



LEDBURY TOWN COUNCIL

TOWN COUNCIL OFFICES, CHURCH STREET, LEDBURY

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23 June 2023

Dear Councillor

You are summoned to attend a meeting of **LEDBURY TOWN COUNCIL** to be held on Thursday, 29 June 2023 at 7.00 pm in the Jacobean Room, Ledbury Town Council, Church Lane, Ledbury for the purpose of transacting the business shown in the agenda below.

Yours faithfully

PP. Angela Price PSLCC, AICCM, MIWFM
Town Clerk

FILMING AND RECORDING OF COUNCIL MEETINGS

Members of the public are permitted to film or record meetings to which they are permitted access, in a non-disruptive manner. Whilst those attending meetings are deemed to have consented to the filming, recording, or broadcasting of meetings, those exercising the rights to film, record or broadcast must respect the rights of other people attending under the Data Protection Act (GDPR) 2018

A G E N D A

1. Apologies
2. Declarations of Interests

To receive any declarations of interest and written requests for dispensations.

Members are invited to declare disclosable pecuniary interests and other interests in items on the agenda as required by the Ledbury Town Council Code of Conduct for Members and by the Localism Act 2011.

(Note: Members seeking advice on this item are asked to contact the Monitoring officer at least 72 hours prior to the meeting)

3. To approve and sign as a correct record the minutes of the meeting of Full Council held on 25 May 2023 (Pages 296-304)

4. Herefordshire Councillors' Reports (To Follow)

To receive reports from Ledbury Ward Members:

- i. Councillor Harvey
- ii. Councillor Peberdy
- iii. Councillor Simmons

5. Mayors Communications (Verbal)

6. To consider questions/comments from members of the public in accordance with the provisions of Standing Orders 3(e) and 3(f)

"Members of the public may make representations, answer questions and give evidence at a meeting which they are entitled to attend in respect of the business on the agenda. The period of time designated for public participation at a meeting shall not exceed 15 minutes unless directed by the Chairman of the meeting"

7. To Receive motions presented by Councillors in accordance with Standing Order 9

Motion received from Councillor Sinclair:

"That Ledbury Town Council give consideration to cancelling the John Masefield Memorial Project for the following reasons:

- 1. Ledbury Town Council neither has the resources nor the expertise to undertake this project to its full potential
- 2. It is not a good idea to fund a project of this nature, given the financial situation that many families are finding themselves in at this time"

MINUTES

8. To receive and note the draft minutes of a meeting of the Finance, Policy & General Purposes Committee held on 1 June 2023 and to give consideration to any recommendations therein (Pages 306-317)

9. To receive and note the draft minutes of meetings of the Planning, Economy & Tourism Committee held on 18 May and 8 June 2023 and to give consideration to any recommendations therein (Pages 318-337)

10. To receive and note the draft minutes of a meeting of the Environment & Leisure Committee held on 15 June 2023 and to give consideration to any recommendations therein (Pages 338-349)

WORKING PARTIES

11. To receive and note the draft minutes of a meeting of the John Masefield Memorial Working Party held on 9 June 2023 and to give consideration to any recommendations therein (Pages 350-355)

FINANCE

12. To receive invoices for payment (June Final) (Pages 356-357)
13. Annual Governance Accountability Return 2022/23 (Pages 358-409)
14. Town Clock – Appeal from Ledbury Places for Council to reconsider their decision to not pay for the electricity to the Town Clock (Pages 410-411)

GENERAL

15. Outside Bodies (Pages 412-413)
 - i. Ledbury & District Society – to agree representative
 - ii. Confirmation from Ledbury in Bloom of Membership

16. Policies (Pages 414-459)

To approve the following policies, which have been reviewed by Citation and approved:

- i. Disciplinary
- ii. Grievance
- iii. Capability
- iv. Concerns & Complaints
- v. Vexatious complaints

17. St Katherine's Square Usage Proposals – Schedule of Events (Pages 460-465)
18. Email received from McCarthy Stone re Proposals for Ledbury (Pages 466-477)
19. Events Working Party Terms of Reference (Pages 478-481)
20. Update on co-option (Verbal update)
21. Date of next meeting

To note that the next meeting of Full Council will be the Annual Meeting scheduled for 3 August 2023

22. Exclusion of Press and Public

<p>In accordance with Section 12(2) of the Public Bodies Admission to Meetings) Act 1960, in view of the confidential nature of the business about to be transacted, it is advisable in the public interest that the press and public are excluded from the remainder of the meeting</p>

23. Outcome of Job Review of Post Holder 50 (Pages 482-490)

**Distribution: - Full agenda reports to all Councillors (10)
Plus file copy**

**Agenda reports excluding Confidential items to:
Local Press (2)
Library (1)
Police (1)**

**LEDBURY TOWN COUNCIL
MINUTES OF A MEETING OF FULL COUNCIL
HELD ON 25 MAY 2023**

PRESENT: Councillors Bradford, Chowns, Hughes, l'Anson (Chair) and Sinclair

ALSO PRESENT: Angela Price – Town Clerk
Sophie Jarvis – Minute Taker
Stef Simmons – Ledbury South Ward Councillor
Justine Peberdy – Ledbury West Ward Councillor

C1 APOLOGIES

Apologies were received from Councillors Harvey, Howells, and Morris.

C2 DECLARATIONS OF INTERESTS

Councillor Hughes declared an interest in Agenda Item 19 Outside Bodies Reports, due to his wife sitting on both the Strömstad Twinning Association & the Carnival Committee. Councillor Hughes stated that he would not vote on this item.

Councillor Sinclair declared an interest in the resident parking permits in Masefield Avenue due to living in that street.

C3 TO APPROVE AND SIGN AS A CORRECT RECORD THE MINUTES OF THE ANNUAL COUNCIL MEETING HELD ON 11 MAY 2023

Councillor Sinclair proposed that the minutes of the Annual Council Meeting held on 11 May 2023 be signed as a correct record. Councillor Bradford seconded the motion, and all members were in favour.

RESOLVED:

That the minutes of the Annual Council Meeting held on 11 May 2023 be approved and signed as a correct record.

C4 HEREFORDSHIRE COUNCILLOR'S REPORTS

Ward reports were received from Ledbury Ward Members:

- i. Councillor Harvey
- ii. Councillor Peberdy
- iii. Councillor Simmons

Councillor Simmons provided members with a verbal update from the planning officer, Chloe Smart, on the early works that had taken place at the Viaduct site.

Members expressed their frustration at comments made in Councillor Harvey's Ward Report under the item 'Parking Problems and Traffic Regulation Orders'. As members clarified that they are against the development of highway engineering solutions to parking problems not 'seeking to disrupt' it as stated in the report.

RESOLVED:

That the Ward Councillor's reports be accepted with thanks, noting that members had expressed their disappointment in the comments made regarding the 'Parking Problems and Traffic Regulation Orders' in Councillor Harvey's Ward Report.

C5 MAYORS COMMUNICATIONS

The Mayor, Councillor l'Anson, gave members a verbal update on her theme for the year, 'Lean on Ledbury', and the two charities that she had chosen to raise money for during her year in office. Megan Baker House (Ledbury) and Close House (Hereford).

RESOLVED:

That the Mayor's Communications be received and noted.

C6 TO CONSIDER QUESTIONS/COMMENTS FROM MEMBERS OF THE PUBLIC IN ACCORDANCE WITH THE PROVISIONS OF STANDING ORDERS 3(E) AND 3(F)

RESOLVED:

No questions/comments from members of the public were received.

C7 TO RECEIVE MOTIONS PRESENTED BY COUNCILLORS IN ACCORDANCE WITH STANDING ORDER 9

RESOLVED:

No motions were presented by Councillors.

C8 TO RECEIVE AND NOTE THE MINUTES OF A MEETINGS OF THE PLANNING, ECONOMY & TOURISM COMMITTEE HELD ON 13 APRIL AND 18 MAY 2023 AND TO GIVE CONSIDERATION TO ANY RECOMMENDATIONS THEREIN

Members were advised that the minutes of the meeting held on 18 May 2023 had not been finalised and therefore were not available to present to this meeting. Councillor Bradford proposed that the minutes of the Planning, Economy & Tourism Committee held on 13 April 2023 be received and noted and that the minutes of the meeting held on 18 May 2023 be deferred to the

next Full Council meeting. Councillor Hughes seconded the motion and all members were in favour of this.

RESOLVED:

That the minutes of the Planning, Economy & Tourism Committee held on 18 May 2023 be put on the next Full Council agenda.

C9 SCHEDULE OF MEETINGS

Members discussed that this Schedule of Meetings document is a draft and is subject to change to allow members to make good decisions in a management restructure.

Councillor Hughes proposed that members accept this draft of the 'Schedule of Meetings 2023/24'. Councillor Bradford seconded the motion, and all members were in favour.

RESOLVED:

That the draft 'Schedule of Meetings 2023/24' be approved and accepted for the interim until such time the Council agree a change to the current Committee Structure.

C10 TO RECEIVE INVOICES FOR PAYMENT (MAY INTERIM)

Councillor Sinclair questioned why the Town Council cover the costs for the payphone at Ledbury Train Station. Councillor Bradford confirmed that the Town Council had agreed previously, circa 12-years ago, to fund this.

Members discussed the cost of the 'Shredall' contract and it was agreed that this would be reviewed to see if the costs could be reduced, with a report on this being submitted to a future meeting of Council.

The Clerk explained that an error had been made in respect of the Npower payment, advising that this invoice had been previously agreed and paid and therefore should not be included on the attached list.

Councillor Sinclair proposed that the May interim invoices for payment be approved, Councillor Chowns seconded the motion, and all members were in favour.

RESOLVED:

- 1. That the May interim invoices for payment be approved in the sum of £5826.54 plus VAT.**
- 2. That the 'Shredall' contract be reviewed, and a report be submitted to a future meeting of Council for consideration.**

C11 COUNCILLOR ALLOWANCES

Councillor Sinclair advised that he was against accepting Councillor Allowances from Herefordshire Council and therefore proposed that Ledbury Town Council do not request Herefordshire Council to establish a Remuneration Panel to make recommendations on the points listed in point 11 of the document within the agenda papers. All members were in favour and also against accepting this.

RESOLVED:

That Ledbury Town Council do not request Herefordshire Council to establish a Remuneration.

C12 TERMINATION OF PHOTOCOPIER CONTRACT

Members were provided with a report advising of an error that had been made in respect of the termination of the photocopier contract which ended in April 2023.

As a result of the error the Council were automatically entered into a further 12-month long contract with Vision and Members were asked to decide whether they wished to pay the outstanding amount in one payment or on a monthly basis.

Councillor Sinclair proposed that the payment should be made monthly, Councillor Hughes seconded this motion and ask that Officers ensure that a contracts database is set up to prevent this from happening in the future. He also asked that officers identify savings in other areas, monthly, to offset the additional costs incurred due to the extended contract.

Councillor Bradford enquired why the photocopier had to be leased rather than bought outright. The Clerk explained that when a photocopier is leased it covers the costs of maintenance call outs and toner replacements. Councillor Bradford requested that the next time the photocopier contract ends that the option of buying a machine outright rather than leasing it be investigated.

RESOLVED:

- 1. That the outstanding payment of the previous photocopier contract be paid off monthly.**
- 2. That officers identify savings within the budgets on a monthly basis to offset the additional costs.**
- 3. That officers ensure that all contract details are retained on a database within the council offices to ensure that this type of error is not repeated in the future.**

4. **When the contract for the current photocopier is due for renewal officers provide information to committee for the purchase of a copier outright against the costs to lease a machine.**

C13 REQUEST FROM PATRICK BRAZIL IN RELATION TO SHOP FRONT GRANT FUNDING

Members discussed that this grant application had missed the deadline to be submitted and all members were in favour of not issuing a shop front grant to Patrick Brazil because of this.

RESOLVED:

That Patrick Brazil be advised that as this funding stream has now closed to the council it would not be possible for the council to award a shop front grant as per his request.

C14 REQUEST ON BEHALF OF HEREFORDSHIRE ARMED FORCES DAY COMMITTEE

Members discussed that Ledbury is showing its support by having a flag raising ceremony on Monday, 19 June 2023 for Armed Forces Day in town. Members felt that there was a lack of information provided by Herefordshire's Armed Forces Covenant as to how many Ledbury Cadets and families are involved in this event. Due to this event not taking place in Ledbury and the lack of information received Councillor Hughes proposed that Ledbury Town Council do not financially contribute to this event but send their best wishes for a successful day. Councillor Sinclair seconded this motion, and all members were in favour.

RESOLVED:

That Ledbury Town Council do not financially support the forthcoming Armed Forces Day event in Hereford but send their best wishes for a successful day.

C15 ENERGY & RESOURCES EFFICIENCY REPORT

Councillor Hughes proposed that members accept the 'No-cost measures' and the 'Low-cost measures' in the Energy & Resources Efficiency Report and that officers be requested to explore the 'Action plan: Capital cost measures' with heritage and conservation officers to identify resources in the budget, as well as identify any grant funding that may be available to assist with the cost of this. Councillor Chowns seconded the motion, and all members were in favour.

RESOLVED:

1. **That the 'No-cost measures' and the 'Low-cost measures' contained within the Energy & Resources Efficiency Report be actioned.**

2. **That officers explore the 'Action plan: Capital cost measures' with heritage and conservation officers to identify resources in the budget and whether there is any grant funding available to cover the costs of this.**

C16 LEDBURY WAR MEMORIAL

- i. **Update on start date for refurbishment works and signing of contracts.**

Members were concerned at the proposal by the contractor to undertake the works on the War Memorial in stages. Members stated that residents would be understanding if the pavement was closed off to ensure the work carried out was up to the best standard.

Councillor Bradford proposed that the Clerk be instructed to contact the company carrying out the works on the War Memorial and to request that this is not done in sections and the whole pavement is closed off for the duration of the works. It was also suggested that the Clerk be instructed to contact Caroe, as the project managers for these works and ask them to investigate Herefordshire Council's target determination date for the discharge of condition 3 of the Listed Building Consent to establish whether the July date would affect the work scheduled provided by the contractor.

- ii. **Report from Councillor Sinclair**

Councillor Hughes proposed that members authorise Councillor Sinclair to take evidence to West Mercia Police and ask them to open a fraud investigation with regards to the War Memorial. Councillor Bradford seconded the motion, a vote took place 4 members were in favour of this proposal with one abstention.

RESOLVED:

1. **That the company carrying out the works on the War Memorial be contacted to request further information on his proposal to undertake the works in stages, thus not having to close off the pavement completely throughout the time the works are being carried out.**
2. **That Caroe & Partners be contacted, as the project managers, to investigate the target determination date for the discharge of condition 3 of the Listed Building Consent.**
3. **That Councillor Sinclair be authorised to take evidence to West Mercia Police, on behalf of Ledbury Town Council, and ask them to open a fraud investigation with regards to the War Memorial.**

C17 HEREFORDSHIRE 2050 ECONOMIC PLAN

Councillor Hughes noted that nothing in the Herefordshire 2050 Economic Plan goes against the Ledbury Neighbourhood Development Plan.

RESOLVED:

That members receive and note the Herefordshire 2050 Economic Plan.

C18 OUTSIDE BODIES REPORTS

- i. Ledbury Strömstad Twinning Association – 31 January 2023**
- ii. Ledbury Carnival Association – 8 March and 12 April 2023**

Councillor Chowns proposed that both of the outside bodies' reports provided by Ledbury Strömstad Twinning Association and Ledbury Carnival Association be received with thanks. Councillor Sinclair seconded the motion. and all members were in favour.

Councillor Bradford informed members that the Community Centre had expressed an interest in becoming an outside body for Ledbury Town Council. Councillor Hughes was appointed as their representative and all members were in favour of this.

RESOLVED:

- 1. That the Ledbury Strömstad Twinning Association and the Ledbury Carnival Association outside bodies reports were received with thanks.**
- 2. That Councillor Hughes be appointed as the Council's representative from on the Community Centre Committee.**

C19 LEDBURY TRAFFIC MANAGEMENT REPORT

Members received the Ledbury Traffic Management Report with thanks and noted that this is a draft version that will need considerable re-writing. Councillor Hughes offered to assist the author in finalising this document. All members were in favour of this.

RESOLVED:

That the Ledbury Traffic Management Report be received and noted with thanks, noting that this is a draft version, and that Councillor Hughes work with the author to finalise this document for submission to the next Full Council meeting, scheduled for Thursday, 29 June 2023.

C20 DATE OF NEXT MEETING

RESOLVED:

That the next meeting of Full Council is scheduled for 29 June 2023 at 7:00pm.

C21 EXCLUSION OF PRESS AND PUBLIC

RESOLVED:

That in accordance with Section 1(2) of the Public Bodies Admission to Meetings) Act 1960, in view of the confidential nature of the business about to be transacted, the press and public are excluded from the remainder of the meeting.

RESOLVED:

All members voted in favour of excluding the press and public.

C22 REQUEST FOR RE-EVALUATION OF POST 50

RESOLVED:

That the request for re-evaluation of post holder 50 be approved and that the Clerk be instructed to engage a suitable qualified company to undertake the review.

The meeting ended at 8:15pm.

Signed Date
(Town Mayor)

LEDBURY TOWN COUNCIL

MINUTES OF A MEETING OF THE FINANCE, POLICY & GENERAL PURPOSES COMMITTEE HELD ON 1 JUNE 2023

PRESENT: Councillors Bradford, Harvey, Howells, l'Anson, and Sinclair

ALSO PRESENT: Angela Price – Town Clerk
Charlotte Barltrop – Minute Taker
Julia Lawrence – Deputy Town Clerk
1 member of the public

F1. TO ELECT AN ACTING CHAIR IN THE ABSENCE OF COUNCILLOR HUGHES

Councillor Bradford nominated Councillor Sinclair, which was seconded by Councillor l'Anson.

RESOLVED

That Councillor Sinclair be elected as acting Chair in the absence of the Chair Councillor Hughes.

F2. APOLOGIES

Apologies for absence were received from Councillors Hughes.

F3. DECLARATIONS OF INTERESTS

None received.

F4. NOLAN PRINCIPLES

RESOLVED

That the Nolan Principles be received and noted.

F5. ELECTION OF VICE-CHAIR FOR THE 2023/24 MUNICIPAL YEAR

Councillor Bradford nominated Councillor Sinclair, Councillor l'Anson seconded this nomination. A vote was taken, the outcome of which was 3 for, 1 against, and 1 abstention.

RESOLVED

That Councillor Sinclair be duly elected as Vice-Chair of the Finance, Policy & General Purposes Committee for the 2023-24 Municipal Year.

F6. TERMS OF REFERENCE**RESOLVED**

That the Terms of Reference be approved for recommendation to Full Council.

F7. PUBLIC PARTICIPATION

Nick Morris was in attendance as a member of the public and requested that the chair consider bringing forward agenda item 17, "Plaque Purchased via Great Places to Visit".

RESOLVED

That Agenda Item 17 be brought forward within the meeting to allow members of the public to leave the meeting should they so choose.

F8. PLAQUE PURCHASED VIA GREAT PLACES TO VISIT

Members were requested to give consideration to a request from Herefordshire Council officers asking the Town Council to have a second plaque made and the invoice sent to Herefordshire Council to pay, to bring the year-long saga to a close.

The Clerk informed the members that whilst the plaque had not been misplaced by Herefordshire Council, it was believed that it was taken to the home of a staff member who is on a long-term sabbatical for personal reasons.

Councillor Harvey advised that as a Ward Councillor she had not been copied into any correspondence regarding the loss of the Plaque and that this should not be the case.

Councillors discussed the plaque and whether a second one should be commissioned to replace the original and the invoice sent to Herefordshire Council. It was felt that as Herefordshire Council are aware of the location of the plaque and as it should never have been removed to a private dwelling, Herefordshire Council be asked to retrieve the plaque and return it to Ledbury Town Council forthwith. Councillor Harvey, as Ward Councillor, is to be copied into any further correspondence regarding this matter in order that she can keep abreast of the matter.

RESOLVED

- 1. That the Clerk contact Herefordshire Council and advise them of Ledbury Town Council's response to their request for a second plaque to be commissioned with the invoice being sent to Herefordshire Council, which expressed a wish for them to retrieve the plaque from where they believe it to be.**

2. That Councillor Harvey be copied into any future correspondence in relation to this or other such matters in order to enable her to have input into finding resolutions and assisting the Town Council.

F9. TO APPROVE AND SIGN AS A CORRECT RECORD THE MINUTES OF AN EXTRAORDINARY MEETING OF THE FINANCE, POLICY & GENERAL PURPOSES COMMITTEE HELD ON 27 APRIL 2023

RESOLVED

That the minutes of an extraordinary meeting of the Finance, Policy and General-Purpose Committee held on 27 April 2023 be approved and signed as a correct record.

F10. TO REVIEW THE ACTION SHEET

The Clerk drew attention to item F586 advising that Citation had reviewed the policies and stated that they are happy with them but reminded that before taking any action in relation to Grievance or Disciplinary matters the Clerk consulted with them.

RESOLVED:

1. That the Action Sheet be received and noted.
2. That the Policies considered at the Finance, Policy & General Purposes Committee held on 23 March 2023 be submitted to a meeting of Council for final signing off.

F11. TO APPROVE INVOICES FOR PAYMENT MAY 2023 (FINAL)

RESOLVED

That the invoices for payment in the sum of £6,552.56 (plus VAT) be approved.

F12. TO RECEIVE THE RECORD OF RECEIPTS AND PAYMENTS FOR MARCH AND APRIL 2023

RESOLVED

That the receipts and payments for March and April 2023 be received and noted.

F13. TO RECEIVE THE BALANCE SHEET AND TRIAL BALANCE FOR MONTHS 12 & 1

RESOLVED

That the Balance Sheet and Trial Balance for months 12 & 1 be received and noted.

F14. TO CONFIRM VERIFICATION OF BANK STATEMENTS AND RECONCILIATIONS FOR MARCH AND APRIL 2023

RESOLVED

That in the absence of the Chair the verification of bank statements and reconciliations for March and April be deferred to the next meeting of Finance, Policy & General Purposes Committee to be held on 27 July 2023.

F15. TO RECEIVE YEAR END REPORTS TO 31 MARCH 2023

The Members offered their thanks to the Accounts Clerk for all the hard work involved in preparing these reports.

Councillor l'Anson raised a question in relation to the funds allocated within the yearly budget for youth provision. The Clerk advised that this was money that had been allocated to LYAS, but due to them not currently having a location and therefore not being able to meet the money had been carried over for years 2 and 3 and placed in the earmarked reserves, to be drawn down once a suitable premises had been identified and they were able to continue.

RESOLVED

- 1. That the 2022/23 year-end reports be received and noted.**
- 2. That the Clerk arrange a budget meeting to consider the year-end turnout figure and allocated funds to earmarked reserves accordingly.**

F16. 2022/23 ANNUAL RETURN AND INTERNAL AUDIT REPORT

Members discussed the items outlined within the auditor's report.

Members felt that there had been massive improvements since the previous year's audit. It was noted that there had been an issue with the website on the day that the audit was carried out and that this had been noted within the report. Members discussed the many issues which occur with the website, often the 404 Error message can occur without reason but will correct itself without action being taken to rectify it. It was suggested that the Clerk email the website company enclosing a copy of the auditor's comments to ensure that they are aware of the gravity of the issue.

Members were provided with a draft Statement of Internal Control outlining the Council's responsibilities in respect of internal controls, along with what the Council has done to ensure these controls have been managed throughout the year. It was suggested that the date should be added to the Statement of Internal Control ensure that it was clear as to the period which the report referred to.

Councillor Harvey suggested that it would be useful to commission the auditor

to undertake a review of Ledbury Town Council internal control systems in order to identify areas that could be improved, which would be over and above his normal duties as internal auditor. This would provide the Council with a report on the areas in which they could improve going forward and also provide Council with a template to undertake this in-house in future years.

Members reviewed Section 1 – Annual Governance Statement 2022/23 and entered the following answers as a recommendation to Full Council:

1. We have put in place arrangements for effective financial management during the year, and for the preparation of the accounting statements

YES

2. We maintained an adequate system of internal control including measures designed to prevent and detect fraud and corruption and reviewed its effectiveness

NO

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 effect on the ability of this authority to conduct its business or manage its finances

NO

4. We provided proper opportunity during the year for the exercise of electors' rights in accordance with the requirements of the Accounts and Audits Regulations

YES

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

YES

6. We maintained throughout the year an adequate and effective record system of internal audit of the accounting records and control systems

YES

7. We took appropriate action on all matters raised in reports from internal and external audit

YES

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 the authority and, where appropriate, have included them in the

accounting segments

YES

- 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.**

N/A

The Clerk informed Members that in order to avoid issues with the auditor reviewing whether the audit information has been correctly advertised on the Council's website going forward, it would be her intention to take a screen shot of the relevant pages when they are posted to the website.

RESOLVED

- 1. That Members received and noted the information in the Internal Auditors report and observations.**
- 2. That Members noted the Negative Response from the Internal Auditor and the reasons for this given within the letter draft letter to the External Auditor.**
- 3. That Members approved the content of the draft letter provided by the Clerk, for submission to Council for final approval prior to being sent to the External Auditor when submitting the 2022/23 documents.**
- 4. That Members considered the Internal Auditor's Observations and approved the Statement of Internal Control prepared by the Clerk in respect of point 1.**
- 5. That Members noted the brief explanation of significant variations from last year to this year in Section 2 "The statement of Accounts", as provided by the Clerk/Responsible Finance Officer.**
- 6. That the Chair of the Finance, Policy & General Purposes Committee be authorised to sign Section 2 – The Accounting Statement for 2022/23, confirming it presents a fair representation of the Council's financial position.**
- 7. That the Clerk contact Advansys, the website hosting company, and provide a copy of the auditor's comments and to make them aware of the issues of the Ledbury Town Council website not working properly can have serious implications for the Council**
- 8. That the Clerk ensure that the date be added to the Statement of Internal Control to ensure that it is clearly identified for future years.**

9. That the Auditor be commissioned to carry out a review of the Ledbury Town Council processes in order that these can be brought in line with the required standards.
10. That the Clerk provide an explanation for the “NO” responses within Section 1 – Annual Governance Statement 2022/23 for consideration at Full Council.

RECOMMENDATIONS

1. That Full Council be asked to authorise the Town Mayor to sign the Statement of Internal Control, as provided by the Clerk/Responsible Finance Officer.
2. That Full Council be asked to complete Section 1 – Annual Governance Statement for 2022/23 as recommended by the Finance, Policy & General Purposes Committee, noting the comment from the internal auditor that they should return a negative response in respect of Assertion 3.

F17. EXTERNAL AND INTERNAL AUDIT (STANDING ITEM)

RESOLVED

Nothing to report.

F18. GRANT APPLICATION – LEDBURY VISUALLY IMPAIRED

Councillor Sinclair advised Members that he had asked the Clerk why this application has only just been presented to committee and the Clerk had offered her apologies for the delay in bringing this item forward stating that the application had become lost within a pile of paperwork.

Members discussed whether it was relevant to award a grant for an outing when no other grants of this type were awarded within Ledbury for the Coronation. It was suggested that the Clerk should contact the group and apologise for the delay in responding to their request for funding and to ask if there is any equipment that the council could provide a grant to purchase.

It was felt that as the event has passed this was an item which should be deferred to Full Council.

RESOLVED

That the Clerk be instructed to write to the Ledbury Visually Impaired Group to apologise for the delay in responding to their application, asking if there is any other way in which the Council could assist with grant funding and that this be submitted to Full Council, along with the Grant Application, at the next meeting of Full Council which is to be held on 29 June 2023.

F19. SUBSCRIPTIONS

Members were requested to give consideration to two subscription renewals; National Association of British Markets Authorities (NABMA) and Strömstad Twinning Association. It was noted that there was no charge for the Strömstad Twinning Association Membership and therefore Members were only required to consider the NABMA renewal.

RESOLVED

That the renewal of the subscription to NABMA be approved.

F20. PUBLIC SECTOR DEPOSIT FUND FACT SHEET 31 MARCH 2023**RESOLVED**

That the Public Sector Deposit Fund Fact Sheet 31 March 2023 be received and noted.

F21. RECOMMENDATIONS FROM OTHER COMMITTEES**EVENTS WORKING PARTY – CORONATION MUGS FOR JOHN MASEFIELD HIGH SCHOOL**

Members discussed whether this item should have been revisited by the Events Working Party, due to a resolution being made at an Extraordinary meeting of Full Council held on 9 February that only Ledbury Primary School should receive the Coronation Commemorative mugs. Therefore, as this was within the 6-month period of the aforementioned decision the item should not have been reconsidered.

RESOLVED

That the Council do not provide a contribution to John Masefield High School as recommended by the Events Committee.

F22. TRAILER SECURITY

Members discussed whether the adding of a tracking device would be the most effective way to secure the trailer. It was suggested that Smart Water should be used along with signage as this would act as a deterrent rather than just having the tracker which would not be effective unless the trailer were stolen.

Councillors agreed that, in light of the recent break in at the Cemetery, it would be frugal to use all methods available to secure the trailer and to mark other tools and that Smart Water would be a good addition to the security plan.

RESOLVED

That Members of the Finance, Policy & General Purposes Committee agreed to approve the purchase of a tracking device and Smart Water along with signage for the trailer, in line with requests made by the insurance company.

F23. PROPOSED CHANGES TO COMMITTEE STRUCTURE

Councillor Harvey stated that although more information had been provided to the Members, she felt that there should be a Task & Finish group set up in order to explore this subject fully.

Councillor Howells stated that it may be a good idea to arrange with a member of the Ross-on-Wye Town Council to attend the Task & Finish group in order that they may impart their knowledge on the matter as this is the structure which Ross adopted 3 years ago and therefore have experience of.

Councillor Harvey agreed that she would be happy to chair the Task & Finish group and all members felt that this is not a decision which should be rushed. It was felt that this work could be carried out by September 2023.

Members suggested that all committees should be asked to look at putting together a work programme in line with the Corporate Plan in order that this can be utilised in the Task & Finish group.

RESOLVED

- 1. That a Task & Finish group be set up to explore the new Committee Structure in depth, Councillor Harvey to Chair, and that a Councillor from Ross Town Council be invited to advise members on how this process works in Ross Town Council.**
- 2. That all Committees be asked to put together a work programme in line with the Corporate Plan.**
- 3. That the Task & Finish Group submit a full report to a meeting of Full Council in September 2023.**

F24. POLICIES

Members were requested to review two policies; Concerns and Complaints Policy and the Vexatious Complaints Policy. Following considerable discussion, it was agreed that both policies were "fit-for-purpose", noting that the Vexatious Complaints Policy was in line with the policy adopted by Herefordshire Council.

RESOLVED

That no changes be made to the Concerns and Complaints and Vexations Complaints Policy.

F25. GENERAL DATA PROTECTION REGULATIONS (GDPR) (Standing Item)

RESOLVED

That this item be noted.

F26. TO REVIEW THE RISK REGISTER

RESOLVED

That this item be deferred to the meeting of Finance, Policy & General purposes Committee to be held on 27 July 2023.

F27. DATE OF NEXT MEETING

RESOLVED

The next meeting of the Finance, Policy & General Purposes Committee is scheduled to take place on Thursday, 27 July 2023, at 7.00 pm, in the Committee Room, Council Offices, Church Lane, Ledbury.

F28. EXCLUSION OF PRESS AND PUBLIC

RESOLVED:

That in accordance with Section 12(2) of the Public Bodies (Admission to Meetings) Act 1960, in view of the confidential nature of the business about to be transacted, it is advisable in the public interest that the press and public are excluded from the remainder of the meeting.

F29. CONSIDERATION OF POTENTIAL VEXATIOUS COMPLAINANT

Members discussed the reasons for the possible use of the vexations complaint policy being brought into effect.

Members questioned as to whether the emails were received from a Ledbury Resident. Councillor Howells informed the Members that when he had asked this question, he was informed that the person lived in Ledbury, but they had not provided an address.

Councillor Harvey stated that she had corresponded with the person in question in the past. She pointed out that if Members had not viewed the correspondence, then it would be difficult for them to make a judgement on whether the Vexatious Complaints Policy should be invoked.

Councillor Bradford stated that he knew nothing of the matter and therefore could not comment. Members informed Councillor Bradford that the relevant emails were available to view in the Clerk's office and that this was stated in the report which had been circulated within the agenda.

Members felt that this item could not be decided until all Members had read the emails which Councillors and the Clerk had received and that therefore it should be deferred until the next meeting of Finance, Policy & General Purposes to be held on 27 July 2023.

Councillor Howells advised that there was an outstanding email that needed to be dealt with before the next meeting of Council. He advised that the individual had previously been advised that the matter would be considered at a meeting in July and asked how Members wished the Clerk to respond.

RESOLVED

1. **That this item be deferred to the meeting of Finance, Policy & General Purposes Committee to be held on 27 July 2023.**
2. **That no response be provided to the most recent email from the individual.**

The meeting ended at 9.01 pm.

Signed **Date.....**
(Chairman)

LEDBURY TOWN COUNCIL
MINUTES OF A MEETING OF THE PLANNING, ECONOMY & TOURISM
COMMITTEE
HELD ON 18 MAY 2023

PRESENT: Councillors Bradford, Howells, Hughes, l'Anson and Morris (Chair)

ALSO PRESENT: Angela Price – Town Clerk
Sophie Jarvis – Minute Taker

P1. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillor Harvey.

P2. DECLARATIONS OF INTEREST AND WRITTEN REQUESTS FOR DISPENSATIONS

RESOLVED:

No declarations of interest were received.

P3. PUBLIC PARTICIPATION

RESOLVED:

No members of the public were present.

P4. TO ELECT A VICE-CHAIR FOR THE 2023/24 MUNICIPAL YEAR

RESOLVED:

That Councillor Bradford be elected as the Vice-Chair of the Planning, Economy & Tourism Committee for the 2023/24 municipal year.

P5. TO APPROVE AND SIGN THE MINUTES OF THE PLANNING, ECONOMY & TOURISM COMMITTEE MEETING HELD ON 13 APRIL 2023

RESOLVED:

That the minutes of the Planning, Economy & Tourism Committee meeting held on 13 April 2023 be approved and signed as a correct record.

