



## Long Stratton Town Council

Pavilion, Manor Road, Long Stratton, NR15 2XR

Chairman: Mr Kelly Lunness, Town Clerk: Mrs Becky Buck

Email: [office@longstrattontowncouncil.gov.uk](mailto:office@longstrattontowncouncil.gov.uk)

Tel: 01508 530524

### AGENDA AND NOTICE OF MEETING

Councillors are summoned to attend a meeting of Long Stratton Town Council meeting which is to be held on Monday 12<sup>th</sup> December 2022 at 7pm at the Pavilion, community room.

1. To receive apologies for absence
2. To receive disclosures of interest and dispensations
3. To allow members of the public and district and county councillors to speak - max 20 Minutes
4. To approve the minutes of the meeting held on 14<sup>th</sup> November 2022
5. To note the Clerks report and to ask any questions arising from the report.
6. Financial and Governance items
  - a. To approve and note receipts and payments since 14<sup>th</sup> November 2022
  - b. To note credit card payments since 14<sup>th</sup> November 2022
  - c. To note the correspondence from SAAA detailing that PKF Littlejohn will be the Council's external auditor for the next 5 years.
  - d. To discuss and decide on a grant request from SEN.
  - e. To discuss and decide on quote from Colorcotes.
  - f. To note the Internal Auditors report November 2022
7. Long Stratton Football Club
  - a. To discuss and decide on location for trophy cabinet
  - b. To discuss on decide on cleaning options for the football club.
8. To discuss and decide on correspondence received regarding appointment of a new Rector.
9. Play area
  - a. To note the ROSPA play inspection report.
  - b. To receive update on replacing the play equipment.
  - c. To discuss and decide whether to increase the budget by £5,000 from earmarked reserves to deliver up to 3 pieces of equipment.
10. To discuss and decide on the complaints policy.
11. To discuss and decide on the grants policy.
12. To receive feedback from the Christmas event.
13. To receive committee updates.
  - a. Planning & Highway Committee
    - i. To note the minutes from the planning meeting.
  - b. Events
    - i. To note the minutes held from the events meeting.
14. Meeting dates
  - a. Finance and policy management: Budget setting, Wednesday 4<sup>th</sup> January 2023 @ 7pm
  - b. Events: Monday 16<sup>th</sup> January 2023 @ 7pm
15. Any Other Business (For information only – not for discussion.)

4.



# Long Stratton Town Council

## MINUTES OF FULL COUNCIL MEETING HELD ON 14<sup>th</sup> NOVEMBER 2022 @ 7pm IN THE COMMUNITY PAVILION ROOM

In attendance: Councillors Kelly Lunness, Judith Baker, Mat Pochin, Diane Woodham, Andrew Lansdell (7:04), Tony Wright, Louise Mundford, Robert Mackenzie, Stephen Buss, David Willis and Helen Dickerson

1 members of the public

District and County Councillor Alison Thomas

Rebecca Buck – Town Clerk

- 1. **To receive an update from Norfolk Homes and Land regarding the 1800 home and bypass application.**  
The Clerk advised that representatives from Norfolk Homes and Land were unable to attend. She advised that they would like to have an informal meeting to provide an update on how the application was progressing.
- 2. **To receive apologies for absence**  
Councillor Susan Smith gave apologies for annual leave, these were accepted by the Council.
- 3. **To receive disclosures of interest and dispensations**  
There were no disclosures of interest or dispensation received.
- 4. **To allow members of the public and district and county councillors to speak - max 20 Minutes**  
District Councillor Alison Thomas reported the following. South Norfolk House has now closed and a satellite office is open in Diss. The Octagon is situated in the old Tourist Information Centre. There is no update on what will happen to South Norfolk House as it is still in the initial 6 month period. Only when 6 months are up can a planning application for a change of use be considered. Communication with a replacement dentist has taken place for Long Stratton. Due to legislative policy it is not as straight forward as a replacement dentist being able to take over however questions have been asked as to why not. Councillor Thomas has written to the Secretary of State on this matter.

County Councillor Alison Thomas reported that Norfolk and Suffolk Foundation Trust have progressed points made from the last scrutiny panel meeting and are now moving on to the second phase of improvement and will be reporting back to the scrutiny panel at the end of



# Long Stratton Town Council

January. Children's services are currently going through their Ofsted inspection. Report will be published by the end of January.

A member of public asked what had been done to negate the flooding that occurred in 2020 from reoccurring. He was advised that a number of works had been undertaken and that part of the problem was a blocked pipe that is the responsibility of Anglian Water. He raised concern regarding the size of the pipe. The Clerk advised she would try to find out.

