>32488</b>	<b>21500</b>	<b>11372.65</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>11372.65</b>	<b>53%</b>
<b>RECEIPTS</b>									
One Off Payments	1159			33.34				33.34	
St Georges Day		667	500	957.89				957.89	192%
Fireworks	17511	33252	15000	25.00				25.00	0%
Xmas Event	841	1824	500	187.49				187.49	37%
Sovereign Events		3458	3500	2207.23				2207.23	63%
Additional Events		516	500	425.67				425.67	85%
<b>TOTAL</b>	<b>19511</b>	<b>39717</b>	<b>20000</b>	<b>3836.62</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>3836.62</b>	<b>19%</b>

10127.35

-16163.38

-6036.03

FITZMAURICE PARK/TOWN HALL	Actual 21/22	Actual 22/23	Budget 23/24	Q1	Q2	Q3	Q4	YTD	%
<b>PAYMENTS</b>									
Cleaning	787	141		356.50				356.50	
Cricket Maintenance	588	958	1000					0.00	0%
Electricity	6592	4366	6000	1891.70				1891.70	28%
Field Maintenance Contract	7357	3569	7000	425.29				425.29	6%
Sports Turf Maintenance	330								
Park Maintenance	5496	3020	2500	391.97				391.97	16%
Play Equipment Maintenance	17	171	1000					0.00	0%
Water rates	378	613	700	0.00				0.00	0%
Wheelie/Litter/Dog Bins	1485	2412	2000	311.89				311.89	16%
Youth Shelter Maintenance		177	400					0.00	0%
Tennis Court Maintenance			400					0.00	0%
<b>TOTAL</b>	<b>23010</b>	<b>15427</b>	<b>21000</b>	<b>3177.35</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>3177.35</b>	<b>15%</b>
<b>RECEIPTS</b>									
Field Maintenance Contract		3230						0.00	
Cricket Income	1907	2436	2000					0.00	0%
Lettings	21362	16743	15000	2250.00				2250.00	15%
Other Income	171	250		179.19				179.19	
<b>TOTAL</b>	<b>23440</b>	<b>22659</b>	<b>17000</b>	<b>2429.19</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>2429.19</b>	<b>14%</b>

17822.65

-14570.81

3251.84

GRANTS	Actual 21/22	Actual 22/23	Budget 23/24	Q1	Q2	Q3	Q4	YTD	%
<b>PAYMENTS</b>									
Payments	1770	1321		306.00				306.00	
<b>TOTAL</b>	<b>1770</b>	<b>1321</b>	<b>0</b>	<b>306.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>306.00</b>	<b>0%</b>
<b>RECEIPTS</b>									
Receipts	1000	1767		1145.00				1145.00	
<b>TOTAL</b>	<b>1000</b>	<b>1767</b>	<b>0</b>	<b>1145.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>1145.00</b>	<b>0%</b>

-306.00

1145.00

839.00

LEASES	Actual 21/22	Actual 22/23	Budget 23/24	Q1	Q2	Q3	Q4	YTD	%
<b>PAYMENTS</b>									
Payments	5562	4402	5200	1018.38				1018.38	20%
<b>TOTAL</b>	<b>5562</b>	<b>4402</b>	<b>5200</b>	<b>1018.38</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>1018.38</b>	<b>20%</b>

4181.62

4181.62

LEGAL FEES	Actual 21/22	Actual 22/23	Budget 23/24	Q1	Q2	Q3	Q4	YTD	%
<b>PAYMENTS</b>									
Legal Charges	11499	18498	8000	2263.67				2263.67	28%
<b>TOTAL</b>	<b>11499</b>	<b>18498</b>	<b>8000</b>	<b>2263.67</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>2263.67</b>	<b>28%</b>
<b>RECEIPTS</b>									
Receipts		15388		0.00				0.00	
<b>TOTAL</b>	<b>0</b>	<b>15388</b>	<b>0</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0%</b>

5736.33

0.00

5736.33

LOAN REPAYMENT	Actual 21/22	Actual 22/23	Budget 23/24	Q1	Q2	Q3	Q4	YTD	%
<b>PAYMENTS</b>									
Roxley Hall Loan	20269	18206	19435	9769.34				9769.34	50%
Town Hall Loan	3894	3850	3806					0.00	0%
River Green Lights	3568	3566	3566	1783.14				1783.14	50%
<b>TOTAL</b>	<b>27729</b>	<b>25622</b>	<b>26807</b>	<b>11552.48</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>11552.48</b>	<b>43%</b>

15254.52

15254.52

NEIGHBOURHOOD & TOWN PLAN	Actual 21/22	Actual 22/23	Budget 23/24	Q1	Q2	Q3	Q4	YTD	%
<b>PAYMENTS</b>									
Neighbourhood/Town Plan	1033	3750	1000	400.00				400.00	40%
<b>TOTAL</b>	<b>1033</b>	<b>3750</b>	<b>1000</b>	<b>400.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>400.00</b>	<b>40%</b>
<b>RECEIPTS</b>									
Neighbourhood/Town Plan		3330						0.00	
<b>TOTAL</b>	<b>0</b>	<b>3330</b>	<b>0</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0%</b>

600.00

0.00

NEWSLETTER	Actual 21/22	Actual 22/23	Budget 23/24	Q1	Q2	Q3	Q4	YTD	%
<b>PAYMENTS</b>									
Newsletter	2288	4431	2500					0.00	0%
<b>TOTAL</b>	<b>2288</b>	<b>4431</b>	<b>2500</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0%</b>

2500.00 2500.00

PRECEPT	Actual 21/22	Actual 22/23	Budget 23/24	Q1	Q2	Q3	Q4	YTD	%
<b>RECEIPTS</b>									
Precept	518758	634569	550654	275327.00				275327.00	50%
<b>TOTAL</b>	<b>518758</b>	<b>634569</b>	<b>550654</b>	<b>275327.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>275327.00</b>	<b>50%</b>