P6. TO REVIEW THE ACTION SHEET

P749 – That the security of the new footpaths in the Bloor Development area be investigated.

The Clerk informed members that she had contacted Chloe Smart at Herefordshire Council to ask planners to contact Charles Naylor of Safer Neighbourhood group for comment. She advised that she had followed this up with PC Ransome-Williams, who had advised that no contact has been made with Charles Naylor to date. The Clerk advised that she would follow this up.

P763 – That a proposed strategy document and report for the short medium & long term of the Charter Market be on the agenda of the next Planning, Economy & Tourism Committee meeting and if possible, the report be sent out prior to that date.

Councillor Hughes advised that there was a draft Strategy in place that he and the Chair had put together which now needs discussion. There were some bold thoughts within the draft strategy which now need to come before the committee to consider whether any amendments are required before the full strategy is drafted with a series of action plans.

Members expressed concerns that this document had not been included on the agenda for this meeting as previously discussed and requested that the Clerk email the draft strategy document for the short, medium & long term of the Charter Market as soon as possible to all members of the committee and that they provide comments ahead of the next meeting when the document will be on the agenda for discussion.

Members expressed concerns over the amount of times that they often debate one item before final decisions are made. They considered possible ways to speed up the Market Strategy document.

P765 – That the quotes received for the new layout in the Town Council reception area to accommodate the Tourist Information Centre be deferred to the next meeting of the Planning, Economy & Tourism Committee Meeting. Officers be asked to provide information in respect of the specification provided to those companies asked to quote for the works.

The Clerk apologised to members, due to current workload this item has not been put on the agenda and will be included on the June agenda for this committee to discuss.

The Chair of the Committee expressed his disappointment that work was not getting done stating that a remedy to the issue of the Clerk being overworked needs to be found, noting that this is something that the Clerk should provide through discussions with the Mayor. Councillor

Hughes advised that there were a number of contributing factors to this which could not be discussed at this meeting.

P765 (continued) – That the Community Development Officer visit the new TIC in Hereford for advice and ideas on setting up the Ledbury TIC.

P770 – That the new County Councillors provide reports on Section 106 at every Planning, Economy & Tourism Committee meeting after the elections have taken place.

The Clerk informed members that the Ward Councillors have been notified of this and two have confirmed their attendance for the Full Council Meeting taking place on Thursday, 25 May 2023.

RESOLVED:

1. **That the Clerk follow up with Chloe Smart in respect of contacting Charles Naylor regarding the security of the new footpaths in the Bloor Development.**
2. **That the Clerk provide a copy of the draft Markets Strategy outline to all Members of the Planning, Economy & Tourism Committee and that Members provide comments to the Clerk ahead of the next meeting, which can be incorporated within the document when the agenda is dispatched.**
3. **That a report in respect of the changes to the reception area to accommodate the TIC be submitted to the next meeting of the Committee.**
4. **That following the visit to the TIC in Hereford, the Community Development Officer provide a report to Committee.**

P7.

CHARTER MARKET

- i. **TO RECEIVE AND NOTE THE MINUTES OF THE MARKETS WORKING PARTY HELD ON 11 APRIL 2023**

Councillor Hughes confirmed that these minutes were a correct representation of what was discussed at this meeting.

RESOLVED:

That the minutes of the Market's Working Party be received and noted.

ii. **DRAFT MARKETS POLICY**

It was suggested that traders who attend on a regular basis should be provided with the draft Charter Market Policy and the draft strategy document for the short, medium & long term of the Charter Market asking them to provide feedback on these documents. Members agreed that traders should be allowed two weeks to view these documents and provide feedback. A vote took place on this, 4 members voted for and 1 against.

Members agreed that pitch costs should not be included in the policy as these will potentially change yearly, which would mean the document would have to be resent every year. It was suggested that the pitch costs document should also include the costs of hiring the upstairs of the Market House.

It was suggested that there should be more bullet points on the Charter Market Policy to include things that the town will do to help traders, such as promoting traders.

RESOLVED:

1. **That the draft Charter Market Policy and the draft strategy document for the short, medium & long term of the Charter Market be given to regular traders and that they be given two weeks to provide feedback on these documents.**
2. **That a separate document be created to show the pitch fees once the Charter Market Strategy has been agreed.**

P8. ELECTRIC BUSES

The Clerk informed members that a representative of the Daffodil line had been invited to attend this meeting but was unfortunately unable to make it. However, the representative of the Daffodil Line did express interest in extending the service to Hawk Rise and eventually the Viaduct development site. The representatives have been provided with the date of the next Planning, Economy & Tourism Committee meeting in the hope that they will be able to attend.

Members asked the Clerk to write to Bloor Developments and the planning officer at Herefordshire Council to explain that there is an expression of interest about having the Daffodil Line extended to the Viaduct development site once completed.

RESOLVED:

That the Clerk write to Bloor Developments and the Planning Officer at Herefordshire Council to inform them that there is an

expression of interest from Buses4Us to extend the Daffodil Line to the Hawk Rise Estate and the Viaduct development site.

P9. ST KATHERINE'S SQUARE USAGE PROPOSALS – SCHEDULE OF EVENTS

Members agreed that it was disappointing that there has been a lack of information received on St Katherine's Square Usage Proposals. It was felt that more information needs to be provided, such as a map of the area, parking, pedestrians, site spaces and plans.

Members agreed it would be wise to request a meeting with David Fall to be able to see sight of the plans for St Katherine's Square and to request more information in a face-to-face presentation. This meeting invitation should also be copied to Councillor Harvey and Roger Allonby.

The Chair expressed concern that Ledbury Town Council had purchased a plaque some time ago which has been misplaced at Herefordshire Council. He advised that the Clerk had been communicating with Herefordshire Officers for some time in relation to this, but that no action had been taken by Herefordshire Council Officers for over a year in respect of locating the plaque.

RESOLVED:

- 1. That the Clerk invite David Fall to attend a meeting with members of the Planning, Economy & Tourism Committee to discuss St Katherine's Square in further detail. This invitation should also go to Roger Allonby and Councillor Harvey to attend.**
- 2. That the Clerk investigate whether the plaque that has been misplaced at Herefordshire Council can be retrieved.**

P10. REQUEST FROM BUSES 4US

Buses 4us had contacted the Council to ask if they would be willing to sell the Daffodil Line tote bags in the Tourist Information Centre. They had advised that the Town Council could purchase these bags at a cost of £2.50 per bag to sell for £4.00.

Members agreed that £4.00 seemed too much money to charge and that it be suggested to the Daffodil Line that the Council do not have currently have a policy on purchasing items for sale in the Council offices/TIC, however the Council would be willing to sell the bags at the recommended retail price of £4.00 on behalf of the Daffodil Line and for each bag sold the Council would pay the Daffodil Line £2.50, and that this be undertaken on a sale or return basis.

RECOMMENDATION:

That the Town Council offer to sell the Daffodil Line tote bags in the Tourist Information Centre for £2.50 on a sale or return basis, with no initial purchasing outlay to the Council.

P11. PLANNING CONSULTATIONS**i. Planning Application No. 230954**

Proposed extension to side and rear of property – 4 Beggars Ash Cottages, Beggars Ash, Wellington Heath, Ledbury, Herefordshire, HR8 1LN

RESOLVED:

No objections.

ii. Planning Application No. 230959

Proposal to extend existing bungalow, including replacement garage. Extension to include rooms in roof and roof realignment – Brambles, Orchard Lane, Ledbury, Herefordshire, HR8 1DQ

RESOLVED:

No objections.

iii. Planning Application No. 230987

Proposed change of use and conversion of the former Methodist Chapel to a restaurant and associated managers flat – Methodist Church, The Homend, Ledbury, Herefordshire, HR8 1BP

RESOLVED:

No objections subject to the Severn Trent's comments regarding the drainage is complied with and to consider disabled access.

iv. Planning Application No. 231059

Proposed installation of a double electric vehicle charge point between 2 parking bays in the Bye Street long stay public car park – Bye Street Long Stay Car Park, Bye Street, Ledbury, HR8 2AA

RESOLVED:**No objections.****v. Planning Application No. 231205****T1 Acacia tree, fell to as near ground level as possible –
Priory Lodge, Worcester Road, Ledbury, Herefordshire, HR8
1PL****RESOLVED:****No objections.****P12. TABLED APPLICATIONS****RESOLVED:****a. Planning Application No. 223248****Proposed demolition of existing buildings on site and
erection of Retirement Living apartments with associated
access, car parking, landscaping, ancillary facilities, and
associated works - Building and curtilage of Greenacres
bungalow and Land to the rear of The Knapp and Westmead
The Homend Ledbury Herefordshire**

Members were reminded that they had previously objected to this planning application in January due to the density and the height of the building. It was felt that this application does not comply with the Neighbourhood Development Plan in terms of ecology.

Councillor Howells agreed to send the Clerk the references from the Neighbourhood Development Plan to provide Herefordshire Council with when objecting to this planning application.

RESOLVED:**Objection on the grounds that this application does not
comply with the Neighbourhood Development Plan.****P13. PLANNING APPLICATION P230582/FH – LETTER FROM LOCAL
RESIDENT**

Members discussed that Ledbury Town Council had already responded to this planning application with no objections. It was noted that this application had been approved, and therefore the only course of action open to the author is via the appeal process.

RESOLVED:

That the Clerk write to the resident and advise that as this planning application has been approved, their only course of action would be via the appeals process.

P14. PLANNING DECISIONS**RESOLVED:**

That the Planning Decisions document was received and noted.

P15. UPDATE ON OUTCOME OF NEIGHBOURHOOD DEVELOPMENT PLAN REFERENDUM AND NEXT STEPS TO ADOPTION

The Chair of the Neighbourhood Development Plan gave a verbal update to members of the Planning, Economy & Tourism Committee.

RESOLVED:

That the update on the outcome of the Neighbourhood Development Plan Referendum and next steps to adoption be received and noted.

P16. BEYOND THE HILLS CP – NEWS UPDATE APRIL 2023**RESOLVED:**

That the Beyond the Hills CP news update for April 2023 be received with thanks.

P17. TRAFFIC REGULATION ORDER SCHEME PROPOSALS

- i. Proposed Extension to the existing 40mph Speed Limit on Bromyard Road B4212, Ledbury, Herefordshire
- ii. Proposed Extension to the existing 30mph Speed Limit on New Street & Existing 40 Mph Speed Limit On Leadon Way, Ledbury, Herefordshire

RESOLVED:

That the Clerk notify the Herefordshire Officer that Ledbury Town Council have no comment to make at this time, but that the Traffic Management Report will be sent to Herefordshire Council with views on speed limits across the town to be reviewed once completed.

P18. TRAFFIC MANAGEMENT WORKING PARTY REPORT

The Chair of the Planning, Economy & Tourism Committee thanked Councillor Howells for providing a very detailed Traffic Management Working Party report.

It was suggested that an executive summary be included at the front of this report so that it is clearly stated, and recommendations be listed here.

It was suggested that the final version of this report be completed for the next Planning, Economy & Tourism Committee meeting on Thursday, 8 June 2023. This can then be put out on the website and to the local press to ask residents if they support it.

RESOLVED:

That the final version of the Traffic Management Working Party report be brought to the next Planning, Economy & Tourism Committee Meeting on Thursday, 8 June 2023, and that in the meantime a copy be provided to all Members for consideration at the Full Council meeting scheduled for 25 June.

P19. SECTION 106**RESOLVED:**

That it was noted that due to the recent local elections, no Section 106 meetings had been held.

P20. DATE OF NEXT MEETING

To note that the date of the next meeting of the Economy, Planning & Tourism Committee is scheduled for 8 June 2023.

The meeting ended at 8:30pm.

Signed Dated
(Chair)

LEDBURY TOWN COUNCIL
MINUTES OF A MEETING OF THE PLANNING, ECONOMY & TOURISM
COMMITTEE

HELD ON 8 JUNE 2023

PRESENT: Councillors Bradford, Harvey, Howells, l'Anson & Morris (Chair)

ALSO PRESENT: Angela Price – Town Clerk
Sophie Jarvis – Minute Taker
Stef Simmons – Ledbury South Ward Councillor
2 representatives from Buses4Us

P21. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillor Hughes.

P22. DECLARATIONS OF INTEREST AND WRITTEN REQUESTS FOR DISPENSATIONS

RESOLVED:

No declarations of interest were received.

P23. TERMS OF REFERENCE

It was noted that the Neighbourhood Development Plan section on the Terms of Reference was out of date and needed updating.

RESOLVED:

That the Terms of Reference were received and noted.

P24. PUBLIC PARTICIPATION

Claire Stone and Chris Howley from Buses4Us gave members an update on the idea of having the Daffodil Line extended to the Hawkrise Estate and eventually to the Viaduct site, once developed. Buses4Us informed members that this would not be possible for the Daffodil Line to do but it could be possible for the 476 Ledbury to Hereford service to extend to these areas. Buses4Us informed members that they have a good connection with the transport department at Herefordshire Council and that they would be willing to work with Ledbury Town Council to introduce this service and look at boosting it to an hourly service rather than every 2 hours.

Members discussed with Buses4Us regarding the bus stops that had not yet been put in at the Hawkrise Estate. Buses4Us mentioned that they

have a committee member who can speak to Paul Williamson who manages the budget for bus stops to see why these haven't been put in yet.

Ledbury South Ward Councillor Simmons arrived at 7:09pm.

Councillor Morris thanked the representatives from Buses4Us for attending the meeting and providing members with an update on introducing a bus service to the Hawkrise Estate and the new Viaduct site once completed.

RESOLVED:

That Buses4Us will work with Ledbury Town Council to get a bus service running to the Hawkrise Estate and the new Viaduct site.

The Buses4Us representatives left the meeting at 7:20pm.

P25. TO APPROVE AND SIGN THE MINUTES OF THE PLANNING, ECONOMY & TOURISM COMMITTEE MEETING HELD ON 18 MAY 2023

Councillor Harvey requested that the bookmark function be used on the electronic agendas to help with finding each item more efficiently. Councillor Harvey informed the Clerk that she would be happy to help staff set up this function.

Councillor Bradford proposed that the minutes of the Planning, Economy & Tourism Committee meeting held on 18 May 2023 be signed as a correct record. Councillor Howells seconded this, and all members were in favour.

RESOLVED:

- 1. That the minutes of the Planning, Economy & Tourism Committee meeting held on 13 April 2023 be approved and signed as a correct record.**
- 2. That the bookmark function be used on electronic agendas for future committee meetings.**

P26. TO REVIEW THE ACTION SHEET

The Clerk updated members on the following points on the Action Sheet.

P6(4) – That following the visit to the TIC in Hereford, the Community Development Officer provide a report to committee.

This visit is taking place on Wednesday, 14th June 2023 and a report will be provided from this visit at the next Planning, Economy & Tourism Committee Meeting.

P7(1) – That the draft Charter Market Policy and the draft strategy document for the short, medium & long term of the Charter Market be given to regular traders and that they be given two weeks to provide feedback on these documents.

This action point is on the agenda to be discussed.

P7(2) - That a separate document be created to show the pitch fees once the Charter Market Strategy has been agreed.

This action point will be completed once the draft Charter Market Policy and the draft strategy document for the short, medium & long term of the Charter Market has been approved.

P8 - That the Clerk write to Bloor Developments and the Planning Officer at Herefordshire Council to inform them that there is an expression of interest from Buses4Us to extend the Daffodil Line to the Hawk Rise estate and the Viaduct development site.

This has been completed and there has been no response back.

P9(1) - That the Clerk invite David Fall to attend a meeting with members of the Planning, Economy & Tourism Committee to discuss St Katherine's Square in further detail. This invitation should also go to Roger Allonby and Councillor Harvey to attend.

A response has been received from Councillor Harvey regarding this and it will be put on the next Full Council meeting agenda to be discussed.

P9(2) - That the Clerk investigate whether the plaque that has been misplaced at Herefordshire Council can be retrieved

Councillor Harvey has agreed to look into this.

P10 - That Town Council offer to sell the Daffodil Line tote bags in the TIC for £2.50 on a sale or return basis, with no initial purchasing outlay to the Council.

These have been delivered and they will be sold in the TIC.

P18 - That the final version of the Traffic Management Working Party report be brought to the next Planning, Economy & Tourism Committee Meeting on Thursday, 8 June 2023, and that in the meantime a copy be provided to all Members for consideration at the Full Council meeting scheduled for 25 June.

This final version of the Traffic Management Working Party report is yet to be complete. Councillor Howells will have this completed for the next Planning, Economy & Tourism Committee Meeting.

RESOLVED:

That the Action Sheet was received and noted.

P27. RAIL & BUS FOR HEREFORDSHIRE – SPRING 2023 NEWSLETTER

RESOLVED:

That the Rail & Bus for Herefordshire – Spring 2023 Newsletter was received and noted.

P28. MARKETS WORKING PARTY

i. Draft Markets Strategy Outline

The Clerk informed members that a response was received from a trader with their feedback on the draft Markets Strategy.

Members agreed that this document needs to be referred to the Markets Working Party to go through it all line by line as members would like to discuss this in much more detail.

ii. Draft Markets Policy

Members agreed that the draft Markets Policy should also be referred to the Markets Working Party for further discussion.

RESOLVED:

That both the draft Markets Strategy Outline & the draft Markets Policy be referred to the Markets Working Party to be discussed in more detail.

P29. TOURIST INFORMATION CENTRE COUNCIL OFFICES

Councillor Harvey expressed that she was disappointed that a lot of trouble had gone to ensure the Victorian Wing at the Master's House to enable it to become a Tourist Information Centre and that this space is not being utilised. Councillor Harvey did mention that the newly purchased feather flags for the outside of the Town Council Offices look lovely and are a great start to the TIC.

Members agreed that the quotes received from architects for the reconstruction of the reception area in the Town Council offices seemed a rather large amount of money to spend on something that was supposed to be a temporary measure. Members felt that the TIC should

be kept small and gradual in the Town Council offices until it is suitable to have it moved to a different location but still manned by the Town Council. It was agreed that the TIC would be more suitable if it was in a separate building to the Town Council offices.

Councillor Bradford mentioned that the Market House is an empty building that is already owned by the Town Council and that this would be an ideal place to relocate the Tourist Information Centre to, once the correct measures have been put in place to ensure that it is accessible to all.

It was noted that the Hereford Business Improvement District (BID) could be contacted to give advice and guidance on the best way to move forward with the TIC. Members also mentioned that Leominster and Bromyard have successful TIC's in place and it might be wise to arrange a visit to these too.

RECOMMENDATIONS:

- 1. That a temporary plan be drawn up for the Tourist Information Centre being in the Town Council offices for the short term and an interim report be provided at the next Planning, Economy & Tourism Committee meeting.**
- 2. That research takes place into the Tourist Information Centre being relocated to a suitable premises and that Hereford Business Improvement District be approached to help with this.**

P30. ADVERTISING BANNERS

Councillor Harvey informed members that Tewkesbury have straight hanging banners in town that look great and that this would be suitable for Ledbury to have with its own theme and information included on. Members agreed that this looks very pleasing and would not clutter the pavements.

Members also noted that there should be some advertising banners on the bypass street lights and that this option be investigated again.

It was agreed that the theme of these banners could be put out to the community to ask what people would like to see on them and that Ledbury Town Council should not make this decision but enable it to happen. The schools could also be approached to ask if they would like to design something to be included on these advertising banners.

Members all agreed that this idea be put out to the public and put on the agenda for the Environment & Leisure Committee to be discussed further.

RESOLVED:

That the public be approached on what they would like to see on the advertising banners in Ledbury to promote the town. This item is to be put on the Environment & Leisure Committee to be discussed further.

P31. PLANNING CONSULTATIONS**i. Planning Application No. 230973**

Proposal to allow 7 kerbstones to be dropped at front of house to allow for driveway access – 116 Bridge Street, Ledbury, HR8 2AW

All members were in favour of having no objections to this planning application.

RESOLVED:

No objections.

ii. Planning Application No. 231641

Proposed works: Wellingtonia – remove shear cracked limbs and deadwood. Western Red Cedar – remove limb with risk of failure. Reduce crown by 10 feet in view of close proximity of neighbour's house – Ashmead, Woodleigh Road, Ledbury, Herefordshire, HR8 2BG

All members were in favour of having no objections to this planning application.

RESOLVED:

No objections.

iii. Planning Application No. 231425

Proposed extension to existing garage – 12 Spring Grove, Ledbury, Herefordshire, HR8 2XB

4 members were in favour of having no objections to this planning application. 1 member abstained.

RESOLVED:

No objections.

P32. TABLED APPLICATIONS**RESOLVED:**

There were no tabled planning applications.

P33. PLANNING DECISIONS**RESOLVED:**

That the Planning Decisions document was received and noted.

Councillor Harvey provided a verbal update to members about Planning Application No. 222107.

Members discussed that it would be beneficial to request an official report from Herefordshire Council about the derelict building on the High Street where Shaw Healthcare used to be as there has now been an enforcement notice put on this building.

RESOLVED:

- 1. That the Planning Decisions were received and noted.**
- 2. That Herefordshire Council be asked to provide an official report on No. 14 High Street (the old Shaw Healthcare building) as to what the next steps are on having this building made safe and usable again.**

P34. APPLICATION FOR VARIATION OF PREMISES LICENSE – TALBOT HOTEL, NEW STREET, LEDBURY, HR8 2DX

Members discussed that they did not think it would be appropriate to have live music outside of the building because of the noise disruption to neighbours, especially on a Sunday.

RESOLVED:

That Ledbury Town Council do not support the application for variation of premises license at the Talbot Hotel, New Street, Ledbury, HR8 2DX.

P35. PUBLIC PATH DIVERSION ORDER – FOOTPATH ZB1 (PART) LEDBURY

Members discussed that this footpath diversion did not seem appropriate as it has doubled the distance for some walkers and not adhered to the Neighbourhood Development Plan. It was noted that this path diversion order has already been approved and will be commencing.

RESOLVED:

That the public path diversion order – footpath ZB1 was received and noted.

Councillor Howells proposed that the meeting be extended an extra 30 minutes to complete the business on the agenda (standing order 3x). Councillor Harvey seconded this and all members were in favour.

P36. WORKING PARTIES

- i. **To consider which, if any Working Parties the Committee wish to stand up for the 2023/24 Municipal Year**

Previous Working Parties

- **Traffic Management**
- **Neighbourhood Development Plan**
- **Markets**

Councillor Howells proposed that the Traffic Management and the Markets Working Parties stand for the 2023/24 Municipal Year and that the Neighbourhood Development Plan be discussed at the next Planning, Economy & Tourism Committee meeting. Councillor Morris seconded this, and all members were in favour of this.

RESOLVED:

That the Traffic Management and the Markets Working Party stand for the 2023/24 Municipal Year and that the Neighbourhood Development Plan Working Party be put on the agenda of the next Planning, Economy & Tourism Committee meeting to be discussed further.

P37. SECTION 106

- i. **Ledbury S106 monies available**
- ii. **Link to Ledbury S106 wish list**
<http://www.herefordshire.gov.uk/downloads/file/25255/parish-and-town-council-s106-wish-lists>

Ledbury Ward Councillor, Stef Simmons gave members a verbal update on the Ledbury S106 monies available. She informed members that there will be a call for an additional wish list from town in 2 weeks' time.

RESOLVED:

That the S106 update was received and noted.

P38. DATE OF NEXT MEETING

To note that the date of the next meeting of the Economy, Planning & Tourism Committee is scheduled for 13 July 2023.

The meeting ended at 9:15pm.

Signed Dated
(Chair)

DRAFT

LEDBURY TOWN COUNCIL**MINUTES OF A MEETING OF THE ENVIRONMENT AND LEISURE COMMITTEE
HELD ON 15 JUNE 2023**

PRESENT: Councillors Bradford, Chowns (Chair) and l'Anson.

ALSO PRESENT: Julia Lawrence – Deputy Town Clerk
Sophie Jarvis – Minute Taker
Councillor Morris

E1 APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors Eakin and Sinclair.

E2 DECLARATIONS OF INTEREST

RESOLVED:

No declarations of interest were made.

E3 THE NOLAN PRINCIPLES

RESOLVED:

That the Nolan Principles be received and noted.

E4 ELECTION OF VICE-CHAIR FOR THE 2023/24 MUNICIPAL YEAR

Councillor Chowns proposed that Councillor Bradford be elected the Vice-Chair for the 2023/24 municipal year. Councillor l'Anson seconded the motion and all members were in favour.

RESOLVED:

That Councillor Bradford was elected as Vice-Chair for the 2023/24 municipal year.

E5 TERMS OF REFERENCE

- **Environment & Leisure Committee**
- **Events Working Party**

Members discussed the Terms of Reference for the Environment & Leisure Committee and it was agreed that these would be received and approved subject to some minor amendments.

Members discussed the walkways in Deer Park that are being temporarily looked after by Ledbury Town Council, as they need to be investigated as to whether Herefordshire Council will take ownership back of maintaining this area.

The Deputy Clerk informed Members that once the restoration works have been completed on the War Memorial then this item will come back under the Environment & Leisure Committee. Councillor Bradford queried why this would be the case as Ledbury Town Council do not own the War Memorial; he informed Members that the responsibility of the War Memorial is with the Royal British Legion. Members asked the Deputy Clerk to investigate who has ownership over the War Memorial.

Members discussed the Terms of Reference for the Events Working Party and it was agreed that these needed amendment. Once amended, Members requested that the Terms of Reference go to the next Full Council meeting for approval.

RESOLVED:

- 1. That the Terms of Reference for the Environment & Leisure Committee were received and approved, subject to minor amendments.**
- 2. That the Deputy Clerk make some amendments to the Terms of Reference for the Events Working Party in order that these can be presented at the next Full Council meeting for approval.**
- 3. That Herefordshire Council be approached to take ownership back of maintaining the walkways in Deer Park.**
- 4. That the Deputy Clerk investigate who has ownership over the War Memorial.**

E6 PUBLIC PARTICIPATION

Councillor Morris asked Members of the Environment & Leisure Committee to set a budget line for the Events Working Party to use for advertising events. Members were in favour of putting this to Full Council for approval subject to such events being approved in advance at the Environment & Leisure Committee and before being advertised publicly.

Councillor Morris queried why the new weeding machine had not been used at the Cemetery and asked if a deadline could be set for staff to be using it by the end of the month. The Deputy Clerk informed Members that there had been a delay in this equipment being used due to the Cemetery Groundsman being off ill and finding a hire company to move the equipment on to the trailer. Members agreed that the new weeding machine should be aimed to be in action by the beginning of July 2023.

RECOMMENDATION:

That a budget line be set of £1,000 to the Events Working Party to use for advertising events.

Councillor Morris left the meeting at 7:38pm.

E7 TO RECEIVE AND NOTE THE MINUTES OF A MEETING OF THE ENVIRONMENT & LEISURE COMMITTEE HELD ON THURSDAY, 16 MARCH 2023

Councillor Bradford proposed that the minutes of a meeting of the Environment & Leisure Committee held on Thursday, 16 March 2023 be approved and signed as a correct record. Councillor Chowns seconded the motion and all members were in favour.

RESOLVED:

That the minutes of the Environment & Leisure Committee meeting held on Thursday, 16 March 2023 be approved and signed as a correct record.

E8 TO REVIEW THE ACTION SHEET

The following points on the Action Sheet were discussed.

E352 – That the Chair write to the Police expressing how members feel about not having a police presence at the Environment & Leisure Committee Meetings.

Councillor Bradford informed members that there is a new Sergeant at Ledbury Police Station who would be willing to attend Environment & Leisure Committee Meetings. Members agreed that Councillor Chowns should approach the new Sergeant to ask them to attend the next meeting.

E354(a) – That the ‘Youth Cabin’ idea be deferred until the next Environment & Leisure Committee meeting so allowing more time for further investigation.

The Chair informed members that there had been meetings with Busy Bees Nursery to make arrangements for a Youth Centre in their premises and that there is an aim to have this completed for the Autumn. Members suggested it would be wise for Ledbury Town Council to collaborate to help improve the premises.

E355 – That members of the Environment & Leisure Committee instruct officers to meet with the October Funfair organisers to discuss the issues and concerns noted at the 2022 October Funfair.

The Deputy Clerk informed Members that this meeting had taken place with the Funfair organisers and a Service Level Agreement is in the process of being drawn up.

E356 – That the ‘Love Ledbury’ charity be investigated and find out if they still hold the contract to the Bye Street public toilets.

Members discussed that Councillor Harvey should be approached to ask what has happened to the contract for these public toilets and whose responsibility it now is to look after these toilets.

E359(2) – That Herefordshire Council’s CCTV department be contacted to ask for footage on incidents that are taking place in the car parking spaces reserved for the Charter Market.

The Deputy Clerk informed Members that she had met with Debbie Turner from Herefordshire Council's CCTV team to discuss more substantial CCTV at the Recreation Ground and potentially some in Dog Hill Wood. The Deputy Clerk is awaiting more information/costs on this. Members queried if there could be a CCTV camera put in at street level to view the Market House as currently the CCTV does not capture anything underneath the Market House.

RESOLVED:

- 1. That the contents of the Action Sheet was received and noted.**
- 2. That the Chair will contact the new Sergeant at Ledbury Police Station and ask if they would be able to attend future Environment & Leisure Committee Meetings.**
- 3. That Councillor Harvey be approached to enquire about the public toilets on Bye Street.**
- 4. That the Deputy Clerk look into the possibility of having a CCTV camera put in under the Market House.**

E9 CEMETERY

- i. That in accordance with Standing Order 23(a), authority be given for the Deeds of Exclusive Right of Burial 482, 742, 744 and 746 to be signed, granting the exclusive right of burial to those named on the interment form.
- ii. That in accordance with Standing Order 23(a), authority be given for the Deeds of Exclusive Right of Burial 271, 612 and 739 to be signed, granting the transfer of the exclusive right of burial to those named on each transfer request.

RESOLVED:

- 1. That authorisation be given for the signing of the Deeds for Exclusive Right of Burial 482, 742, 744 and 746 granting the exclusive right of burial to those named on the interment form.**
- 2. That authorisation be given for the signing of the Deeds for Exclusive Right of Burial 271, 612 and 739 granting the transfer of the exclusive right of burial to those named on the interment form.**

E10 CEMETERY INSURANCE CLAIM

Councillor Bradford proposed that the insurance should not be claimed and that it is simpler to replace the items stolen. Councillor l'Anson seconded the motion and all members were in favour. Members voted to go with Company A to be used to purchase the two items, Stihl Strimmer and Stihl Blower.

RESOLVED:

That Ledbury Town Council does not make an insurance claim for the stolen items of garden machinery and that Company A be used to purchase the stolen items of garden machinery equipment from the Cemetery, being:

Stihl BG56 Blower - £255.00 (inclusive of VAT)

Stihl FS240 Strimmer - £730.00 (inclusive of VAT)

E11 MARKET HOUSE ROOF TENDER

Members discussed that this tender process has already been repeated but this is something that needs to be completed. Members agreed to go for option 1 on the recommendations from the report – review the original tender letter received and follow due process when the Clerk has returned from annual leave.

RESOLVED:

That the original tender letter be reviewed and follow due process when the Clerk has returned from annual leave.

E12 MAPLINK INTEGRATION FOR CEMETERY SOFTWARE

Councillor Bradford proposed that the recommendation be approved to the inclusion of MapLink Integration as part of the Council's overall Rialtas Cemeteries and Memorials Management Solution with immediate effect. Councillor l'Anson seconded the motion and all members were in favour.

RESOLVED:

That the inclusion of MapLink Integration as part of the Council's overall Rialtas Cemeteries and Memorials Management Solution with immediate effect.

E13 CEMETERY UPDATE

Members discussed the following points in the Ledbury Cemetery Report.

2.1 – Memorial Topple Testing

Members agreed that memorial topple testing is a legal requirement that must be done and agreed that quotes should be received for this work to be carried out.

2.2 – Tree Survey

Members instructed the Deputy Clerk to look into when the last tree survey took place in the Cemetery as they believed this had been done recently.

2.3 – Applying new gravel to the Main Driveway

Members agreed that these works should take place.

2.4 – Repointing/repairing of walls adjoining the Football Ground

Members agreed that this project be deferred until next year as it is not a priority job and this may use up a substantial amount of the budget.

2.5 – CCTV

Members agreed that it would be beneficial to look at options on how to improve the existing arrangements for security and CCTV at the Cemetery especially in light of the recent break in.

2.6 – Storage space for the new trailer

Members agreed that a storage space for the new trailer should be looked into to ensure the new Foamstream machine is locked away securely.

2.7 – Bins

Members agreed that the bins at the Cemetery can be revisited when the CCTV and security of the Cemetery has been updated.

2.8 – Addition of a new gravel path

Members agreed that the Groundsman and Maintenance man can complete these works with a deadline of having them complete before the Autumn.

2.9 – “Letters to Heaven” white letterbox

Members were not in favour of having the “Letters to Heaven” letterbox in the Cemetery.

2.11 – Scatter Garden in the Cemetery

Members were in favour of having a Scatter Garden in the Cemetery.

2.12 – Chapel Pews and Lecterns, including deep clean of Chapel

Members agreed that improving the wooden pews and lecterns should be looked at next year due to the budget. Members did agree that a deep clean of the Chapel should take place.

2.13 – Plaque for deceased Mayors and Councillors

Members agreed that a plaque for deceased Mayors and Councillors be sourced for inside the Chapel starting from the late Councillor Dee Knight.

2.16 – New Garden of Remembrance

Members agreed that a new Garden of Remembrance should be put in the proposed site on the Cemetery map.

3 – The future of the Cemetery

Members suggested that the Deputy Clerk contact local estate agents to see what land is available in Ledbury for a new Cemetery. Members also suggested that the Deputy Clerk speak to Councillor Howells to look at the Neighbour Hood Development Plan to see if this would be of any help.

