



LEDBURY TOWN COUNCIL

TOWN COUNCIL OFFICES, CHURCH STREET, LEDBURY

HEREFORDSHIRE HR8 1DH. Tel. (01531) 632306

Email: clerk@ledburytowncouncil.gov.uk

Website: www.ledburytowncouncil.gov.uk

1 October 2025

To All Councillors

Dear Councillor

Please find attached the To Follow reports in respect of the meeting of **LEDBURY TOWN COUNCIL** to be held on **Thursday, 2 October 2025 at 7.00 pm** in the **Town Council Offices, Church Lane, Ledbury, HR8 1DH**

Yours faithfully

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

FINANCE

- 11. Invoices for Payment October 2025 (Interim) (Pages 4774 - 4776)
- 14. Grant Funding Applications (Pages 4778 - 4786)
 - i. Notes of a meeting of the Grants Working Party held on 23 September 2025 (grant applications will be provided to Members separate to the agenda)

ii. Additional Grant Applications received – over £500

Ledbury Brass Band – Local Government Act 1972 s145 Power to maintain a band or orchestra or contribute to the maintenance of a band or orchestra in or outside the Council's area – amount requested £1,000

16. Council Policies (Pages 4788 - 4794)

iii. Concerns & Complaints

ENVIRONMENT & LEISURE

20. To receive and note minutes of the Events Working Party Meeting held on 23 & 30 September 2025 (Pages 4796 - 4805)

21. Christmas Lights Switch on (Pages 4806 - 4810)

**Distribution: - Full agenda reports to all Councillors (9)
Plus file copy**

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

FULL COUNCIL	11 SEPTEMBER 2025	AGENDA ITEM: 11
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Report prepared by Angela Price – Town Clerk

INVOICES FOR PAYMENT – OCTOBER 2025 (INTERIM)

Purpose of Report

The purpose of this report is to provide Members with information to support the invoices for payment for September 2025

Detailed Information

Attached is a list of payments due for payment for October 2025 (interim) in the sum of £12,928.14 plus VAT. This total includes Direct Debit and BAC's payments which are broken down as follows:

Direct Debit total for September 2025	£ 1,442.49 plus VAT
BAC's payments for September 2025	<u>£11,592.63 Plus VAT</u>
TOTAL INVOICES FOR PAYMENT	<u>£13,035.12 Plus VAT</u>

The table below provides explanations in respect of overspends and other queries relevant to those payments

	Code	Company	Description	Comments
1	127/4607 & 109/4907	Amazon	Badge punch press	Agreed to share costs 50/50 with MM project as LTC can benefit from this purchase at future events such as Ledbury Book Fest
2	401/4483	Rialtas	New software and additional licences	Overspend due to in year purchase of new software and additional licences – new IT equipment assigned to this budget line to be journalled to 235/4415 Office support and Equipment – new EMR to be set up from General Reserve to cover costs of new software and IT equipment in the sum of £15,000

Recommendation

1. That the invoices for payment in the sum of **£13,35.12** plus VAT be approved for payment.

2. That Members approve the sharing of costs of the Badge punch press 50/50 with the Masfield Matters project.
3. That Members approve the setting up of a new EMR for the cost of new IT software and equipment in the sum off £15,000.
4. That it be noted that the accounts clerk has been asked to do a journal movement in respect of IT equipment purchased from 401/4483 ICT Services and Software to 235/4415 office support & Equipment and that funds be transferred from the new EMR to both lines to cover in year expenditure accordingly.