275327.00 #####

RIVER GREEN	Actual 21/22	Actual 22/23	Budget 23/24	Q1	Q2	Q3	Q4	YTD	%
<b>PAYMENTS</b>									
Stalthe Picnic Area	128							0.00	
Electricity	1719	1997	1500	241.82				241.82	16%
River Green Maintenance	1511	1679	3000	479.93				479.93	16%
War Memorial Maintenance	4							0.00	
Rates (Toilets)	2027							0.00	
Electricity (Toilets)	1102	1231	1700	323.87				323.87	19%
Cleaning (Toilets)	4155	191	100	703.74				703.74	704%
Water (Toilets)	1193	1524	800					0.00	0%
<b>TOTAL</b>	<b>11839</b>	<b>6622</b>	<b>7100</b>	<b>1749.38</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>1749.38</b>	<b>25%</b>
<b>RECEIPTS</b>									
Electricity		1760						0.00	
Income	1291	713	1500					0.00	0%
Rates (Toilets)	2944							0.00	
<b>TOTAL</b>	<b>1291</b>	<b>713</b>	<b>1500</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0%</b>

5350.64  
-1500.00 3850.64

ROXLEY HALL	Actual 21/22	Actual 22/23	Budget 23/24	Q1	Q2	Q3	Q4	YTD	%
<b>PAYMENTS</b>									
Cleaning	2028	560	500	778.17				778.17	156%
Electricity	878	1025	1500	288.29				288.29	19%
Gas	1871	1587	2000	646.09				646.09	32%
Miscellaneous	1619	885	500					0.00	0%
Rates	4790	5548	6000	4463.47				4463.47	74%
Water	486	305	500	104.57				104.57	21%
Lettings		66							
Telephone	441	1814	500	78.00				78.00	16%
<b>TOTAL</b>	<b>11923</b>	<b>11568</b>	<b>11500</b>	<b>6356.59</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>6356.59</b>	<b>55%</b>
<b>RECEIPTS</b>									
Miscellaneous	114	78						0.00	
Lettings	7055	15491	12000	3124.12				3124.12	26%
<b>TOTAL</b>	<b>7169</b>	<b>15569</b>	<b>12000</b>	<b>3124.12</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>3124.12</b>	<b>26%</b>

5143.41  
-8875.88 -3732.47

S106 PAYMENTS & DONATIONS	Actual 21/22	Actual 22/23	Budget 23/24	Q1	Q2	Q3	Q4	YTD	%
<b>PAYMENTS</b>									
Section 106									
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0%</b>
<b>RECEIPTS</b>									
Section 106		52458						0.00	
<b>TOTAL</b>	<b>0</b>	<b>52458</b>	<b>0</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0%</b>

0.00  
0.00 0

S137 PAYMENTS & DONATIONS	Actual 21/22	Actual 22/23	Budget 23/24	Q1	Q2	Q3	Q4	YTD	%
<b>PAYMENTS</b>									
S137 Payments & Donations	50	550		0.00					
<b>TOTAL</b>	<b>50</b>	<b>550</b>	<b>0</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0%</b>
<b>RECEIPTS</b>									
S137 Payments & Donations									
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0%</b>

0.00  
0.00 0



SALARIES	Actual 21/22	Actual 22/23	Budget 23/24	Q1	Q2	Q3	Q4	YTD	%
<b>PAYMENTS</b>									
A Salary, Employer NIC & Pension	46409								
B Salary, Employer NIC & Pension	5952								
C Salary, Employer NIC & Pension	4488								
D Salary, Employer NIC & Pension	115841								
E Salary, Employer NIC & Pension	15100								
F Salary, Employer NIC & Pension	568								
G Salary, Employer NIC & Pension		4423							
Student Loan	288	585	500	183.00				183.00	37%
H Salary	22652	26184	27344	7354.74				7354.74	27%
H Pension Employer	5386	6425	6563	1771.38				1771.38	27%
H Employer NIC	1943	2575	2700	728.39				728.39	27%
J Salary	18456	22208	22777	5694.24				5694.24	25%
J Pension Employer	4337	5330	5466	1338.15				1338.15	24%
J Employer NIC	1326	1912	2100	471.99				471.99	22%
K Salary	18456	22208	22777	5694.24				5694.24	25%
K Pension Employer	4337	5330	5466	892.10				892.10	16%
K Employer NIC	1326	1912	2100	918.04				918.04	44%
L Salary	9872	20259	22369					0.00	0%
L Pension Employer	2320	4307	5368					0.00	0%
L Employer NIC	752	2302	2100					0.00	0%
M Salary	14400	57800	47885	14400.00				14400.00	30%
M Pension Employer			11440					0.00	0%
M Employer NIC			4800					0.00	0%
N Salary	18828	30324	31099	8454.99				8454.99	27%
N Pension Employer	4424	7278	7484	1986.93				1986.93	27%
N Employer NIC	1378	3090	3100	852.96				852.96	28%
P Salary	5808	20141	21940	4701.51				4701.51	21%
P Pension Employer			5266					0.00	0%
P Employer NIC	394	1614	2100	334.98				334.98	16%
Q Salary		5525	18000	4534.26				4534.26	25%
Q Pension Employer		1326		1065.54				1065.54	
Q Employer NIC		344		311.91				311.91	
R Salary		948		3117.00				3117.00	
R Pension Employer		228		732.51				732.51	
R Employer NIC		26		116.34				116.34	
S Salary			12000	468.22				468.22	4%
S Pension Employer				110.03				110.03	
S Employer NIC								0.00	
Salary Contingency			5000					0.00	0%
<b>TOTAL</b>	<b>325015</b>	<b>254404</b>	<b>297504</b>	<b>66231.45</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>66231.45</b>	<b>22%</b>