RESOLVED:

1. That quotes be received for memorial topple testing.
2. That the Deputy Clerk investigate when the last tree survey took place in the Cemetery.
3. That the main driveway at the Cemetery be topped up with gravel.
4. That the repointing/repairing of the walls that adjoin the Cemetery with the Football Club be looked at next year.
5. That the CCTV and existing arrangement for security be looked into at the Cemetery in light of the recent break in.
6. That storage space be looked into for the new trailer to ensure that the new Foamstream machine is locked away securely.
7. That the bins at the Cemetery be revisited once the CCTV and security measures have been updated.
8. That the Cemetery Groundman and the Town Maintenance man lay a gravel path near the children's graves with a deadline of having this completed before the Autumn.
9. That the "Letters to Heaven" letterbox idea is not explored further.
10. That a Scatter Garden be put in at the Cemetery.
11. That the Chapel Pews and Lecterns be looked at next year but that a deep clean of the Chapel commence.
12. That a plaque be purchased for the Cemetery Chapel for deceased Mayors and Councillors.
13. That a new Garden of Remembrance should be put in on the proposed spot on the Cemetery map.
14. That the Deputy Clerk speak to local estate agents to enquire about new land for the Cemetery and seek advice from Councillor Howells regarding the Neighbour Hood Development Plan.

E14 DOG HILL WOOD

Members received and noted the contents of the Dog Hill Wood Report.

Members agreed that they should instruct officers to proceed with the felling license in the interim.

RESOLVED:

That the contents of the Dog Hill Wood Report were received and noted and that officers be instructed to proceed with the felling license in the interim.

E15 ST MICHAEL & ALL ANGELS CLOSED CHURCHYARD

Members discussed the contracts of the works that Dave McCutcheon completes in the Walled Garden and St Michael & All Angels Churchyard. Members would like the contract for the Walled Garden to be investigated as this area is owned by Herefordshire Council and should be being maintained by Balfour Beatty and not Ledbury Town Council.

RESOLVED:

That the Walled Garden maintenance contract be investigated as this area is owned by Herefordshire Council and should be maintained by them and not Ledbury Town Council.

E16 PORTABLE EXHIBITION POP-UP COUNTER

Councillor Chowns proposed that the Portable Exhibition Pop-Up Counter be purchased to use at future Council events. Councillor Bradford seconded the motion and all members were in favour.

RESOLVED:

That a Portable Exhibition Pop-Up Counter be purchased for future Council events.

E17 WORKING PARTIES

- 17.1 To receive and note the minutes of the meeting of the Events Working Party held on 5 April 2023 and 3 May 2023 and consider any recommendation therein.**

RESOLVED:

- i. That the minutes of the meeting of the Events Working Party held on 5 April 2023 and 3 May 2023 were received and noted and that the recommendations therein be approved.**
- ii. That the CDO secure the Sealed Knot as a one day Living History Camp supported by a Hog Roast on the Recreation Ground for the Heritage Open Days event.**
- iii. That the members of the Events Working Party be granted approval to hire Merchants House Musicians to play on Friday, 15 September and Saturday,**

16 September 2023 at a cost of £200 (plus parking fee) for Heritage Open Days event.

- iv. That the Events Working Party have approval to have a budget for £1,170 plus VAT for three double pages in the Focus for 2023/24 to advertise events.**

17.2 To receive and note the draft minutes of the meeting of the Climate Change Working Party held on 3 May 2023 and consider any recommendations therein.

Members discussed minute no. 7.2 – Fruit Gleaning on the Climate Change Working Party minutes. Members asked for confirmation on volunteers that will help with this project.

Members discussed the Climate Change order of priorities:

- A) The use of social media apps and QR codes. (6)
- B) Transport and changes to address climate change. (7.1)
- C) Community Garden. (7.3)
- D) Fruit Gleaning. (7.2)

Members disagreed with the order of priority for these projects and stated that point C & D should take priority as projects A & B may risk being put to Council officers to complete and there is not sufficient staffing for this to happen.

RESOLVED:

- i. That the draft minutes of the meeting of the Climate Change Working Party held on 3 May 2023 were received and noted.**
- ii. That the Community Garden and the Fruit Gleaning be priority projects for the Climate Change Working Party to complete.**

17.3 To receive and note the draft minutes of the meeting of the John Masefield Memorial Working Party held on 31 March 2023 and 12 May 2023.

RESOLVED:

That the draft minutes of the meeting of the John Masefield Memorial Working Party held on 31 March and 12 May 2023 were received and noted.

17.4 To consider establishing Working Parties for 2023/24

- **Events Working Party**
- **Climate Change Working Party**

Councillor Chowns proposed that the Events Working Party and the Climate Change Working Party be established for the 2023/24 municipal year. Councillor Bradford seconded this and all members were in favour.

RESOLVED:

That the Events Working Party and the Climate Change Working Party both be established for the 2023/24 municipal year.

E18 DATE OF NEXT MEETING

To note that the date of the next Environment and Leisure Committee will be agreed at the Annual Council meeting scheduled for Thursday, 20 July 2023.

E19 Exclusion of Press and Public

RESOLVED:

That in accordance with Section 1(2) of the Public Bodies Admission to Meetings) Act 1960, in view of the confidential nature of the business about to be transacted, the press and public are excluded from the remainder of the meeting.

E20 PARTNERSHIP WORKING AND HISTORIC BUILDINGS IN LEDBURY

RESOLVED:

- 1. That the contents of the 'Partnership Working and Historic Buildings in Ledbury' report were received and noted.**
- 2. That members agreed to a meeting to explore the opportunity for partnership working with Ledbury Places.**

The meeting ended at 9:00pm.

Signed Dated
(Chair)

LEDBURY TOWN COUNCIL

MINUTES OF JOHN MASEFIELD MEMORIAL WORKING PARTY HELD ON FRIDAY, 9 JUNE 2023

PRESENT: Councillor Morris, Caroline Magnus (Great Niece of John Masefield and Member of John Masefield Society), Christine Tustin, Jessica Locke (Librarian at JMHS), Tim Keyes (Church Bell Ringers), Councillor l'Anson (Town Mayor) and Councillor Chowns

Via Zoom Dr Philip Errington, Dr Jane Mee, Lesley Ingram

ALSO PRESENT: Angela Price –Town Clerk
Olivia Trueman – Community Development Officer (CDO)
John Burns – Founder of the Poetry Festival

JM70 APOLOGIES FOR ABSENCE

Nina Shields, Chris Noel, Catriona Cole

JM71 DECLARATIONS OF INTEREST

No declarations of interest were received.

JM72 TO APPROVE AND SIGN THE NOTES OF THE MEETING OF THE JOHN MASEFIELD WORKING PARTY HELD ON 31 MARCH 2023 AND 12 MAY 2023

The Town Clerk advised members that if the minutes were not approved, the Committee would not be able to move on with the work and recommendations the Committee had proposed.

Based on the Town Clerk's advice, the Committee agreed to accept the minutes as a true record and noted the work that Riah Pryor had put in her presentation.

Caroline Magnus noted that it was not recorded that Riah Pryor attended the meeting on Friday, 12 May via zoom and asked that it was amended accordingly.

RESOLVED:

That the minutes of the meeting of The John Masefield Working Party held on 31 March 2023 and 12 May 2023 be approved and signed as a correct record of the meeting.

JM73 RESIGNATION OF PROJECT MANAGER

Members were advised that Riah Pryor had resigned as Project Manager for the John Masefield Memorial project. A report on page 29 detailed the tasks that she would complete prior to her departure in order to ensure project continuity.

The Chairman asked Members whether they would like to continue working with Riah to complete phase 1 and part of phase two of the John Masefield Memorial Project.

Members were confused as to why the project manager had resigned and asked the Town Clerk to provide a copy of the resignation. The Town Clerk advised members that due to a lack of clarity around the role of the working group and concern for resources available to support the project, Riah Pryor felt the project manager role, as advertised, was not feasible. It was made clear by the Town Clerk that it would not be appropriate to provide Members with a copy of the resignation letter.

Members noted that Riah Pryor had completed much work on the project and felt it was a shame that she had resigned. They agreed that it was imperative that the next Project Manager feels supported and that they would address this as a Working Party.

Dr Jane Mee joined the meeting via zoom at 14:24.

Members agreed that community engagement would play a big part in this project, in particular offering opportunities to residents to explore John Masefield so they can be informed before making decisions.

Councillor Chowns joined the meeting at 14:30.

After a lengthy discussion, it was agreed that the Working Party would continue to work with Riah Pryor in order to complete phase 1 and most of phase 2, noting that the Working Party look as seeking a new Project Manager. It was also agreed that any communication with staff would go through the Town Clerk and not the Members of the committee, to ensure efficient communication.

It was agreed that Councillor Morris would meet with Riah Pryor to discuss the next steps, particularly focusing on a community engagement programme. The Clerk felt it would be beneficial for the Community Development Officer to also be present at the meeting. Councillor Morris advised Members that he would take a copy of the Community Day programme to the meeting, which he felt would be useful for Riah when creating a community programme.

Going forward, members agreed that prospective candidates for the Project Management Role should be invited to the Working Party and asked to provide a small presentation.

RESOLVED:

1. **That Members note the resignation of the current Project Manager, Riah Pryor.**

RECOMMEDATION:

1. **That a recommendation be sent to Full Council that a new Project Manager is appointed for the John Masefield Memorial Project, noting that candidates should be invited to meetings and asked to provide a short presentation.**

JM74 COMMUNICATIONS FROM DR JANE MEE

Members agreed to bring agenda item 7 forward.

The Chairman welcomed Dr Mee to the meeting and asked her to provide information on her previous work and experience as a head of Museum Services, and how she could contribute to the John Masefield Project.

Dr Jane Mee advised members that she was head of Museum Services for 25 years and that she had extensive knowledge and experience on applying for funding, in particular Lottery Funding. She explained that most successful funding was awarded to those who could provide evidence of community engagement and that she would be happy to work with the Community Development Officer to provide engagement projects and help apply for funding, as a volunteer. It was noted that Dr Mee lived in North Yorkshire and would in some cases need to attend face to face meetings, therefore expenses would need to be covered.

Caroline Magnus agreed with Dr Mee's points, in particular working with the younger generation to explore the life and work of John Masefield. It was noted that Riah had already contacted cultural partners and community groups, and that there have been discussions around working with the local theatre in Ledbury to showcase a production – as one of the engagement projects.

The Chairman thanked Dr Mee for her time and advised that the Working Party would discuss her proposal and get back to her accordingly.

RESOLVED: That the Working Party confirm whether they would like to accept Dr Mee's proposal to help with engagement projects and funding for the John Masefield Project.

JM75 ROLE OF COMMITTEE

Members were provided with a report prepared by the Town Clerk regarding the role of the committee.

The Clerk advised members that the work of Council Working Parties is often undertaken by Members of the Working Party, rather than the staff at the Town Council.

It was agreed that the Community Development Officer would email a copy of the Council's Terms of Reference to all Members of the Working Party. Members were encouraged to send suggestions to the Town Clerk via email before Friday, 4 August so a draft Terms of Reference can be adopted at the next meeting. Members agreed that this would provide a clear understanding of the roles of Members and the Working Party and would be beneficial for the next project Manager.

Tim Keyes felt it would be beneficial for the Working Party to produce an audit of Members skills and experience to make it easier for work to be distributed. It was agreed that Members would email the CDO with information on their background, including experience and skillset so she could produce an audit for the next meeting.

RESOLVED:

- 1 That the CDO email a copy of the Council's Terms of Reference to all Members, noting that any suggestions be sent to the Town Clerk via email, before Friday, 4 August.**
- 2 That Members email the CDO with their information on their background including skills and experience.**

JM76 POSTPONED PHASE 2 LAUNCH

The Chairman reminded Members that the event, which was supposed to be held on Thursday, 1 June (145th birthday of John Masefield) was cancelled due to not having sufficient contact details to invite.

Councillor Chowns left the meeting.

The Community Development Officer advised Members that the Traders Association's theme for this year's late night shopping event during Christmas time was 'Box of Delights' and asked whether it would be a good idea to work with the Traders of Ledbury to do a large event. The Clerk suggested contacting the BID to ask whether there could be any funding opportunities.

Jessica Locke suggested using the Theatre at John Masfield and involving the students. She advised members that there are 220 seats available and that she would be happy to organise some entertainment, on the provisory that she is given to go-ahead from the Working Party no later than September.

Councillor Morris also advised members that the Royal Shakespeare Company were also doing a production of John Masfield's 'Box of Delights' from October 2023 – January 2024, and suggested contacting the RSC to explore the possibility of working together.

The Clerk suggested inviting the Chairman of the Traders Association to the next John Masfield Working Party to discuss collaborative working.

RESOLVED:

- 1. That the Chairman of the Traders Association is invited to the next John Masfield Working Party on Friday, 4 August 2023.**
- 2. That Members agree to holding a launch event in December, working with John Masfield Secondary School and The Traders Association.**
- 3. That Councillor Morris contact the RSC to explore the possibility of working together.**

JM77 UPDATE ON CULTURAL PARTNERS

Members were provided with an update on Cultural Partners.

RESOLVED: That Councillor Morris, Riah Pryor and the CDO meet with the Cultural Partners on Tuesday, 13 June 2023.

JM78 INVITE LIST

Members were provided with a database of useful contacts, mainly local businesses, and organisations, that would be invited to future John Masfield Events.

The Clerk advised Members that the Town Council Administrator is currently working on a database. She asked Members to send any further contacts directly to the CDO, who will ensure the contacts are added to the database for the next meeting.

RESOLVED:

- 1. That Members review the current database of contacts, noting that any additional contacts are emailed to the CDO.**

JM79 WEBSITE CONTENT

It was noted that there were some difficulties accessing the John Masefield page on the Town Council's website. It was agreed that the CDO would send an email to members with a link with direct access to the John Masefield Page. It was noted that any comments or suggestions must be sent to the CDO via email.

RESOLVED: That Members send their comments and suggestions to the CDO regarding the John Masefield page, noting that the Clerk will review all changes on her return from Annual Leave before going live.

JM80 ADVERTISING AND PROMOTIONAL MATERIAL

Members agreed to use social media to raise awareness of John Masefield and the Memorial Project. The CDO suggested posting a poem or fact about John Masefield every Friday to increase engagement.

RESOLVED: That any advertising be uploaded to the Town Council's Facebook and other social media platforms.

JM81 DATE OF NEXT MEETING

RESOLVED:

That the next meeting of the John Masefield Memorial Working Party be held on Friday, 4 August at 1:00pm.

Signed **Dated**

INVOICES FOR PAYMENT June 2023

INVOICE DATE	INVOICE NO	BAC's/Chq	COMPANY	DESCRIPTION	NET AMOUNT	VAT AMOUNT	GROSS AMOUNT
07.06.2023		Bacs	Mayors Charity Account	Mayors Mile	160.00		160.00
07.06.2023		Bacs	St Michaels Hospice	Charity donation	62.00		62.00
07.06.2023	23/122	Bacs	NABMA	Annual Subscription	384.00		384.00
May-23	65	Bacs	Ledbury Hardware	Gloves, screws and Handbrush	11.63	2.32	13.95
05.06.2023	101009	Bacs	Electrics Fixed	repair and replace damage at Cemetery	575.00	115.00	690.00
01.06.2023	1380806208	Bacs	Screwfix	LED PIR Floodlight	41.63	8.33	49.96
26.05.2023	May-23	Bacs	Invision	Repairs of Henry Vacuum	39.00		39.00
13.05.2023	1013	Bacs	Ledbury News	Weekly Ledbury News	7.20		7.20
31.05.2023	150549	Bacs	Paperstation	Stationary	9.23	1.85	11.08
30.05.2023		Bacs	D M Property Maintenance	Contract Works	1608.74		1608.74
01.06.2023	150584	Bacs	Paperstation	Stationary	29.07	5.81	34.88
24.05.2023	9902006	Bacs	Chubb	Annual plan for Cemetery	59.10	11.82	70.92
07.06.2023	18066	Bacs	Ledbury Garden Machinery	Strimmer cable and oil for strimmer	46.25	9.25	55.50
10.06.2023	91559795	Bacs	Herefordshire Council	Waste Collection LTC	78.20		78.20
10.06.2023	91559133	Bacs	Herefordshire Council	Recycling LTC	112.84		112.84
10.06.2023	91559796	Bacs	Herefordshire Council	CCTV Contribution	2358.63		2358.63
05.06.2023	LTC01-2023	Bacs	Yard House Plants	Refil Hanging Baskets	2920.00	584.00	3504.00
09.06.2023	2023-88769	Bacs	Amazon	Sugar for LTC	11.50		11.50
09.06.2023	33L8DMMAEUI	Bacs	Amazon	PG Tips Teabags for LTC	20.50		20.50
09.06.2023	1621302111-2023-1338	Bacs	Amazon	Tachograph 50 Pages	3.80	0.76	4.56
09.06.2023	113841481-2023-63944	Bacs	Amazon	Visitors Book	18.32	3.67	21.99
31.05.2023	202305000004	Bacs	P J Nichols	Fuel for van and mower	179.74	35.95	215.69
07.06.2023	7332434	Bacs	npower	Market stall electricity	66.97	3.35	70.32
14.06.2023	Expenses	Bacs	Sophie Jarvis	Hereford meeting	4.00		4.00
15.06.2023	173227	Bacs	Nova Data	Stationary	11.10	2.22	13.32
06.06.2023	LTC/2023/24	Bacs	Ledbury & District Civic Society	Hire of Burgage Hall	396.00		396.00

Agenda Item 12.

06.06.2023	217783	Bacs	Quickskip	Cemetery skip exchange	215.00	43.00	258.00
20.06.2023	Expenses	Bacs	Sally Edwards	Mileage for Cemetery Training	28.35		28.35
13.06.2023	18099	Bacs	Ledbury Garden Machinery	Labour for welding strimmer	38.00	7.60	45.60
19.06.2023	CD970528795	Bacs	Hutchinsons	Masks for Cemetery weeding	42.40	8.48	50.88
14.06.2023	Expenses	Bacs	Olivia Truman	Monthly Expenses	68.03		68.03
TOTAL					9606.23	843.41	10449.64

FULL COUNCIL	29 JUNE 2023	AGENDA ITEM: 13
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Report prepared by Angela Price – Town Clerk

ANNUAL GOVERNANCE ACCOUNTABILITY RETURN

Purpose of Report

The purpose of this report is to ask Members to give consideration to the recommendation from the Finance, Policy & General Purposes Committee in respect of the completion of Section 1- Annual Governance Statement of the Annual Governance Accountability Return and approval of the attached documents for submission to the Council's External Auditor, PKF Littlejohn, and to approve the publication of the Notice of Public Rights and Publication of Unaudited Annual Governance & Accountability Return.

Detailed Information

Enclosed with this report is the Annual Internal Auditors Report 2022/23 and all documents submitted to a meeting of the Finance, Policy & General Purposes Committee held on 1 June 2023 along with the report that accompanied these documents.

Members are requested to consider the attached documents and consider the responses to Section 1 – Annual Governance Statement 2021/22, as recommended by the Finance, Policy & General Purposes Committee and approve the completion by Council for submission to the External Auditor.

The recommendation from the Finance, Policy and General Purpose Committee in respect of Section 1 – Annual Governance Statement 2022/23 is as follows:

1. We have put in place arrangements for effective financial management during the year, and for the preparation of the accounting statements

YES

2. We maintained an adequate system of internal control including measures designed to prevent and detect fraud and corruption and reviewed its effectiveness

NO

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 effect on the ability of this authority to conduct its business or manage its finances

NO

4. We provided proper opportunity during the year for the exercise of electors' rights in accordance with the requirements of the Accounts and Audits Regulations

YES

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

YES

6. We maintained throughout the year an adequate and effective record system of internal audit of the accounting records and control systems

YES

7. We took appropriate action on all matters raised in reports from internal and external audit

YES

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 the authority and, where appropriate, have included them in the accounting segments

YES

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.

N/A

Also attached is copy of the proposed Notice of Public Rights and Publication of Unaudited Annual Governance & Accountability Return for approval.

Recommendation

1. That Members receive and note the Internal Auditor Report and approve the responses provided by the RFO in the comments box of the Internal Auditors Observations, which once approved will be referred back to the Internal Auditor.

2. That Members note the resolutions made by the Finance, Policy & General Purposes Committee at its meeting on 1 June 2023, in relation to the Annual Governance Accountability Return 2022/23.
3. That Members approve Section 2 – The Statement of Accounts as agreed at the Finance, Policy and General Purposes Committee held on 1 June 2023.
4. That Members complete Section 1 – Annual Governance Statement for 2022/23 as recommended by the Finance, Policy & General Purposes Committee, noting the comment from the internal auditor that they should return a negative response in respect of Assertion 3.
3. That the Town Mayor be asked to sign Section 2 – Accounting Statements 2022/23 accordingly.
4. That the publication of the Notice of Public Rights and Publication of Unaudited Annual Governance & Accountability Return be approved.
5. That the Town Mayor be asked to sign the Statement of Internal Control prior to its submission to the External Auditor.
6. That the Clerk be authorised to submit the Annual Governance & Accountability Return and associated documents to the Council's external auditors, PKF Littlejohn in line with the requirements of the Accounts and Audit Regulations (2015).

FINANCE, POLICY & GENERAL PURPOSES COMMITTEE	1 JUNE 2023	AGENDA ITEM: 14
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Report prepared by Angela Price – Town Clerk

2022/23 ANNUAL RETURN AND INTERNAL AUDIT REPORT

Purpose of Report

The purpose of this report is to provide Members of the Finance, Policy & General Purposes Committee with the Internal Auditor's report in respect of the 2022/23 financial year, and to consider the information provided in respect of the Council's 2022/23 Annual Audit Return.

Detailed Information

The Internal Auditor visited Ledbury Town Council offices on 17 May 2023 for the purpose of carrying out the year end audit of the Council's financial and governance controls.

Attached is a copy of the report received from the auditor, Kevin Rose, along with a "Negative Response" letter which advises on the reason for the negative response in respect of control objective "N" in the Annual Internal Audit Report 2022/23.

Upon receipt of the report and letter from the Internal Auditor the Clerk contacted Mr Rose to query the negative response, as the appropriate steps had been taken to ensure that the relevant information was published at the correct times in compliance with Regulation 15 of the Accounts and Audit Regulations (2015). Mr Rose advised that when he attended the Council offices in October 2022 he had not been able to access the information on the Council website to check that the relevant information was published, due to issues with the Council's website and internet.

Mr Rose has advised that when completing the Annual Return 2022/23, it should be identified in the minutes that the Council had a discussion in respect of a review of this issue and to include an explanatory letter with the Annual Return submission.

A draft letter to the External Auditor in respect of this is attached to this report for Members consideration and approval.

Mr Rose advised that when completing Section 1 of the Annual Governance Statement 2022/23 the Council should return a negative response in respect of Assertion 3.

Mr Rose has also highlighted that the Council did not previously approve Sections 1 and 2 as two separate items within their minutes and therefore there will be a recommendation at the end of this report for the Chairman of the Finance, Policy & General Purposes Committee to approve Section 2 "Accounting Statements 2022/23 ahead of a recommendation to Full Council that they complete Section 1 "Annual Governance Statement 2022/23" and approve the Annual Audit Return for submission to the External Auditors, PKF Littlejohn.

Members will note that the Year End Internal Audit Observations has highlighted that the Council has not formally documented their Internal Controls, which is something that is required. As a result of this the Clerk has provided a Statement of Internal Control in respect of 2022/23, which provides details of the internal controls in place. This will need to be considered and approved by Members accordingly at Full Council

Recommendation

1. That Members of the Finance, Policy & General Purposes Committee give consideration to the information attached in respect of the Internal Auditors report and observations.
2. That Members of the Finance, Policy & General Purposes Committee note the Negative Response from the Internal Auditor and the reasons for this given within the letter draft letter to the External Auditor.
3. That Members of the Finance, Policy & General Purposes Committee approve the content of the draft letter provided by the Clerk, to be sent to the External Auditor when submitting the 2022/23 documents.
4. That Members of the Finance, Policy & General Purposes Committee consider the Internal Auditor Observations, noting that the Clerk has provided a Statement of Internal Control for consideration and approval in respect of point 1 and a copy of Regulation 6 of the Accounts and Audit Regulations 2015 for information.
5. That Members of the Finance, Policy & General Purposes Committee note the brief explanation of significant variations from last year to this year in Section 2 "The statement of Accounts", as provided by the Clerk/Responsible Finance Officer.
6. That the Chair of the Finance, Policy & General Purposes Committee be authorised to sign Section 2 – The Accounting Statement for 2022/23, confirming it presents a fair representation of the Council's financial position.
7. That a RECOMMENDATION be made to Full Council at its meeting on 30 June 2023 that they authorise the Town Mayor to sign the Statement of Control, as provided by the Clerk/Responsible Finance Officer.
8. That a RECOMMENDATION be made to Full Council at its meeting on 30 June 2023 that they complete Section 1 – Annual Governance Statement for 2022/23, noting the comment from the internal auditor that they should return a negative response in respect of Assertion 3.

Working details for ANNUAL RETURN - Year ended 31 March 2023

	<u>Last Year £</u>	<u>This Year £</u>	<u>Code and Centre</u>		<u>Code Description</u>
1	292,265	158,988	310	0	General Fund
1	113	113	320	0	Earmarked Reserves
1	0	10,830	321	0	EMR - Recreation Ground Equipm
1	0	9,000	322	0	EMR - Traffic Management
1	0	1,000	323	0	EMR - Charter Market Improve
1	0	110,000	324	0	EMR - Listed Buildings
1	0	10,000	325	0	EMR - Elections
1	0	5,000	326	0	EMR - Youth Support
1	0	24,500	327	0	EMR- Play/Skate Park
1	0	15,000	328	0	EMR - War Memorial
1	0	2,500	329	0	EMR - Paths, Bins, Benches
1	0	5,000	330	0	EMR - CCTV
1	0	5,000	331	0	EMR - Advertising
1	0	2,000	332	0	EMR - Climate Change
1	0	15,000	333	0	EMR - Perimeter Wall Cemetery
1	0	81,110	334	0	EMR Great Places to Visit
1	Balances brought forward	292,378	455,041	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	571,081	605,091	1900	220	Precept Income
2	(+) Precept or Rates and Levies	571,081	605,091	Total amount of precept (or for IDBs rates and levies) received or receivable in the year. Exclude any grants received.	
3	922	1,003	1030	201	Market House Income
3	4,954	0	1033	301	Localities Grant For NDP
3	0	47	1034	301	Tourist Information Centre
3	0	62	1036	235	Photocopier Printing
3	5,150	9,036	1090	301	Charter Market Income
3	8,238	11,166	1100	102	Cemetery Interment Income
3	0	240	1101	102	Memorial Bench
3	0	838	1105	102	Exclusive Right of Burial
3	400	0	1106	102	Exhumation Income
3	1,008	96	1110	102	Transfer Of Exclusive Right Of
3	2,444	2,134	1130	102	Cemetery Memorial Permit Income
3	0	-1	1131	102	Cemetery Deed Transfers Income
3	2,505	2,333	1160	102	Mortuary Rent Income
3	175	109	1161	102	Chapel Hire
3	0	1,509	1270	115	Christmas Lights Event
3	0	1,667	1289	118	War Memorial Refund
3	250	0	1292	118	Bench Donation
3	782	1,218	1450	105	Painted Room Sales Income
3	2,200	2,824	1451	105	Painted Room Donations Income
3	3,250	3,000	1460	120	Ceremony Room Income
3	275	0	1460	202	Ceremony Room Income
3	0	1,393	1460	205	Ceremony Room Income
3	380	716	1471	127	Dog Poop Bags
3	90,000	0	1717	214	Grant Great Places to Visit

Continued over page

Ledbury Town Council Current Year

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Working details for ANNUAL RETURN - Year ended 31 March 2023

	<u>Last Year £</u>	<u>This Year £</u>	<u>Code</u>	<u>and Centre</u>	<u>Code Description</u>
3	2,270	2,250	1718	214	October Fair Donation Income
3	0	11,154	1720	214	Welcome Back Fund
3	0	175	1721	214	Grant Sponsorship
3	140	3,585	1870	220	Bank Interest Received Income
3	0	1,843	1874	220	Community Hall Electricity CCTV
3	6	0	1875	125	Miscellaneous Income
3	120	126	1902	220	Western Power WayLeave
3	(+) Total other receipts	125,468	58,521	Total income or receipts as recorded in the cashbook less the precept or rates/levies received (line 2). Include any grants received.	
4	23,204	22,743	4000	102	Staff Salaries
4	1,054	8,861	4000	105	Staff Salaries
4	0	96	4000	202	Staff Salaries
4	121,426	162,097	4000	230	Staff Salaries
4	3,777	0	4016	103	Town Cleaner
4	58,455	65,383	4018	230	National Insurance
4	54,582	78,047	4019	230	Pension
4	7,693	0	4702	105	Tour Guides Salaries
4	(-) Staff costs	270,191	337,226	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	0	0	Total expenditure or payments of capital and interest made during the year on the authority's borrowings (if any).	
6	603	736	4001	102	Agency Cover
6	14,092	1,203	4001	230	Agency Cover
6	181	17	4009	120	Wedding Refunds
6	891	634	4013	125	Devolved Services (grass cutti
6	2,464	1,008	4014	125	Lengthsman Scheme/P3 Scheme
6	73	0	4021	101	Rubbish Collection
6	0	191	4021	201	Rubbish Collection
6	893	384	4021	202	Rubbish Collection
6	3,931	2,663	4050	230	Staff Training
6	664	1,035	4051	230	Officers Travel/Conference/Sub
6	3,410	2,807	4110	102	Rates
6	414	539	4110	201	Rates
6	6,633	7,236	4110	202	Rates
6	0	272	4110	210	Rates
6	90	86	4115	102	Water
6	0	61	4115	201	Water
6	443	577	4115	202	Water
6	942	694	4122	102	Electricity
6	0	2,480	4122	105	Electricity
6	0	5,237	4122	108	Electricity
6	0	161	4122	110	Electricity
6	0	611	4122	115	Electricity

Continued over page

Working details for ANNUAL RETURN - Year ended 31 March 2023

	<u>Last Year £</u>	<u>This Year £</u>	<u>Code</u>	<u>and Centre</u>	<u>Code Description</u>
6	1,401	874	4122	201	Electricity
6	8,620	1,255	4122	202	Electricity
6	0	0	4122	214	Electricity
6	187	0	4130	202	Insurance
6	14,313	15,961	4130	220	Insurance
6	2,431	2,914	4150	202	Cleaning
6	25	0	4155	102	Housekeeping
6	445	49	4155	202	Housekeeping
6	35	70	4160	202	Window Cleaning
6	0	440	4170	101	Maintenance
6	218	2,646	4170	102	Maintenance
6	0	6	4170	105	Maintenance
6	0	120	4170	108	Maintenance
6	0	637	4170	110	Maintenance
6	100	173	4170	201	Maintenance
6	2,810	1,157	4170	202	Maintenance
6	0	0	4170	235	Maintenance
6	0	225	4171	202	PAT Testing
6	311	0	4172	102	Exhumation Costs
6	0	65	4174	110	CCTV New/ Security
6	969	446	4175	110	CCTV Maintenance
6	8,251	8,763	4176	118	CCTV Link to Hereford
6	1,133	0	4182	202	Repairs
6	2,967	3,866	4185	202	Alarms
6	704	1,115	4200	102	New Equipment
6	0	59	4200	108	New Equipment
6	367	0	4204	108	Dog Hill Wood Management Plan/
6	129	0	4205	101	Grounds Maintenance (Contract)
6	5,850	4,400	4205	108	Grounds Maintenance (Contract)
6	11,955	13,433	4205	110	Grounds Maintenance (Contract)
6	0	-385	4206	101	Grounds Maintenance
6	2,512	1,964	4206	102	Grounds Maintenance
6	0	38	4206	108	Grounds Maintenance
6	2,605	122	4206	110	Grounds Maintenance
6	0	208	4209	108	Dog Hill Wood Maintenance
6	0	978	4210	108	Dog Hill Wood Coppicing
6	53	0	4212	118	Definitive Footpaths
6	955	3,471	4221	118	War Memorial refurbishment
6	213	218	4224	101	Wheely Bins Refuse Collection
6	0	700	4224	110	Wheely Bins Refuse Collection
6	1,950	1,435	4225	102	Skip Hire
6	950	1,465	4228	108	General Tree works
6	63	63	4230	110	ROSPA Reports
6	100	0	4231	118	Bollard Refurb
6	0	-34,221	4234	110	Skate Park Equipment
6	0	95,748	4235	110	Play Equipment-New

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Ledbury Town Council Current Year

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Working details for ANNUAL RETURN - Year ended 31 March 2023

	<u>Last Year £</u>	<u>This Year £</u>	<u>Code</u>	<u>and Centre</u>	<u>Code Description</u>
6	1,405	6,533	4236	110	Play Equipment Maintenance
6	0	9,070	4237	110	Skate Park Maintenance
6	250	2,931	4238	110	Youth Shelter Maintenance
6	1,523	0	4250	101	Tree Works/Property Maintenance
6	606	2,788	4250	102	Tree Works/Property Maintenance
6	0	106	4252	108	General Park Maintenance
6	3,263	6,140	4270	110	Litter Bins & Benches
6	675	0	4270	302	Litter Bins & Benches
6	265	363	4271	127	Dog Bags
6	102	72	4276	118	External power supply -High St
6	310	97	4285	118	Defibrillator Maintenance
6	1,049	523	4300	102	Vehicle Repair
6	1,614	666	4330	102	Fuel
6	899	868	4340	102	Insurance, Tax & MOT
6	3,619	6,403	4400	235	Stationery
6	0	164	4400	401	Stationery
6	901	821	4405	235	Photocopier Hire
6	3,025	3,103	4410	235	Photocopier Costs
6	38	254	4415	202	Office Support & Equipment
6	0	-48	4415	230	Office Support & Equipment
6	4,475	5,981	4415	235	Office Support & Equipment
6	4,066	-2,916	4415	401	Office Support & Equipment
6	688	308	4416	102	Equipment Maintenance
6	160	926	4430	105	Advertising
6	2,747	1,422	4430	220	Advertising
6	50	0	4432	302	Phone Box
6	0	311	4433	105	Card Machine rental
6	0	150	4433	220	Card Machine rental
6	0	303	4434	105	Music Licence
6	0	31	4435	105	Card Machine Transactions
6	0	26	4435	220	Card Machine Transactions
6	204	207	4444	235	Petty Cash
6	909	350	4455	401	Postage
6	3,992	5,471	4460	220	Subscriptions
6	3,043	0	4480	401	ICT-Computers
6	4,864	4,662	4481	401	Telephones
6	910	1,447	4482	401	Website
6	4,540	8,114	4483	401	ICT Services & Software Lease
6	153	448	4500	225	Town Mayors Expenses
6	105	450	4501	210	Mayor's Hospitality
6	307	0	4520	225	Councillors Expenses
6	450	99	4525	225	Councillors Training
6	0	30	4531	210	Roll of Honour
6	120	260	4532	210	Flag Pole
6	390	1,066	4535	210	Civic Hospitality
6	60	0	4540	225	Election Expenses

Continued over page

Working details for ANNUAL RETURN - Year ended 31 March 2023

		<u>Last Year £</u>	<u>This Year £</u>	<u>Code and Centre</u>		<u>Code Description</u>
6		13,131	1,063	4543	301	Neighbourhood Plan
6		882	1,716	4545	225	Annual & Other Meetings
6		2,175	3,830	4546	301	Traffic Management
6		0	30	4549	301	Charter Market improvements
6		0	16	4550	105	Bank Charges
6		619	722	4550	220	Bank Charges
6		755	0	4552	301	Localities Grant For NPD
6		0	257	4553	301	Tourist Information Centre
6		400	732	4579	220	Audit Internal
6		4,385	0	4580	220	Audit External
6		7,014	24,568	4590	220	Professional Services
6		491	222	4592	102	PPE/Health & Safety
6		0	0	4592	202	PPE/Health & Safety
6		630	14	4592	220	PPE/Health & Safety
6		1,835	11,235	4594	102	Cemetery Mapping
6		120	140	4600	127	Town Crier/Fees & Subs
6		0	174	4605	127	Events Barriers
6		5,652	6,560	4607	127	Events
6		18,367	19,571	4640	115	Christmas Lights & Install
6		2,641	3,809	4650	115	Ledbury In Bloom
6		500	318	4700	105	Stock Purchase
6		2	75	4703	107	Promotional Material
6		65	0	4704	107	Tourism/ Town Plan Projects
6		626	169	4800	214	Barrett Browning Clock
6		0	5,000	4805	214	Citizens Advice Worcs
6		5,000	0	4825	214	CAB
6		10,000	10,000	4827	214	Community Action Ledbury
6		20	142	4850	127	Poppy Wreath
6		8,890	83,632	4857	214	Great Places to Visit Funding
6		11,005	83	4858	214	Welcome Back Fund
6		121	101	4875	214	Distinguished Citizen Awards
6		250	874	4876	214	October Fair Expenditure
6		2,000	0	4885	302	Climate Change
6		6,000	19,530	4890	214	Unspecified Grants
6	(-) All other payments	263,695	424,673	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	455,041	356,754	Total balances and reserves at the end of the year. [Must equal (1+2+3)-(4+5+6)]		
8		14,866	11,279	200	0	Lloyds A/c (235) (Bus Ext)
8		287,352	174,923	202	0	Premier A/c (736) Comm Call
8		151,985	154,841	203	0	Public Sector Deposit Fund
8		54	108	215	0	Petty Cash
8	Total value of cash and short term investments	454,257	341,152	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		794,559	824,217	9	0	Total Fixed Assets

Continued over page

Working details for ANNUAL RETURN - Year ended 31 March 2023

		<u>Last Year £</u>	<u>This Year £</u>	<u>Code and Centre</u>	<u>Code Description</u>
9	Total fixed assets plus long term investments and assets	794,559	824,217		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	0	0		The outstanding capital balance as at 31 March of all loans from third parties (including PWLB).