Invoices for October 2025 Interim

INVOICE DATE	INVOICE NO	DD/BAC ¹	COST CENTRE/ NOMINAL	BUDGET FUNDS	COMPANY	DESCRIPTION	NET AMOUNT	VAT AMOUNT	GROSS AMOUNT	NOTES
31.08.2025	16436880825	DD	105/4433		Barclaycard	card machine	£17.62	£0.96	£18.58	
24.09.2025	PZ16354432	DD	105/4433	£414.00	Take payments	card machine	£25.00	£5.00	£30.00	
31.08.2025	16436890825	DD	220/4433		Barclaycard	card machine	£10.00	£0.00	£10.00	
24.09.2025	PZ16354431	DD	220/4433	£460.00	Take payments	card machine	£25.00	£5.00	£30.00	
17.09.2025	7682622	DD	401/4481		Onecom	Telephones	£407.86	£81.57	£489.43	
17.09.2025	39774781	DD	401/4481	£3,598.00	BT	Mobile phones	£127.97	£25.59	£153.56	
01.09.2025	KL6295D2CA-0025	DD	202/4122	£9,890.00	Octopus Energy	electricity - council offices	£600.11	£30.01	£630.12	
27.09.2025	001/25/3901400	DD	235/4405	£1,700.00	Siemens	Photo copier rental 27.10.2025-26.01.2026	£228.93	£45.79	£274.72	
						TOTAL Direct Debits	£1,442.49	£193.92	£1,636.41	
24.06.2025	1076	BAC's	214/4805	£5,000.00	Citizens Advice Bureau	50% of annual grant	2,500.00	0.00	2,500.00	
19.08.2025	11709480	BAC's	214/4800	£328.00	WME Energy	BBI Clock	£41.00	£2.05	£43.05	
31.08.2025	L22011	BAC's	220/4590		Thompson & Co	Monthly payroll service	£46.00	£9.20	£55.20	
10.09.2025	487195	BAC's	220/4590		Latus Group	Occupational Health assessment	£595.00	£0.00	£595.00	
17.09.2025	487716	BAC's	220/4590		Latus Group	Occupational Health assessment	£495.00	£0.00	£495.00	
19.09.2025	487965	BAC's	220/4590	£10,790.00	Latus Group	Occ Health - Counselling sessions x 6	£795.00	£0.00	£795.00	
31.08.2025	202508000005.00	BAC's	102/4330	£866.00	P J Nicholls Ltd	Cemetery Fuel	£66.43	£13.28	£79.71	
09.10.2025	113139.00	BAC's	202/4116	£136.00	Shredall	Confidential waste	£89.75	£17.95	£107.70	
10.09.2025	G856V7DBFAEUI	BAC's	127/4607	£11,000	Amazon	Badge Punch Press	£53.32	£10.67	£63.99	1
				£8,181						
13.09.2025	228	BAC's	220/4460	£3,879.00	G & P Group Enterprise	Ledbury Reporter	£5.20	£0.00	£5.20	
15.09.2025	9303912372	BAC's	220/4592	£500.00	Seton	Fire action signs	£34.11	£6.82	£40.93	
16.09.2025	G8504BXM56T931	BAC's	110/4205	£6,540.00	Amazon	Grass seed for Recreation ground	£31.48	£0.00	£31.48	
16.09.2025	wp-INV1036988	BAC's	102/4115	£246.00	Waterplus	Cemetery Water	£21.38	£0.00	£21.38	
16.09.2025	G85003NU9KA8RI	BAC's	109/4906		Amazon	Event costs Masefield Matters	£20.95	£4.19	£25.14	
17.09.2025	G850092LRUVYHI	BAC's	109/4906	£15,295.00	Amazon	Event costs Masefield Matters	£17.49	£3.50	£20.99	
16.09.2025	26514	BAC's	220/4430	£1,000.00	All about West of the Hills	Christmas Lights Switch on advert	£170.00	£34.00	£204.00	
19.09.2024	20251909	BAC's	127/4607	£11,000.00	Shed sounds	PA System for Remembrance service	£230.00	£0.00	£230.00	
21.09.2025	G8501KT1ZOYPCQ	BAC's	109/4907	£8,181.00	Amazon	Materials for event	£13.63	£2.74	£16.37	
	ZG									
22.09.2025	16/25992	BAC's	230/4051		ACAS	Staff Training AP	£270.00	£0.00	£270.00	
22.09.2025	12/20505	BAC's	230/4051	£3,616.00	ACAS	Staff Training AP	£325.00	£0.00	£325.00	
22.09.2025	3828	BAC's	102/4001	£6,830.00	Stephen Large	Cemetery grounds work June/August 2025	£2,571.50	£514.30	£3,085.80	
31.08.2025		BAC's	109/4907	£8,181.00	Emma Clowsley	Reimbursement	£42.50	£0.00	£42.50	
31.08.2025		BAC's	109/4051		Emma Clowsley	Reimbursement	£3.75	£0.00	£3.75	
26.09.2025		BAC's	109/4051	£5,051.00	Emma Clowsley	Reimbursement	£24.25	£0.00	£24.25	
26.09.2025		BAC's	401/4483		Rialtas	Omega purchase & Sales ledger set up and annual fee	£2,566.24	£513.26	£3,079.50	
26.09.2025	33200	BAC's	401/4483	£1,497.00	Rialtas	Additional licence annual support and maintenance	£296.49	£59.31	£355.60	2
30.09.2025	1657278	BAC's	107/4705		Cusack	Adhesive stickers for road signs	£6.00	£1.20	£7.20	
30.09.2025	1657328	BAC's	107/4705	£3,000.00	Cusack	Replacement road signs	£261.16	£52.23	£313.39	
						BACS Totals	£11,592.63	£1,244.70	£12,837.13	
						DD Totals	£1,442.49	£193.92	£1,636.41	
						Overall total expenditure	£13,035.12	£1,438.62	£14,473.54	

Signed

Signatory 1

date

Signatory 2

date



LEDBURY TOWN COUNCIL

Grant Application Form

1. Your Organisation

Contact Name:	KEVIN JEFFERY.	
Position:	CHAIRMAN LEDBURY BRASS BAND.	
Organisation:	LEDBURY COMMUNITY BRASS BAND.	
Contact Address:	30 LONG ACRES LEDBURY HR8 2AU.	
Telephone Number:		
E-mail:		
Status of Organisation:	Community Brass Band.	
Charity/company number	Charity No: (if applicable) Company No:	
What geographical area does your organisation cover?	LEDBURY, HEREFORDSHIRE.	
How long has your organisation been in existence? (please <input checked="" type="checkbox"/>)	Less than one year	
	Between one and five years	
	More than five years	✓
What are the aims and objectives of your organisation?	Promote brass band playing in the local area.	
What are the main activities of your organisation?	Provide concerts in the local area. Support the council at various events, Remembrance Sunday.	

2. Your Project/Activity

Project title:	
Description of project (please continue on a separate sheet if necessary)	Flowers Band Workshop Day. Workshops run by principal players of Flowers band. Evening Gidge concert with Flowers band.
Where in Ledbury will the project/activity take place?	John Masfield High School.
Who will benefit from the project? (please tell us what groups will benefit and approximately how many people will benefit in total)	Last year we had 75 participants ranging from 11-80.
What evidence do you have of local need/demand for the proposed project/activity? (This might be survey work or statistical evidence)	We had 75 participants. Many asked if we could do it again in 2016.
What support have you received for this project? (Please tell us about any expressions of support you have received from outside your organisation)	Please see references from Vice Lord Lieutenant of Hereford and Flowers band.
How will the project be managed and how will you measure its success?	Ledbury Community brass band committee will manage project.
Please give the timescale and key milestones for your project, including a start date and finish date.	November - Send out applications for workshop day. December - Release tickets for Gala.

Please explain how your organisation will acknowledge Ledbury Town Council's contribution.	The mayor and other representatives will be invited. Acknowledged in programme.
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3. How you will pay for your project.

What is the total cost of the project?	£ 3,000
Amount requested from Ledbury Town Council.	£ 1,000

Please list any applications you have made for funding from other organisations.