231272.55

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SIR GEORGE MORSE PARK & PAVILION	Actual 21/22	Actual 22/23	Budget 23/24	Q1	Q2	Q3	Q4	YTD	%
<b>PAYMENTS</b>									
Cleaning and Cleaning Materials	10530	1760	2500	766.53				766.53	31%
Electricity	4194	5267	5000	769.49				769.49	15%
Equipment Hire	675	2490	2000	280.00				280.00	14%
Field Maintenance Contract	10854	10316	18000	3158.04				3158.04	20%
Fuel	2144	2509	2200	617.01				617.01	26%
Grounds Machinery Maintenance	4581	1280	3000	637.22				637.22	21%
Materials Fixtures & Fittings	1832	683	1500					0.00	0%
Mileage	113							0.00	0%
Miscellaneous	838		500					0.00	0%
Gas	954	1583	2000	219.26				219.26	11%
Park Maintenance	3280	1437	1500	349.50				349.50	23%
Play Equipment Maintenance	3371	444	2000					0.00	0%
Sports Turf Maintenance	1310							0.00	0%
Telephone	1389	1589	2000	128.34				128.34	6%
Tools & Equipment	1130	1597	1000	391.27				391.27	39%
Training	2507	320						0.00	0%
Water Rates	922	1781	1600	337.68				337.68	21%
Wheeled/litter/dog bins	1908	2477	2300	334.51				334.51	15%
Football Maintenance	3233	663	2500	4043.00				4043.00	162%
Rates	2470	2470	2500	2470.05				2470.05	99%
Feed-In Tariff	1171	1273	1500					0.00	0%
Tennis Courts Maintenance	640		500	219.10				219.10	44%
Health & Safety	2397	3147	2500	91.30				91.30	4%
Vehicle Maintenance	646	2940	1000	713.72				713.72	71%
<b>TOTAL</b>	<b>62847</b>	<b>48206</b>	<b>55600</b>	<b>15526.02</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>15526.02</b>	<b>28%</b>
<b>RECEIPTS</b>									
Electricity		1380	2000	497.66				497.66	25%
Field Maintenance Contract		3230						0.00	0%
Fuel		50		25.00				25.00	0%
Gas		23						0.00	0%
Tools & Equipment		7109		333.33				333.33	0%
Football Income	7664	7362	10000	2428.33				2428.33	24%
Lettings Income	4533	5400	5400	900.00				900.00	17%
Rates		1494						0.00	0%
Feed-In Tariff	1171	1273	1500	303.96				303.96	0%
Telephone		10		0.00				0.00	0%
<b>TOTAL</b>	<b>13391</b>	<b>27308</b>	<b>18900</b>	<b>4488.28</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>4488.28</b>	<b>24%</b>

40073.98

-14411.72

25662.26

STREET FURNITURE	Actual 21/22	Actual 22/23	Budget 23/24	Q1	Q2	Q3	Q4	YTD	%
<b>PAYMENTS</b>									
Cleaning bus shelters	1175	1695	1700	435.00				435.00	26%

Repairs and Maintenance		254	500	455.04					455.04	91%
Bus Shelter	385								0.00	
Memorial Donation	196	75		585.13					585.13	
<b>TOTAL</b>	<b>1756</b>	<b>2024</b>	<b>2200</b>	<b>1475.17</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>1475.17</b>	<b>67%</b>
<b>RECEIPTS</b>										
Memorial Donation	258	143.07		939.99					939.99	
<b>TOTAL</b>	<b>258</b>	<b>143.07</b>	<b>0</b>	<b>939.99</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>939.99</b>	<b>0%</b>

724.83

939.99

1664.82

STREET LIGHTING	Actual 21/22	Actual 22/23	Budget 23/24	Q1	Q2	Q3	Q4	YTD	%
<b>PAYMENTS</b>									
Energy Charge	23690	36698	25000	8026.87				8026.87	32%
Maintenance Contract	4800	4800	7000	800.00				800.00	11%
Repairs	12246	19152	12000	6470.00				6470.00	54%
Structural Testing	3737								
<b>TOTAL</b>	<b>44473</b>	<b>60650</b>	<b>44000</b>	<b>15296.87</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>15296.87</b>	<b>35%</b>

28703.13

28703.13

TOWN COUNCIL OFFICE	Actual 21/22	Actual 22/23	Budget 23/24	Q1	Q2	Q3	Q4	YTD	%
<b>PAYMENTS</b>									
Audit	1450	1425	2000	135.00				135.00	7%
Bank charges	137	118	200	14.00				14.00	7%
Mayors Expenses	182	409	300	16.20				16.20	5%
Computer/Photocopier	132	850		-24.83				-24.83	
Insurance	7921	8486	9000	9754.95				9754.95	108%
Miscellaneous	540	441	250	64.65				64.65	26%
Office equipment	174	940	1000	22.62				22.62	2%
Telephone	1473	1458	1200	125.25				125.25	10%
Postage	764	26	250	65.00				65.00	26%
Stationery	875	310	500	95.02				95.02	19%
Subscriptions	4439	6059	5000	2804.71				2804.71	56%
Training/H&S	895	2605	4000	109.00				109.00	3%
Bottle Bank	60	130	100	32.40				32.40	32%
Photocopy charges	841	1056	1200	35.81				35.81	3%
Rates	3393	3393	3400	3043.90				3043.90	90%
HR Costs	3907	330	2000	497.00				497.00	25%
Uniform			500	356.92				356.92	71%
<b>TOTAL</b>	<b>27183</b>	<b>28036</b>	<b>30900</b>	<b>17147.60</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>17147.60</b>	<b>55%</b>
<b>RECEIPTS</b>									
Mayors Expenses	15							0.00	
Miscellaneous	9	475		40.00				40.00	
Subscriptions		1250						0.00	
Bank Charges		-1						0.00	
Bank Interest	49	953	100	789.11				789.11	789%
Bottle bank	106	417	300					0.00	0%
Telephone		14		0.00				0.00	
<b>TOTAL</b>	<b>179</b>	<b>3108</b>	<b>400</b>	<b>829.11</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>829.11</b>	<b>207%</b>