11/05/2023

Ledbury Town Council Current Year

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Balance Sheet as at 31st March 2023

31st March 2022

31st March 2023

Current Assets

760	Debtors	1,628
6,733	Vat Due	17,122
1,476	Stock	1,728
14,866	Lloyds A/c (235) (Bus Ext)	11,279
287,352	Premier A/c (736) Comm Call	174,923
151,985	Public Sector Deposit Fund	154,841
54	Petty Cash	108
463,226		

361,630

463,226 Total Assets**361,630**

Current Liabilities

7,985	Creditors	0
0	Accruals & Other Creditors	4,400
200	Receipts in Advance	475
8,185		

4,875

455,041 Total Assets Less Current Liabilities**356,754**

Represented By

158,988	General Fund	86,811
113	Earmarked Reserves	113
10,830	EMR - Recreation Ground Equipm	25,830
9,000	EMR - Traffic Management	9,000
1,000	EMR - Charter Market Improveme	1,000
110,000	EMR - Listed Buildings	120,000
10,000	EMR - Elections	10,000
5,000	EMR - Youth Support	5,000
24,500	EMR- Play/Skate Park	24,500
15,000	EMR - War Memorial	40,000
2,500	EMR - Paths, Bins, Benches	2,500
5,000	EMR - CCTV	10,000
5,000	EMR - Advertising	5,000
2,000	EMR - Climate Change	2,000
15,000	EMR - Perimeter Wall Cemetery	15,000
81,110	EMR Great Places to Visit	0

455,041**356,754**

11/05/2023

Ledbury Town Council Current Year

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Balance Sheet as at 31st March 2023

31st March 2022

31st March 2023

The above statement represents fairly the financial position of the authority as at 31st March 2023 and reflects its Income and Expenditure during the year.

Signed :

Chairman

_____ Date : _____

Signed :

Responsible

Financial

_____ Date : _____

11/05/2023

Ledbury Town Council Current Year

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Detailed Income & Expenditure by Budget Heading 31/03/2023

Month No: 12

Cost Centre Report

	Actual Current Mth	Actual Year To Date	Current Annual Bud	Variance Annual Total	Committed Expenditure	Funds Available	% Spent	Transfer to/from EMR
101 Closed Churchyard								
4170 Maintenance	220	440	0	(440)		(440)	0.0%	
4205 Grounds Maintenance (Contract)	0	0	1,500	1,500		1,500	0.0%	
4206 Grounds Maintenance	(220)	(385)	1,500	1,885		1,885	(25.7%)	
4224 Wheely Bins Refuse Collection	0	218	300	82		82	72.7%	
4250 Tree Works/Property Maintenanc	0	0	1,000	1,000		1,000	0.0%	
Closed Churchyard :- Indirect Expenditure	0	273	4,300	4,027	0	4,027	6.4%	0
Net Expenditure	0	(273)	(4,300)	(4,027)				
102 Cemetery & Buildings								
1100 Cemetery Interment Income	187	11,166	10,000	(1,166)			111.7%	
1101 Memorial Bench	0	240	0	(240)			0.0%	
1105 Exclusive Right of Burial	0	838	0	(838)			0.0%	
1110 Transfer Of Exclusive Right Of	66	96	360	265			26.5%	
1130 Cemetery Memorial Permit Incom	119	2,134	3,500	1,366			61.0%	
1131 Cemetery Deed Transfers Income	(33)	(1)	0	1			0.0%	
1160 Mortuary Rent Income	167	2,333	2,500	167			93.3%	
1161 Chapel Hire	0	109	150	41			72.9%	
Cemetery & Buildings :- Income	505	16,915	16,510	(405)			102.5%	0
4000 Staff Salaries	1,848	22,743	37,441	14,698		14,698	60.7%	
4001 Agency Cover	0	736	2,500	1,764		1,764	29.4%	
4110 Rates	234	2,807	2,700	(107)		(107)	104.0%	
4115 Water	0	86	200	114		114	42.8%	
4122 Electricity	0	694	2,000	1,306		1,306	34.7%	
4150 Cleaning	0	0	250	250		250	0.0%	
4170 Maintenance	142	2,646	1,000	(1,646)		(1,646)	264.6%	
4200 New Equipment	0	1,115	1,000	(115)		(115)	111.5%	
4201 Equipment Hire	0	0	1,000	1,000		1,000	0.0%	
4206 Grounds Maintenance	0	1,964	2,000	36		36	98.2%	
4223 Perimeter Wall Repairs	0	0	2,500	2,500		2,500	0.0%	
4225 Skip Hire	0	1,435	1,500	65		65	95.7%	
4227 Memorial Testing	0	0	1,000	1,000		1,000	0.0%	
4250 Tree Works/Property Maintenanc	1,400	2,788	1,000	(1,788)		(1,788)	278.8%	
4300 Vehicle Repair	182	523	1,000	477		477	52.3%	
4330 Fuel	0	666	1,500	834		834	44.4%	
4340 Insurance, Tax & MOT	0	868	1,000	132		132	86.8%	
4416 Equipment Maintenance	0	308	1,000	692		692	30.8%	
4592 PPE/Health & Safety	0	222	500	278		278	44.4%	
4594 Cemetery Mapping	0	11,235	0	(11,235)		(11,235)	0.0%	
Cemetery & Buildings :- Indirect Expenditure	3,806	50,835	61,091	10,256	0	10,256	83.2%	0
Net Income over Expenditure	(3,301)	(33,920)	(44,581)	(10,661)				

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Detailed Income & Expenditure by Budget Heading 31/03/2023

Month No: 12

Cost Centre Report

	Actual Current Mth	Actual Year To Date	Current Annual Bud	Variance Annual Total	Committed Expenditure	Funds Available	% Spent	Transfer to/from EMR
103 Grounds Maintenance								
4016 Town Cleaner	0	0	27,092	27,092		27,092	0.0%	
Grounds Maintenance :- Indirect Expenditure	0	0	27,092	27,092	0	27,092	0.0%	0
Net Expenditure	0	0	(27,092)	(27,092)				
105 Painted Room								
1450 Painted Room Sales Income	34	1,218	750	(468)			162.4%	
1451 Painted Room Donations Income	38	2,824	1,000	(1,824)			282.4%	
Painted Room :- Income	72	4,042	1,750	(2,292)			231.0%	0
4000 Staff Salaries	853	8,861	8,500	(361)		(361)	104.2%	
4122 Electricity	1,240	2,480	0	(2,480)		(2,480)	0.0%	
4170 Maintenance	0	6	1,000	994		994	0.6%	
4430 Advertising	0	926	500	(426)		(426)	185.1%	
4433 Card Machine rental	25	311	0	(311)		(311)	0.0%	
4434 Music Licence	0	303	0	(303)		(303)	0.0%	
4435 Card Machine Transactions	6	31	0	(31)		(31)	0.0%	
4550 Bank Charges	0	16	0	(16)		(16)	0.0%	
4700 Stock Purchase	(252)	318	500	182		182	63.6%	
Painted Room :- Indirect Expenditure	1,872	13,250	10,500	(2,750)	0	(2,750)	126.2%	0
Net income over Expenditure	(1,799)	(9,208)	(8,750)	458				
107 Town Promotion								
4703 Promotional Material	0	75	4,000	3,925		3,925	1.9%	
4704 Tourism/ Town Plan Projects	0	0	5,000	5,000		5,000	0.0%	
4705 Signage	0	0	4,000	4,000		4,000	0.0%	
Town Promotion :- Indirect Expenditure	0	75	13,000	12,925	0	12,925	0.6%	0
Net Expenditure	0	(75)	(13,000)	(12,925)				
108 Amenity Areas								
4122 Electricity	0	5,237	0	(5,237)		(5,237)	0.0%	
4170 Maintenance	120	120	0	(120)		(120)	0.0%	
4174 CCTV New/ Security	0	0	1,000	1,000		1,000	0.0%	
4200 New Equipment	0	59	200	141		141	29.3%	
4204 Dog Hill Wood Management Plan/	0	0	1,000	1,000		1,000	0.0%	
4205 Grounds Maintenance (Contract)	1,100	4,400	4,040	(360)		(360)	108.9%	
4206 Grounds Maintenance	0	38	0	(38)		(38)	0.0%	
4209 Dog Hill Wood Maintenance	1,090	208	500	292		292	41.7%	

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Detailed Income & Expenditure by Budget Heading 31/03/2023

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Cost Centre Report

	Actual Current Mth	Actual Year To Date	Current Annual Bud	Variance Annual Total	Committed Expenditure	Funds Available	% Spent	Transfer to/from EMR
4210 Dog Hill Wood Coppicing	0	976	2,000	1,024		1,024	48.8%	
4228 General Tree works	0	1,465	1,500	35		35	97.7%	
4252 General Park Maintenance	0	106	2,000	1,894		1,894	5.3%	
4253 General Park Verges	0	0	250	250		250	0.0%	
Amenity Areas :- Indirect Expenditure	2,310	12,609	12,490	(119)	0	(119)	101.0%	0
Net Expenditure	(2,310)	(12,609)	(12,490)	119				
110 Recreation Ground								
4122 Electricity	0	161	0	(161)		(161)	0.0%	
4170 Maintenance	0	637	0	(637)		(637)	0.0%	
4174 CCTV New/ Security	0	65	0	(65)		(65)	0.0%	
4175 CCTV Maintenance	0	448	1,000	554		554	44.6%	
4205 Grounds Maintenance (Contract)	3,360	13,433	7,854	(5,579)		(5,579)	171.0%	
4206 Grounds Maintenance	0	122	5,000	4,878		4,878	2.4%	
4224 Wheely Bins Refuse Collection	0	700	700	0		0	100.0%	
4229 Street Light Maintenance	0	0	500	500		500	0.0%	
4230 ROSPA Reports	0	63	65	2		2	97.5%	
4234 Skate Park Equipment	0	(34,221)	0	34,221		34,221	0.0%	
4235 Play Equipment-New	26,007	96,748	30,000	(66,748)		(66,748)	322.5%	
4236 Play Equipment Maintenance	300	6,533	5,000	(1,533)		(1,533)	130.7%	
4237 Skate Park Maintenance	0	9,070	5,000	(4,070)		(4,070)	181.4%	
4238 Youth Shelter Maintenance	0	2,931	1,000	(1,931)		(1,931)	293.1%	
4270 Litter Bins & Benches	684	6,140	1,000	(5,140)		(5,140)	614.0%	
Recreation Ground :- Indirect Expenditure	30,351	102,826	57,119	(45,707)	0	(45,707)	180.0%	0
Net Expenditure	(30,351)	(102,826)	(57,119)	45,707				
115 Town Centre Decorations								
1270 Christmas Lights Event	0	1,509	1,000	(509)			150.9%	
Town Centre Decorations :- Income	0	1,509	1,000	(509)			150.9%	0
4122 Electricity	0	611	0	(611)		(611)	0.0%	
4640 Christmas Lights & Install	0	19,571	13,260	(6,311)		(6,311)	147.6%	
4650 Ledbury In Bloom	0	3,809	4,000	191		191	95.2%	
Town Centre Decorations :- Indirect Expenditure	0	23,990	17,260	(6,730)	0	(6,730)	139.0%	0
Net income over Expenditure	0	(22,481)	(16,260)	6,221				
118 Minor Infrastructure								
1289 War Memorial Refund	278	1,667	0	(1,667)			0.0%	
Minor Infrastructure :- Income	278	1,667	0	(1,667)				0

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Detailed Income & Expenditure by Budget Heading 31/03/2023

Month No: 12

Cost Centre Report

	Actual Current Mth	Actual Year To Date	Current Annual Bud	Variance Annual Total	Committed Expenditure	Funds Available	% Spent	Transfer to/from EMR
4176 CCTV Link to Hereford	2,095	8,763	8,379	(384)		(384)	104.6%	
4212 Definitive Footpaths	0	0	510	510		510	0.0%	
4214 Gloucester Rd Seats Grass Cut	0	0	50	50		50	0.0%	
4218 War Memorial Cleaning	0	0	450	450		450	0.0%	
4221 War Memorial refurbishment	0	3,471	0	(3,471)		(3,471)	0.0%	
4276 External power supply -High St	0	72	110	38		38	65.7%	
4285 Defibrillator Maintenance	0	97	350	253		253	27.6%	
Minor Infrastructure :- Indirect Expenditure	2,095	12,402	9,849	(2,553)	0	(2,553)	125.9%	0
Net Income over Expenditure	(1,817)	(10,735)	(9,849)	886				
120 Non-Statutory Services								
1460 Ceremony Room Income	235	3,000	2,000	(1,000)			150.0%	
Non-Statutory Services :- Income	235	3,000	2,000	(1,000)			150.0%	0
4009 Wedding Refunds	0	17	0	(17)		(17)	0.0%	
4020 Cleaning	0	0	500	500		500	0.0%	
4430 Advertising	0	0	500	500		500	0.0%	
Non-Statutory Services :- Indirect Expenditure	0	17	1,000	983	0	983	1.7%	0
Net Income over Expenditure	235	2,983	1,000	(1,983)				
125 Green Spaces Maintenance								
4013 Devolved Services (grass cutti	159	634	2,500	1,866		1,866	25.4%	
4014 Lengthsman Scheme/P3 Scheme	0	1,008	3,000	1,992		1,992	33.6%	
Green Spaces Maintenance :- Indirect Expenditure	159	1,642	5,500	3,858	0	3,858	29.9%	0
Net Expenditure	(159)	(1,642)	(5,500)	(3,858)				
127 Services and Events								
1460 Ceremony Room Income	(235)	0	0	0			0.0%	
1471 Dog Poop Bags	13	716	1,000	284			71.6%	
Services and Events :- Income	(222)	716	1,000	284			71.6%	0
4271 Dog Bags	0	363	700	337		337	51.9%	
4600 Town Crier/Fees & Subs	0	140	500	360		360	28.0%	
4601 Town Crier/Uniforms	0	0	1,000	1,000		1,000	0.0%	
4605 Events Barriers	0	174	100	(74)		(74)	174.2%	
4607 Events	2,028	6,560	7,500	940		940	87.5%	
4850 Poppy Wreath	0	142	20	(122)		(122)	708.4%	
Services and Events :- Indirect Expenditure	2,028	7,379	9,820	2,441	0	2,441	75.1%	0
Net Income over Expenditure	(2,250)	(6,663)	(8,820)	(2,157)				

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Detailed Income & Expenditure by Budget Heading 31/03/2023

Month No: 12

Cost Centre Report

	Actual Current Mth	Actual Year To Date	Current Annual Bud	Variance Annual Total	Committed Expenditure	Funds Available	% Spent	Transfer to/from EMR
201 Market House								
1030 Market House Income	0	1,003	1,000	(3)			100.3%	
Market House :- Income	<u>0</u>	<u>1,003</u>	<u>1,000</u>	<u>(3)</u>			<u>100.3%</u>	<u>0</u>
4021 Rubbish Collection	191	191	0	(191)		(191)	0.0%	
4110 Rates	(68)	539	1,500	961		961	35.9%	
4115 Water	0	61	0	(61)		(61)	0.0%	
4122 Electricity	126	874	1,000	126		126	87.4%	
4150 Cleaning	0	0	100	100		100	0.0%	
4170 Maintenance	0	173	5,000	4,828		4,828	3.5%	
Market House :- Indirect Expenditure	<u>249</u>	<u>1,837</u>	<u>7,600</u>	<u>5,763</u>	<u>0</u>	<u>5,763</u>	<u>24.2%</u>	<u>0</u>
Net Income over Expenditure	<u>(249)</u>	<u>(834)</u>	<u>(6,600)</u>	<u>(5,766)</u>				
202 Town Council Offices								
4000 Staff Salaries	96	96	0	(96)		(96)	0.0%	
4021 Rubbish Collection	0	384	1,000	616		616	38.4%	
4110 Rates	603	7,236	6,200	(1,036)		(1,036)	116.7%	
4115 Water	55	577	500	(77)		(77)	115.4%	
4122 Electricity	(992)	1,255	10,000	8,745		8,745	12.6%	
4150 Cleaning	296	2,914	0	(2,914)		(2,914)	0.0%	
4155 Housekeeping	0	49	500	451		451	9.9%	
4160 Window Cleaning	0	70	250	180		180	28.0%	
4170 Maintenance	0	1,157	3,000	1,843		1,843	38.6%	
4171 PAT Testing	0	225	250	25		25	90.0%	
4179 Quinquennial Works	0	0	2,000	2,000		2,000	0.0%	
4185 Alarms	0	3,866	4,200	334		334	92.0%	
4415 Office Support & Equipment	127	254	0	(254)		(254)	0.0%	
Town Council Offices :- Indirect Expenditure	<u>185</u>	<u>18,083</u>	<u>27,900</u>	<u>9,817</u>	<u>0</u>	<u>9,817</u>	<u>64.8%</u>	<u>0</u>
Net Expenditure	<u>(185)</u>	<u>(18,083)</u>	<u>(27,900)</u>	<u>(9,817)</u>				
205 Ceremony Room								
1460 Ceremony Room Income	1,393	1,393	0	(1,393)			0.0%	
Ceremony Room :- Income	<u>1,393</u>	<u>1,393</u>	<u>0</u>	<u>(1,393)</u>				<u>0</u>
Net Income	<u>1,393</u>	<u>1,393</u>	<u>0</u>	<u>(1,393)</u>				
210 Civic Matters								
4110 Rates	136	272	0	(272)		(272)	0.0%	
4501 Mayor's Hospitality	145	450	1,000	550		550	45.0%	

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Cost Centre Report

	Actual Current Mth	Actual Year To Date	Current Annual Bud	Variance Annual Total	Committed Expenditure	Funds Available	% Spent	Transfer to/from EMR
4529 Civic Insignia	0	0	400	400		400	0.0%	
4531 Roll of Honour	0	30	50	20		20	60.0%	
4532 Flag Pole	140	260	120	(140)		(140)	216.7%	
4535 Civic Hospitality	0	1,056	1,000	(56)		(56)	105.6%	
Civic Matters :- Indirect Expenditure	421	2,069	2,570	501	0	501	80.5%	0
Net Expenditure	(421)	(2,069)	(2,570)	(501)				
214 Grants with Powers								
1718 October Fair Donation Income	0	2,250	2,000	(250)			112.5%	
1720 Welcome Back Fund	0	11,154	0	(11,154)			0.0%	
1721 Grant Sponsorship	175	175	0	(175)			0.0%	
Grants with Powers :- Income	175	13,579	2,000	(11,579)			678.9%	0
4800 Barrett Browning Clock	0	169	150	(19)		(19)	112.8%	
4805 Citizens Advice Worcs	0	5,000	5,000	0		0	100.0%	
4826 Malvern Hills AONB Partnership	0	0	500	500		500	0.0%	
4827 Community Action Ledbury	0	10,000	10,000	0		0	100.0%	
4857 Great Places to Visit Funding	6,870	83,632	0	(83,632)		(83,632)	0.0%	
4858 Welcome Back Fund	0	83	0	(83)		(83)	0.0%	
4870 Youth Budget	0	0	5,000	5,000		5,000	0.0%	
4875 Distinguished Citizen Awards	0	101	250	149		149	40.3%	
4876 October Fair Expenditure	0	874	0	(874)		(874)	0.0%	
4890 Unspecified Grants	0	19,530	20,000	470		470	97.7%	
Grants with Powers :- Indirect Expenditure	6,870	119,389	40,900	(78,489)	0	(78,489)	291.9%	0
Net Income over Expenditure	(6,695)	(105,810)	(38,900)	66,910				
6000 plus Transfers from EMR	81,110	81,110						
Movement to/(from) Gen Reserve	74,416	(24,700)						
220 Finance and General Purposes								
1870 Bank Interest Received Income	590	3,585	500	(3,085)			717.0%	
1874 Community Hall Electricity CCTV	0	1,843	0	(1,843)			0.0%	
1900 Precept Income	0	605,091	0	(605,091)			0.0%	
1902 Western Power WayLeave	0	126	0	(126)			0.0%	
Finance and General Purposes :- Income	590	610,645	500	(610,145)			1221.29%	0
4130 Insurance	0	15,961	14,022	(1,939)		(1,939)	113.8%	
4430 Advertising	277	1,422	1,000	(422)		(422)	142.2%	
4433 Card Machine rental	25	150	0	(150)		(150)	0.0%	
4435 Card Machine Transactions	0	26	0	(26)		(26)	0.0%	

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Cost Centre Report

	Actual Current Mth	Actual Year To Date	Current Annual Bud	Variance Annual Total	Committed Expenditure	Funds Available	% Spent	Transfer to/from EMR
4460 Subscriptions	35	5,471	3,000	(2,471)		(2,471)	182.4%	
4550 Bank Charges	45	722	350	(372)		(372)	206.2%	
4551 Data Protection	0	0	1,000	1,000		1,000	0.0%	
4579 Audit Internal	0	732	2,000	1,269		1,269	36.6%	
4580 Audit External	0	0	5,000	5,000		5,000	0.0%	
4590 Professional Services	331	24,568	15,000	(9,568)		(9,568)	163.8%	
4592 PPE/Health & Safety	0	14	500	486		486	2.9%	
Finance and General Purposes :- Indirect Expenditure	713	49,065	41,872	(7,193)	0	(7,193)	117.2%	0
Net Income over Expenditure	(123)	561,580	(41,372)	(602,952)				
225 Councillors/Newsletter								
4420 Newsletter	0	0	500	500		500	0.0%	
4500 Town Mayors Expenses	0	448	1,000	552		552	44.8%	
4502 Mayor's Advertising	0	0	500	500		500	0.0%	
4503 Mayor's Portrait/Caricature	0	0	500	500		500	0.0%	
4520 Councillors Expenses	0	0	500	500		500	0.0%	
4525 Councillors Training	0	99	2,000	1,901		1,901	5.0%	
4540 Election Expenses	0	0	500	500		500	0.0%	
4545 Annual & Other Meetings	0	1,716	1,000	(716)		(716)	171.6%	
Councillors/Newsletter :- Indirect Expenditure	0	2,263	6,500	4,237	0	4,237	34.8%	0
Net Expenditure	0	(2,263)	(6,500)	(4,237)				
230 Management and Payroll								
4000 Staff Salaries	12,869	162,097	230,688	68,591		68,591	70.3%	
4001 Agency Cover	0	1,203	10,000	8,797		8,797	12.0%	
4018 National Insurance	5,322	65,383	0	(65,383)		(65,383)	0.0%	
4019 Pension	6,549	78,047	0	(78,047)		(78,047)	0.0%	
4050 Staff Training	560	2,663	3,000	337		337	88.8%	
4051 Officers Travel/Conference/Sub	109	1,035	1,000	(35)		(35)	103.5%	
4415 Office Support & Equipment	0	(48)	0	48		48	0.0%	
Management and Payroll :- Indirect Expenditure	25,409	310,380	244,688	(65,692)	0	(65,692)	126.8%	0
Net Expenditure	(25,409)	(310,380)	(244,688)	65,692				
235 Office Facilities & Equipment								
1036 Photocopier Printing	0	62	0	(62)			0.0%	
Office Facilities & Equipment :- Income	0	62	0	(62)				0
4400 Stationery	342	6,403	2,750	(3,653)		(3,653)	232.8%	

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Cost Centre Report

	Actual Current Mth	Actual Year To Date	Current Annual Bud	Variance Annual Total	Committed Expenditure	Funds Available	% Spent	Transfer to/from EMR
4405 Photocopier Hire	0	821	800	(21)		(21)	102.6%	
4410 Photocopier Costs	136	3,103	2,750	(353)		(353)	112.8%	
4415 Office Support & Equipment	3,251	5,981	1,500	(4,481)		(4,481)	398.8%	
4444 Petty Cash	295	207	0	(207)		(207)	0.0%	
Office Facilities & Equipment :- Indirect Expenditure	4,024	16,515	7,800	(8,715)	0	(8,715)	211.7%	0
Net Income over Expenditure	(4,024)	(16,452)	(7,800)	8,652				
301 Planning/Economic Development								
1034 Tourist Information Centre	6	47	0	(47)			0.0%	
1090 Charter Market Income	1,138	9,036	5,000	(4,036)			180.7%	
Planning/Economic Development :- Income	1,144	9,082	5,000	(4,082)			181.6%	0
4542 Town Centre Facilities	0	0	5,000	5,000		5,000	0.0%	
4543 Neighbourhood Plan	0	1,063	0	(1,063)		(1,063)	0.0%	
4546 Traffic Management	0	3,830	2,000	(1,830)		(1,830)	191.5%	
4549 Charter Market improvements	30	30	2,500	2,470		2,470	1.2%	
4553 Tourist Information Centre	0	257	0	(257)		(257)	0.0%	
Planning/Economic Development :- Indirect Expenditure	30	5,180	9,500	4,320	0	4,320	54.5%	0
Net Income over Expenditure	1,113	3,902	(4,500)	(8,402)				
302 Special Projects								
4117 CCTV Upgrade	0	0	5,000	5,000		5,000	0.0%	
4273 Scatter Garden & Memorial Tree	0	0	2,000	2,000		2,000	0.0%	
4432 Phone Box	0	0	1,500	1,500		1,500	0.0%	
4884 Smart Water	0	0	1,000	1,000		1,000	0.0%	
Special Projects :- Indirect Expenditure	0	0	9,500	9,500	0	9,500	0.0%	0
Net Expenditure	0	0	(9,500)	(9,500)				
401 Full Council								
4400 Stationery	164	164	0	(164)		(164)	0.0%	
4415 Office Support & Equipment	(2,827)	(2,916)	2,000	4,916		4,916	(145.8%)	
4455 Postage	0	350	1,000	651		651	35.0%	
4480 ICT-Computers	0	0	1,000	1,000		1,000	0.0%	
4481 Telephones	266	4,662	4,500	(162)		(162)	103.6%	
4482 Website	145	1,447	1,500	53		53	96.5%	
4483 ICT Services & Software Lease	960	8,114	7,500	(614)		(614)	108.2%	
Full Council :- Indirect Expenditure	(1,292)	11,821	17,500	5,679	0	5,679	67.5%	0
Net Expenditure	1,292	(11,821)	(17,500)	(5,679)				

Continued over page

11/05/2023

Ledbury Town Council Current Year

Page 9

13:08

Detailed Income & Expenditure by Budget Heading 31/03/2023

Month No: 12

Cost Centre Report

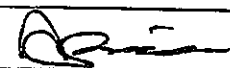
	Actual Current Mth	Actual Year To Date	Current Annual Bud	Variance Annual Total	Committed Expenditure	Funds Available	% Spent	Transfer to/from EMR
Grand Totals:- Income	4,169	663,612	30,760	(632,852)			2157.4%	
Expenditure	79,228	761,899	645,351	(116,548)	0	(116,548)	118.1%	
Net Income over Expenditure	(75,059)	(98,287)	(614,591)	(516,304)				
plus Transfers from EMR	81,110	81,110						
Movement to/(from) Gen Reserve	6,051	(17,176)						

ANNUAL RETURN - ENGLAND
FOR THE YEAR ENDED 31 MARCH 2023
Ledbury Town Council Current Year

SECTION 2 - THE STATEMENT OF ACCOUNTS

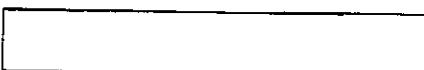
I certify that the accounts contained in this return present fairly the financial position of the council, are consistent with the underlying financial records and have been prepared on the basis of Income and Expenditure.

Responsible Financial Officer



Date **23/05/2023**

I confirm that these accounts are approved by the Council and recorded as council minute reference



Dated

Signed on behalf of the above Council (Chair)



Date

		<u>Last Year £</u>	<u>This Year £</u>	<u>General Notes for Guidance</u>
1	Balances brought forward	292,378	455,041	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	571,081	605,091	Total amount of precept (or for IDBs rates and levies) received or receivable in the year. Exclude any grants received.
3	(+) Total other receipts	125,468	58,521	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	270,191	337,226	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	0	0	Total expenditure or payments of capital and interest made during the year on the authority's borrowings (if any).
6	(-) All other payments	263,695	424,673	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	455,041	356,754	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	454,257	341,152	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	794,559	824,217	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	0	0	The outstanding capital balance as at 31 March of all loans from third parties (including PWLB).

The following documents should accompany the accounts when submitted to the auditor:

- * A brief explanation of significant variations from last year to this year in Section 2;
- * Bank Reconciliation as at 31 March

22 MAY 2023



Angela Price PSLCC, AICCM, MIWFM
Town Clerk
Ledbury Town Council
Church Street,
Ledbury,
Herefordshire.
HR8 1DH

20th May 2023

Dear Angela,

Report on Internal Audit carried out on 17 May 2023

An audit was carried out by Kevin Rose on Wednesday 17 May 2023. This was the Year End audit following on from the Interim Internal Audit carried out on 4 October 2022.

The audit was undertaken using our standard IAC Audit Checklist, used for all Local Councils, which has 192 items. A total of 52 items were tested during this audit. Including the items tested during the Interim Internal Audit visit a total of 141 items have been checked during the financial year a further 51 items on the standard Checklist were checked and confirmed as being Not Applicable to your Council. There were no items unchecked at the year end.

Areas subject to audit were;

the payment system (Box B), risk and insurance (Box C), budget and precept setting and monitoring (Box D), income billing, collection and VAT (Box E), payroll (Box G), assets and investments (Box H), bank reconciliations (Box I), and accounting Statements (Box J).

Of the 52 items tested during this audit a Positive response was obtained in respect of 47 tests. There were 5 Negative responses identified, details of which are set out in the attached Year End Internal Audit Observations. A detailed breakdown of our audit testing and Responses is set out in the attached Year End Internal Audit Summary.

Unfortunately it was necessary to issue a Negative response on the statutory Internal Report, and the reasons for this are set out in the my Negative Response letter, which the Council should review and which must be provided to the External Auditor when submitting the AGAR.

22 MAY 2023

I would like to express my thanks for the assistance provided to me during my audit.

Yours sincerely,

A handwritten signature in blue ink, appearing to read 'K. Rose'.

Kevin Rose ACMA
Director



The Clerk
Ledbury Town Council
Ledbury Town Council Offices
Church Street
Ledbury
Herefordshire
HR8 1DH

20-May-22

Explanation of "Not Covered" responses

Further to our Internal Audit of your Council for the financial year 2021/22 I am pleased to submit the signed Internal Report for your Annual Return. We have completed our work and I can confirm that we have not given a Negative response for any of the Internal Control Objectives.

You will note that we have given 'Not Covered' responses in respect of Control Objective K, L and O and we are required to explain why we have done this.