Organisation	Contribution Sought (£)	Applied (please tick as appropriate)	Granted (please tick as appropriate)
HEREFORDSHIRE COUNTY COUNCIL	£1 000	✓	
ELMLEY PARISH COUNCIL	£1 000	✓	

4. Further information enclosed

Information	Enclosed (please tick)
A copy of your organisation's most recent bank statement (mandatory)	✓
A copy of your constitution (or similar document showing the organisation's status) and list of appointed officers	As last year
A copy of your organisation's committee and meeting structure	As last year
A copy of your organisation's latest set of accounting statements (if any exist)	✓ 2024
Copies of any letters of support for your project	✓
Other (please list below):	


5. Declaration by the applicant

I/we declare that, to the best of my/our belief, the information given on this application form and in any enclosed supporting document is correct.

I/we accept the following:

- (i) That any false information we provide, even if provided in good faith, may lead to the withdrawal of the grant offered.
- (ii) That any grant offered will be used only for the purposes set out in this application.
- (iii) That we will provide reports on progress at the request of the Town Council.

Should any grant offered not be used in accordance with the terms and conditions set by the Town Council, we undertake on behalf of the organisation to repay the outstanding amount to Ledbury Town Council on demand.

Signed:	
Name (s):	KEVIN JEFFERY.
Date:	26 / 9 / 2025

Please return your completed form to:

Mrs K Mitchell
Clerk to the Council
Town Council Offices
Church Street
Ledbury
Herefordshire
HR8 1DH

E-mail: admin@ledburytowncouncil.gov.uk

Funding Request of £500 or less

Grant Application Form

1. Tell us about your organisation³

Contact Name:	Heather Copus
Position:	Walk Leader. Ramblers Well Being Walks
Organisation:	Ledbury Walk & Talk
Contact Address:	5 Blenheim Drive, Ledbury, HR8 2XE
Telephone Number:	07887727580
E-mail:	ledburywandt@outlook.com
Status of Organisation: (delete as appropriate)	Not for Profit Other (specify):
Charity/Company No. (if applicable)	N/A
What does your organisation do?	Provide a weekly walk and talk group session at the LRFC

¹ Data will be held in accordance with Ledbury Town Council's data privacy policy a copy of which can be found on our website at the following link:

https://www.ledburytowncouncil.gov.uk/uploads/General-privacy-policy_V0.1.pdf

2. Tell us what support you need

Project title:	Christmas lunch for the group at the LRFC
Project duration (mm/yy):	Start: ...03/12/25..... End:03/12/25.....
Which one of the following five areas <u>best</u> fits your group's area of interest?	Sport <input type="checkbox"/> Arts <input type="checkbox"/> Health <input type="checkbox"/> ✕ Environment <input type="checkbox"/> Youth <input type="checkbox"/>
What do you want to do, and why?	<p>Ledbury Walk and Talk is organised and run by a team of volunteers, who are trained Walk Leaders. The participants are predominately elder Ledbury residents, with varying levels of mobility. The LRFC provides a safe environment for the walkers during the walk and offers a warm place to have hot drinks and a chat afterwards. In the event of inclement weather, the group have several board games for the attendees to use within the LRFC building.</p> <p>The lunch to celebrate the festive season, will enable all participants to enjoy a convivial, nutritious meal with other members of the group. The meal, prepared and cooked by the staff of the LRFC, will consist of two courses, with table service. The Grant funding is necessary, as the cost of the lunch is beyond the financial means of many in the group, who contribute significantly to the success of the offer and help to ensure that local people can continue to attend and benefit from the support of the team.</p> <p>The Walk and Talk group are well attended and offers a popular amenity for Ledbury residents. Since running the group over the last three years, it is noticeable that the health and general wellbeing of participants have improved markedly.</p>

3. Tell us how you plan to fund your project

What is the total cost of the project?	£ 810. based on £18/head for 45 persons
Amount requested from Ledbury Town Council.	£ 500
Have you received a grant from Ledbury Town Council in the last 2 years? If so, how much and what for?	No

4. Further information provided in support of your application

Information	Enclosed (please tick)	Office Use Only (Initial to confirm documentation complies with the requirement)
A copy of your organisation's most recent bank statement (required)	The organisation does not have a bank account. We will request that the Grant will be paid directly to the LRFC.	
Copies of any letters of support for your project	Attached letters of support.	

<p>How will your project be helpful to Ledbury?</p>	<p>This lunch will be a key team activity for the dedicated volunteers and walkers, who offer so much to the group. They give up their time and share their skills and compassion to create a welcoming and encouraging space for local people to flourish. Providing a special lunch, communicates the value those people have, in supporting others and will encourage new people and members to be involved, going forward.</p>
<p>How will your organisation acknowledge the Town Council's funding support?</p>	<p>During the lunch, using poster stands, each table will be aware that a proportion of the cost has been funded by the Ledbury Town Council.</p>


5. Declaration by the applicant

I/ declare that, to the best of my/ belief, the information given on this application form and in any enclosed supporting document is correct.

I/ accept the following:

- (i) That any false information we provide, even if provided in good faith, may lead to the withdrawal of the grant offered.
- (ii) That any grant offered will be used only for the purposes set out in this application.
- (iii) That we will provide a grant closure letter within 3 months of the end of the funding period.

Should any grant offered not be used in accordance with the terms and conditions set by the Town Council, we undertake on behalf of the organisation to repay the outstanding amount to Ledbury Town Council on demand.

Signed:	
Name (s):	Heather Copus
Date:	01.10.2025

Please return completed form to:

Angela Price - Clerk to the Council
Town Council Offices
Church Street, Ledbury
Herefordshire HR8 1DH
Email: clerk@ledburytowncouncil.gov.uk

FULL COUNCIL	OCTOBER 2025	AGENDA ITEM: 16
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Report prepared by Angela Price – Town Clerk

COUNCIL POLICIES

Purpose of Report

The purpose of this report is to provide Members with new Complaints Policy for approval to replace the current policy.

Detailed Information

As Members are aware the Council regularly reviews their staffing policies either as part of a three year process or if issues have been identified within a policy when the need has arisen to use them.