13752.40

429.11

14181.51

TREE MANAGEMENT	Actual 21/22	Actual 22/23	Budget 23/24	Q1	Q2	Q3	Q4	YTD	%
<b>PAYMENTS</b>									
Tree Expenditure		9174	9000					0.00	0%
<b>TOTAL</b>	<b>0</b>	<b>9174</b>	<b>9000</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0%</b>
<b>RECEIPTS</b>									
Tree Expenditure	40							0.00	
<b>TOTAL</b>	<b>40</b>	<b>0</b>	<b>0</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0%</b>

9000.00

9000.00

0.00

0.00

VERGE CUTTING	Actual 21/22	Actual 22/23	Budget 23/24	Q1	Q2	Q3	Q4	YTD	%
<b>PAYMENTS</b>									
Fuel & Machinery Maintenance	1260	904	2500	944.21				944.21	38%
Verge Cutting	5725	683	1000					0.00	0%
Equipment Hire	3950	4620	5000	1320.00				1320.00	26%
<b>TOTAL</b>	<b>10935</b>	<b>6207</b>	<b>8500</b>	<b>2264.21</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>2264.21</b>	<b>27%</b>
<b>RECEIPTS</b>									
Verge Cutting	17417	18845	19000					0.00	0%
<b>TOTAL</b>	<b>17417</b>	<b>18845</b>	<b>19000</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0%</b>

6235.79

19000.00

25235.79

WEBSITE	Actual 21/22	Actual 22/23	Budget 23/24	Q1	Q2	Q3	Q4	YTD	%
<b>PAYMENTS</b>									
Website Costs	660	1420	1000	625.00				625.00	63%
<b>TOTAL</b>	<b>660</b>	<b>1420</b>	<b>1000</b>	<b>625.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>625.00</b>	<b>63%</b>

375.00

375

YOUTH COUNCIL	Actual 21/22	Actual 22/23	Budget 23/24	Q1	Q2	Q3	Q4	YTD	%
<b>PAYMENTS</b>									
Payments	292		1000						
<b>TOTAL</b>	<b>292</b>	<b>0</b>	<b>1000</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0%</b>

1000.00

1000

	Q1	Q2	Q3	Q4	YTD	%
Expenditure	645904	166129	0	0	166129	26%
Income	95250	16898	0	0	16898	18%
Precept Performance	550654	149231	0	0	149231	27%

<b>TOTAL</b>	<b>697207</b>
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**THORPE ST ANDREW TOWN COUNCIL  
MINUTES OF THE PLANNING AND ENVIRONMENT  
COMMITTEE MEETING  
HELD ON 10<sup>th</sup> JULY 2023**

**PRESENT:** Mr J Fisher (Chairman) Mr F Bowe  
Mr S Snelling Mr P Berry  
Mr T Garner Mr D Buck  
Ms C Ferris

**1. In Attendance:** Mrs R McCarthy (OM/RFO), Mr J Calver (Parks Supervisor), Mrs D Wheatley (Administration and Communications Officer), and eight members of the public.

**Apologies for Absence:** Mr D Wiseman

The Chairman advised that as Item 7 was on the Agenda after the Confidential Matters (Item 6) when the public would not be permitted he would discuss Item 7 first.

**2. Declarations of Interest:** None

**3. Minutes of meeting held on 12 June 2023**

The minutes of the meeting held on 12 June 2023 were approved and signed as a true record.

**4. Planning Items Raised by Residents**

A resident from Hillcrest Road spoke in regards to the state of their verges following pavement works undertaken by Norfolk County Council (NCC). Following advice from NCC that they would be taking no further action, the resident requested help from the Town Council to have the verges reinstated.

A resident spoke in regard to the use of pesticide sprays and registered disappointment at their continued use in the town.

A resident spoke in regard to Hillcrest Road and stated it should have its share of the NCC funding given to the Town Council.

**5 Planning Applications:**

**2023/1525 19 Howard Close Removal/Variation of Condition (S73/S19) (JF)**

The Town Council, in its capacity as statutory consultee, raises no objection but suggests consideration given to the window having limited opening.

**2023/1453 38 Thunder Lane Proposed garage conversion, new access and summer house (CF)**

The Town Council, in its capacity as a statutory consultee, raises no objection in principle but support the NCC Highways comments in relation to the road access and vehicle turning.

**2023/1548 37 Eastern Road Single storey rear annexe (FB)**

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

**2023/1702 35 Thor Close Demolition of glazed conservatory and erection of single storey rear extension (PB/DW)**

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

**2023/1711 1 Pine Road Single storey rear extension (SS)**

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

**BA/2023/0247/TPOA 10 Yarmouth Road**

**T1: Cedar-weight reduction by thinning out and reducing branches back to secondary growth points on largest bough on western aspect. Reduce branches protruding from main crown by 1-2m on upper 1/3<sup>rd</sup> portion of crown. Crown raise of southern crown area by up to 5m by thinning out and removing duplicating branches back to secondary growth points. Incorporate 8 tonne Cobra to existing brace (JF)**

The Town Council, in its capacity as statutory consultee raises no objection but would support the views of the Tree Officer.