- *The reason for the "Not Covered" response for Objective K is that it is not applicable to your Council as the Council did not certify itself exempt from limited assurance review in 2020/21.*
- *The reason for the Not Covered response for Objective L is that it is not applicable to your Council as your 'annual turnover' exceeds £25,000.*
- *The reason for the Not Covered response for Objective O as it is our understanding that the Council does not act as Trustee.*

The External Auditor may query why we have responded 'Not Covered' and, if so, you should provide them with a copy of this letter.

Yours sincerely,

Kevin Rose ACMA
Director

**** 2023

PKF Littlejohn LLP (Ref: SBA Team)
15 Westferry Circus
Canary Wharf
London
E14 4HD

Dear Sir/Madam

Ledbury Town Council Annual Governance & Accountability Return 2022/23 (AGAR)

Please find enclosed the required documentation in respect of the 2022/23 AGAR for Ledbury Town Council, which includes a Negative Response letter provided by our Internal Auditor, IAC Audit & Consultancy Ltd.

You will note from the enclosed Internal Audit Negative Response letter that they have advised that it was not possible during their visit to verify that the Council had discharged its obligation under Regulation 15 of the Accounts and Audit Regulations (2015) in respect of two matters.

The first being that the Council had not minuted the approval of Section 1 and Section 2 of the AGAR correctly, the Council have received this information and have ensured that this requirement has been met in respect of its 2022/23 AGAR and will be so met in the future.

The second negative response relates to the publication of the Annual Governance Statement and the Accounting Statements not being available on the council website at the time of the Internal Audit visit on 4 October 2022. Both of these statements were published on the Council website and in a notice board in accordance with the requirements of Accounts and Audit Regulations (2015), however at the time of the Internal Audit visit in October there were issues with the Council's website that prevented them from being accessed. The Council recognises that they have issues with their website and internet connection and are addressing this issue. However to avoid any doubt that these have been published in future it will be the intention of the Clerk/RFO to ensure a screen shot is taken on the date that these documents are published on the website and in the notice board in the future.

Yours faithfully

Angela Price PSLCC, MIWFM, AICCM
CiLCA (England & Wales)
Town Clerk

Annual Internal Audit Report 2022/23

22 MAY 2023

Ledbury Town Council

<https://www.ledburytowncouncil.gov.uk/>

During the financial year ended 31 March 2023, 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 2022/23 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 2021/22, it met the exemption criteria and correctly declared itself exempt. (If the authority had a limited assurance review of its 2021/22 AGAR tick "not covered")			✓
L. The authority published the required information on a website/webpage up to date at the time of the internal audit in accordance with the relevant legislation.			✓
M. In the year covered by this AGAR, the authority correctly provided for a period for the exercise of public rights as required by the Accounts and Audit Regulations (during the 2022-23 AGAR period, were public rights in relation to the 2021-22 AGAR evidenced by a notice on the website and/or authority approved minutes confirming the dates set).	✓		
N. The authority has complied with the publication requirements for 2021/22 AGAR (see AGAR Page 1 Guidance Notes).		✓	
O. (For local councils only)	Yes	No	Not applicable
Trust funds (including charitable) – The council met its responsibilities as a trustee.			✓

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

20/05/2022 04/10/2022

Name of person who carried out the internal audit

Kevin Rose - IAC Audit & Consultancy Ltd

Signature of person who carried out the internal audit



Date

20/05/2023

*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).

Ledbury Town Council

Internal Audit Detailed Analysis 2021-22

Year End Audit Date

17/05/2022



Internal Control Objective		Negative Analysis					Responses				
		Non - Compliance	High	Medium	Low	Advisory	Positive	Negative	N/A	Not Checked	Recommendations
A	Appropriate accounting records have been properly kept throughout the financial year.	0	1	0	0	0	4	1	0	0	1
	Accounting system	0	0	0	0	0	2	0	0	0	0
	Record keeping	0	0	0	0	0	2	0	0	0	0
	Minutes	0	1	0	0	0	0	1	0	0	1
	Other	0	0	0	0	0	0	0	0	0	0
B	This authority complied with its financial regulations, payments were supported by invoices, all expenditure was approved and VAT was appropriately accounted for.	0	0	2	0	0	16	2	4	14	2
	Financial Regulations & Standing Orders	0	0	0	0	0	9	0	0	1	0
	RFO	0	0	0	0	0	2	0	0	2	0
	Powers	0	0	0	0	0	0	0	0	2	0
	Payment Controls	0	0	0	0	0	4	0	1	3	0
	Expenditure Controls	0	0	1	0	0	0	1	1	1	1
	VAT Compliance	0	0	0	0	0	2	0	0	0	0
	Credit/Debit Cards	0	0	0	0	0	1	0	0	2	0
	Tenders	0	0	1	0	0	0	1	2	0	1
	Grants	0	0	0	0	0	0	0	0	3	0
	Other	0	0	0	0	0	0	0	0	0	0
	This authority assessed the significant risks to achieving its objectives and reviewed the adequacy of arrangements to manage these.	0	0	0	0	0	5	0	2	4	0
	C	Risk	0	0	0	0	0	3	0	1	0
Minutes		0	0	0	0	0	1	0	1	0	0
Insurance		0	0	0	0	0	1	0	0	2	0
Internal Controls		0	0	0	0	0	0	0	0	2	0
Other		0	0	0	0	0	0	0	0	0	0
The precept or rates requirement resulted from an adequate budgetary process; progress against the budget was regularly monitored; and reserves were appropriate.		0	0	0	0	0	11	0	3	1	0
Budget & Precept setting		0	0	0	0	0	6	0	0	0	0
Auditors Reports		0	0	0	0	0	1	0	2	0	0
Accounting Statements		0	0	0	0	0	2	0	0	0	0
Budget monitoring		0	0	0	0	0	1	0	0	0	0
Reserves		0	0	0	0	0	1	0	1	1	0
Other		0	0	0	0	0	0	0	0	0	0
Expected income was fully received, based on correct prices, properly recorded and promptly banked; and VAT was appropriately accounted for.		0	1	1	0	0	3	2	7	11	2
E	Investments	0	1	0	0	0	0	1	3	0	1
	Fees & Charges	0	0	0	0	0	0	0	0	3	0
	Leases	0	0	1	0	0	1	1	0	0	1
	Debt control	0	0	0	0	0	0	0	0	0	0

[illegible]

2021-22 Ledbury Town Council Internal Audit

[illegible]

Ledbury Town Council Financial Year 2022-23



IAC Audit and Consultancy Ltd

Audit dates: 17 May 2023

Year End Internal Audit Observations

C This authority assessed the significant risks to achieving its objectives and reviewed the adequacy of arrangements to manage these.

No.	Audit Test	Observation	Recommendation	Priority	Comments
1	Council has formally documented Internal Controls	Council has not formally documented Internal Controls	Council should formally document its Internal Controls.	Medium	Statement of Internal Control attached for consideration and approval by Members - to be updated annually
2	The Council, meeting as a whole, has reviewed the effectiveness of its Internal control system as required by Regulation 6 of the Accounts and Audit Regulations 2015	The Council has not reviewed the effectiveness of its Internal control system as required by Regulation 6 of the Accounts and Audit Regulations 2015.	Council to note the requirement for it to regularly review its internal control system.	High	Copy of Regulation 6 of the Accounts and Audit Regulations 2015 attached - relevant parts of the legislation are 6(1) and (3)

H Asset and investments registers were complete and accurate and properly maintained.

No.	Audit Test	Observation	Recommendation	Priority	Comments
1	Continuing existence of assets is checked on a regular basis (when was last check?)	Continuing existence and condition of assets is not checked on a regular basis.	The Council should put in place a process for the regular review and verification of its assets. Assets of a high value or which may be particularly vulnerable should be subject to verification at more frequent intervals.	Medium	Clerk proposes that this be considered six monthly as part of budget monitoring meetings

2	Total of Asset Register agrees to Box 9 value of Accounting Statements	The Council maintains its asset register in excel and updates the value of assets each year based on changes made during the year. The Asset Register does not currently have Totals formulas and it was not possible during the audit visit to verify that the total of the asset register agrees to the value stated in the the Annual Accounting Statements.	The Council to review the format of the asset register to ensure that it has total formulas and that the total of the register agrees to the value stated in the Accounting Statements.	High	Clerk to review Asset Register and establish why there is a difference. Clerk to seek training on Asset Registers
I Periodic bank account reconciliations were properly carried out during the year.					
No.	Audit Test	Observation	Recommendation	Priority	Comments
1	Bank reconciliations have been signed and dated as evidence of independent review (Year End)	As at the date of the audit the year end bank reconciliations had not been signed and dated as evidence of independent review.	Prior to the approval of the Accounting Statements the year end bank reconciliation and supporting bank statements should be subject to review and signed and dated as evidence of this review.	Medium	Chair of Finance has now signed this

Section 1 – Annual Governance Statement 2022/23

We acknowledge as the members of:

LEDBURY 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 2023, that:

	Agreed		‘Yes’ means that this authority:
	Yes	No*	
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

Section 2 – Accounting Statements 2022/23 for

LEDBURY TOWN COUNCIL

	Year ending		Notes and guidance
	31 March 2022 £	31 March 2023 £	
1. Balances brought forward	292,378	455,041	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	571,081	605,091	Total amount of precept (or for IDBs rates and levies) received or receivable in the year. Exclude any grants received.
3. (+) Total other receipts	125,468	58,521	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	270,191	337,226	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	0	0	Total expenditure or payments of capital and interest made during the year on the authority's borrowings (if any).
6. (-) All other payments	263,695	424,673	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	455,041	356,754	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	454,257	341,152	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	794,559	824,217	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	0	0	The outstanding capital balance as at 31 March of all loans from third parties (including PWLB).
For Local Councils Only	Yes	No	N/A
11a. Disclosure note re Trust funds (including charitable)		✓	
11b. Disclosure note re Trust funds (including charitable)			✓

I certify that for the year ended 31 March 2023 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

23/05/2023

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

**Brief Explanation of significant variations from last year to this year in
Section 2 – The Statement of Accounts**

Line 3 – Income in 2022/23 from that of 2021/22 due to the Council having received income of £90,000 in respect of Great Places to Visit funding in 2021/22.

Line 4 – Salaries were increased in 2022/23 due to the following reasons:

- Two Staff job reviews with positive outcomes
- Annual pay award of £1,925 for every staff member
- Increased meetings and events being held which in turn more staff overtime

Line 6 – the total expenditure in 2022/23 is due to the £90,000 Great Places to Visit funding being spent and funds spent on the refurbishment of the skate park

Lines 7 & 8 – reduced due to the Great Places to Visit fund being spent, and monies from the reserves being used towards the cost of the skate park refurbishment

Line 9 – Difference due to the purchase of a number of items as listed in the Asset Register as considered at the annual meeting on 11 May 2023

LEDBURY TOWN COUNCIL

NOTICE OF PUBLIC RIGHTS AND PUBLICATION OF ANNUAL GOVERNANCE & ACCOUNTABILITY RETURN (EXEMPT AUTHORITY)

ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023

**Local Audit and Accountability Act 2014 Sections 25, 26 and 27
The Accounts and Audit Regulations 2015 (SI 2015/234)**

NOTICE	NOTES
<p>1. Date of announcement: Friday, 30 June 2023</p> <p>2. Each year the smaller authority prepares an Annual Governance and Accountability Return (AGAR). The AGAR has been published with this notice. It will not be reviewed by the appointed auditor, since the smaller authority has certified itself as exempt from the appointed auditor's review. Any person interested has the right to inspect and make copies of the AGAR, the accounting records for the financial year to which it relates and all books, deeds, contracts, bills, vouchers, receipts and other documents relating to those records must be made available for inspection by any person interested. For the year ended 31 March 2023, these documents will be available on reasonable notice by application to:</p> <p style="padding-left: 40px;">(b) Angela Price, Town Clerk Ledbury Town Council Church Lane Ledbury HR8 1DH</p> <p>commencing on (c) <u>Monday 3 July 2023</u></p> <p>and ending on (d) <u>Friday 11 August 2023</u></p> <p>3. Local government electors and their representatives also have:</p> <ul style="list-style-type: none"> • The opportunity to question the appointed auditor about the accounting records; and • The right to make an objection which concerns a matter in respect of which the appointed auditor could either make a public interest report or apply to the court for a declaration that an item of account is unlawful. Written notice of an objection must first be given to the auditor and a copy sent to the smaller authority. <p>The appointed auditor can be contacted at the address in paragraph 4 below for this purpose between the above dates only.</p> <p>4. The smaller authority's AGAR is only subject to review by the appointed auditor if questions or objections raised under the Local Audit and Accountability Act 2014 lead to the involvement of the auditor. The appointed auditor is:</p> <p style="padding-left: 40px;">PKF Littlejohn LLP (Ref: SBA Team) 15 Westferry Circus Canary Wharf London E14 4HD (sba@pkf-l.com)</p> <p>5. This announcement is made by (e) <u>Angela Price, Responsible Finance Officer</u></p>	<p>(a) Insert date of placing of the notice which must be not less than 1 day before the date in (c) below</p> <p>(b) Insert name, position and address/telephone number/ email address, as appropriate, of the Clerk or other person to which any person may apply to inspect the accounts</p> <p>(c) Insert date, which must be at least 1 day after the date of announcement in (a) above and at least 30 working days before the date appointed in (d) below</p> <p>(d) The inspection period between (c) and (d) must be 30 working days inclusive and must include the first 10 working days of July.</p> <p>(e) Insert name and position of person placing the notice – this person must be the responsible financial officer for the smaller authority</p>

WHAT EXEMPT AUTHORITIES NEED TO DO TO ADVERTISE THE PERIOD DURING WHICH ELECTORS AND INTERESTED PERSONS MAY EXERCISE RIGHTS RELATING TO THE ANNUAL ACCOUNTS

The Local Audit and Accountability Act 2014 and the Accounts and Audit Regulations 2015 require that:

- 1) The statement of accounts prepared by the authority (i.e. the Annual Governance & Accountability Return (AGAR) Form 2), the accounting records for the financial year to which the audit relates and all books, deeds, contracts, bills, vouchers, receipts and other documents relating to those records must be made available for inspection by any person interested, during a period of 30 working days set by the smaller authority and including the first 10 working days of July.
- 2) The period referred to in paragraph (1) starts with the day on which the period for the exercise of public rights is treated as having been commenced i.e. the day following the day on which all of the obligations in paragraph (3) below have been fulfilled.
- 3) The responsible financial officer for an exempt authority must, on behalf of that authority, publish **(which must include publication on the authority's website)**:
 - a) the Accounting Statements (i.e. Section 2 of the AGAR Form 2), accompanied by:
 - i) a declaration, signed by that officer to the effect that the statement of accounts will not be audited on account of that authority's self-certified status as exempt, unless either a request for an opportunity to question the auditor about the authority's accounting records under section 26(2) or an objection under section 27(1) of the Act, results in the involvement of the local auditor;
 - ii) the Annual Governance Statement (i.e. Section 1 of the AGAR Form 2); and
 - iii) the Certificate of Exemption (i.e. Page 3 of the AGAR Form 2); and
 - b) a statement that sets out—
 - i) the period for the exercise of public rights;
 - ii) details of the manner in which notice should be given of an intention to inspect the accounting records and other documents;
 - iii) the name and address of the local auditor;
 - iv) the provisions contained in section 25 (inspection of statements of accounts etc), section 26 (inspection of documents etc) and section 27 (right to make objections at audit) of the Act, as they have effect in relation to the authority in question;

HOW DO YOU DO IT?

You will meet statutory requirements if you fully and accurately complete the notice of public rights pro forma in this document; and publish **(including publication on the smaller authority's website)** the following documents, the day before the public rights period commences:

- a) the approved Sections 1 and 2 of Form 2 of the AGAR; and
- b) the completed Notice of Public Rights and Publication of Annual Governance & Accountability Return (Exempt Authority). Please note that we have pre-completed it with the following suggested dates: Monday 5 June – Friday 14 July 2023. (The latest possible dates that comply with the statutory requirements are Monday 3 July – Thursday 11 August 2023); and
- c) the notes which accompany the Notice (Local authority accounts: a summary of your rights).

advertisement or notice that tells you the accounting records are available to inspect will also give the period for the exercise of public rights during which you may ask the auditor questions, which here means formally asking questions under the Act. You can ask someone to represent you when asking the external auditor questions.

Before you ask the external auditor any questions, inspect the accounting records fully, so you know what they contain. Please remember that you cannot formally ask questions, under the Act, after the end of the period for the exercise of public rights. You may ask your smaller authority other questions about their accounts for any year, at any time. But these are not questions under the Act.

You can ask the external auditor questions about an item in the accounting records for the financial year being audited. However, your right to ask the external auditor questions is limited. The external auditor can only answer 'what' questions, not 'why' questions. The external auditor cannot answer questions about policies, finances, procedures or anything else unless it is directly relevant to an item in the accounting records. Remember that your questions must always be about facts, not opinions. To avoid misunderstanding, we recommend that you always put your questions in writing.

The right to make objections at audit

You have inspected the accounting records and asked your questions of the smaller authority. Now you may wish to object to the accounts on the basis that an item in them is in your view unlawful or there are matters of wider concern arising from the smaller authority's finances. A local government elector can ask the external auditor to apply to the High Court for a declaration that an item of account is unlawful, or to issue a report on matters which are in the public interest. You must tell the external auditor which specific item in the accounts you object to and why you think the item is unlawful, or why you think that a public interest report should be made about it. You must provide the external auditor with the evidence you have to support your objection. Disagreeing with income or spending does not make it unlawful. To object to the accounts you must write to the external auditor stating you want to make an objection, including the information and evidence below and you must send a copy to the smaller authority. The notice must include:

- confirmation that you are an elector in the smaller authority's area;
- why you are objecting to the accounts and the facts on which you rely;
- details of any item in the accounts that you think is unlawful; and
- details of any matter about which you think the external auditor should make a public interest report.

Other than it must be in writing, there is no set format for objecting. You can only ask the external auditor to act within the powers available under the [Local Audit and Accountability Act 2014](#).

A final word

You may not use this 'right to object' to make a personal complaint or claim against your smaller authority. You should take such complaints to your local Citizens' Advice Bureau, local Law Centre or to your solicitor. Smaller authorities, and so local taxpayers, meet the costs of dealing with questions and objections. In deciding whether to take your objection forward, one of a series of factors the auditor must take into account is the cost that will be involved, they will only continue with the objection if it is in the public interest to do so. They may also decide not to consider an objection if they think that it is frivolous or vexatious, or if it repeats an objection already considered. If you appeal to the courts against an auditor's decision not to apply to the courts for a declaration that an item of account is unlawful, you will have to pay for the action yourself.

For more detailed guidance on public rights and the special powers of auditors, copies of the publication [Local authority accounts: A guide to your rights](#) are available from the NAO website.

If you wish to contact your authority's appointed external auditor please write to the address in paragraph 4 of the *Notice of Public Rights and Publication of Unaudited Annual Governance & Accountability Return*.

LOCAL AUTHORITY ACCOUNTS: A SUMMARY OF YOUR RIGHTS

Please note that this summary applies to all relevant smaller authorities, including local councils, internal drainage boards and 'other' smaller authorities.

The basic position

The Local Audit and Accountability Act 2014 (the Act) governs the work of auditors appointed to smaller authorities. This summary explains the provisions contained in Sections 26 and 27 of the Act. The Act and the Accounts and Audit Regulations 2015 also cover the duties, responsibilities and rights of smaller authorities, other organisations and the public concerning the accounts being audited.

As a local elector, or an interested person, you have certain legal rights in respect of the accounting records of smaller authorities. As an interested person you can inspect accounting records and related documents. If you are a local government elector for the area to which the accounts relate you can also ask questions about the accounts and object to them. You do not have to pay directly for exercising your rights. However, any resulting costs incurred by the smaller authority form part of its running costs. Therefore, indirectly, local residents pay for the cost of you exercising your rights through their council tax.

The right to inspect the accounting records

Any interested person can inspect the accounting records, which includes but is not limited to local electors. You can inspect the accounting records for the financial year to which the audit relates and all books, deeds, contracts, bills, vouchers, receipts and other documents relating to those records. You can copy all, or part, of these records or documents. Your inspection must be about the accounts, or relate to an item in the accounts. You cannot, for example, inspect or copy documents unrelated to the accounts, or that include personal information (Section 26 (6) – (10) of the Act explains what is meant by personal information). You cannot inspect information which is protected by commercial confidentiality. This is information which would prejudice commercial confidentiality if it was released to the public and there is not, set against this, a very strong reason in the public interest why it should nevertheless be disclosed.

When smaller authorities have finished preparing accounts for the financial year and approved them, they must publish them (including on a website). There must be a 30 working day period, called the 'period for the exercise of public rights', during which you can exercise your statutory right to inspect the accounting records. Smaller authorities must tell the public, including advertising this on their website, that the accounting records and related documents are available to inspect. By arrangement you will then have 30 working days to inspect and make copies of the accounting records. You may have to pay a copying charge. The 30 working day period must include a common period of inspection during which all smaller authorities' accounting records are available to inspect. This will be 3-14 July 2023 for 2022/23 accounts. The advertisement must set out the dates of the period for the exercise of public rights, how you can communicate to the smaller authority that you wish to inspect the accounting records and related documents, the name and address of the auditor, and the relevant legislation that governs the inspection of accounts and objections.

The right to ask the auditor questions about the accounting records

You should first ask your smaller authority about the accounting records, since they hold all the details. If you are a local elector, your right to ask questions of the external auditor is enshrined in law. However, while the auditor will answer your questions where possible, they are not always obliged to do so. For example, the question might be better answered by another organisation, require investigation beyond the auditor's remit, or involve disproportionate cost (which is borne by the local taxpayer). Give your smaller authority the opportunity first to explain anything in the accounting records that you are unsure about. If you are not satisfied with their explanation, you can question the external auditor about the accounting records.

The law limits the time available for you formally to ask questions. This must be done in the period for the exercise of public rights, so let the external auditor know your concern as soon as possible. The

Town Clock

Ledbury Places welcomes the opportunity to appeal to the Finance, Policy & General Purposes Committee to revisit its recommendation to the Full Council to cease paying the electricity bill for the Town Clock.

Decision Timeline:

- Finance, Policy & General Purposes Committee recommendation on 28 July 2022
- Extraordinary Meeting Full Council decision on 18th August 2022

Minutes of this meeting state that *"Members were requested to give consideration to a recommendation from the Finance, Policy & General Purposes Committee, that Ledbury Town Council no longer pay for the electricity supply for the running of the BBI Clock, due to the Poetry Festival now being tenants of the BBI building."*

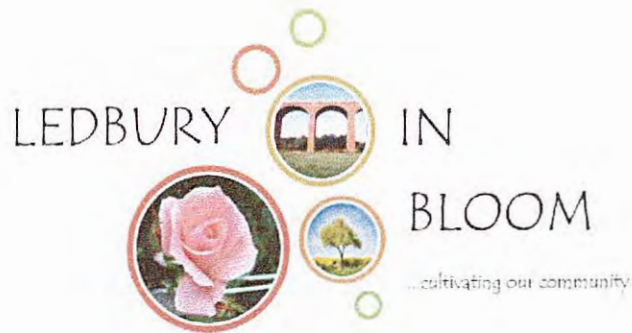
Background:

1. Rent from Ledbury Poetry Festival for 2022/23 was **£5,000**. Rent from Herefordshire Council when the town library was located at the BBI building until 2015 was **£8,500** per annum. Therefore the annual rental income received by Ledbury Places has decreased by **£3,500**, or **42%**.
2. Long established practice that the Town Council/Hereford Council pays the electricity cost of the Town Clock pre-dates the establishment of Ledbury Places.
3. Operating costs for Ledbury Places exceeds income, with annual losses in region of £10,000.
4. Ledbury Places has switched to a new electricity provider, West Mercia Energy and the estimated annual bill at the current tariff is now £500, compared to approximately £1,200 under the previous contract with British Gas.

Strategy to keep Barrett Browning Institute building in public ownership:

The sustainability of Ledbury Places as a charity and the buildings it owns on behalf of the community is dependent on a project to secure capital funding for the repair and refurbishment of the BBI so that it may become the permanent home for Ledbury Poetry Festival. This project is well underway, with funding already secured from the Architectural Heritage Fund for a Viability Study and the Project Development Phase, both of which are now complete. However, on-going operating losses pose a real threat to the future of Ledbury Places and hence the delivery of this strategy. If the charity's reserves are depleted before capital funding is secured, Ledbury Places will have no option but to sell the BBI.

The various financial grants and support by the Town Council over recent years is therefore significant and has been much appreciated. It is key to helping the charity in its work to keep these historical assets in public ownership. This financial aid is also important as a manifestation of support that major grant funders expect to see.



5 Abercrombie Close
Ledbury HR8 2UR
01531 631347
unarmorgan@gmail.com
31st May 2023

Angela Price PSLCC, MIWFM, AICCM
CiLCA (England & Wales)
Town Clerk
Ledbury Town Council

Dear Angela

Thank you for your letter of 24th May giving us information about the new Town Council.

We are very happy to have Cllrs Morris and Howells as your representatives on our committee. They have both been good supporters of Ledbury in Bloom and we look forward to working with them as their time permits.

We will keep them and you up to date with our news and information.

Thank you for all your help

A handwritten signature in black ink, which appears to read 'Una Morgan'.

Una Morgan
Secretary

LEDBURY TOWN COUNCIL

DISCIPLINARY PROCEDURE

PURPOSE OF PROCEDURE

This procedure is designed to help and encourage all council employees to achieve and maintain high standards of conduct whilst at work or representing the Council. The aim is to ensure consistent and fair treatment for all. This procedure is prepared in accordance with the dismissal and dispute resolution procedures as set out in the Employment Act 2008 and the ACAS Code of Practice APR 2009.

PRINCIPLES

1. No disciplinary action will be taken against an employee until the case has been fully investigated.
2. At every stage in the procedure the employee will be advised of the nature of the complaint against them and will be given the opportunity to state their case before any decision is made.
3. At all formal stages the employee will have the right to be accompanied by a trade union representative or work colleague during the disciplinary interview.
4. No employee will be dismissed for a first breach of discipline except in the case of gross misconduct when the penalty of dismissal without notice or payment in lieu of notice may be applied.
5. An employee will have the right to appeal against any disciplinary penalty imposed.
6. The procedure may be implemented at any stage if the employee's alleged misconduct warrants such an action.

Procedure for misconduct and gross misconduct

1. The following list provides examples of **misconduct** which will normally give rise to formal disciplinary action:
 - Unauthorised absence from work
 - Persistent short-term and/or frequent absences from work without a medical reason
 - Lateness for work or poor time keeping
 - Inappropriate standard of dress
 - Minor breaches of Health & Safety or other Council rules or procedures
 - Failure to perform your job to the standard expected or in line with your job description/objectives
 - Time wasting
 - Disruptive behaviour

- Misuse of the council's facilities (e.g., telephone, computers, email, or the internet)
- Excessive use of personal mobile phones
- Refusal to carry out reasonable requests or instructions
- Failure to follow agreed council procedures

This list is not exhaustive and offences of a similar nature will result in disciplinary action being instigated. N.B. persistent or frequent absence on medical grounds and long-term sickness absence will be dealt with using a procedure for incapacity which is described in the Absence Policy.

2. The following list provides examples of offences which are normally regarded as **gross misconduct**:

- Theft, fraud, deliberate falsification of records, or other acts of dishonesty
- Fighting, assault on another person
- Deliberate damage to property of the council, its workers, or members
- Gross incompetence in the conduct of work
- Gross negligence which results in the council or employees being put at risk
- Being under the influence of illegal drugs or excessive alcohol
- Acts of incitement towards or actual acts of discrimination, harassment, or victimisation, including on the grounds of protected characteristics
- Serious acts of insubordination
- Serious breach of duty to keep information of the council, its service providers, and its clients confidential
- Unauthorised entry to computer records
- Serious breach of the council's Health & Safety, confidentiality, or communications policies
- Any action, whether committed on or off the premises, which is likely to or does bring the council into disrepute
- Serious negligence which causes or might cause significant loss, damage, or injury
- Accepting bribes or incentive payments from suppliers
- unauthorised use of council funds or credit
- working with an external agency to provide information which would be detrimental to and cause commercial risk to the council

This list is not exhaustive and other offences of a similar gravity will result in disciplinary action being instigated at Gross Misconduct level which carries a potential penalty of dismissal. Gross Misconduct is generally any conduct which places extreme pressure on the mutual trust which exists in an employment relationship.

3. TYPES OF ACTION

3.1 Informal Action

Minor misconduct will be dealt with informally usually in a confidential one-to-one meeting between the employee and line manager. In the case of the Clerk being the individual against whom there is a complaint or allegation the matter should be handled discreetly by members of the Resources Committee and involve an informal meeting initially. However, where the matter is more serious or informal action has not brought about the necessary improvement the following procedure will be used.

3.2. Formal Action

The level of warning you may receive for misconduct/gross misconduct will depend on how serious the council considers the alleged actions to be and your previous conduct in the circumstances. In the event of alleged gross misconduct, the formal process may commence at Stage 4 (see below).

3.3. Disciplinary Letters

If there is a concern about an employee's conduct or behaviour then a letter will be given to the employee advising them of the allegation(s) and reasons why this is unacceptable. The letter will invite the employee to attend a meeting at which the alleged misconduct will be discussed and will inform the employee of their right to be accompanied to the meeting. The letter will specify at which stage the disciplinary procedure is being invoked (see formal stages below) and if invoked at Stage 4 for Gross Misconduct the letter will warn that a potential outcome could be dismissal. The time, date and venue of the meeting will also be advised. Any documents to be produced at the meeting will also be provided.

3.4 Disciplinary Meetings

The time and location of a disciplinary meeting will be agreed with the employee, and it will be held in a private location with no interruptions. This will normally be without undue delay but allowing the employee to prepare their case e.g., within 5- working days of the letter being sent, where practically possible. At the meeting the manager (or in the case of the Clerk being disciplined the Chair of the Resources Committee) will state the complaint against the employee and go through the evidence which has been gathered. The employee will also be allowed to ask questions, present evidence, and call witnesses if advance notice has been given that they will do so.

If the employee is unable to attend the meeting due to unforeseen reasons out of their control (e.g., illness) then the council will reasonably

rearrange the meeting. However, if the employee fails to attend the meeting without good reason the meeting can be held in their absence.

4. OUTCOMES AND PENALTIES

4.1 Stage 1 First Warning

In the instance of a first complaint that conduct does not meet acceptable standards, the employee will normally be given a formal ORAL WARNING. They will be advised of:

- the reason for the warning
- that it is the first stage of the disciplinary procedure
- the improvement that is required and the timescales for achieving this improvement,
- together with a review date and any support available (where applicable) and
- their right of appeal

A record of the first written warning will be kept for 6-months, when subject to satisfactory conduct will be spent.

4.2 Stage 2 - Second Written Warning

If the offence is a serious one, or there is a repetition of the conduct subject to the first written warning, a second written warning will be given to the employee by the Line Manager. This will give details of the complaint, the improvement required and the timescales. It will warn that action under Stage 3 will be considered if there is no satisfactory improvement and will advise of the right of appeal. A copy of this written warning will be kept on file, but it will be disregarded for disciplinary purposes after 12-months subject to satisfactory conduct.

4.3 Stage 3 - Final Written Warning

If there is still a failure to improve and conduct or performance is still unsatisfactory, or the misconduct is sufficiently serious, a final written warning will normally be given to the employee. This will give details of the complaint, will warn that dismissal will result if there is no satisfactory improvement and will advise of the right of appeal. A copy of this final written warning will be kept by the Line Manager (or in the case of the Clerk being disciplined by the Chair of the Resources Committee) but it will be spent after 12-months (in exceptional cases the period may be longer) subject to satisfactory conduct.

4.4 Stage 4 – Dismissal or other sanctions

If conduct is still unsatisfactory and the employee still fails to reach the prescribed standards, or where the Council reasonably believes Gross Misconduct has occurred, dismissal may result. Only the appropriately convened hearing panel can take the decision to dismiss an employee. The employee will be given a written statement of allegations against them, invited to a meeting and then be notified in writing of the reasons for the decision taken at the hearing. Penalties at this stage may include dismissal with notice or summary dismissal (i.e., without any notice), Final Written Warning with/without demotion, loss of pay or loss of seniority. If dismissal is the outcome, the employee will be advised of the date on which employment will terminate. In all cases the employee has a right of appeal.

Very exceptionally, if an offence of Gross Misconduct is extremely serious an employee can be dismissed immediately without a meeting. In this situation a letter setting out reasons for dismissal would be sent to the employee offering the opportunity for an appeal hearing.

5. **SUSPENSION**

If you are accused of an act of gross misconduct, you may be suspended from work on full pay while the council investigates the alleged offence. Only the appropriately convened committee has the power to suspend. This enables a swift and thorough investigation to occur. Whilst suspended pending disciplinary investigation regular contact with a nominated person at the council will be maintained although access to premises, equipment or systems may be denied. The Investigator who compiles evidence for the disciplinary hearing must play no part in the subsequent decision-making to ensure impartiality. Council needs to consider the implications of such arrangements on its hearing and appeal panel plans early on in the disciplinary process.

6. **APPEALS**

The Appeals stage of the disciplinary process is part of the Code of Practice to which an employee has a right. It can be exercised after any of the stages of disciplinary action for Misconduct/Poor Performance or Gross Misconduct.

An employee who wishes to appeal against a disciplinary decision should inform the Clerk (or Chair or Resources Committee) within five working days, in writing and giving reasons for the appeal. An Appeal may be raised if:

- the employee thinks the finding or penalty is unfair
- new evidence has become known
- the employee thinks that the procedure was not applied properly

Where possible the Appeal will be heard by a separate panel of elected members who have not been involved in the original disciplinary hearing, who will view the evidence with impartiality. The employee will have the right to be

accompanied by a colleague or accredited Trade Union official or lay member at the appeal hearing. The outcome of the appeal and reasons for it will be advised to the employee as soon as possible after the meeting and be confirmed in writing. At the Appeal hearing any disciplinary penalty imposed will be reviewed but it cannot be increased. The decision of the Appeal hearing is final.