In early 2025 the current Concerns and Complaints Policy was identified as the appropriate policy to use in respect of a complaint received.

<https://www.ledburytowncouncil.gov.uk/uploads/Concerns%20and%20Complaints.pdf>

Following the initial investigation process the Clerk determined that there was insufficient evidence to warrant further action being taken in respect of the complaint.

The current Concerns and Complaints Policy states that if a complainant is not satisfied with the outcome they should refer the matter to the Monitoring Officer. However, due to the nature of the complaint when the complaint referred the matter to the Monitoring Officer they were advised that the matter did not fall within the parameters of their remit. Thus leaving nowhere for the complainant to take their appeal.

The newly proposed Complaints Policy seeks to clarify the process of how complaints will be managed and also to provide an avenue for an appeal to the Resources Committee (5.9 of the attached policy) in the event a complainant is not satisfied with the Clerk's findings and outcome following investigation.

Recommendation

That Members adopt the attached draft Complaints Policy, subject to any proposed amendments in place of the current Concerns and Complaints Policy.



LEDBURY TOWN COUNCIL

COMPLAINTS POLICY

Approved: October 2025
Review Date: October 2027

Policy Purpose

1. The Parish Council provides many services to community groups, companies, and individuals. We try to get our service delivery right every time, but there are occasions when users of our services may be dissatisfied with our performance, for any number of reasons. This policy sets out how to raise a complaint with Ledbury Town Council.
2. This procedure should be used to address complaints about Ledbury Town Council administration and procedures and may include the way employees have dealt with your concerns. It is not appropriate to deal with all complaints using this procedure. For example,, complaints about financial irregularity, criminal activity, Councillor or Clerk conduct require special consideration or may be subject to other Council or third-party procedures. If your complaint does not fall within the scope of this procedure please contact either the Clerk to the Council or the Chair of the Council for further advice.

Information

3. **The following is a definition of Complaint offered by the Local Government Ombudsman**

3.1 "A complaint is an expression of dissatisfaction by one or more members of the public about the Council's action or lack of action or about the standard of the service, whether the action was taken or the service provided by the Council itself or a person or body acting on behalf of the Council".

4. **Informal Resolution**

4.1 It is hoped that most Complaints can be resolved quickly and amicably through this route. Concerns can be raised by telephone, email or a visit to the Council offices and should always be directed through the Council offices and addressed to the Clerk

4.2 The Complaint will be handled by the Clerk who will acknowledge its receipt, undertake any necessary enquiries, seek its resolution and provide feedback to the Complainant.

5. **Formal Resolution**

5.1 In the event that an informal approach has not resolved the Complaint, or the Complaint is considered to be serious, then the formal resolution process shall be followed.

5.2 The Clerk to the Council is responsible for managing the formal complaints process.

- 5.3 A formal complaint must be submitted in writing/email to the Council, it should be addressed to the Clerk, marked "Confidential – Formal Complaint". If a formal complaint is being raised against the Clerk, the complaint should be addressed to the Chair of the Council. The complaint should cover as much details as possible and enclose relevant supporting documentation.
- 5.4 The Clerk will acknowledge receipt of the complaint within five working days.
- 5.5 The Clerk will carry out an initial investigation into the complaint and will within ten working days provide the Complainant with a suggested resolution or an update on progress and likely completion date.
- 5.6 If the Complainant is satisfied with the resolution the complaint is closed.
- 5.7 The Clerk will report to the Council summary details of the complaint and a brief summary of its resolution.
- 5.8 This summary report will exclude names(s) of the Complainant.
- 5.9 if the Clerk is unable to resolve the complaint, or the complainant is not satisfied with the proposed resolution then the matter will be referred to a meeting of the Resources Committee.

5.9.1 Procedure prior to any meeting

- 5.9.1.1 The Complainant shall be invited to a meeting and may bring someone with them to act as support.
- 5.9.1.2 Seven clear working days prior to the meeting, the Complainant shall provide the Council with copies of all documentation and/or other evidence to be relied upon.
- 5.9.1.3 In response, the Council shall provide the Complainant with copies of any unrestricted documentation upon which it intends to rely at least 2 clear working days in advance of the meeting.

5.9.2 Procedure at the meeting

- 5.9.2.1 The Resources Committee shall consider whether the circumstances of the meeting warrant the exclusion of the press and public.
- 5.9.2.2 The Chair shall introduce everyone and explain the procedure.

- 5.9.2.3 The Complainant (or their representative) shall outline the grounds for complaint and, thereafter, questions may be asked by the Clerk and Committee Members.
- 5.9.2.4 The Clerk will have an opportunity to explain the Council's position and questions may be asked by the Complainant and Committee Members.
- 5.9.2.5 The Complainant and then the Clerk shall be offered the opportunity to summarise their position.
- 5.9.2.6 The Clerk and the Complainant shall be asked to leave the room while Members consider the matter.
 - 5.9.2.6.1 If a point of clarification is necessary, both parties shall be invited back.
- 5.9.2.7 A decision on the matter will usually be made by the Committee in the meeting. If the decision is not able to be made immediately, the Clerk and the Complainant shall be advised when the decision is likely to be finalised and how it will be communicated to them.
- 5.9.2.8 The announcement of any decision will be made in public at the meeting, and/or confirmed at the next Council meeting.

5.9.3 Post meeting procedure

- 5.9.3.1 The decision should be confirmed In writing to the Complainant within seven working days of it having been made, together with details of any action to be taken.

6. Complaints against individual employees

- 6.1 If a Complaint is made in respect of the actions/non-actions of an individual member of Ledbury Town Council staff the decision of the Council is final.
- 6.2 A Complaint made about a member of staff will be handled by the Clerk, unless it is made regarding the Clerk, in which case the Complaint will then be handled by the Chair of the Council.
- 6.3 A complaint against a member of staff could result in disciplinary action; or in cases of gross misconduct dismissal from the Council's employment.