**5. To approve the minutes of the meeting held on 03<sup>rd</sup> October 2022**

The minutes of the meeting held on the 3<sup>rd</sup> October were approved by the Council and signed by the Chairman as a true record with one small amendment to item 5 amending 'There were 3 applicants out of the 5 positions available' to 'There were 5 applicants for the 3 positions available.'

**6. To note signing of the minutes held on 13th June 2022**

The minutes of the meeting held on 13<sup>th</sup> June were noted and signed by the Chairman as a true record.

**7. To note the Clerks report and to ask any questions arising from the report.**

The Clerk's report was noted.

**8. Financial and Governance items**

**a. To approve and note receipts and payments since 03<sup>rd</sup> October 2022**

Receipts and payments were noted and approved for payment.

**b. To note credit card payments since 03<sup>rd</sup> October 2022**

Credit card payments were noted by the Council.

**9. To note the proposed conclusion of the LED lighting project with ProVision.**

The Clerk advised that the outstanding works with ProVision for completion of the LED light project had been agreed and TT Jones was being contracted by ProVision. The cost to the Council is the remaining 10%, £2205.75 +VAT.

**10. To receive an update on the Community Emergency Plan**

Due to annual leave, the admin officer had been unable to compile a report, it was agreed that upon her return a report would be circulated to the Council.



# Long Stratton Town Council

## **11. To discuss and decide on a warm space hub in the community room.**

Following a lengthy discussion; it was agreed to operate a warm space on Fridays 9-1. The Clerk advised that she had applied for a grant to support this project. The Council decided to pursue the project regardless of the outcome of the grant application. It was agreed to look into DBS checks and food handling checks.

## **12. Play area**

### **a. To note successful grant award from Saffron Housing**

The Clerk confirmed receipt of £5,000 from Saffron Housing.

### **b. To receive update on replacing the play equipment.**

The Clerk advised that she was meeting with alternative contractors. She also advised that the Council's preferred contractor from the original quotations had been back in contact. Once all the information is received, the Clerk will circulate the details.

## **13. To receive committee updates.**

### **a. Planning & Highway Committee**

#### **i. To note the minutes from the planning meeting.**

The minutes from the planning meeting were noted by the Council.

### **b. Events**

#### **i. To note the minutes held from the events meeting.**

The minutes of the events meeting were noted by the Council.

### **c. Finance**

#### **i. To note the minutes held from the finance meeting.**

The minutes of the Finance meeting were noted by the Council.

## **14. To discuss and decide on committee members for co-opted members.**

It was agreed that Councillor Helen Dickerson would join events and planning committee.

It was agreed that Stephen Buss would join the planning committee.

It was agreed that David Willis would join the planning and leisure committee.

## **15. Meeting dates**

### **a. Finance and policy management: Budget setting, TBC.**

No date was selected for the finance meeting. The Clerk advised that all members will be invited to discuss the budget.

### **b. Events: Monday 21<sup>st</sup> November 2022 @ 7pm**

The date was noted, it was agreed that all members would be invited to discuss the upcoming Christmas event.



# Long Stratton Town Council

## **16. Any Other Business (For information only – not for discussion.)**

Councillor Dickerson asked if the Council were aware of County Broadband. The Clerk advised that we had received a communication from them but nothing further. Councillor Dickerson advised that they had been completing works and had managed to knock out the Broadband for a number of residents and the school. BT were being called in to rectify the matter.

## **17. To close the meeting to press and public under the Public Bodies (Admissions to Meetings) Act 1960 due to the disclosure of confidential information (land, contracts, staffing matters)**

The meeting was closed to members of the public and press.

## **18. To receive update regarding land request.**

The Clerk provided an update on the land request. It was agreed to object and request additional information.

## **19. Staffing matters**

### **a. To receive feedback from the staffing committee following the meeting held 7<sup>th</sup> November 2022**

The minutes of the meeting held on 7<sup>th</sup> November were noted by the Council.

### **b. Appraisals**

Councillor Pochin gave feedback on the 2 appraisals that had taken place. He advised they were satisfactory.

### **c. Recommendations from appraisals**

All recommendations that arose from the appraisals were approved. These were as follows.

- To increase the SCP from 15-16 from 1<sup>st</sup> October 2022
- To undergo training on PAT testing
- To undergo training on Welding as previously agreed.
- To undergo manual handling training.
- To provide battery operated tools up to the cost of £1500
- To undertake ILCA training in the New Year
- To undertake planning training.

***With there being no further business, the Chairman closed the meeting at 20:48.***

6C

## Becky Buck

---

**From:** admin@saaa.co.uk  
**Sent:** 01 December 2022 16:26  
**To:** Becky Buck  
**Subject:** Notification of external auditor appointment

### **Notification of external auditor appointment for the 2022-23 financial year for the 5 year period until 2026-27**

**Long Stratton Town Council, Norfolk,**

Dear Clerk/RFO/Chairman, Long Stratton Town Council,

Smaller Authorities Audit Appointments (SAAA) is the independent, sector led organisation responsible for the appointment and contract management of external auditors to smaller authorities since the Local Audit and Accountability Act 2014 established new arrangements for the accountability and audit of local public bodies in England. Smaller authorities are those whose gross annual income or expenditure is **less than £6.5 million**.