7. THE RIGHT TO BE ACCOMPANIED

At each formal stage of disciplinary interview an employee has the right to be accompanied and can make a reasonable request to be accompanied. An employee can ask any other employee or trade union representative, or an appropriately accredited official employed by a trade union to accompany them, to give support and help them prepare for the disciplinary interview.

This right is enshrined in the 1999 Employment Relations Act. As this is an internal process there is no provision to have any external person accompany or represent an employee e.g., partner, parent, solicitor etc. The companion can address the hearing, put, and sum up the employee's case, respond on behalf of the worker to any views expressed at the meeting, confer with the employee. The companion cannot however answer questions on the employee's behalf or address the hearing if the employee does not wish them to or prevent the employee explaining their case.

8. HEARING PANELS

The Council will establish a hearing panel to hear disciplinary and grievance hearings as required. This will be done in timely manner.

9. NOTE-TAKING

A note-taker will be provided at every meeting/hearing which arises as a result of a disciplinary process as Employment Tribunals are particularly keen to view contemporaneous notes of events which have led to an employment dispute. Councils will need to give this requirement careful consideration in order to respect employee confidentiality.

10. GRIEVANCES RAISED DURING DISCIPLINARIES

In some circumstances when a disciplinary process has commenced an employee chooses to exercise their right to raise an internal grievance about the employment relationship with the council or individual Members. If a grievance is raised during the process the disciplinary process will be put on hold until grievances have been aired and actions towards a resolution have been progressed.

11. CRIMINAL CHARGES OR CONVICTIONS

If an employee is charged with or convicted of a criminal offence this does not automatically give rise to a disciplinary situation. Consideration will be given to

how a charge or conviction may affect an employee's ability to undertake the duties of their job and their relationships with the employer, colleagues, subordinates, or customers.

12. GETTING IT WRONG

The Council will follow the ACAS Code of Practice which can be found at www.acas.org.uk.

LEVELS OF RESPONSIBILITY FOR DISCIPLINARY DISMISSALS

MANAGEMENT LEVEL	ACTION	APPEAL
Mayor/Chairman	Dismissal of Town Clerk	Resources Committee
Town Clerk	All Dismissals	Resources Committee

Levels of Responsibility for Disciplinary Warnings

MANAGEMENT LEVEL	ACTION	APPEAL
Mayor/Chairman	Warnings to Town Clerk	Resources Committee
Town Clerk	Warnings to Deputy Clerk, Accounts Clerk and Community Development Officer	Resources Committee
Deputy Clerk	Warnings to all other staff	Town Clerk

Date adopted by the Council –
Date for Review –

LEDBURY TOWN COUNCIL

GRIEVANCE POLICY & PROCEDURE

1. INTRODUCTION

- 1.1 The purpose of this policy is to specify the formal procedure by which employees can raise a grievance, while encouraging employees to use informal discussions to resolve problems in the first instance.
- 1.2 This policy applies to all employees of Ledbury Town Council. This policy does not apply to grievances raised on behalf of two or more employees by a representative of a recognised trade union or other appropriate workplace representative. Such grievances will be dealt with using the council's collective grievance process.
- 1.3 This policy does not apply where an employee has a grievance about a councillor. If it is not possible to resolve a complaint of this nature informally, it must be passed on to the Monitoring Officer at Hereford Council.
- 1.4 This policy does not apply when the council has no control over the matter, although the council will give information and advice where possible, to help an employee resolve the issue.
- 1.5 This policy does not apply where the procedure has been invoked within six months of the completion of any action under the grievance procedure of the same or similar issue, unless the original action agreed to redress the grievance has not been implemented.

2. DEFINITION OF GRIEVANCE

- 2.1 For the purpose of this policy, grievances are defined as concerns, problems or complaints over work-related matters that an employee raises with the council, and have not been resolved informally within a reasonable time.

Examples of grievances include:

- concerns over employment terms and conditions
- contractual or statutory rights
- health and safety
- work relations
- the working environment
- new working practices
- bullying and harassment
- organisational change
- discrimination

For instances of bullying and harassment, employees are also advised to refer to the council's Anti Bullying and Harassment Policy.

3. INFORMAL PROCEDURE

Ledbury Town Council recommends that all employees talk to their manager informally to try to resolve a problem before raising a formal grievance. However, if the informal approach fails to resolve the matter, employees can use the procedure outlined in this document to raise a grievance formally. The grievance should be raised without unreasonable delay and within fourteen days from the date that the attempt was made to resolve the matter informally.

4. PRINCIPLES OF THE GRIEVANCE PROCEDURE

- i. All grievance claims will be treated fairly and objectively.
- ii. Employees will not be dismissed or suffer disadvantage because of raising a genuine grievance.
- iii. If the employee has difficulty reading and writing, or if English is not their first language, any written documentation, e.g. a letter explaining the outcome of a meeting, will also be explained to them orally in their first language. Additional support that may be required at meetings will also be taken into consideration and provided as appropriate.
- iv. Any action taken because of a grievance will be monitored and reviewed, as appropriate, to ensure that issues are dealt with effectively.

5. FORMAL GRIEVANCE PROCEDURE

Stage 1. Write a Letter

- 5.1 The grievance needs to be raised with your line manager/Member (Chair of the Resources Committee) who is not the subject of the grievance, by writing a letter detailing the nature of the grievance.
- 5.2 If the employee has difficulty writing the letter, e.g. if English is not their first language, they are advised to seek help from a trade union representative or colleagues.
- 5.3 The letter must be dated, and the employee should keep a copy for themselves.

Stage 2 Investigation (Optional)

- 5.4 Upon receipt of a grievance it may be necessary to conduct an investigation. If appropriate, an investigatory meeting will be held to gather all relevant facts and evidence.
- 5.5 The employee will be invited to this investigatory meeting as soon as possible, in writing. The model letter in appendix 1 will be used. It will be

made clear that the purpose of the meeting is to establish the facts and that the employee may be accompanied by one colleague or trade union representative. Due consideration will be given to whether any reasonable adjustments are necessary for a person who is disabled; this includes colleagues or trade union representatives accompanying the person with a grievance.

- 5.6 The investigatory meeting will usually be conducted by the employee's Line Manager. However, if the Line Manager is the subject of the grievance, the meeting will be conducted by the Town Clerk or Chair of Resources Committee
- 5.7 The investigation will be conducted as soon as possible and will normally be completed within five working days of receiving the grievance. However, if the matter is particularly complex, this can be extended to 15 working days. If it is not possible to complete the investigation within this timeframe, the employee will receive a written explanation of the delay and when the investigation is expected to be completed.
- 5.8 As soon as reasonably practicable after the conclusion of the investigation (usually five working days), the employee will be notified in writing that the investigation has been completed.

Stage 3. Grievance Meeting

- 5.9 A meeting of the Grievance Panel will be held to discuss the grievance with the employee. The Town Council will agree in the May meeting the five councillors that will comprise the Grievance Panel. Wherever possible, the meeting will be arranged within five working days after the grievance is received or within five working days of the conclusion of an investigatory meeting if one has been held. The employee will be notified in writing of the date, time and location of the meeting (by the Town Clerk or if the grievance is against the Town Clerk by the Chair of the Grievance Panel), who will conduct the Grievance Meeting and the statutory right of employees to be accompanied at Grievance Meetings. Due consideration will be given to whether any reasonable adjustments are necessary for any person who is disabled; this includes colleagues or trade union representatives accompanying the person with a grievance.
- 5.10 The employee can take one colleague or trade union representative into the meeting. If the employee wishes to be accompanied in this way, they should notify the employer in advance. The employee has the right to call relevant witnesses to the meeting but should notify the employer of their intention to do so in advance of the meeting.
- 5.11 The meeting will be held at a reasonable time and place that suits both parties. The employee, their companion and the employer must make every effort to attend the meeting once a date and time has been agreed. The meeting will be held in private, where there will not be interruptions.

- 5.12 The purpose of the meeting is to establish the facts of the grievance and find a way to resolve the problem. The employee will be given the opportunity to explain their grievance and how they think it should be resolved.
- 5.13 Copies of meeting records will be given to the employee, including any formal minutes. However, Ledbury Town Council may withhold some information in certain circumstances, e.g. to protect a witness.
- 5.14 If deemed necessary, the employer may adjourn the meeting until after further investigation has been conducted. The meeting will be rescheduled as soon as is reasonably practical.

Stage 4. Decision and Notification

- 5.15 The employer will decide what action, if any, to take after the meeting. A letter will be sent to the employee, notifying them of the decision within five working days of the initial meeting. Where appropriate, the letter will set out what action the employer intends to take to resolve the grievance. Where an employee's grievance is not upheld, the reasons for this will be clearly explained. The letter will also specify that the employee can appeal if they are not content with the decision/action taken.

6.0 APPEALS PROCEDURE

- 6.1 If the employee feels that their grievance has not been satisfactorily resolved, they can appeal in writing to the employer, specifying the grounds for their appeal, within five working days of receiving notification of the decision.
- 6.2 An Appeal Hearing will be held, wherever possible, within five working days of receiving notification of the appeal from the employee. The Appeals Panel will consist of three people, two Councillors who were not on the Grievance Panel and one independent person. The employee will be notified in writing of the date and location of the hearing in advance. They will also be informed that they have the right to be accompanied at the hearing. Due consideration will be given to whether any reasonable adjustments are necessary for a person who is disabled; this includes colleagues or trade union representatives accompanying the person with a grievance.
- 6.3 At the hearing, an Appeals Panel will consider any representations made by the employee and/or their companion and those of the investigating Manager/Member and the Manager/Member who conducted the grievance meeting and made the decision. The Appeals Panel will not include Members or officers who have previously been involved in the case. The appeal will be dealt with impartially.
- 6.4 Copies of meeting records will be given to the employee, including any formal minutes. However, Ledbury Town Council may withhold some information in certain circumstances, e.g. to protect a witness.

- 6.5 The outcome of the appeal will be communicated to the employee in writing within five working days of the hearing. The letter will also specify that there will be no further right of appeal.

7.0 POST-EMPLOYMENT GRIEVANCES

- 7.1 Wherever possible a grievance should be dealt with before an employee leaves their employment with the council. Where an employee has already left employment and the procedure has not been completed, the employee is encouraged to attend any meetings in accordance with this procedure so a final decision can be made. If an employee refuses to attend any meetings, the council will proceed with the meeting in their absence and make a decision based on all the information and evidence available

8.0 DOCUMENTATION

- 8.1 During the grievance process, written records will be kept. These will include: the nature of the grievance, what was decided, and actions taken, the reasons for action taken, whether an appeal was lodged, the outcome of the appeal and any subsequent developments. These will be kept in a secure place.
- 8.2 Records will be treated as confidential and kept no longer than necessary in accordance with current UK Data Protection law.

9.0 OVERLAPPING GRIEVANCE AND DISCIPLINARY CASES

- 9.1 If an employee raises a grievance during a disciplinary process, the disciplinary process may be temporarily suspended in order to deal with the grievance. However, where the grievance and disciplinary cases are related it may be appropriate to deal with both issues concurrently.

Adopted:

Policy Due for Review:

Appendix 1

Stage 2 Letter template

Dear [EMPLOYEE]

Grievance meeting

Further to your letter dated [DATE] I would like to invite you to a meeting to discuss the concerns you have raised in relation to your employment.

To summarise, in the above-mentioned letter, you raised the following:

[SET OUT DETAILS OF THE GRIEVANCE]

In order to discuss these concerns, I would like you to attend a meeting at [PLACE] on [DATE] at [TIME]. The meeting will be held in accordance with our grievance procedure, which I attach for your attention.

The meeting will be conducted by me and the following people will also be in attendance [PROVIDE DETAILS]. The meeting will help me establish the full details of your concerns before I undertake a thorough investigation.

You are entitled to bring a fellow employee or a trade union representative to the meeting in accordance with our procedures. I would be grateful if you could confirm the details of your companion to me prior to the meeting.

Please confirm receipt of this letter and that you are able to attend the meeting at the time stated above. If you or your companion are unable to attend for any reason, please let me know as soon as possible.

If you have any questions in the meantime, please don't hesitate to contact me.

Yours sincerely,



LEDBURY
TOWN COUNCIL

Ledbury Town Council Capability Procedure

1. Introduction

The aim of this procedure is to ensure that employees whose performance is unsatisfactory due to lack of skill, knowledge, experience or aptitude are treated fairly, whilst maintaining the high operating standards of Ledbury Town Council.

The Capability procedure **MUST** be followed when problems arise which call into question the capability of an employee to perform duties which he/she was employed to undertake.

A clear distinction needs to be made between sub-standard performance, which is due to negligence, and that which is due to the lack of ability, skill, knowledge, experience or aptitude. Negligence will usually involve some measure of personal responsibility in that the employee is capable of doing his or her job, but the level of performance is inadequate. Issues of this nature should be handled through the stages of the disciplinary procedure. Lack of skill, knowledge, experience or aptitude should be treated from a different viewpoint.

The Capability Procedure is intended to compliment Ledbury Town Council's Appraisal Scheme, Sickness Absence Procedure and be used as part of its' Performance Management Responsibility.

2. Responsibility

Ledbury Town Council requires high standards from its' employees in order to provide an efficient and effective service to its clients/customers etc.

Managers have a responsibility to make clear to employees the standards required of them in terms of work performance and objectives. Employees have the responsibility to achieve and maintain these standards.

Ledbury Town Council will endeavour to ensure that all employees are adequately trained and competent to undertake their duties. Where these standards are not satisfied, support will be offered to achieve the appropriate standards where informal methods are not successful.

The procedure provides a framework for dealing with lack of capability related to an individual's competence to meet the required standards of performance, on a fair and consistent basis, and aims to improve individual effectiveness using a problem-solving approach. Help, advice, opportunity and time will be given to the employee in order for them to improve their performance and meet the standards required.

The Procedure applies to all staff directly employed by Ledbury Town Council.

Unacceptable performance arising from deliberate or wilful lack of care, attention, or negligence rather than as a result of the lack of necessary skills or aptitude will be addressed appropriately through Ledbury Town Council's Disciplinary Procedure.

3. Causes of Poor Performance

Unacceptable performance may be due to lack of skill, aptitude, experience, knowledge, poor health (physical and mental health) all of which can affect the capability of the individual to perform their job satisfactorily. Such problems can occur through:

- Unsatisfactory application of the recruitment and selection process
- Lack of proper training and development, to allow the employee to achieve the required standards. This should be reviewed regularly, at least annually, as part of the Appraisal Scheme to meet changing demands.
- Insufficient understanding of the role the employee is expected to perform due to poor or inadequate guidance or induction.
- The employee not having the range of experience, skills, or knowledge necessary to perform effectively in their role.
- The employee's working conditions and/or access to equipment/information which may be such as to impair the efficient performance of their duties.
- Inadequate staffing levels and skill mix.
- Issues associated with an individual's domestic situation. Employees should be supported appropriately and sensitively depending on the issues.
- Harassment or bullying. Action will be taken under the appropriate Ledbury Town Council Policy(s).

(This list is not exhaustive)

4. Informal Stage

Before resorting to the formal procedure, the manager will ensure that proper guidance, advice and, where appropriate, training has been given and that adequate time has been allowed for the employee to overcome the difficulties that they have been experiencing.

Where an employee's ability to perform the duties of his/her post satisfactorily is in question, their manager will discuss the matter first informally at a 1:1 meeting (either a Let's Talk, a Supervision, or an Appraisal).

The nature of the problem will be described, and reasons explored. The employee will be given an opportunity to give an explanation for the unsatisfactory performance. An action plan to address unsatisfactory performance will be developed and agreed jointly with the employee. The action plan will address the causes and will include the following:

- Make the employee aware of the standards to be addressed.
- Clarify tasks to be completed.
- Set a realistic timescale for improvement.
- Identify necessary training and/or supervision.
- Include regular monitoring meetings.
- Clarify the appropriate method of monitoring performance.

A **Performance Improvement Plan** template is below:

Define the Task, skill or competence that needs to be reviewed or improved	Improvement needed and the standard expected	Monitoring period and date for review	Additional information, support or training required, by whom, by when

Signed by employee: _____ Date: _____

Signed by line manager: _____ Date: _____

The broad content of the meeting and all the actions required to take will be confirmed in writing, either through notes or email follow up. The employee will also be informed of the possible implications of not achieving the required standards. A record will also be kept of any monitoring meetings as they may need to be referred to at a later stage.

A review meeting will be held at the end of the agreed timescale. If satisfactory improvement is achieved and maintained, no further action will be taken, and performance will continue to be monitored as part of the usual 6 month and 12-month Appraisal Scheme.

If standards have not been achieved and/or maintained, the reasons will be explored and consideration given to extending the time period, if appropriate. Otherwise, the employee will be invited to attend a formal Capacity Hearing.

5. Rights of the Employee

The employee will have full access to a copy of the Capacity Procedure at the informal stage.

- Senior Managers/Chair of Resources will manage and chair any formal meetings from this point on.
- Employees have the right to be accompanied at formal hearings by a Trade Union Representative, colleague or friend who is not acting in a legal capacity. It is the employee's responsibility to obtain representation, colleague or friend.
- The employee will be given reasonable written notice of the hearing, setting out the date, time, venue, nature of unsatisfactory performance being considered and their right to representation. At least five working days' notice will be given to enable the employee to prepare their case and to arrange representation.
- The employee will be given copies of written statements, and relevant documents.
- The employee has the right of appeal against formal warnings imposed.

6. Formal Capability Procedure

While the principal objective of the Capability Procedure is to help an employee overcome their difficulties, it is nevertheless essential that they are made fully aware of the consequences of not achieving and maintaining the standards set.

The formal capability procedure will comprise of the following stage:

- Stage 1 – First written warning (letter – live for 6 months)
- Stage 2 – Second Written warning (kept live on file for 6 months)
- Stage 3 – Final Written warning (kept live on file for 12 months)
- Stage 4 – Dismissal

Consideration will be given to the causes of unacceptable performance together with what help, and support has been offered in the past and what more the employee can reasonably expect in order to overcome their difficulties and in what timescales.

In handling unacceptable performance any warnings will normally be issued progressively, however depending on the circumstances a written warning or a final written warning may be issued without any previous action having been taken under the Capability Procedure. This will most commonly occur where the unacceptable performance is likely to have serious consequences on service delivery or the financial security of Ledbury Town Council is at risk and the level of performance cannot be remedied by training in a reasonable period.

Suspension from duty or temporary transfer to other duties, or redeployment or demotion may be required in such exceptional circumstances.

7. Outcomes

Any warning given will be by a Senior Manager/Chair of Resources.

Any warning given will normally last three months to allow sufficient time for improvement. However, these periods may be longer or shorter depending on the circumstances.

In circumstances where a warning has proved ineffective and an improvement in performance seems unlikely, the employee should be encouraged to seek alternative employment where it is both suitable and available.

Where alternative employment is offered within Ledbury Town Council, the employee will receive a formal written offer giving details of the alternative employment and the duties required in it for consideration, before either party commit themselves to the new job contractually. It will be made clear that they are expected to reach the required standard of performance within an agreed period otherwise the Capability Procedure will be once again invoked.

Alternative employment, if offered as an alternative to dismissal, does not have to be equivalent to the current post nor be at the employee's current level/pay. There will be no right for the employee to have their current earnings level protected.

Refusal of redeployment or demotion will result in termination of employment in line with provision of notice periods contained within the employees contract.

All decisions will be confirmed in writing to the employee within 3 working days of the hearing.

Copies must be retained by the Manager for the agreed review period as well as being placed on the personnel file.

No employee will be dismissed for the first discussion about their performance.

8. Review and Monitoring Period

The Senior Manager who issued the warning will ensure that the terms of the review and monitoring period are adhered to. They need to undertake this themselves or delegate it to the employee's manager.

The Review will be conducted in a manner which encourages the employee to improve. The employee will be encouraged to discuss areas of concern as they arise during the course of the review period.

At the end of the review and monitoring period, if the manager is satisfied that the employee has reached the required standard of performance, then they will confirm this in writing to the employee, their representative (if applicable) and retain a copy on the employee's personnel file. The letter will contain a reminder that the performance level reached **MUST** be maintained.

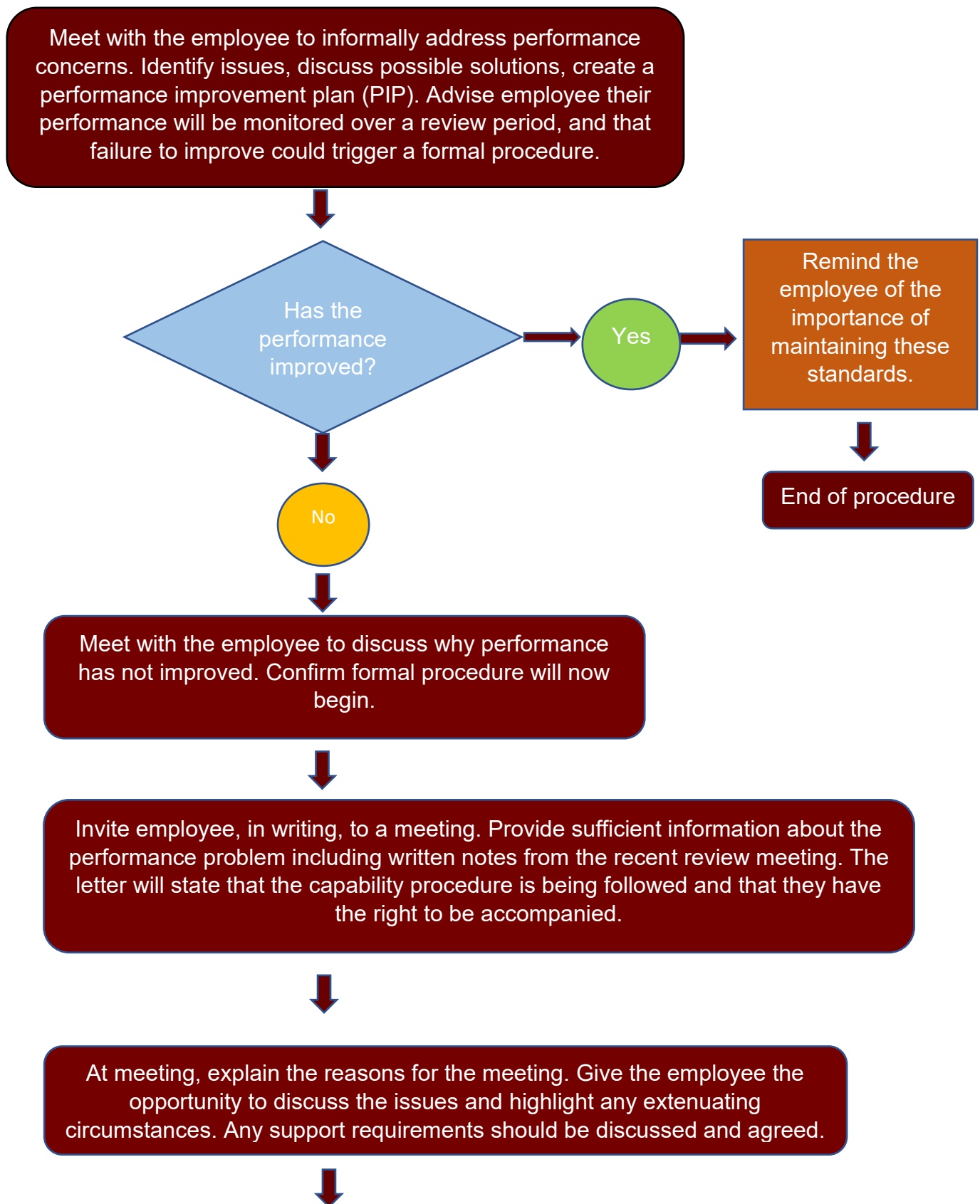
In the event that the employee fails to reach the required standard of performance at the end of the review period, then a further formal hearing will be arranged under the terms of the Capability Procedure.

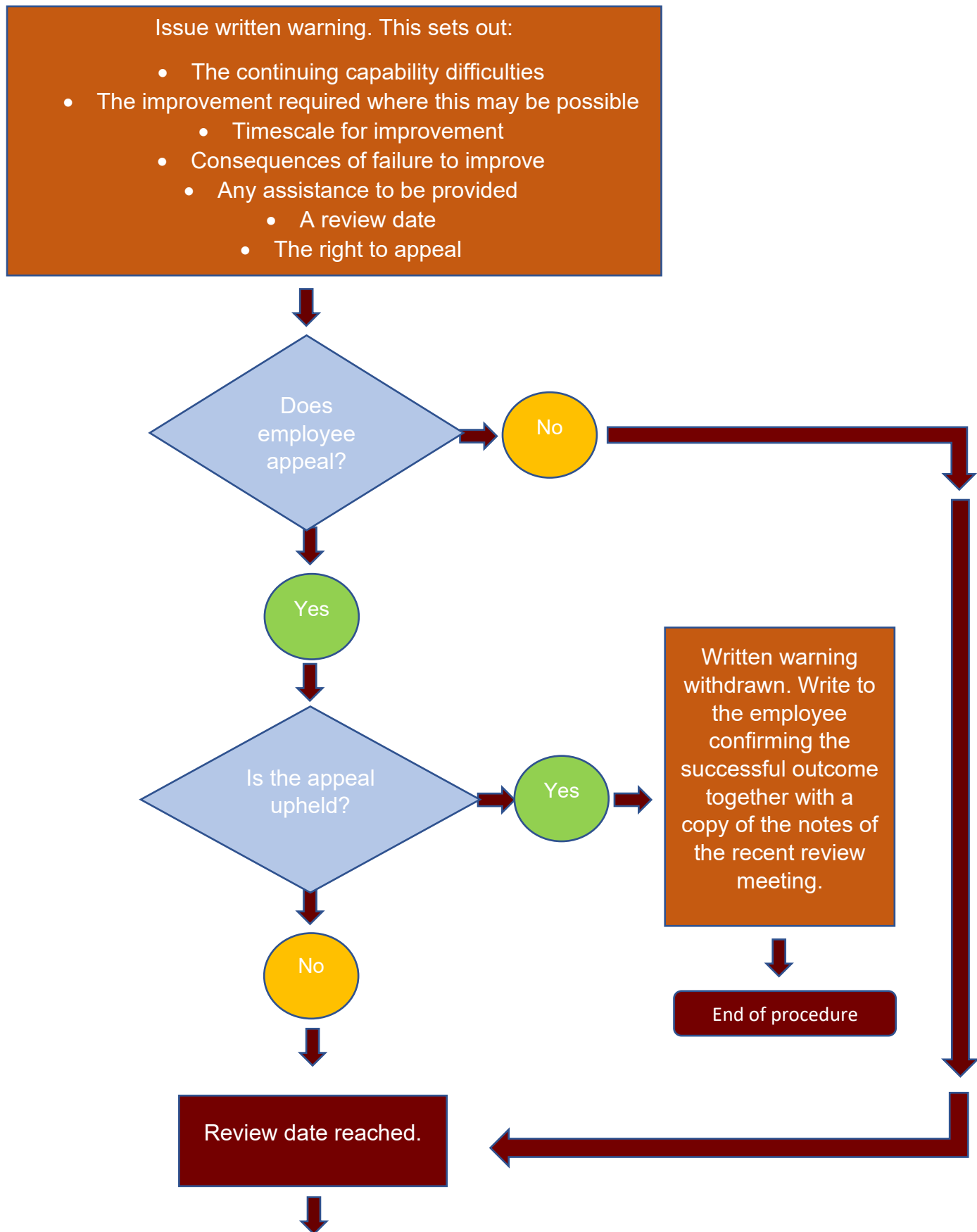
In exceptional circumstances, where the manager gathers evidence to show that in spite of warnings and counselling, the employee is failing to reach the required standard of performance, then the review date may be brought forward.

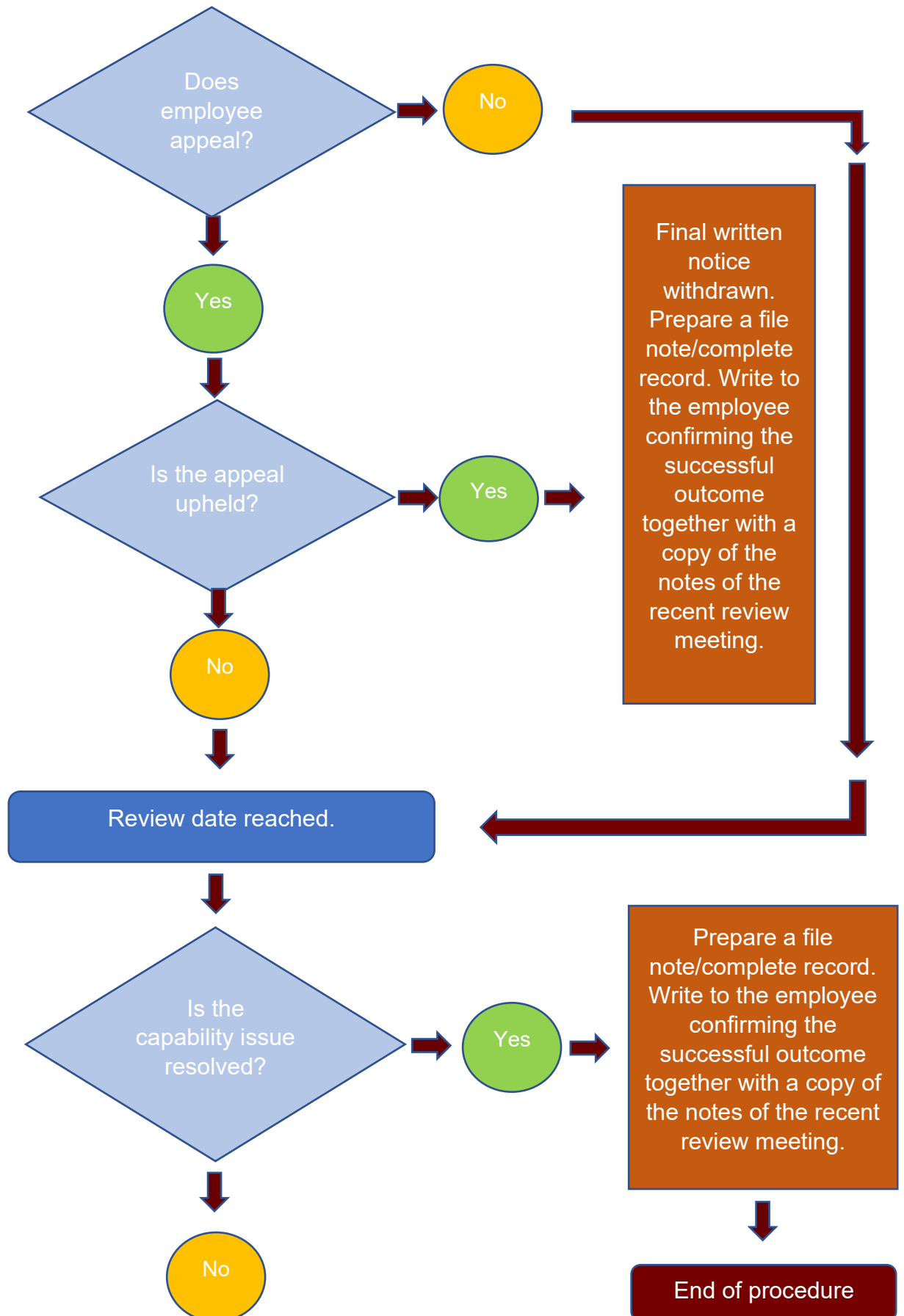
Any records relating to warnings in a personnel file will not be viewed as current after a period of 1 year from the date that they were imposed.