- 6.4 The Council will not, under any circumstances, enter into any correspondence, or discussion, with a Complainant about any action taken, formally or informally against any member of its staff following the determination of such a Complaint. This is expressly to protect the employee rights under employment law.

7. Formal Complaint Regarding a Councillor's Conduct

- 7.1. If a Complaint is regarding a Councillor's Conduct it must be directed to the Monitoring Officer at Herefordshire Council.

The procedure to be followed and guidance on the process can be found on the Herefordshire Council website:

<https://www.herefordshire.gov.uk/council/get-involved/8>

LEDBURY TOWN COUNCIL

MINUTES OF A MEETING OF THE EVENTS WORKING PARTY MEETING HELD ON TUESDAY 23 SEPTEMBER 2025

PRESENT: Councillors Harvey, Hughes and Morris
Non-Councillors – Al Braithwaite (Chair), Griff Holliday, Lizzie Gissane, Lynette Loader, Sonia Bowen

ALSO PRESENT: Angela Price – Town Clerk
Olivia Trueman – Community Engagement Officer
Emma Clowsley – Masefield Matters Project Co-ordinator
Isabel Lewis – Masefield Matters Project Intern

17. **APOLOGIES FOR ABSENCE**

Apologies for absence were received from Nina Shields, Councillor Chowns, Councillor Simmons and Nic Sims.

18. **TO APPROVE AND SIGN THE MINUTES OF THE MEETING OF THE EVENTS WORKING PARTY HELD ON 19 AUGUST 2025**

The Chair asked for updates on the following items:

Minute no. 12 – It was understood that Aimee Williams had hoped to join the meeting to inform on what Talk Community is doing in relation to a volunteer data base, however it was noted that she was unwell and could not attend.

Sonia Bowen advised that she had attended the “Sick of Ledbury” event in the Community Hub and whilst there met a representative from Goal 17. She advised that Goal 17 is an organisation who helps local authorities build local volunteering infrastructure and that she had shared the contact details with Councillor Harvey and the Clerk.

Councillor Harvey advised that she had requested an update from Herefordshire Council as to what Goal 17 have been contracted to do on their behalf and that she had copied Aimee Williams into this correspondence. She advised that Goal 17 are a national organisation and also mentioned the RVS volunteer database as something to investigate.

Minute No. 14 – The Chair asked for an update in relation to the potential library of documents providing information on event management plans, road closures, licensing applications etc. She asked whether this was something that could be commenced or whether it would be better to wait until more information is available in respect of the volunteer database

Councillor Harvey suggested that there is nothing preventing this information being brought together now, making use of the experience of the Working Party

Members. She suggested that the Town Council could act as the data collector for the library of information.

Minute no. 13 – The Chair requested an update on the Audit of Notice Boards. The CEO advised that the information had been gathered and now needs to be incorporated into a report for a future meeting of the Working Party. Consideration as to whether this item should be passed to the TEMAP Group; it was agreed that this should remain with the Events Working Party for consideration.

Councillor Harvey advised that the railings around the Bye Street toilets should be added to the list as a potential space for a notice board.

The Clerk advised that officers had been in touch with Ross-on-Wye Town Council about their interactive Tourist Information Board, who had advised that the company they had used had gone bankrupt and that they had had a number of issues in respect of the installation and aftercare of the boards. She advised that officers were still investigating interactive notice boards and Councillor Harvey suggested that if the Council were to proceed with this as an idea the installation would be best undertaken when works are being undertaken in the town centre to enable the power to be sourced and connected to the boards. It was queried whether S106 money could be used for this.

RESOLVED:

- 1. That the minutes of the meeting of the Events Working Party held on 19 August 2025 be approved and signed as a correct record.**
- 2. That an item be included on the next agenda in relation to Aimee Williams providing information on what Talk Community is working on in relation to a volunteer database.**
- 3. That Members send relevant information to the Community Engagement Officer to help create the library of information on event management plans, licensing applications etc.**
- 4. That an area be created on the Council website for the library of information.**
- 5. That a report on notice boards be submitted to the next meeting of the Events Working Party, providing details of locations and what type of information they are used to share.**

19. MASEFIELD MATTERS HERITAGE OPEN DAYS (HOD's)

The Masefield Matters team provided an update on their HOD's events. They advised that they had opened the John Masefield Archives and that they had had 45 visitors over the four sessions, with good engagement. They advised that the video that they had prepared for the event had received over 1200 views.

Lizzie Gissane advised that she had had Masefield Matters leaflets on the counter in her shop and that people had been engaged and asking for more information about the project.

Emma advised that the Masefield Matters archive had been recognised by Heritage Open Days as one of the top ten conservation events in the country.

Griff Holliday noted that the town had been very busy during HOD's. He noted that often visitors were not aware of HOD's but were pleased they had chosen the week to visit Ledbury for the opportunities to visit locations being increased due to HOD's.

The CEO advised that she had asked all of the groups that had participated in HOD's to provide their visitor numbers so that a comparison with the previous year could be undertaken. She reported increased numbers in the Painted Room and Market House during the period.

Officers advised that they had already been considering what, if anything, could be done to increase the footfall at the Cemetery Chapel and it was felt that if a local genealogy group could be encouraged to attend this might encourage more people to visit the chapel.

Councillor Harvey suggested that for future events the shops may want to highlight the architectural features of the shops in the town via a "digital Shop trail"; this might mean that visitors will need to go into the shops to view the features, such as the bullet holes in the Talbot.

It was noted that the Heritage Centre had panels covering a Street Through Time, (High Street and part of the Homend) depicting the current shops and what their trade has been since the early 1900s. Using this information and linking up with the idea of a digital shop trail would be something Ledbury Places would be interested in being involved in.

It was noted that all of the brochures printed were given away and that consideration should be given to whether more brochures need to be printed next year.