**7. Verge Maintenance**

The members considered the report attached and had a lengthy discussion about the benefits of keeping the verge maintenance in-house or contracting out. It was felt that whilst it was better to have full control of the job/workmanship, and work directly with residents to resolve issues, outsourcing the work would likely give more opportunity for being herbicide-free.

It was proposed by Cllr Fisher, seconded by Cllr Berry and by show of hands with all in favour **AGREED** to get some prices for contracting out the verges, to be brought to the Full Town Council in October.

In response to the issue raised by two members of the public, Cllr Fisher stated that Hillcrest Road was not in any worse condition than other areas in the town; largely due to cars parking on verges. He advised it would not therefore be appropriate to spend Town Council money on verges until by-laws are in place regards to prevent parking, and where damage has been caused by another local authority.

Cllr Fisher offered to write a letter in both his capacity as a County Councillor and Chairman of the Planning and Environment Committee to NCC Highways in support of the formal complaint to be made by the resident. The resident was greatly appreciative of the gesture and thanked the Town Council for their support.

Cllr Berry queried the resident point about funding for Hillcrest Road and the OM/RFO confirmed that funds paid under the "Urban Grass Cutting Schedule" was invested in the verge cutting along Hillcrest Road in the same way as all other roads in the contract.

Cllr Buck suggested better promotion of verge management techniques and services to residents via newsletter and signage, which was met with widespread support.

**Information Only:**

**Confidential - Enforcement Notices** – Nothing to report

**Future Agenda Items (not for discussion)** - None

Meeting closed at 8.25pm

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

**Dated** \_\_\_\_\_

Item 8

Parking restrictions on yarmouth road outside the shops at 75 and 77

To Whom it May Concern,

The parking restrictions are for thirty minutes they were set when the shops were a newsagent and a post office.

As the shops now offer services 30 minutes isn't really long enough and we wondered if it would be possible to lengthen the time to 2 hours .

Thank you in anticipation of your help with this matter

## **1. Introduction**

Thorpe St Andrew Town Council recognises the wish of many residents to remember loved ones with a memorial in an open green space. These requests are accommodated wherever possible, but it is important to remember that green spaces are enjoyed by a wide range of park users and residents.

The Council will therefore ensure that the memorial process is managed and regulated for the mutual benefit of all.

The policy will be reviewed at least every four years and proposed amendments shall be submitted to the Council for approval.

## **2. Objectives**

2.1 This policy has been produced with the following guiding principles:

- To be respectful, sympathetic, clear and easily understood by residents and open green space users
- To balance the contrasting needs of a variety of users
- The recreational use of open green spaces is not compromised and ensure the quality of their appearance is maintained for the use and enjoyment of all users
- To clearly establish responsibility for maintenance of memorials

2.2 The policy recognises the need for a consistent approach to the provision of memorials in our public open spaces and will ensure that memorials:

- Have an agreed style and remain in situ for a period of 10 years
- Are not out of place in the open green spaces in which they are placed
- Will not cause offence to others

## **3. Procedure**

3.1 All requests for memorials should be made using the application form attached.

3.2 All memorials are to be paid for by the applicant before the completion of installation unless otherwise agreed with the Town Clerk

3.3 The Council accepts no responsibility if a memorial is damaged, vandalised or stolen.

3.4 The Council reserves the right to remove memorials at any time.

3.5 The Council does not accept applications for memorials of pets

3.6 The Council does not allow interment of ashes but scattering of ashes in open green spaces is at the discretion of the council and must be requested in writing to the Town Clerk. (see 5)

## **4. Memorials**

Thorpe St Andrew Town Council offers memorialisation within its green spaces in the form of the following:

- Memorial plaque on an existing bench, limiting the number of plaques per bench to five.
- Memorial Trees, species, variety and location to be discussed and agreed with the Parks & Estates Manager to fit with the planting scheme of Council open green spaces on application. Charges will be applicable accordingly and the Council will be responsible for the planting and maintenance in line with its current maintenance programme.

#### **4.1 Criteria for plaques:**

- Manufactured in Brass (maximum size of 100mm x 75mm)
- Proposed inscription must be approved by the Council
- Date of manufacture to be included in bottom right hand corner
- Plaques arranged and fitted by the Council
- The Council retains the right to re-site a plaque should this become necessary
- Plaques must not be removed or inscriptions amended without notice to the Council
- A fee for the memorial plaque will be advised on application, which includes a donation towards future maintenance plus the cost of the plaque.

4.2 No mementos such as cut or plastic flowers, flowers in pots, statues or vases will be permitted on or alongside any bench or tree. The Council reserves the right to remove any such mementos without notice.

4.3 Provision of memorial plaques are based on a 10-year lease and can be renewed after this period if the applicant wishes. The fee covers the purchase, delivery and installation, together with the ongoing repair and maintenance for the 10-year period. At the end of the 10-year period, memorial plaques will be removed and may be collected by the applicant. The Council reserves the right to remove any plaque, bench or tree, which in its opinion is damaged or beyond economic repair.

#### **5. Ashes**

- 5.1 Permission to scatter ashes within a Council Park shall be sought and agreed in advance with the Town Clerk to the Council. Certain conditions must be met to ensure that neither use of the park nor users are negatively impacted.
- 5.2 Ashes scattering will only be permitted for persons who have, at some time in their life, been resident in the parish.
- 5.3 No floral or similar memorials shall be permitted to mark the occasion or the site at any time. The Council reserves the right to remove any such mementos without notice.
- 5.4 The Council will not accept applications for the scattering of pet ashes.

#### **6. Data Protection and Record Keeping**

- 6.1 The Council will keep a record of applicants and their contact details in accordance with the General Data Protection Regulations
- 6.2 It will be the responsibility of the applicant to provide the Council with updated details in writing.
- 6.3 It will be the responsibility of the applicant to provide the Council with updated contact details in writing. Failure to do so could lead to memorial plaques being removed after the agreed period of 10 years without notice.