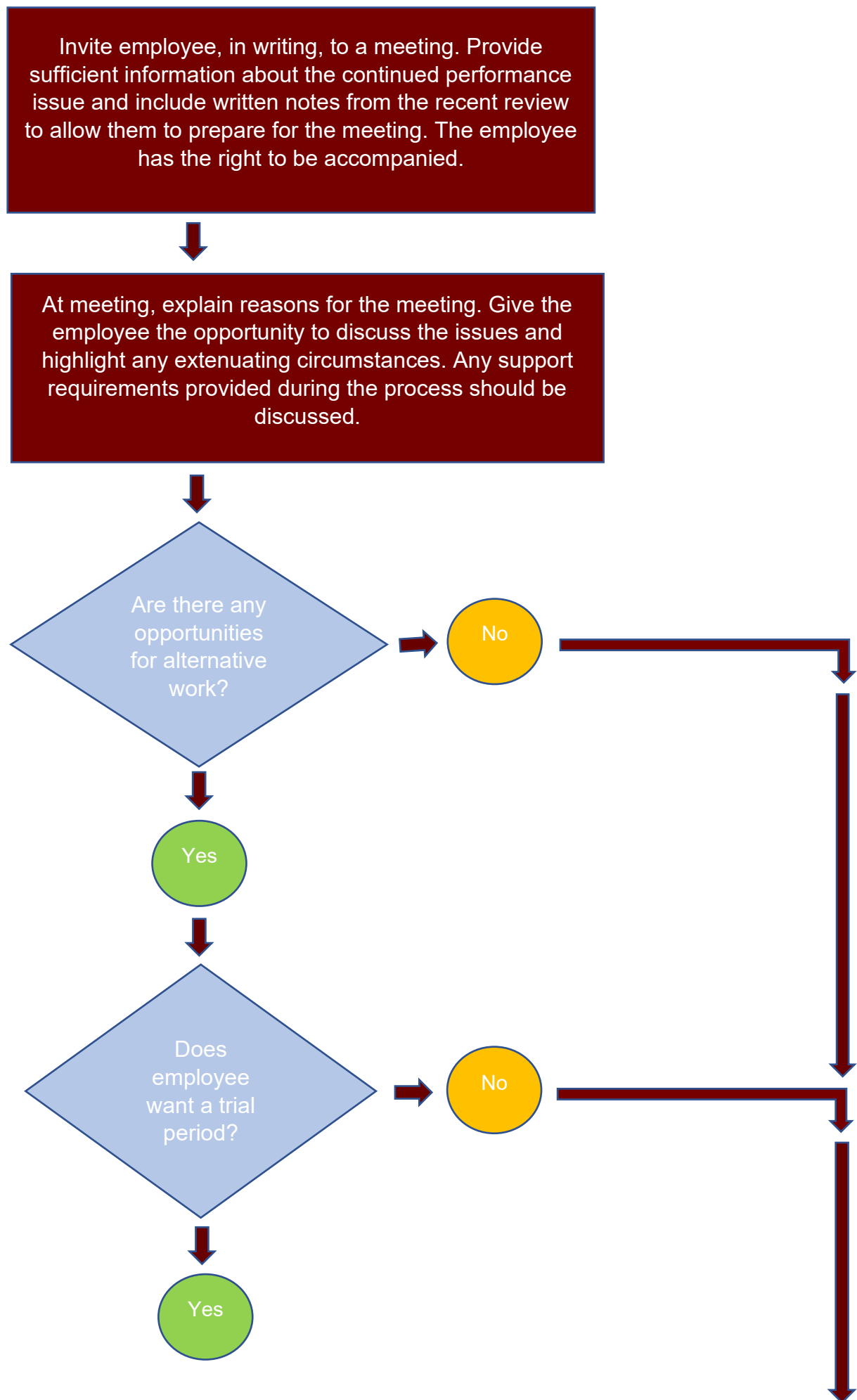
9. Appeals

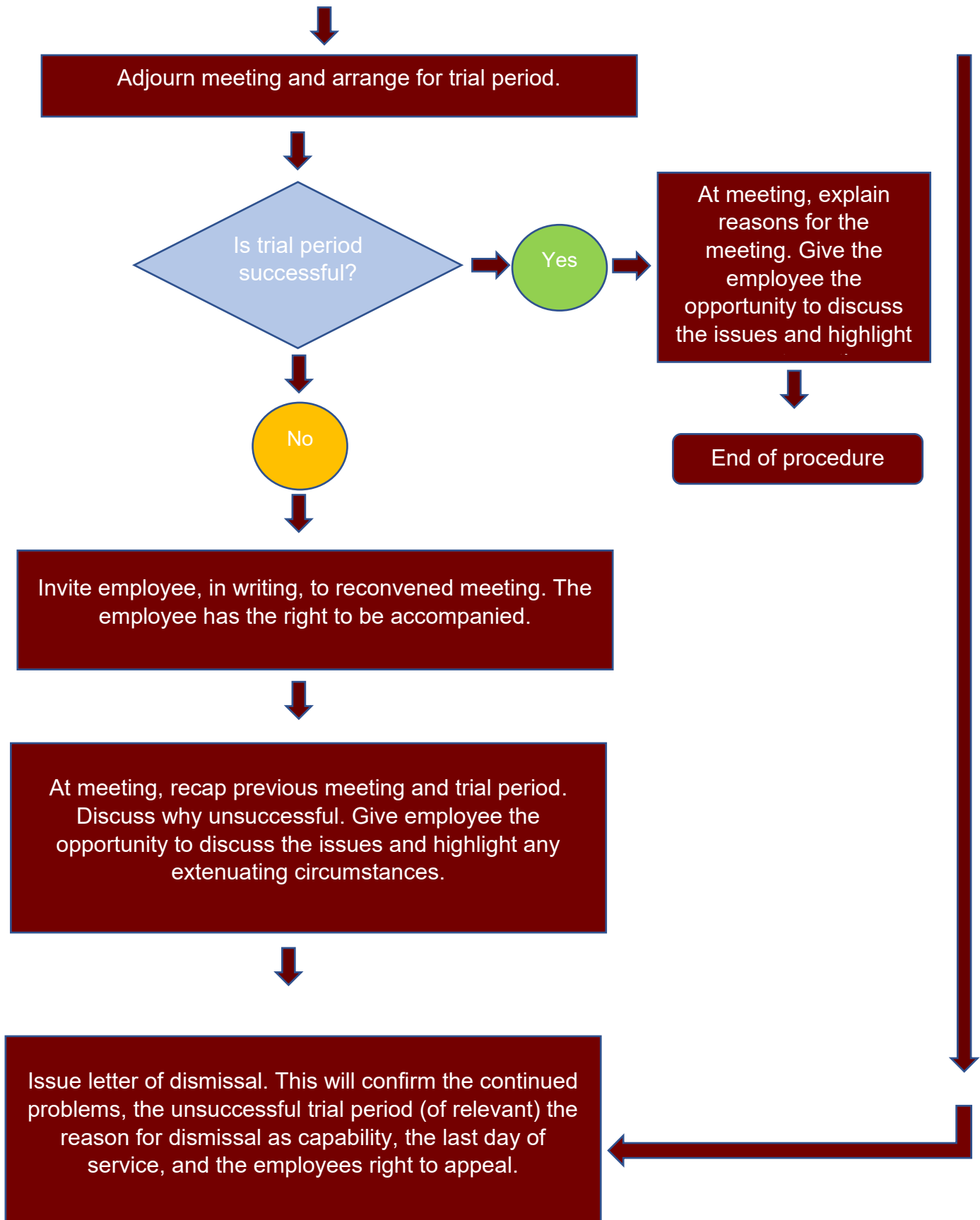
All employees have the right of appeal against all warnings.

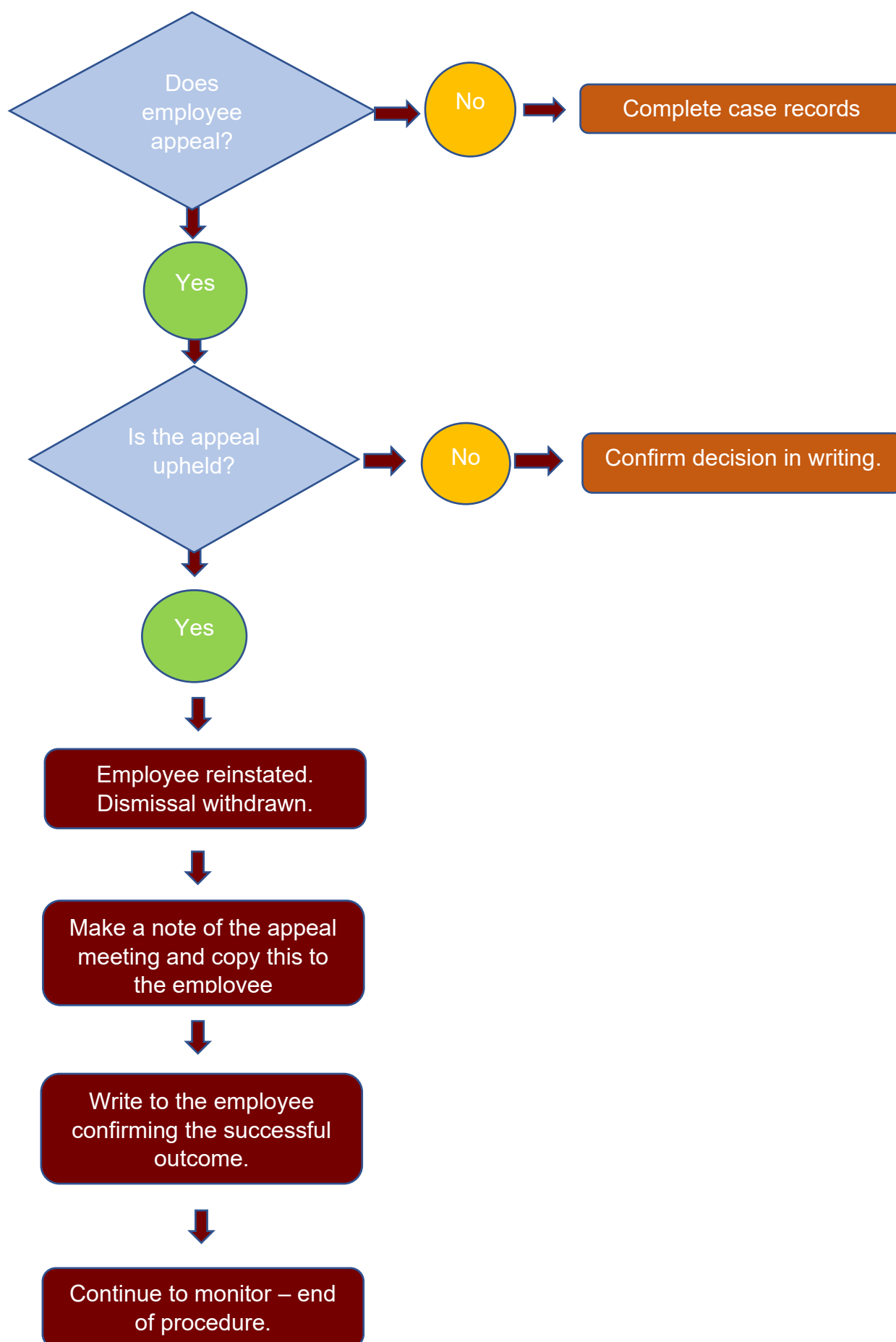














LEDBURY TOWN COUNCIL

CONCERNS AND COMPLAINTS POLICY

Concerns & Complaints

Ledbury Town Council recognises that from time to time there will be concerns expressed by members of the public over the activities of the Council or one of its employees. The Council is committed to dealing effectively with any concerns or complaints you may have about our service. We aim to clarify any issues about which you are not sure. If possible, we will put right any mistakes we have made, we will provide any service you're entitled to which we have failed to deliver. If we got something wrong, we will apologise and where possible we will try to put things right. We also aim to learn from our mistakes and use the information we gain to improve our services.

When to use this Policy

When you express your concerns or complain to us, we will usually respond in the way we explain below. However, sometimes you may have a statutory right of appeal, so rather than investigate your concern, we will explain to you how you can appeal. Sometimes, you might be concerned about matters that are not decided by us and we will then advise you about how to make your concerns known.

Also, this policy does not apply if the matter relates to a Freedom of Information or Data Protection issue. In these circumstances, you should write to the Town Clerk, Ledbury Town Council, Church Street, Ledbury, HR8 1DH.

Have you asked us yet?

Of you are approaching us for a service for the first time, (i.e. Cemetery, Recreation Ground or other amenity area) then this policy does not apply. You should first give us a chance to respond to your request. If you make a request for a service and then are not happy with our response, you will be able to make your concern known as detailed below.

Informal Resolution

If possible, we believe it's best to deal with things straight away rather than try to sort them out later. If you have a concern, raise it with the person you are dealing with and they will attempt to resolve it for you there and then if there are any lessons to learn from addressing your concern then the Member or employee will draw them to the attention of the Clerk. If they can't help, they will explain why and you can then ask for a formal investigation, or in the case of a complaint against a Member you will be

referred first to the Local Resolution Policy and if necessary then to the standard complaints procedure as outlined in the Councillor Code of Conduct and Hereford Council Standards procedure.

https://www.herefordshire.gov.uk/downloads/download/602/standards_and_ethics;

How to express your concern or complaint formally

You can put your concern/complaint forward in any of the following ways:-

- Ask for a copy of our complaints form from the person with whom you are already in contact, advising that you want your concern/complaint dealt with formally;
- Contact the Council offices on 01531 632306 if you wish to make your complaint over the phone;
- Download a copy of our complaints form from our website at <http://www.ledburytowncouncil.gov.uk>
- Email us at: reception@ledburytowncouncil.gov.uk
- Write to us at: - Ledbury Town Council, Church Street, Ledbury, HR8 1DH

Dealing with your concern

- We will formally acknowledge your concern/complaint within 5-working days of receipt and advise you of how we intend to deal with it;
- We will ask you to tell us how you would like to communicate with you and establish whether you have any particular requirements – i.e. do you have a disability;
- We will deal with your concern/complaint in an open and honest way;
- We will make sure that your dealings with us in the future do not suffer just because you have expressed a concern or made a complaint.

We will, as a rule, only be able to look into your concern/complaint if you tell us about it within 6-months of it occurring.

We may, in exceptional circumstances, be able to look at concerns which are brought later than 6-months, however, you will need to demonstrate good reasons why you have not been able to bring it to the attention of the Council sooner and we will need sufficient information about the issue to enable us to consider it properly. (in any event, regardless of the circumstances, we will not consider any concerns about matters that took place more than three-years ago).

A separate Local Resolution Policy is provided in respect of the following low level complaints:

- Minor complaints from Members about Members;
- Minor complaints from Officers about Members;
- Members alleged to have not shown respect and consideration for others – either verbally or written.

What if there is more than one body involved?

If your complaint involves more than one body (i.e. Hereford Council, Health Board etc.) we will usually work with them to decide who should take a lead in dealing with your concerns. You will then be given the name of the person who will be handling your complaint for future communications.

If the complaint is about a body working on behalf of the Council (i.e. contractors) you may wish to raise the matter informally with them first. However, if you want to express your concern or complaint formally, we will look into this and respond to you accordingly.

Investigation

You will be advised of who is handling your concern/complaint. If your complaint is straightforward, we will usually ask an officer of the Council to look into it and get back to you. If it is more serious, we may use someone from elsewhere in the Council or in some cases we may appoint an independent investigator.

We will provide details of our understanding of your concern/complaint and ask you to confirm that we have the correct understanding. We will also ask you to tell us what you would like as an outcome to the concern/complaint. The person appointed to look at your complaint will usually need to see any files or correspondence we hold relevant to your complaint, if you do not want this to happen it is important that you advise us of this.

If there is a simple solution to your problem, we may ask you to consider it and advise us whether you are happy to accept the outcome. For example; where you have asked for a service and have not received it, we will offer to provide the service, rather than investigate and produce a report.

We will aim to resolve concerns as quickly as possible and expect to deal with the majority within 20-working days. However, if your complaint is more complex, we will:

- Advise you within this time why we think it may take longer to investigate;
- Advise you how long we anticipate it will take;
- Advise you of where we are, at that point, with the investigation;
- Provide you with regular updates, including advising you of whether any developments are likely to change our original estimate of completion.

The person investigating your concerns will aim, in the first instance, to establish the facts. The extent of the investigation will depend on the complexity and seriousness of the issues you have raised. In more complex cases we will draw up an investigation plan.

In some instance, we may ask you to meet with the person investigating your case, to discuss your concerns. Occasionally, if felt appropriate, we might suggest mediation or another method to try to resolve disputes.

We will look at all evidence provided, which will include files, notes of conversations, letters, e-mails and any other relevant documentation and where necessary will talk to Members and employees involved and consider our policies and legal entitlement and guidance.

Outcome

If your complaint is formally investigated, we will let you know the findings via your preferred form of communication. If necessary, we will provide a longer report, which will explain how and why we came to our conclusions.

If we find we (the Council) got it wrong, we will tell you what and why it happened and show that we understand how the mistake affected you.

If we find there is a fault in our systems or method of working, we will tell you what that is and how we plan to change things to prevent it from happening again in the future.

If we got it wrong, we will apologise.

Putting things right

If we do not provide a service you should have had, we will aim to provide it as soon as is practicably possible. If we did not do something well, we will aim to put it right. If you have lost out as a result of a mistake of our doing, we will try to put you back in the position you would have been in had we got it right.

If you have had to pay for a service yourself, when you should have had one from us, we will usually aim to make good what you have lost.

Not Satisfied?

If we do not manage to resolve your concern/complaint satisfactorily you may complain to the Monitoring Officer who will look at individual complaints about councils, all adult social care providers (including care homes and home care agencies) and some other organisations providing local public services.

- Have been unfairly treated or received a bad service through some failures on the part of the body providing it;
- Have been disadvantaged personally by a service failure or have been treated unfairly.

The Ombudsman can be contacted by:

Tel: 0300 061 0614

Website: <https://www.lgo.org.uk/>

Learning Lessons

We take our concerns and complaints seriously and try to learn from our mistakes. A summary of all complaints will be provided to the Council's Resources Committee twice a year along with the responses provided to each complaint.

Where there is a need to change, we will develop an action plan setting out what we will do, who will do it and when it will be completed by. We will advise you of when changes promised to you have been made.

What if I need help?

Our staff will aim to help you make your concerns known to us. If you need assistance, we will make every effort to put you in touch with someone who can help. You may wish to contact Citizens Advice Bureau, Age Concern, Shelter, etc. who may be able to assist you.

What we expect from you

In times of trouble or distress, some people may act out of character, there may have been upsetting or distressing circumstances leading up to a concern or complaint. We do not view behaviour as unacceptable just because someone is forceful or determined.

We believe that all complaints have the right to be heard, understood and respected. However, we also consider that our staff have the same rights. We, therefore, expect you to be polite and courteous in your dealings with us. We will not tolerate aggressive or abusive behaviour, unreasonable demands or unreasonable persistence.

Copies of this policy and the complaints form are available in large print at request.

Date adopted by Council: 30 May 2020
 Reviewed: 29 September 2022
 Review Date: September 2024

LEDBURY TOWN COUNCIL
CONCERN/COMPLAINT FORM

Your Details

Surname	Forename(s)	Title
Address		
Tel:		
Mobile No.		
Email Address		

Please state your preferred method of contact for all future correspondence:

Your Requirements - If our usual way of dealing with complaints makes it difficult for you to use our service please advise us so that we can discuss how we might help you.

The person who experienced the problem should normally fill in this form. If you are filling this in on behalf of someone else, please fill in section B. Please note that before taking forward the complaint we will need to satisfy ourselves that you have the authority to act on behalf of the person concerned.

Making a complaint on behalf of some else? Please provide their details

Surname	Forename(s)	Title
Address		
What is your relationship to them?		
Why are you making a complaint on their behalf?		

The Complaint

Name of department/service you are complaining about

What do you think they did wrong, or failed to do?

How have you personally suffered or been affected?

When did you first become aware of the problem?

Have you already put your concern to the frontline staff responsible for delivering the service? If so, please give brief details of how and when.

If it is more than 6-months since you first became aware of the problem, please give reasons why you have not complained before now.

What do you think should be done to put things right?

--

(please continue on a separate sheet(s) if necessary)

If you have any documents to support your concern/complaint, please attach them with this form.

Signed: _____ **Date:** _____

Please send you form to:

Town Clerk
Ledbury Town Council
Church Street
Ledbury
HR8 1DH



LEDBURY TOWN COUNCIL

VEXATIOUS COMPLAINTS POLICY

The following policy is based on a template provided by Herefordshire Council and adapted for use by Ledbury Town Council (LTC).

Target audience: Anyone who contacts the Town Council, councillors and employees

This policy should be read in conjunction with the Town Council's Equal Opportunities, Complaints and Data Protection Policies.

Introduction

This policy has been produced to create a joint understanding of what is considered acceptable and unacceptable behaviour when working with officers and Councillors of Ledbury Town Council. It includes dealing with abusive, persistent or unreasonable behaviour and vexatious complaints from members of the public. It also includes the identifying of potentially violent individuals on the Town Council's electronic management systems. The Town Council is keen to positively and proactively work with residents to resolve issues as and when they occur.

This policy has four main sections:

- Section 1: Unreasonable behaviour when contacting LTC
- Section 2: Vexatious/persistent complainants
- Section 3: Options to restrict and manage contact
- Section 4: Record keeping and monitoring of those who are subject to the Vexatious Complaints policy

The purpose of the Policy

- To define the behaviours that are not acceptable to the Town Council, including behaviour exhibited by people making formal complaints
- To ensure that the ability of staff and councillors to conduct business is not adversely affected by individuals who behave in an unreasonable or vexatious manner
- To ensure employees and councillors have a safe working environment and are not exposed to unnecessary stress, harassment or violence due to the unacceptable behaviour of others and that they are supported as appropriate
- To ensure that employees and councillors can deal confidently and effectively with unreasonable behaviour should it occur

Who does this Policy apply to?

This policy applies to everyone who has contact with the Town Council.

Section 1: Unreasonable Behaviour when contacting Ledbury Town Council

The Town Council has a duty of care to its employees and councillors to protect them from avoidable stress and upset at work and to use policies and procedures to protect them from what we consider to be unacceptable levels of types of contract. We recognise that when you contact the Town Council you may have reason to feel aggrieved, upset or distressed. However, it is not considered acceptable when these feelings become aggressive and are direct towards individual employees or councillors.

1.1 What behaviour is unreasonable?

- a. Unreasonable behaviour is behaviour of language, in whatever form whether face to face by telephone, social media, SMS (text message) or written that may cause employees or councillors to feel intimidated, threatened or abused. Examples may include:
 - Threats of violence
 - Verbal abuse
 - Racist or sexist language
 - Derogatory remarks
 - Offensive language
 - Rudeness
 - Making inflammatory statements
 - Raising unsubstantiated allegations
 - Any form of physical abuse
- b. We do not view assertive behaviour as unreasonable, for example, putting forward your case in a persuasive manner, so long as this does not overstep the line into one of the bulleted behaviours stated above.

1.2. Unreasonable requests and communication

- a. Requests may be considered unreasonable either by the nature and/or scale of service expected. Examples may include:
 - Requesting a response within unreasonable timescales. (LTC will endeavour to acknowledge receipt within 48 hours wherever possible, but investigation of the details may take considerably longer, depending on the nature of the request).
 - Insisting on speaking with certain employees/officers/councillors (all matters should) be directed via the Clerk in the first instance, who will route your request to an appropriate/available person
 - Adopting a “capture-all” or “scatter gun” approach by contacting many employees, councillors and third parties about the same issue (please refer to the above note and contact the Clerk as the first step)

- b. Communication may be considered unreasonable if, for example, individuals or representatives of organisations:
- Continually contact us while we are in the process of looking at a matter
 - Make a number of approaches about the same matter without raising new issues
 - Refuse to accept a decision made where explanations for the decision have been given
 - Continue to pursue complaints/issues which have no substance
 - Continue to pursue complaints/issues which have already been investigated and determined
 - Continue to raise unfounded or new complaints arising from the same set of facts

1.3. Unreasonable communication through social media

- a. Social media is a rapidly changing area of technology that many Councils are using to build relationships with new and existing customers/residents. However, this form of communication can sometimes be used to bully and harass employees and councillors. All social media users should adopt the same level of courtesy used when communicating via email, telephone or face to face.
- b. If a member of the public posts a message that may cause offence – or is otherwise unsuitable about an employee or councillor the council will do its best to have that post removed from the social media site.
- c. When social media is used inappropriately (e.g. cyber bullying), we will try to identify the offender take steps to remove the offending material from view and, where appropriate, initiate action against the offender.
- d. Inappropriate content includes:
- Pornography
 - Racial or religious slurs
 - Gender-specific comments
 - Information encouraging criminal or terrorism activity
 - Threats, abuse or personal comments which may be regarded as defamatory
 - This definition of inappropriate content or material also covers any text, images or other media that could reasonably offend someone on the grounds of race, age, sex, religious or political beliefs, national origin, disability, sexual orientation or any other characteristic protected by law (see also the Council Equal Opportunities Policy).

1.4. How we will manage unreasonable behaviour

- a. All Council employees and councillors have the authority to manage unreasonable behaviour. The Council has a zero-tolerance position on physical violence, verbal abuse, threats or harassment against our employees and councillors. Any personal assault against its employees or councillors will be reported to the police, who may decide to prosecute.
- b. The decision to invoke this policy and place restrictions on an individual will be taken by the Chairman or in his absence, the Vice Chairman. If the complaint relates to an issue of Councillor Conduct, it will be referred to the Herefordshire Council Monitoring Officer.
- c. For individuals, whose behaviour has been found to be unreasonable, LTC has developed a list of possible ways in which their contact with us can be managed or restricted. The options found in Section 3 may be applied as appropriate.
- d. In all cases, the council will only place restrictions on an individual if we have informed them their behaviour is unreasonable and have asked them to modify it. We will explain what action will be taken if the warning is ignored. If they fail to modify their behaviour, we will take steps to restrict their communications/contact with us.
- e. If we decide a restriction is appropriate, we will consider which of the options best fit the circumstances. The level of restriction that we apply will be proportionate, taking into account the nature, extent and impact of the unreasonable behaviour.
- f. We will be transparent and will write to the individual to explain what restriction we are putting in place, our reasons for doing so, and how long the restriction will apply.
- g. The restrictions will be in place for a minimum period of 3-months and the review period can be on a 3, 6 or 12 monthly basis. The individual will be informed of the review date in the original explanatory letter.

Section 2: Vexatious or Persistent Complaints

2.1 Clarification

- a. An individual can only be described as “vexatious or persistent” if they demonstrate unreasonable behaviour while making (or having made) a formal complaint through our Complaints Procedure.
- b. Dealing with a complaint is usually a straightforward process but, in a minority of cases, people pursue their complaints in a way in which can either impede the investigation of their complaint or can have significant resource issues for the council. This can happen either while their complaint is being investigated or once the council has finished dealing with the complaint.

2.2 How we deal with complaints

- a. We are committed to dealing with all complaints equitably, comprehensively, and in a timely manner.
- b. As stated above, complaints regarding the conduct of elected members are dealt with by the Monitoring Officer at Herefordshire Council.

2.3 What do we mean by unreasonable behaviour?

- a. Unacceptable behaviour is defined above (section 1.1) and can be applied to complaints going through the formal complaints process.
- b. We will not normally limit the contact which complaints have with council employees or councillors; however, we do not expect employees or councillors to tolerate unacceptable behaviour by complainants.
- c. We will act to protect employees from unreasonable behaviour. If a complainant behaves in a way that is unreasonably persistent or vexatious, we will follow this policy, which may include invoking one or more of the options detailed in section 3.
- d. Raising legitimate queries or criticisms of a complaints procedure as it progresses (for example if agreed timescale are not met) should not in itself lead to someone being regarded as a vexatious or unreasonably persistent complaint.
- e. 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 labelled vexatious or unreasonably persistent.

2.4 Definitions

- a. We have adopted the Local Government Ombudsman's (LGO) definition of *"unreasonable complainant behaviour"* and *"unreasonable persistent complaints"*.
- b. We define unreasonably persistent and vexatious complainants as those complainants who, because of the frequency or nature of their contacts with the council, hinder our consideration of their or other people's complaints. The description "unreasonably persistent" and "vexatious" may apply separately or jointly to a particular complainant.
- c. Examples include the way or frequency that complainants raise their complaint with employees, or how complainants respond when informed of our decision about the complaint.
- d. Features of an unreasonably persistent and/or vexatious complainant include the following (the list is not exhaustive, nor does one single feature on its own necessarily imply that the person will be considered as being in this category):

An unreasonably persistent and/or vexatious complainant may:

- Have insufficient or no grounds for their complaint and be making the complaint only to annoy (or for reasons that he or she does not admit or make obvious)
- Refuse to specify the grounds of a complaint despite offers of assistance
- Refuse to co-operate with the complaints investigation process while still wishing their complaint to be resolved
- Refuse to accept that issues are not within the remit of the complaints policy and procedure despite having been provided with information about the scope of the policy and procedure (e.g. planning decisions)
- Refuse to accept that issues are not within the power of the council to investigate, change or influence (examples could be a complaint about something the council is not empowered to do or something that is the responsibility of another organisation)
- Make what appear to be groundless complaints about the employee or councillors dealing with the complaints and seek to have them replaced
- Make an unreasonable number of contacts with us, by any means, in relation to a specific complaint or complaints.
- Make persistent and unreasonable demands or expectations of employees, councillors and/or the complaints process after the unreasonableness has been explained to the complainant (an example of this could be a complainant who insists on immediate responses to numerous, frequent and/or complex letters, faxes, telephone calls or emails)

- Harass or verbally abuse or otherwise seek to intimidate employees or councillors dealing with their complaint, by use of foul, inappropriate, offensive or racist language
- Raise subsidiary or new issues whilst a complaint is being addressed that were not part of the complaint at the start of the complaint process
- Introduce trivial or irrelevant new information whilst the complaint is being investigated and expect this to be taken into account and commented on
- Change the substance or basis of the complaint without reasonable justification whilst the complaint is being addressed
- Deny statements he or she made at an earlier stage in the complain process
- Electronically record meetings and conversations without the prior knowledge and consent of the other person involved
- Adopt an excessively “scatter gun” approach, for instance, pursuing a complaint not only with the council, but at the same time with the County Council, a Member of Parliament, other councils, elected councillors of this and other councils, the Police, solicitors and the Local Government Ombudsman
- Refuse to accept the outcome of the complaint process after its conclusion, repeatedly arguing the point, complaining about the outcome, and/or denying that an adequate response has been given
- Make the same complaint repeatedly, perhaps with minor differences, after the Complaints Procedure has been concluded, and insist that the minor differences make these new complaints which should be put through the full Complaints Procedure
- Persistently approach the council through different routes about the same issue
- Persist in seeking an outcome which we have explained is unrealistic for legal or policy (or other valid) reasons
- Refuse to accept documented evidence as factual
- Complain about or challenge an issue based on a historic and irreversible decision or incident
- Combine some or all of these features
- Insist on the complaint being dealt with in ways in which are incompatible with the Complaints Procedure or with good practice

2.5 How we will manage vexatious or persistent complainants

- a. The Clerk will bring to the attention of the Chairman (or vice-chairman) if a complainant is becoming persistent or vexatious. If appropriate, the matter will be referred to the Council’s Resources Committee for review. When a decision has been taken to apply this policy, a warning letter will be sent to the complainant that unless the behaviour changes the policy will be invoked.

- b. If the behaviour persists, the Resources Committee may take the decision to make the individual a vexatious complainant. The Chairman (or vice-chairman) will contact the complainant in writing to explain:
 - Why we have taken the decision
 - What action we are taking (see the list of options in section 3)
 - The duration of the action
 - The review process of this policy
 - The right of the complainant to contact the Local Government Ombudsman about the fact that they have been treated as a vexatious/persistent complainant
- c. The Chairman (or vice-chairman) will enclose a copy of this policy in the letter to the complainant
- d. Where a complainant continues to behave in a way in which is unacceptable, the Chairman (or vice-chairman), following consultation with the Resources Committee, may decide to refuse all contact with the complainant and stop any investigation into his or her complaint.
- e. Where the behaviour is so extreme or it threatens the immediate safety and welfare of our employees or councillors, we will consider other options, for example reporting the matter to the police or taking legal action. In such cases, we may not give the complainant prior warning of such action.

2.6 New complaints from complainants who are treated as abusive, vexatious or persistent

- a. New complaints from people who have come under this policy will be treated on their merits. The Chairman (or vice-chairman), in consultation with the Resources Committee, will decide whether any restrictions applied previously are still appropriate and necessary in relation to the new complaint. We do not accept a “blanket approach” of ignoring genuine complaints where they are founded.
- b. The fact that a complainant is judged to be unreasonably persistent or vexatious, and any restrictions imposed on our contact with him or her, will be recorded and notified to those who need to know within the council

2.7 Review

- a. The status of a complainant judged to be unreasonable persistent or vexatious will be reviewed by the Resources Committee after three months and at the end of every subsequent three months within the period during which the policy is to apply.
- b. The complainant will be informed of the result of this review if the decision to apply this policy to them has been changed or extended.

2.8 Referring unreasonably persistent or vexatious complainants to the Local Government Ombudsman

- a. In some cases, relations between councils and unreasonably persistent or vexatious complainants break down completely while complaints are under investigation and there is little prospect of achieving a satisfactory outcome. In such circumstances, there may be little purpose in following all the stages of the Complaints Procedure. Where this occurs, the Ombudsman may be prepared to consider a complaint before the procedure has run its course.

Section 3: Options to Restrict and Manage Contact

If individuals continue to behave unreasonably after we have asked them to modify their behaviour, the options we will consider are:

Option 1 – Requiring you to contact a named employee(s) only (single point of contact or “SPOC”)

Option 2 – Restricting contact (whether via telephone, face to face or digital) to specified places, days and times, as agreed with you

Option 3 – Terminating contact if you persistently raise issues to which we have already responded in full, no matter how these contacts are made (e.g. phone, digital, letter). If we believe a pseudonym is being used, we will seek to confirm the identity.

Option 4 – Terminating contact if you are aggressive, rude, abusive or offensive. As in Option 3, if we believe a pseudonym is being used, we will seek to confirm the identity.

Option 5 – If you have threatened our employees or councillors with physical violence be it verbal, face to face, in writing or in any other form, we may place a warning marker on any electronic records management system where we hold your records. In addition, the Police will be informed.

Option 6 – Restricting the issues we will correspond on.

Option 7 – If you send us a large volume of **irrelevant** documentation, we may return these documents to you and will advise you that further irrelevant documents will be destroyed.

Option 8 – If we have already fully explained our reasons for a decision and you have exhausted the procedure to request a review of that decision, we will decline to respond to further correspondence, which falls to raise new issues.

Option 9 – we will not respond to correspondence (e.g. letter or email) which is abusive or offensive, other than to advise the Vexatious Complaints Policy is being invoked. If the material in question is considered to break the law, it will be passed onto the Police accordingly.

Option 10 – If you make a large number of reports to us which prove to be unfounded, we may ask that in future any further allegations you submit are supported by an independent third party such as the Citizens Advice Bureau, a legal representative or an advocate

Option 11 – If you post derogatory, defamatory, offensive or threatening remarks on social media we will ask the site to remove them and try to block your account. We may also reserve the right to refer the matter to the Police.

Section 4: Record keeping and Monitoring of those Subject to the Vexatious Complaints Policy

4.1 a. In accordance with our Data Protection and Retention Policies, adequate records will be retained by the Clerk concerning the details of the case and the action that has been taken where this policy has been invoked. Standard information recorded for all complainants will include:

- The name and address of each person who is treated as abusive, vexatious or persistent and is being managed under this policy
- The name and address of anyone that has been identified as potentially violent towards our staff or councillors will be assigned a warning marker on our records management system
- When the restriction came into force and ends
- What the restrictions are
- When the complainant was advised

FULL COUNCIL	29 JUNE 2023	AGENDA ITEM: 17
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Report prepared by Angela Price – Town Clerk

ST KATHERINE'S SQUARE USAGE PROPOSALS – SCHEDULE OF EVENTS

Purpose of Report

The purpose of this report is to provide Members with information in respect of the proposed works at St Katherine's car park and to ask them to give consideration to potential future uses of the square.

Detailed Information

Members of the Planning, Economy & Tourism Committee had at their meeting on 18 May 2023, been requested to give consideration to a request received from Herefordshire Council to provide suggestions of what type of events the square at St Katherine's car park could potential be used for once the works have been completed.

At that meeting Members noted that it was disappointing that there had been a lack of information received on St Katherine's Square Usage Proposals. It was felt that more information needed to be provided, such as a map of the area, parking, pedestrians, site spaces and plans.