RESOLVED:

- 1. That the update on the Masefield Matters Heritage Open Day event be received and noted.**
- 2. That the CEO contact Hereford City Council about how they create their walking trails and associated costs, with a view to creating similar types of walking trails for Ledbury and that an update be submitted to the next meeting.**

20. CELEBRATION DAY – 6 JULY 2025

Griff Holliday had provided feedback in respect of Celebration Day 2025. He advised that it had been a successful day. He indicated that unless the group take on more licensing and management responsibilities it is difficult to upscale the event. He advised that funding is a major issue, however the Clerk advised that she had not received a grant application in respect of Celebration Day, which Griff agreed to follow up.

The Chair asked whether the lack of volunteers to support the event was an issue; he acknowledge the support from Town Council staff on the day of the event had been invaluable, however he pointed out that this was not the type of help he had envisioned the Council staff providing.

Members considered various organisations that could be contacted to help provide support for set up and take down of events such as JMHS, Young Farmers, LEAF etc.

Reference was made in respect of advertising town events and it was commented that previously there had been a banner across the High Street at Spec Savers/BBI.

RESOLVED:

- 1. That the update in respect of Celebration Day be received and noted.**
- 2. That the possibility of having a banner in the town to advertise events be investigated.**
- 3. That more use be made of the Town Crier to help promote town events.**

21. LEDBURY CARNIVAL 25 AUGUST 2025

Sonia reported that she felt the Carnival had been a resounding success, but that as with other events there were issues with volunteer availability. She noted that the effort involved from the very small group of volunteers is becoming unattainable.

She suggested that if the town wishes to continue with the Carnival there needs to be a core foundation to manage administrative side of the event, such as submitting road closures, licence applications and event management plans which would free up volunteers to carry out the less onerous tasks related to the event.

Sonia suggested that it would be helpful if there was an Event Manager within the Council as a dedicated role to support groups within the town.

RESOLVED:

That the updated in respect of the 2025 Ledbury Carnival be received and noted.

It was noted that the Chair needed to leave the meeting and that the remainder of the agenda should be deferred to a reconvened meeting.

The Clerk asked Members to consider agenda item 8 – Christmas Lights Switch on event so that a recommendation could be submitted to council in respect of the cost of market stalls for traders.

22. CHRISTMAS LIGHTS SWITCH ON EVENT – 23 NOVEMBER 2025

The CEO advised that in 2024 the cost of a stall at the Christmas Market had been £25.00 for stalls and £50 for food venders. She advised what other councils were charging for stalls in 2025 and asked Members for their feedback in relation to these charges, which varied from £50 - £100.

She suggested that covered stalls could be purchased at a cost of £40 per stall and that a charge of £50 could be levied upon all traders. It is anticipated that there will be space for 30 traders at the Christmas Market.

Members felt that the food trucks should be charged a higher price than the regular traders and it was suggested that their costs should be double that of the regular traders.

It was agreed that further discussion was required around this item and that it a further meeting should be reconvened for Tuesday, 30 September 2025 at 10.00 am

RESOLVED:

That further consideration be given to this item at the reconvened meeting on 30 September.

23. DATE OF NEXT MEETING

RESOLVED:

That a reconvened meeting of the Events Working Party be scheduled for 10.00 am on Tuesday, 30 September 2025 to consider the remaining business of the agenda.

The meeting ended at 12.26 pm

Signed Date

DRAFT

LEDBURY TOWN COUNCIL

MINUTES OF A MEETING OF THE EVENTS WORKING PARTY MEETING HELD ON TUESDAY, 30 SEPTEMBER 2025

PRESENT: Councillors Harvey, Hughes and Morris
Non-Councillors – Al Braithwaite (Chair), Sonia Bowen, Griff Holliday, Lizzie Gissane, Nina Shields

ALSO PRESENT: Julia Lawrence – Deputy Town Clerk
Oliva Trueman – Community Engagement Officer (CEO)
Isabel Lewis – Masefield Matters Project Intern

24. **APOLOGIES FOR ABSENCE**

Apologies were received from Lynette Loader.

25. **OCTOBER FAIR – 13 & 14 October 2025**

The Deputy Clerk had provided an updated report in respect of the October Fair advising Members that she had met with the Rogers family to finalise any outstanding matters, such as signage, first aid, stewards etc. She informed Members that Councillor Hughes had kindly offered to help put out road signs

It was noted that first aid would be located at the Dodgems Cash Box in Bye Street Car Park and that both Ashley and Kimberley were qualified first aiders and therefore able to cover the event. Signs will be located around the town informing visitors to the fair the location of first aid, and this will also act as a “Lost Children” point of contact. The provision of stewards for the fair would be provided by the Rogers family.

The Deputy Clerk provided information on various matters relating to the Fair which had been included in her updated report.

Councillor Harvey queried whether there would be adequate signage advising members of the public of the availability of car parks, in particular St Katherine’s car park and access to Bye Street which would be closed from 4.30 pm each day.

Councillor Harvey stated that in previous years the signage in and around Bridge Street and Bye Street had caused issues and asked for confirmation that this will be taken into account when placing road signs in these locations. She also raised concerns about access to the Halo Leisure Centre and asked that officers obtain written confirmation from them that they are advising patrons that they should use the Bridge Street Car Park after 4.30 pm whilst the fair is in town. The same confirmation was requested from The Feathers, as many of their patrons parked in St Katherine’s car park.

Members queried what rides are going to be at the fair this year. The Deputy Clerk advised that there are the standard rides that attend each year, but that she is still waiting on confirmation on other rides and attractions that will be attending.

RESOLVED:

1. **That the information provided within the Deputy Clerk's report be received and noted.**
2. **That written confirmation be obtained regarding access to the car parks during the fair from The Feathers and the Leisure centre.**

26. **REMEMBRANCE DAY – 9 & 11 November 2025**

Members commended the posters for promoting the events.