## Application for Memorial Feature in Thorpe St Andrew

Name:	
Address:	
Postcode:	
Telephone:	
Email:	

Type of Memorial (please indicate preferred option)

Bench Plaque       Tree and Plaque

(please provide details)

Preferred location (please indicate preferred option)

Tree Plantation       Sir George Morse Park       Fitzmaurice Park       River Green       Other

(please provide details)

Name on Memorial:	
Inscription wording:	
Relationship to the person on the memorial:	
Signature:	



## Payment Information

Payment can be made by either of the following options:

BACS	'Thorpe St Andrew Town Council' Lloyds Bank Sort Code 30-96-17 Account no: 04068969	To confirm payment has been made please <b>email:</b> <a href="mailto:office@thorpestandrew-tc.gov.uk">office@thorpestandrew-tc.gov.uk</a>	On receipt of payment the plaque/tree will be ordered for approval.
CHEQUE	Please make cheque payable to 'Thorpe St Andrew Town Council'	<b>Post to:</b> Thorpe St Andrew Town Council Town Hall Fitzmaurice Park Pound Lane Thorpe St Andrew NR7 0UL	On receipt of payment the plaque/tree will be ordered for approval.

### **Office Use Only:**

VR No.

Date:

Code No:

Bank No:



THORPE ST ANDREW TOWN COUNCIL

# Thorpe St Andrew Town Council Social media report April - June 2023

## Social media strategy

The use of social media has become a vital tool in the promotion of the services and events undertaken by Thorpe St Andrew Town Council.

A new Community and Communications Officer was appointed in March 2023.

We now have three platforms by which to reach people. Facebook is still the platform with the biggest reach, but Instagram and the new TikTok account have seen a bigger increase proportionally.

The use of paid-for adverts on Facebook obviously gives us a much bigger scope for reach, though this must be used with care, and not over-done, especially given that this costs us.

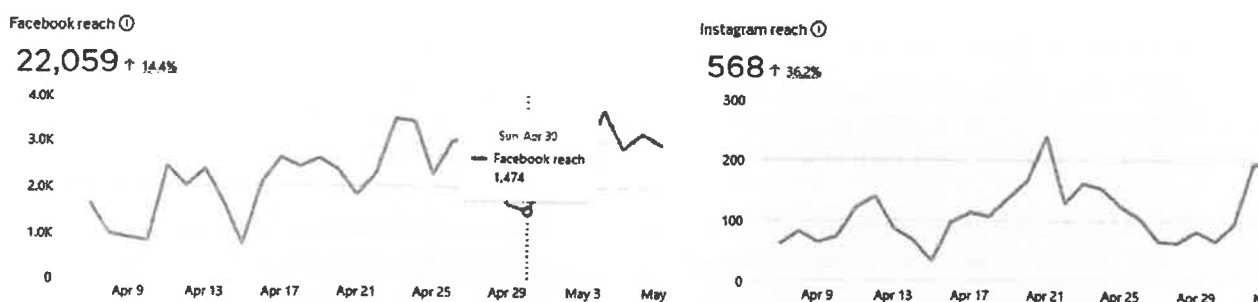
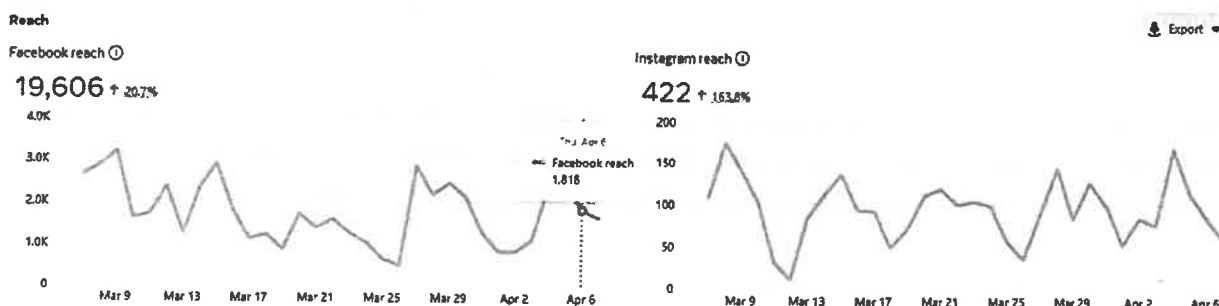
## Goals

We aim to increase community awareness and engagement through the use of targeted posts on social media. Over the next quarter this will be judged by the growth in reach and engagement.

Our progress will be tracked using the Meta Business site, which gives us clear graphs and figures to see if our reach and page views have grown significantly.

## Wins

At the end of the first quarter, in March 2023, our Facebook reach was 19,000. As the graph below shows, by the end of April it had increased to 22,059. Significantly, we have not lost a single follower during that period.





THORPE ST ANDREW TOWN COUNCIL

## **Thorpe St Andrew Town Council Social media report April - June 2023**

As of March 2023, our Instagram reach was 422. By the end of April it was up to 568. Our biggest TikTok post has had 882 views, but we have no method of gauging our reach.

We are able to schedule Facebook and Instagram posts to reach people at key times in the periods when the office isn't open.

We enjoyed a successful Easter competition for children, which was exclusively publicised on Facebook and Instagram, with more than 30 entries.

We are now producing good quality photo and video reels of our events, which give us excellent engagement and feedback.

### **Opportunities**

It is worth noting that videos, especially on TikTok, which use well-known, searchable music by popular artists, automatically gives us hundreds of extra views.

It is worth using the boost ad facility on Facebook when we have an event to promote.

Instagram stories are one of the most popular facilities on social media, and can be very useful in increasing reach and engagement. This is a resource we need to be using more frequently, though there are significant restrictions in our ability to do this.