It was agreed that the Clerk would invite officers and Councillor Harvey as the Ward Councillor, to attend a future meeting of the Planning, Economy & Tourism Committee in order to provide Members with more information on the proposals for the area at St Katherine's.

Following the email invite Mr Fall to attend a meeting, Councillor Harvey provided some comprehensive information on the works the attached Plans. Councillor Harvey has advised that the work being undertaken to implement the hard landscaping of the public space between the rear of St Katherine's Hall and the Master's House and Barn, officers are looking ahead to the need to prepare use agreements for the space and possible licenses for regular users and events.

She also advises that the landscaping works are planned to commence week beginning 10 July. The Delay in commencement has been caused by long lead times in delivery of materials. During the works there will be heras fencing erected to create a safe space for the contractor, his materials and equipment. Some information boards are being commissioned for the fencing which will show what the landscaped area will look like when it is completed.

Plan A (attached) shows the area due to be fenced off which has been designated to minimise the loss of parking spaces during this busy part of the tourist/visitor season. Clear access will be maintained at all times to The Barn and The Master's House. Plan

B highlights three areas and Councillor Harvey has advised the following in respect of these areas:

A - envisaged to be the base event area, with areas B and C as logical extensions of A. With area B requiring fewer car parking spaces to be out of action than area C.

Currently the Town Council are being asked to share local knowledge on what uses the Council may wish to put the space, and also what community uses and events it is aware of which others already use the space for during the year or may wish to use the space for when it is more conducive to events.

This is just an enquiry for information at this time, there is no requirement being sought of the Town Council to undertake events or to become a licensee, it is a purely a courtesy request being extended to the Town Council on the assumption that town Councillors will know better than county officers that this space might be used for in the future.

To help Ledbury Town Council provide a response to the request for information on possible uses for this area Councillor Harvey has provided the following:

"I would envisage area A as being the base event area with areas B and C as logical extensions of that. With area B requiring fewer car parking spaces to be out of action than area C.

I would imagine that licences for community events might be requested for space A, A+B, A+C, A+B+C.

Any use of the A space would need to stipulate that the vehicle access across A and to the rear of Wyebridge Interiors, and for deliveries to The Barn be kept clear at all times.

Pedestrian access to the entrances of The Master's House, the flats between St Katherine's Hall and Wyebridge, and The Barn would similarly need to be identified as needing to be free from obstruction at all times.

The sort of uses to which these spaces are currently put include:

- *Open air market stalls – infrequent/exceptional overspill from St Katherine's Hall traders and from The Barn farmers' market*
- *The Ledbury Celebration – market stalls, outside seating and eating areas, performance, and sound stage space*
- *Ledbury Carnival – market and food and drink stalls, small fairground rides and bouncy castle*
- *October Mop Fair – small and large fairground rides, food and drink stalls, Bouncy castles*
- *Remembrance Day – assembly point for parade participants*
- *Moravian Church – uses St Katherine's Hall but also has social events which overspill into the surrounding area – outside seating, children's play space.*
- *Mobile Banks – Barclays, Lloyds and ?Nat-West mobile bank wagons park up in area B*

Once the landscaping is completed, I would imagine that the space created may additionally become suitable for:

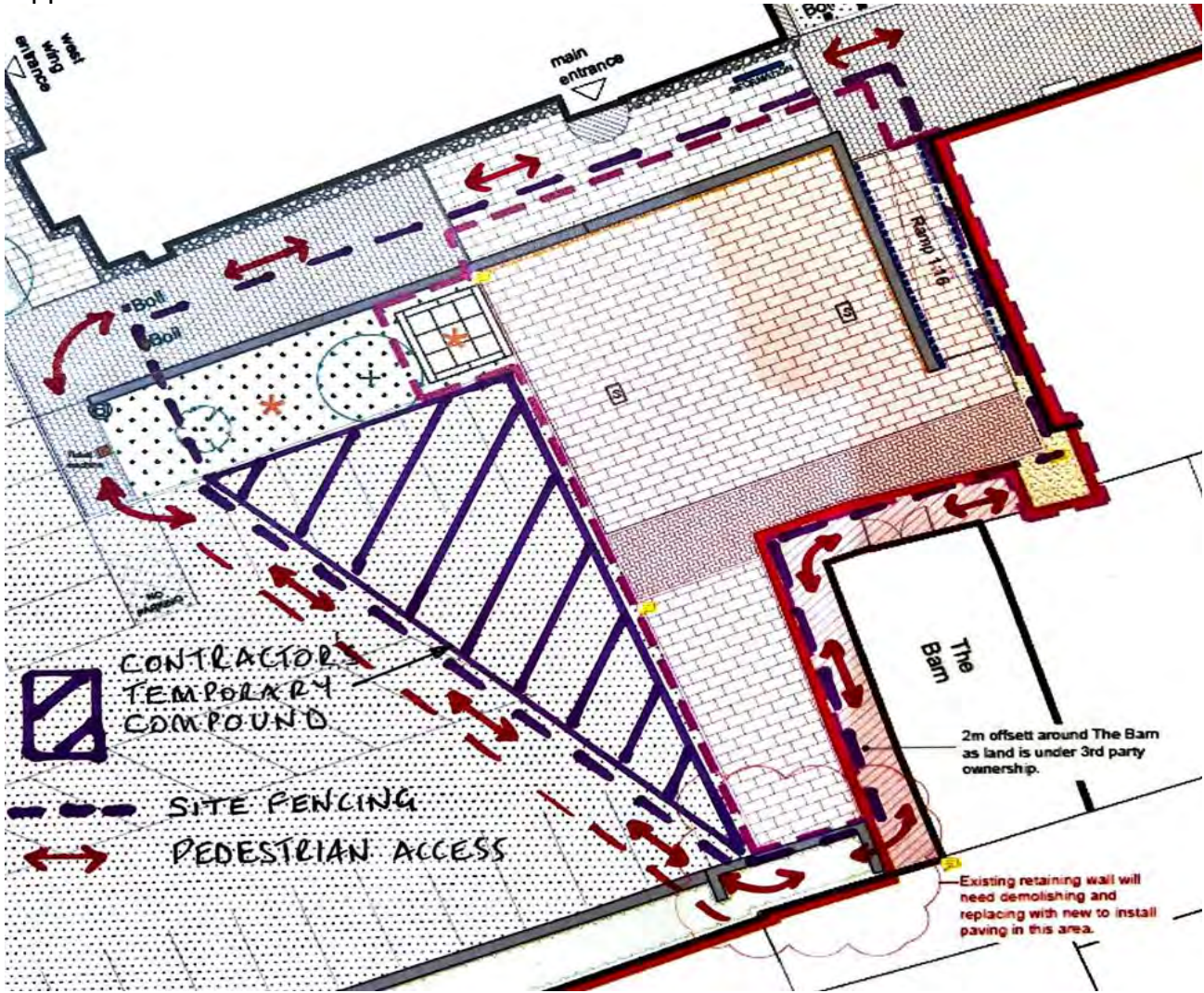
- *Regular extended trading area for The Barn*
- *Performance space for outside live music and/or theatre events both stand-alone, and linked to St Katherine's and/or The Master's House*
- *Regular weekday and weekend markets – held off-road, rather than as at present by TRO permission on the highway in The High Street*

I would welcome any further input from the town council as regards additional likely uses of this space."

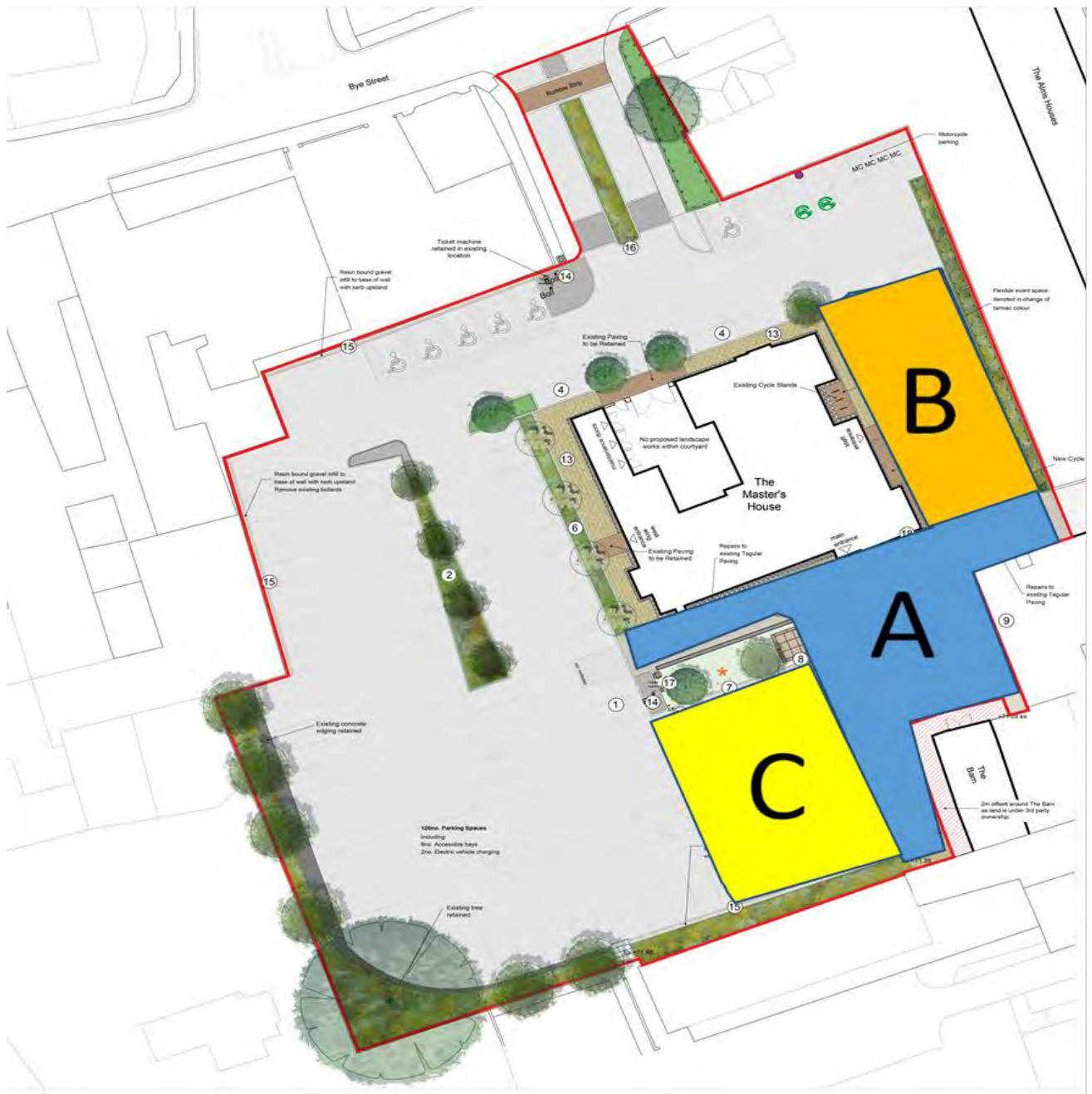
Recommendation

Members are requested to give consideration to the above information and attached plans and provide instructions to the Clerk on a response to Herefordshire Council officers in relation to their request on possible uses for the area behind St Katherine's Hall and the Master's House and Barn.

Appendix A



Appendix B



FULL COUNCIL	29 JUNE 2023	AGENDA ITEM: 18
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Report prepared by Angela Price – Town Clerk

UPDATE ON MCCARTHY STONE'S PROPOSAL FOR LEDBURY

Purpose of Report

The purpose of this report is to provide Members with the opportunity to consider the Councillor Briefing Document provided by McCarthy Stone in relation to their proposal for Ledbury.

Detailed Information

On 7 June 2023, Councillors received a briefing document directly from McCarthy Stone in relation to their proposals for Ledbury.

The content of the email that accompanied the briefing document is below:

“Since submitting a planning application in September 2022, McCarthy Stone has been working closely and proactively with officers at Herefordshire Council and statutory consultees to progress our proposals for land off The Homend, Ledbury (P223248/F).

Through these conversations, we have re-considered the design rationale of the development, which now embraces more traditional materials, referencing the site's context within Ledbury and the overall design quality of the proposals has been enhanced.

The proposals now include traditional red brick and render, as well as chimneys, bespoke brick balconies and gable features. The revised design improves the appearance of the building from the site entrance, with the gable features creating a focal point at the front-door.

We have worked collaboratively with officers to reconfigure the buildings split level to better utilise the varied topography of the site. Through this work, we have been able to reduce the scale and appearance of the building.

Herefordshire Council is now undertaking a re-consultation on the application. We welcome stakeholders and residents to revisit our plans and provide new comments to the Local Planning Authority during this period.

Provision of this type of accommodation has been deemed ‘critical’ by National Planning Policy, while the Herefordshire Local Plan Core Strategy (2011 to 2031) recognises the substantial need for specialist homes for older people. Delivery of our scheme will help to meet this identified need for specialist accommodation for older people, while also supporting the vitality of the town centre.

McCarthy Stone communities have been shown to deliver a wide range of local benefits, by releasing larger local homes to the housing market, creating social care savings for councils and the NHS, and also supporting businesses and jobs on the local high street. I have attached 'A McCarthy Stone in your community' which explores further how retirement accommodation can help to support cohesive local communities.

Please also find attached an updated artist's impression of the revised scheme, with more drawings available on Herefordshire Council's website.

We will make sure to keep you updated as our proposals progress."

Following receipt of the document Councillor Howells noted that much of the information within the document appeared to be in direct response to the Council's objection document (a copy of which has been provided to all Members via email). However, he noted that he could not see any mention of the NDP. In response to this Councillor Harvey has provided the following link, which indicates comments from McCarthy Stone in relation to the NDP designation of the meadow behind The Knapp as protected green space:

<https://myaccount.herefordshire.gov.uk/documents?id=6c265997-f001-11ed-906d-005056ab11cd>

Councillor Harvey has advised that as a Ward Councillor she has been asked to attend a redirection meeting for this application on 14 June and advised that if this is approved the application will go to committee shortly after that date. She has also suggested that the Town Council may wish to ask members of the NDP Working Party to comment on the inclusion of the meadow late on in the NDP update process and suggested that it may be necessary for the Planning Committee to consider holding a Planning Application Working Party meeting ahead of the Full Council meeting to draft a further response to be considered at Full Council.

As the date of the next Planning Committee was 8 June, this item was not on the agenda for discussion, however the Clerk raised the matter with the Chair of the Committee, who agreed that a Planning Application Working Party should be held and the Deputy Clerk be asked to arrange this in the absence of the Clerk during the two weeks prior to the full council meeting, with a view to a report being submitted to the meeting of Council on 29 June 2023. **That report is attached for members consideration.**

Recommendation

That Members give consideration to the attached report and approve it being forwarded to Herefordshire Council Planning Officers and McCarthy Stone.

Summer 2022

McCarthy Stone Councillor Briefing Document

McCARTHY STONE
Life, well lived



FOREWORD

As the UK's leading developer and manager of retirement communities, McCarthy Stone aims to deliver new developments that meet the needs of the ageing population.

National Planning Policy for older and disabled persons accommodation tells us that it is "critical" to meet the housing needs of the UK's ageing population.

Providing specialist retirement accommodation is vital to cohesive local communities. It is tailored to meet the requirements of local older people and is proven to reduce social care costs, easing the acute burden on strained council budgets. The development of specialist retirement accommodation has significant knock-on effects, with downsizers moving into a McCarthy Stone apartment often releasing family-sized housing into the local property market. This shift then, in turn, helps first-time buyers and renters to join the housing ladder.

We want to create a more constructive dialogue, working closely with councillors to understand better the challenges within the planning system, which can stall the delivery of this type of accommodation and the vital benefits provided.

A recent report by Knight Frank entitled 'Seniors Housing Annual Performance Review 2021' notes that 36% of local authorities in England do not have supportive planning policies or have sites allocated specifically for older persons housing.

It is essential that these challenges are overcome to address the significant undersupply of specialist housing for older people. McCarthy Stone is keen to work in collaboration with local authorities to combat the hurdles faced.

To deliver the significant benefits provided by purpose-built housing for older people, schemes need to be a sufficient size to make them practical, and crucially, McCarthy Stone always works proactively with council planning officials with a clear view to ensuring projects are acceptable in policy and design terms before reaching determination.

This briefing note provides more information regarding the critical need and the wider benefits of retirement communities, to aide a more holistic overview and context to support the future delivery of this vital form of housing.

"A means of enabling people to have their care needs met while retaining their independence and avoiding admission to residential care. Local authorities stand to benefit from lower spend on residential care and the efficiency that comes with having care workers and service users co-located. It should also free up underoccupied properties helping ease the pressure on local housing markets."

A BETTER OFFER FOR OLDER PEOPLE - MAKING EXTRA CARE HOUSING WORK FOR YOUR COMMUNITY

THE ASSOCIATION OF DIRECTORS OF ADULT SOCIAL SERVICES (APRIL 2018)

ABOUT MCCARTHY STONE

McCarthy Stone is the UK's leading developer and manager of retirement communities, operating 487 developments across the UK for more than 21,000 people. This includes 377 developments with support schemes and 110 Extra Care schemes.

Our customers maintain their independence within a beautiful, secure, contemporary private home, while enjoying the peace of mind that help is on hand if needed.

We are dedicated to supporting and championing the role, wellbeing and happiness of older people in society and providing vibrant communities to enable them to continue to be fulfilled in later life.

We remain as the landlord for our sites, and all developments built since 2010 are managed by the company's in-house management services team, providing peace of mind for our customers and their properties for the long term.

Our retirement communities bridge the gap between family housing and care, removing concerns about home maintenance, and enriching the lives of our customers.



A CRITICAL NEED AND AN UNDERSUPPLY

It is anticipated that the over 65s population will increase significantly in the next 30 years, and therefore purpose-built housing for older people is the only type of housing that is identified as being in "critical" need by the National Planning Policy Framework. This creates challenges and opportunities in terms of how to support the increasing number of older people in the UK whilst addressing the vast undersupply of suitable homes. A recent report by Knight Frank has detailed that:



Over 65s population set to increase by 22% in the next 30 years



Less than 3% of the UK's housing stock meets the specialist needs of older people



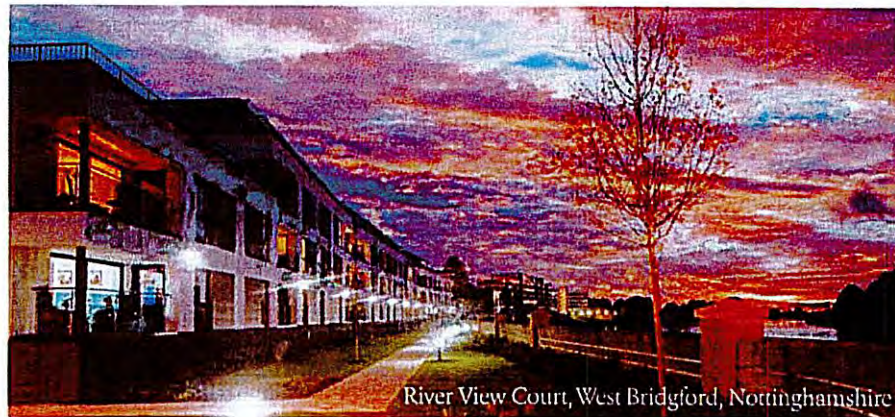
Across the UK, there was just 7,500 units of specialist older persons housing delivered in 2020, yet there is a demand of over 30,000.



Around 36% of local authorities do not have clear policies regarding older persons housing

As the UK's population ages, it is vital that the housing needs of older people are met in order to enable them to maintain their independence for longer, which in turn, creates health, social and economic benefits for both individuals and society-at-large.

Providing housing that specifically meets the needs of older people helps to free up local housing stock as family-sized homes are released back into the market.



River View Court, West Bridgford, Nottinghamshire

"As the population increases and ages, it is vital that the link between housing and health and social care is recognised. The right kind of housing can help people stay healthy and support them to live independently... Building more homes across all tenures for later living every year would give people more choice and flexibility on how they live their lives. Encouraging this shift in accommodation could save the NHS and local authorities huge sums every year."

RACHEL MASKELL MP, CHAIR OF THE ALL-PARTY PARLIAMENTARY GROUP FOR AGEING AND OLDER PEOPLE



Centenary Place, Southend-on-Sea

THE BENEFITS OF RETIREMENT COMMUNITIES

It has been found that in the UK there are around 3.8 million individuals over the age of 65 who live alone, many of whom do not live close to family and friends or have easy access to local facilities from their current residence. These factors increase the risk of social isolation, which can lead to loneliness and depression in older age, and in turn more significant health issues such as dementia and chronic illness.

Creating supportive and sociable retirement communities is at the heart of our developments through our shared facilities and support services. The shared spaces provided by retirement communities help to combat loneliness and social isolation in later life more effectively. A ready-made supportive community is available for customers to access, whilst retaining their independence and involvement in the wider local area, as they choose.






Over the past few years, we have produced a number of reports which examine the impact that retirement communities can have on residents, the economy and society-at-large.

Reports produced by WPI Strategy









CONTRIBUTING TO WIDER HOUSING NEEDS - CHAIN REACTION

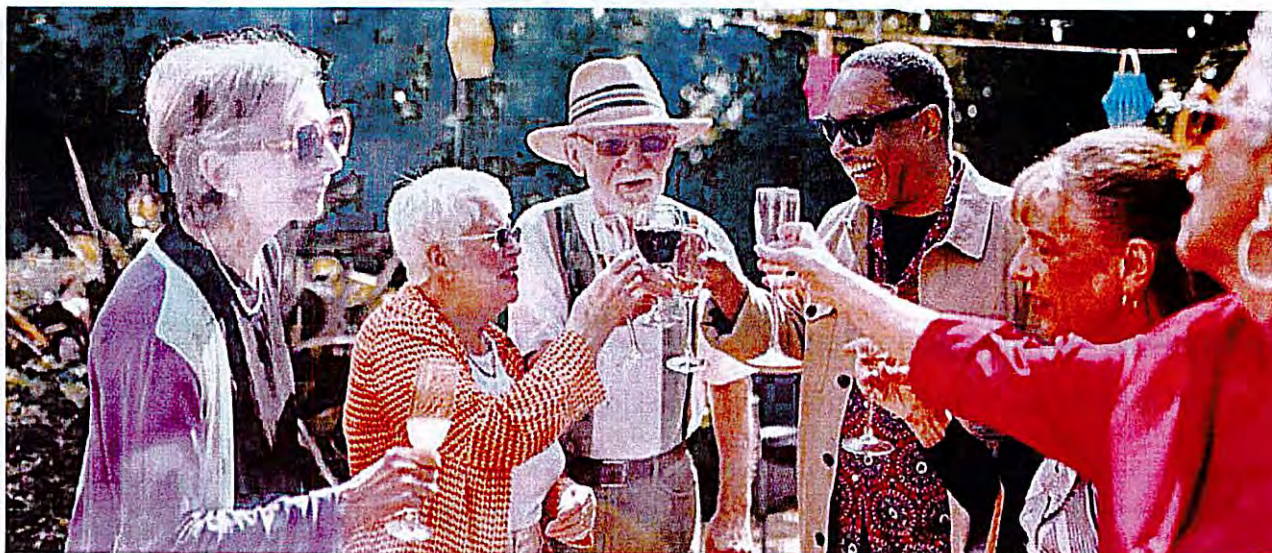
A high percentage of over-65s own their own home. Enabling them to move makes a significant contribution to unlocking the housing market, freeing up under-occupied accommodation and much needed local family housing.

-  Most of McCarthy Stone's customers move from within a 5-mile radius and free-up large family-sized houses
-  Around 3 million people in the UK over 65 would like to downsize
-  Each move to a retirement property prompts a further two to three moves further down the housing chain
-  Every 2 in 3 moves result in a first-time buyer purchasing their first home
-  90% of our retirement developments are brownfield sites, reducing the demand for greenfield development

ECONOMIC BENEFITS - SILVER SAVIOURS









The benefits of retirement communities are not only about enjoying a new community, with less worries about maintenance and long-term care and support, there are also financial benefits both for customers, and the wider economy.

-  The average retirement scheme delivers £13 million in an area over the lifetime of the development
-  Residents of an average McCarthy Stone scheme spend £555,000 in the local economy each year
-  £347,000 of this spending is on the local high street
-  Reduced running costs by around £1,200 per year, as a result of lower heating water and utility bills
-  An average of 85 jobs created during construction
-  An average of 6 jobs created on the high street through additional local spending



ECONOMIC BENEFITS – SUSTAINABLE LIVING






The positive environmental impacts delivered by purpose-built housing for older people are far reaching. Our retirement communities have a lower carbon footprint and are more sustainable when compared to new-build housing. This is achieved thanks to a range of measures including:

-  McCarthy Stone apartments emit one tonne less of CO₂ per year compared to a new build house (1.3 tonnes compared to 0.3 tonnes)
-  McCarthy Stone properties are powered by electricity, not gas, delivering environmental benefits, and now an important economic benefit to residents
-  New properties are built with a 'fabric first' approach, ensuring high-quality insulation and a greater level of energy efficiency
-  Downsizers moving into purpose-built housing for older people free up family-sized homes, reducing the pressure to build this more carbon-intensive housing stock
-  McCarthy Stone properties are well-located on central, town centre sites, resulting in a carbon saving of around 0.35 tonnes per year as a result of reduced driving.
-  More than 90 per cent of McCarthy Stone schemes are on brownfield sites
-  McCarthy Stone developments typically make more efficient use of land than the majority of other housing schemes
-  Attractive gardens and landscaping are provided, making a vital contribution to wellbeing and delivering a biodiversity net gain

As the UK strives to achieve carbon net zero status by 2050, McCarthy Stone is pleased to be able to support the housing market in its stringent efforts to improve sustainability and biodiversity.

HEALTH AND WELLBEING BENEFITS – HAPPIER AND HEALTHIER

Our retirement communities help to bridge the gap between family housing and care homes. It is well known that the pressures on health and social care are immense and are likely to worsen, as the population ages. Purpose-built housing can help reduce the risk of health challenges in older age.

-  Savings to the NHS and social care system of approximately £3,500 per person per year
-  Residents feel 10 years younger when moving into one of our retirement communities
-  Reduced hospital time, as purpose-built housing for older people can better cater for an older person during recovery
-  Increased reaction time to strokes to ensure sufferers receive urgent medical attention, which is crucial to surviving and making a full or near-full recovery
-  Half as likely to have falls resulting in fractures, injuries and costly inpatient bed stays
-  Purpose-built to address the needs of older age, with step-free and wheelchair access throughout our buildings to reduce trips and falls
-  Half as likely to be lonely, making them significantly less likely to develop dementia



CHALLENGES TO DELIVERING RETIREMENT COMMUNITIES

McCarthy Stone recognise that planning is challenging not only for purpose-built housing for older people, but also the wider industry. There are specific challenges that the retirement sector face when applications are brought before Committee, and we want to work in partnership with councils to understand the issues and misconceptions, and in doing so, address the significant undersupply of retirement housing.

DESIGN, SCALE AND MASSING

McCarthy Stone developments are carefully designed with the needs of older people in mind, with step-free access throughout the building as well as on-site communal facilities, including a shared lounge and gardens, hotel-style guest suite, mobility scooter storage, restaurant* and wellbeing room* (*in Extra Care schemes).

By their very nature, and in order to deliver the much-needed facilities alongside the new homes, the scale and massing of these buildings tend to be larger than traditional developments, to ensure that the ongoing service charges that cover the operational requirements of the schemes can be met.

McCarthy Stone works hard to ensure that its developments blend well with the areas in which they intend to deliver a new scheme, undertaking extensive pre-application design reviews of the surrounding local context.

McCarthy Stone's proposals are often developed in a way that reduces any visual impact through the use of differing materials, roof heights and projections.



Freeman House, Canterbury, Kent



The Wickets, Settle, North Yorkshire

AFFORDABLE HOUSING

McCarthy Stone understands the need for affordable housing and the expectation for developers to deliver it, and where appropriate, on the proposal site.

This is much easier to achieve on larger sites where separate buildings can be provided. Where this has been possible, we have worked with Anchor on joint ventures to deliver these kinds of properties.

However, on smaller sites where there is only enough space for one building, this can often be impractical. Housing Associations are often reluctant to be involved with smaller projects and generally do not wish to take on a small number of units in a flatted scheme. One reason is that the service charges for the shared facilities must be paid by all tenants, regardless of their needs, and their means.

Local Plan policies for affordable housing are rarely set with specific reference to the different tenures required for older people. Nor do they recognise that the viability of delivering retirement housing, often on constrained and possibly contaminated brownfield sites and with large shared areas, is very different to general needs housing on a greenfield site.

The crucial point is that policy requirements for affordable housing (typically 20-40%) that are appropriate for easier-to-deliver schemes are often challenging for retirement providers.

As a result, McCarthy Stone is often left with no alternative but to go down the 'viability' route. This is a complex and lengthy process that no developer wishes to go through but is often the only option remaining if much-needed purpose-built housing for older people is to be delivered.

It is crucial to recognise that the issues of loneliness and social isolation for older people cut across all social boundaries. We remain committed to delivering market-leading accommodation for our residents and their communities and we are always keen to explore how we can do this effectively in partnership with local planning authorities.

SUMMARY OF THE KEY BENEFITS OF RETIREMENT COMMUNITIES



Average health and social care saving of £3,500 per person, per year when someone moves into a retirement community



The average 80-year-old feels a decade younger after moving in



Our customers are around half as likely to have falls than they would have in their previous homes



Those in specialist retirement housing are half as likely to be lonely, making them significantly less likely to develop dementia



Rates of COVID-19 infections in McCarthy Stone communities were significantly lower than among people of the same age in wider society



An average of £555,000 of spending each year per retirement development, with more than 50% of this spent in the local high street, providing an important boost to the local economy



Most McCarthy Stone customers move from within a 5-mile radius, releasing housing back into the market for families and first-time buyers



Every 2 in 3 moves into retirement housing enables a first-time buyer to join the housing market



The creation of up to 91 new and permanent jobs through construction, management and repairs, high street jobs and within the developments

“You never feel lonely in a place like this. Whether you’re at a loose end, popping down to the laundry room, or off out for the day, you will always bump into people who stop for a chat and pass the time of day”

MCCARTHY STONE RESIDENT



MCCARTHY STONE

THANK YOU FOR TAKING THE TIME TO READ THIS BRIEF.

If you would like to discuss our retirement housing further, please contact the project team by calling our Freephone information line on **0800 298 7040** or by emailing **feedback@mccarthystoneconsultation.co.uk**

McCarthy & Stone Retirement Lifestyles Limited, Registered Office 4th Floor, 100 Holdenhurst Road, Bournemouth BH8 8AQ
No. 6622231, Registered in England and Wales



FULL COUNCIL	29 JUNE 2023	AGENDA ITEM: 19
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Report prepared by Julia Lawrence – Deputy Town Clerk

EVENTS WORKING PARTY – TERMS OF REFERENCE

Purpose of Report

The purpose of this report is to request Members to review and approve the draft Terms of Reference for the Events Working Party.

Detailed Information

At the Environment and Leisure Committee meeting held on 15 June 2023, Members of the Committee discussed the Terms of Reference for the Events Working Party and requested that an amendment be made and submitted to Full Council for approval.

The amendment is shown in red text under item 1b) on the Terms of Reference.

Recommendation

That Members give consideration and approve the attached Terms of Reference for the Events Working Party.

LEDBURY TOWN COUNCIL

TERMS OF REFERENCE

EVENTS WORKING PARTY

1. Purpose

The purpose of the Events Working Party is to:

- a) Promote events which will encourage local residents and businesses of Ledbury to participate in and to increase the number of visitors to Ledbury, thereby boosting the local economy and potentially encouraging inward investment.
- b) ~~Take overall responsibility for the organisation and running of Town Council events.~~ The Events Working Party are to put forward recommendations for all events to the Environment and Leisure Committee and once formal approval has been granted, then the Events Working Party will take responsibility for the organisation and running of Town Council events.
- c) Provide support in the facilitation of community groups and event organisers within the Town.
- d) To consider recommendations from Standing Committees in relation to Council events and provide recommendations on the type and content of events.

2. Quorum

To enable the Events Working Party to meet its quorate requirements, there MUST be two members of the Working Party present, regardless of whether they are Councillors or non-councillor members of the Working Party. However, there MUST be at least one Councillor present for the meeting to proceed.

3. Membership

Members of the Events Working Party can be appointed at any time during the Municipal year and will consist of Town Councillors, members of relevant local groups/organisations and members of the public.

The Membership will be made up of Councillors, stakeholders and representatives of local community groups.

4. Chairman

A Chairman will be appointed annually, at the first meeting of the Working Party.

The Chairman will be the main point of contact for the Town Clerk.

The Town Clerk will ensure minutes are taken from the meeting ensuring the capture of any actions proposed. This report will be submitted to the next meeting of the Environment and Leisure Committee for consideration.

5. Powers

Working Parties cannot make decisions on behalf of the Town Council. Any recommendations made by this group will be subject to approval by the Environment and Leisure Committee, Finance, Policy and General Purposes Committee and/or Council. This group has no budgetary powers.

The Council's Standing Orders apply to all meetings of the Committee.

6. Responsibilities and Areas of Operation

- To ensure that all risk assessments, insurance, licences, and other legal conditions are met and presented to the Council via the Clerk. This relates only to Town Council events or where the Town Council is a stakeholder.
- To obtain a minimum of three quotes in respect of the provision of Council run events, to be approved by the Environment and Leisure Committee, Finance, Policy and General Purposes Committee and/or Council.
- To book buildings or outdoor areas for events if needed (for Council events only).
- To book activities or entertainment (for Council events only).
- To liaise with the local traders.
- To liaise with stakeholders and other interested parties via the Committee meetings prior to the event.
- To recommend Council related marketing/promotional materials for the event.

The Working Party will keep the Council fully informed, providing reports to the Environment and Leisure Committee meetings and ensuring that copies of all relevant documentation are made available for inspection by Council members.

7. Review of Terms of Reference

These Terms of Reference will be approved by Council at its Annual Meetings, and received and noted at the first meeting of the Environment and Leisure Committee each municipal year.