RESOLVED:

1. **That the report in respect of Remembrance Day Services be received and noted.**
2. **That a progress update be provided to all Members as an attachment to the minutes, if required.**

27. **CHRISTMAS LIGHT SWITCH ON – 23 November 2025**

The CEO had provided an updated report and informed members that one of the key considerations for this Working Party was the cost of hiring a market stall and whether to buy-in covered stalls for all pitches

It was noted that ABE are sponsoring the event, providing a lorry as a stage. The CEO was asked to approach ABE for the provision of steps to the stage.

Councillor Harvey asked whether there was any possibility of placing some stalls along the area leading from High Street to St Katherine's Square. The CEO agreed to explore this option.

There was a discussion on the cost and provision of the stalls at the event. It was felt that for consistency in appearance and professionalism, the stands should be hired at £40 per stand.

It was also noted that local traders should have a discount for their stands, should they wish to have one.

Nina Shields asked what considerations had been given to sustainability in respect of this event. The CEO advised that food traders are asked to use recyclable material.

RECOMMENDATIONS

- 1. That Council authorise officers to progress the Christmas Light Switch-On event using the allocated budget, at an estimated cost of £4,510, which includes all the entertainment referred to above.**
- 2. That ABE be approached for the provision of steps for the stage. .**
- 3. That a fee of £40 be levied on market traders for the hire of a market pitch.**
- 4. That a fee of £80 be levied on food truck traders.**
- 5. That the Barn be asked if they would be interested in holding a Farmer's Market on St Katherine's Square.**
- 6. That Council offer a discount of 50% per pitch to town centre businesses, as a way of supporting independent traders and encouraging local participation, noting that the fee per pitch will be £20.**

RESOLVED:

- 7. The updated report from the CEO be noted.**
- 8. That information in respect of sustainability at events be included in reports to be submitted to Council, in line with the climate change emergency policy**
- 9. That a list of sustainability actions could be considered when arranging events to be provided to organisations in the town to consider when arranging events**

28. CANDLE LIGHTING EVENT – 14 December 2025

RESOLVED:

- 1. That the report in respect of the Candle Lighting Event on 14 December be received and noted, noting that volunteers are required to help with the event.**
- 2. That the CEO ask Ledbury Poetry if they would like to take part in the Candle Lighting Event.**
- 3. That the CEO write to Ledbury Poetry and invite them to attend future meetings of the Events Working Party.**

29. **EVENTS PROGRAMME**

Lizzie Gissane advised that the traders are planning to hold further independent trader's event in February 2026 based on Love your High Street and possibly linking in with the Masefield Matters theme.

Nina advised that Sustainable Ledbury were hoping to create a programme of events leading up to the Great Big Green Week in 2026 whereby families with young children will be encouraged to connect with nature. She advised that the project was subject to grant funding and would hopefully include bird watching and other activities and would be time to finish on Community Day.

Councillor Harvey advised that as part of her year as Chairman of the Council she hoped to create a community project whereby the town celebrates its trees.

RESOLVED:

That the updates in respect of the Events Programme be received and noted.

30. **DRAFT PROJECT AND EVENTS PLAN 2025/26**

The CEO introduced the draft Project and Events Plan explaining that this was a plan for proposed Council events throughout the year, which provided details of anticipated budgets for each event.

RESOLVED:

1. **That the draft Project and Events Plan 2025/26 be received and noted.**
2. **That staff hours relating to the preparation and attendance at events be included, as per the draft schedule presented, in the costings to help Council understand the full cost implications involved in putting on events going forward.**

31. **DATE OF NEXT MEETING**

RESOLVED:

To note that the next meeting of the Events Working Party is scheduled for Tuesday, 28 October 2025 at 10.00 am.

The meeting ended at 11.12 pm.

Signed Date

FULL COUNCIL	2 OCTOBER 2025	AGENDA ITEM: 21
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Report prepared by Olivia Trueman – Community Engagement Officer

CHRISTMAS LIGHT SWITCH ON EVENT

Purpose of Report

The purpose of this report is to seek Members approval in respect of recommendations from the Events Working Party meeting held on 3 September 2025 in respect of the 2025 Light Switch-On event scheduled for 23 November 2025.

Detailed Information

The information below was discussed at the Events Working Party on Tuesday, 30th September, with recommendations from members provided at the end of the report.

Officers have prepared a draft schedule of the event with costings. Since the last meeting of Full Council, the proposed budget has been reduced in order to keep the event smaller and more manageable. It is estimated that the event will cost **£4,510** not including any sponsorship that the Council may receive. Please note that the entertainment referred to below falls under this budget.

Sustainability

As part of our commitment to making Council events more sustainable, Ledbury Town Council will be factoring environmental considerations into the planning and delivery of the Christmas Lights Switch-On. This will include introducing sustainability guidelines for traders, encouraging them to use recyclable or compostable materials such as cups, plates, and packaging where possible. The CEO is in contact with other councils to learn from their approaches to holding more sustainable events. Additionally, the CEO contacted Herefordshire Council regarding separate collection of general waste and recycling after the event; unfortunately, the current arrangement is for all waste to be sent to landfill.

Sponsorship

Sponsorship letters will be sent to businesses during the week commencing 29 September. ABE has kindly agreed to sponsor the Light Switch-On Event by providing the free use of a lorry as a stage.

Although this approach hasn't been used for the Light Switch-On before, the success of the Ledbury Carnival inspired Officers to explore the idea. Using a higher stage would bring several benefits: the stage could be positioned centrally within the event,

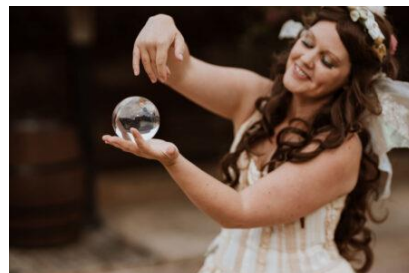
among the stalls, rather than at the far end of the High Street, and the raised height would ensure that more people are able to see and enjoy the entertainment.

In 2024, the Town Council raised £1,570 from local businesses which went towards the event and purchasing over 70 Christmas gifts for families in need in Ledbury.