It is important to note the pattern that a large events brings - engagement and reach when we have an event is always higher, but historically drops off again in the weeks afterwards.

We need to encourage people to share posts on Facebook, to potentially reach more people who do not already follow our pages. We also need to harness the use of our hashtag `thorpe_tc` on all platforms, and encourage people to tag us in their own posts, both of which should see our engagement increase.

As of June 2023, we are about to enter a quieter period over the summer months, with no events planned until September. With two big events to promote in April and May, we enjoyed the extra reach they brought, but we must be mindful that this isn't usually the case.

We have a few ideas for social media to cover the quiet period up to August (when Street Food Festival promo will take over): a summer holiday bingo card, where children and young people can tick off things to do in TSA; and promo of the dog agility area - the initial idea to make a video of a dog racing the course and asking residents to make their own and see whether their dog can beat our time.

From August to December, we will have the Street Food Festival, Halloween trail, Fireworks night, Remembrance Day and Christmas to promote, potentially giving us a very busy and positive end to the year.

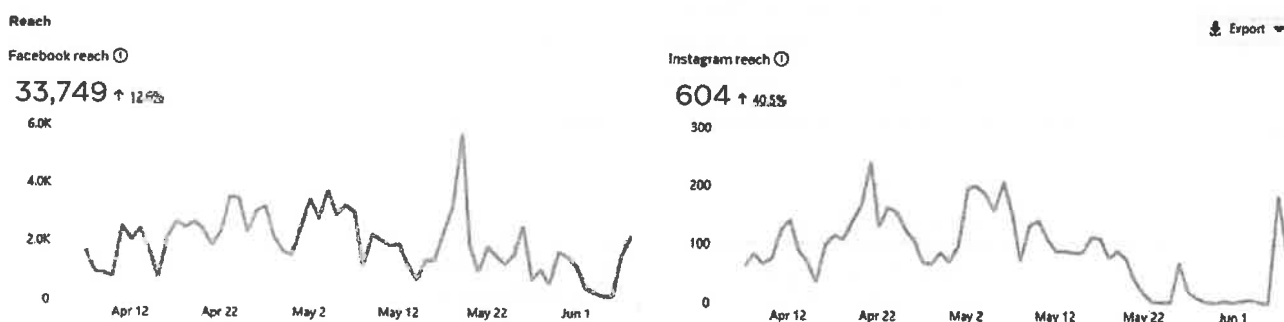


THORPE ST ANDREW TOWN COUNCIL

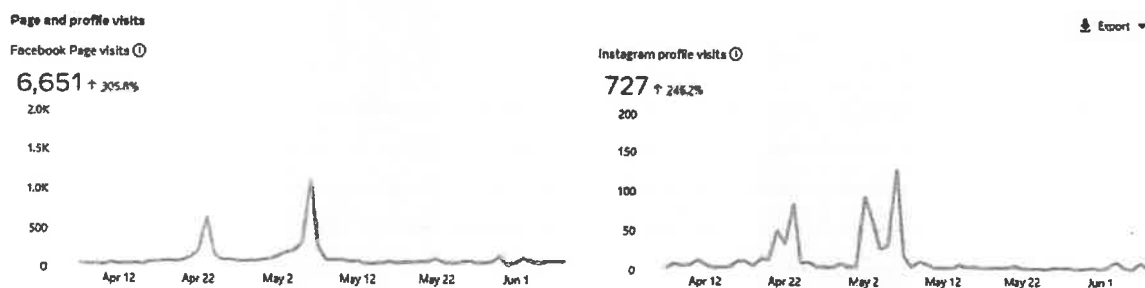
## Thorpe St Andrew Town Council Social media report April - June 2023

### New growth and followers

As we have already seen, our Facebook reach has grown by 12.6% this quarter, now giving us a total of 33,749. Our Instagram reach has done even better with a 40.5% increase, bringing the total to 604.



Looking at the graph above, we can see that interest on both sites peaked around the time of a large Council-run event taking place - St George's Day Festival on 23rd April, and the Coronation Day Party on 6th May. Both these events generated lots of interest, with the announcement of the music line up for the Coronation making a significant impact on our stats, with 39 likes, 15 comments and 13 shares of that one post - one of our most successful posts of the quarter.



Our Facebook page visits increased in April by 305.8% to 6,651. Our Instagram profile visits were up 246.2% to 727. It is worth nothing that Instagram is less flexible in the content we are able to post - for example we cannot share A4 posters of events which are supplied to us by third parties, as we cannot resize these to Instagram-friendly proportions.

In order to maintain our audience, it is vital that we post regular updates on social media to keep our pages busy and active.



THORPE ST ANDREW TOWN COUNCIL

## Thorpe St Andrew Town Council Social media report April - June 2023

### What works - and what doesn't work

Our most positive engagement is almost always the announcement and promotion of our events. However, given the irregularity of these events we need to be able to provide regular content for the quieter periods in between.

The most liked post of the entire period was a poem written by a resident, which we made into a poster with a photo from the tree plantation. It received 63 likes, 9 comments and 13 shares. The poem was the result of an earlier post asking residents to tell us what they love about Thorpe St Andrew. This tells us that we need to be encouraging much more communication and dialogue with residents - asking them questions, encouraging them to tag us, use the hashtag to send us their contributions, photos etc.



The photo and video reels of our events need to make sure they include lots of images of people attending and enjoying the event. We always see an increase in people liking and tagging when they have spotted a photo of themselves or someone they know.  
Simple animated posters work well on TikTok, with or without music.



THORPE ST ANDREW TOWN COUNCIL

## **Thorpe St Andrew Town Council**

### **Social media report**

### **April - June 2023**

However, not all posts are successful.

News we are asked to share from, for example, Norfolk County Council, do not see as much as engagement, or occasionally has the potential for negative engagement (road closure announcements an example from this quarter).

We have also had to delete a handful of offensive comments from our Facebook page, though this is something which is beyond our control until the comment has been posted. Warnings have been given to the offenders.

We have undertaken a trial period of removing the Messenger facility from our Facebook page, as we had received some offensive messages. We will encourage people to use the office email address instead, and so far we have had no complaints.

Instagram posts encouraging communication, feedback and engagement do not work as well as the same posts on Facebook. This is not a reason to stop doing them, but just a noteworthy contrast.

### **Negativity**

Having attended an online course about handling comments on social media in June 2023, we now need to publicise with much greater clarity our approach to feedback.

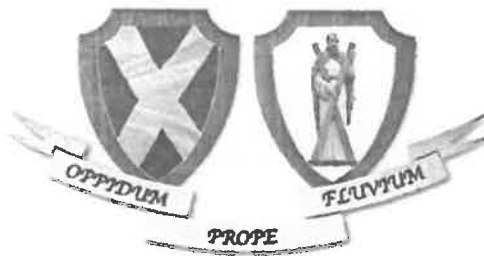
We will write and promote our 'house rules' for our social media pages, explaining our offensive comments, warnings and blocking policies, and making sure they are easily accessible and understood. This could be done in our page bio and/or a pinned post at the top of our page. The key message from the course was to take the negativity offline and have an automated response encouraging people to email us instead.

### **Summary**

Generally, our engagement with the community across all three social media platforms has been positive, and has increased significantly.

Whilst the coming quarter will be quieter in terms of event promotion, we need to be aware of keeping, and pleasing, our audience, which means making sure our pages are given fresh content almost daily.

This is an excellent way to reach out to the community, and we need to keep our content, fresh and regular with carefully strategised targeting and scheduling.



THORPE ST ANDREW TOWN COUNCIL

## Thorpe St Andrew Town Council Social media policy for managing unacceptable behaviour

**As a council, we have a duty of care towards our employees and councillors.**

We know there will be times when people will be unhappy with what the council does (or doesn't) do, or the decisions it takes. We have no intention of stifling discussion on social media pages, but would urge anyone with comments to make to email us on [office@thorpeandrew-tc.gov.uk](mailto:office@thorpeandrew-tc.gov.uk)

We will not accept posts or messages on our social media pages that cross the line in terms of acceptability. This includes targeting members of staff with direct, unacceptable criticism or personally attacking citizens who have posted opposing views.

**We reserve the right to take action on posts or people which:**

- |  |  |
|--|--|
| <input type="checkbox"/> Use sexist, racist, homophobic or other unacceptable language | <input type="checkbox"/> Are harassing                   |
| <input type="checkbox"/> Are abusive   | <input type="checkbox"/> Use swear words                 |
| <input type="checkbox"/> Use threatening language                                      | <input type="checkbox"/> May be in contempt of court     |
| <input type="checkbox"/> Are defamatory or libellous                                   | <input type="checkbox"/> Are spam                        |
| <input type="checkbox"/> Break any other law (such as hate crime)                      | <input type="checkbox"/> Incite someone to break the law |
| <input type="checkbox"/> Contain inappropriate material                                |  |

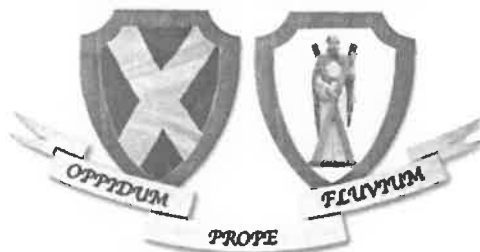
**How we deal with incidents of the above:**

**1. First warning** - post or comment removed with explanation of why it was unacceptable

- A warning will be sent to the author, in private where possible, with a link to the social media policy, and details of why the comment was deemed unacceptable.
- The comment or post will be immediately deleted.
- The name of the author, and nature of the offence, will be noted officially.
- Date and time of comment or post recorded.

**2. Second warning** - post or comment removed and threat to block as a standard response

- A second formal warning will be sent to the author, privately where possible, reminding them this is their second offence, and informing them they will be blocked if another incident occurs.
- The comment or post will be removed.
- The name of the author, and nature of the offence, will be noted officially.
- Date and time of comment or post recorded.



THORPE ST ANDREW TOWN COUNCIL

## Thorpe St Andrew Town Council Social media policy for managing unacceptable behaviour

### 3. Blocking

- a. If a further offence occurs after two previous warnings, the offender will be blocked immediately, with no appeal. The offender will be contacted, privately where possible, explaining the blocking, and giving the date and time of each previous offence.
- b. The offender will be told they can appeal the decision exactly 12 months from when the blocking took place.
- c. The warnings leading to a blocking will have no time limit, and can occur at any time.

### 4. Right to appeal blocking after 12 months

- a. The offender can appeal the decision, in writing, exactly 12 months after the ban was put in place.
- b. The offender must explain why they wish to be unblocked, how their behaviour has improved, and agree another will blocking will take place, with no warning given, should repeat offences be committed.
- c. An immediate lifetime ban with no right to appeal will be placed if offences are committed after the user has been unblocked.
- d. Individuals who have been unblocked will be regularly reviewed to ensure their behaviour remains acceptable.

The Council reserves the right to take whatever legal action may be necessary in the case of libellous or defamatory posts/messages.

Any queries about this policy should be sent to [office@thorpestandrew-tc.gov.uk](mailto:office@thorpestandrew-tc.gov.uk)

If your account has been blocked, you can request a right to appeal by writing to Thorpe St Andrew Town Council Social Media Team, Town Hall, Fitzmaurice Park, Pound Lane, Thorpe St Andrew, NR7 0UL.