Entertainment

Winter Fairy

For a touch of magic and a truly memorable experience at our event, we would like to recommend Amy Amelia. Regarded as one of the leading performers in her field, Amy is a highly skilled Contact Juggler whose stunning, hypnotic performances never fail to captivate audiences. Using crystal balls that glide effortlessly around her hands, arms, and body, she creates the illusion of objects defying gravity in a mesmerising display of artistry. Her skill, combined with beautiful costumes and exceptional professionalism, has taken her to stages across the UK and internationally.



"Absolutely fantastic and amazing! My sister had Amy as part of her wedding, the extra mile Amy goes to be sure she matches the day is only one of the reasons she is so fantastic. My nieces were mesmerised, as were many of the guests, several of whom asked for contact details. Her personality is also a pure delight Can not recommend her highly enough"

www.amyameliaarts.co.uk

£460 (this includes travel) (Three sessions of 30 minutes)

Hey Yahs

The Hey Yahs are popular around Herefordshire and are known for being family-friendly, providing lively music that appeals to everyone. They bring all of their own equipment and will perform two 50-minute sets, creating a fun and memorable atmosphere for guests.

<https://heyyahsmusic.com/>

£1,200 (Two sessions of 50 minutes)



Jonny Fluffypunk

Jonny Fluffypunk will be performing interactive storytelling and poetry, with a special focus on the works of John Masefield. Known for his engaging and lively style, he brings stories and poems to life in a way that captivates both children and adults. He encourages audience participation, making the experience fun, memorable, and immersive for families. His performances are designed to spark imagination and create a warm, welcoming atmosphere for all guests.

<http://jonnyfluffypunk.co.uk/about/>

£250 (Two sessions of 30 minutes)



Masefield Matters

The Masefield Matters Project will be running a craft workshop in St Katherine's Hall inspired by John Masefield's much-loved Christmas classic, *The Box of Delights*. Families will have the chance to decorate their own miniature box and tuck away a chocolate coin inside to keep safe.

The workshop offers a wonderful opportunity not only to introduce families to the life and works of John Masefield but also to provide a fun, hands-on activity that children can proudly take home.

Alongside the crafts, Louby Loo Face Painting will once again be part of the event. A popular feature every year, Louby Loo helps keep the creative area flowing smoothly, giving children the chance to have their faces painted while others enjoy the crafts, and then swap over.

Santas Grotto/ lantern parade at Ledbury Community Hub

The Ledbury Community Hub are hoping to bring back Santa's Grotto this year, following the huge success of last year's event. The grotto was a highlight for many families and created a truly magical experience in the run-up to Christmas.

This year's grotto and other activities including a lantern parade is dependent on funding support, and an application has been submitted to Ledbury Town Council. The proposal will be discussed at the council meeting on Thursday 2 October, with confirmation to follow. The CEO will meet with the Community Hub to discuss where the lantern parade will fit in with the current schedule.

Snow Machine

Last year, the Town Council hired a snow machine for the event, which proved to be a great addition and received very positive feedback. Following that success, officers propose hiring the snow machine again this year and positioning it at the Market House, so the snow can fall outside its windows, creating a festive atmosphere.

£600 (Whole day hire)

Please refer to the draft schedule which sets out the timetable for the day.

Market

Currently, the Town Council has **18 market traders** interested in a pitch, and it is expected that this will increase to around **30 market traders**, which would fill the market area well.

Last year the Council charged:

- £25 per 3m x 3m pitch
- £12.50 for each additional space

Although it was recognised that these fees were low, Council agreed to maintain them, as a former officer had already confirmed the charges with traders.

This year officers have agreed to keep the market focused on the High Street, with the aim of providing a high-quality Christmas market. The Community Engagement Officer

has been in contact with the Traders Association and has discussed opportunities for local businesses to have a pitch on the day, as many premises are closed. There has been a discussion on whether the Town Council could provide a discount to local businesses wanting to trade at the market.

This year, officers have researched what other councils are charging. A nearby market town has the following fee structure (they host a larger, successful market with over 80 stalls):

Stalls available	N° required	Any comments
Standard stall = £55 + VAT (provided)		
Trader's own gazebo = £80 + VAT (limited availability)		
Trader's own trailer = £110 + VAT (limited availability)		

Stalls and Gazebos

Ledbury Town Council owns 12 branded gazebos, which have previously been provided free of charge on a first-come, first-served basis. This has caused issues, as some traders book their gazebo a year in advance while others miss out, which is considered unfair. Officers would like to explore a fairer system.

It is therefore proposed that a local company be approached to provide a quotation to supply market stalls, which includes a table, erection of the stand, and dismantling at the end of the day. This will be in place of the council using its own branded gazebos. These stalls are widely used in other markets and are considered cost-effective compared with gazebos. The hire cost is **£40 per stand**.

The picture below shows the proposed stand, which is similar to those used by other Town Councils for their Christmas markets, and includes a cover and tables. Officers recommend that all traders be provided with a stand as part of their pitch, ensuring everything is set up and ready for the day. This approach would make it easier for staff and volunteers to manage, eliminate the need for the Town Council to supply its own gazebos, and ensure the market has a consistent and professional appearance. The local company would also erect and dismantle the stalls, removing the need for staff to undertake this task.



Recommendation From Events Working Party

- 1. That Council authorise officers to progress the Christmas Light Switch-On event using the allocated budget, at an estimated cost of £4,510, which includes all the entertainment referred to above.**
- 2. That consideration be given to how the ABE lorry can be accessed, noting that they may be able to provide steps.**
- 3. That a fee of £40 be levied on market traders for the hire of a market pitch.**
- 4. That a fee of £80 be levied on food traders.**
- 5. That the Barn be asked if they would be interested in holding a Farmer's Market on St Katherine's Square.**
- 6. That Council offer a discount of 50 per pitch to town centre businesses, as a way of supporting independent traders and encouraging local participation, noting that the fee per pitch will be £20.**