Under the Local Audit (Smaller Authorities) Regulations 2015, SAAA is responsible for appointing external auditors to all opted-in smaller authorities, for setting the terms of appointment for limited assurance reviews and for managing the contracts with the appointed audit firms.

This communication is to notify you that SAAA has appointed an external auditor to the authority for the 5-year appointing period from 2022-23 until 2026-2, following a procurement exercise to appoint auditors to each contract area from 1 April 2022.

Your current appointed auditor will conclude any outstanding work on the 2021-22 Annual Governance and Accountability Returns and the new appointed auditor (if changed) will be responsible for the arrangements in respect of the 2022-23 AGAR process onwards.

The contact details of your appointed external auditor and fee scales are shown in the appendix to this letter and can also be found on the SAAA website: [www.saaa.co.uk](http://www.saaa.co.uk).

The audit firms all have previous experience of conducting limited assurance reviews for smaller authorities and have dedicated support personnel. SAAA will monitor the performance of the appointed firms in providing the audit services in terms of quality and compliance with their statutory terms of appointment.

If your authority has any potential conflict of interest relating to the auditor appointment, for instance if a Councillor or close relation is employed by the appointed auditor, you should advise SAAA immediately.

#### **Exempt authorities**

Since 2017-18, authorities where the higher of income or expenditure for the financial year was £25,000 or less and who meet all the qualifying criteria have been able to declare themselves as 'exempt' from a limited assurance review by an external auditor. However, all authorities, even if they declare themselves 'exempt', still need to fully complete, agree and publish an annual return (AGAR).

**All authorities require an external auditor appointment even if the authority meets the criteria to qualify for exemption, as a Certificate of Exemption is required to be submitted to the external auditor and a named auditor must be in place to deal with questions or objections from local electors about the accounts.**

#### **Annual Governance and Accountability Return (AGAR)**

The Annual Governance and Accountability Return (AGAR) needs to be completed in accordance with "proper practices" as set out in '*Governance and Accountability for Smaller Authorities in England, a Practitioners' Guide*', and then be published in accordance with any applicable Transparency Code.

Annual Governance and Accountability Return forms will be sent out by your appointed auditor electronically at the end of the financial year. It is assumed that your authority is willing and able to accept documents electronically by e-mail; whilst an authority may request paper copies this may incur an administration charge.

Advice and assistance are available from the various sector membership organisations:

National Association of Local Councils and County Associations - [www.nalc.gov.uk](http://www.nalc.gov.uk)

Society of Local Council Clerks - [www.slcc.co.uk](http://www.slcc.co.uk)

Association of Drainage Authorities - [www.ada.org.uk](http://www.ada.org.uk)

Yours faithfully,

**Smaller Authorities' Audit Appointments Ltd**

## **Appendix**

### **Auditor appointments for smaller authorities for the five financial years from 2022-23 to 2026-27**

SAAA announced the conclusion of its procurement process and the award of limited assurance review contracts for five years to the successful external audit firms on 30 November 2021.

Responsibilities under the new contracts will relate to accounts for the financial year beginning on **1 April 2022**. The details of your specific appointment by contract (County) area are listed below.

#### **Your Authority's Audit Appointment for 2022-23 to 2026-2027**

Your appointed auditor will be **PKF Littlejohn LLP**.

Their contact details are:

PKF Littlejohn LLP,  
SBA Team,  
15 Westferry Circus,  
Canary Wharf,  
London E14 4HD  
Email: [sba@pkf-l.com](mailto:sba@pkf-l.com)  
Tel.: 020 7516 2200

All auditor appointments are listed by contract (County) area and all the Auditor contact details are listed on our website on the Audit Appointments page.

#### **Scales of Fees 2022-23 to 2026-27**

The following fees have been determined by SAAA following consultation for the Audit Years 2022-23 to 2026-27.

#### **Scales of audit fees**

Scales of fees for smaller authorities, are based on bands of annual income or expenditure, whichever is the higher. This means that the fees are broadly proportionate to the public funds involved and the ability of each authority to pay.

Table 1 sets out the scales of audit fees for smaller authorities that complete their AGAR fully and accurately within the required timescales and provide the necessary supporting information and any explanations sought.

Authorities with neither income nor expenditure exceeding £200,000 will be subject to basic limited assurance audit review. Authorities with either income or expenditure exceeding £200,000 will be subject to intermediate limited assurance audit review.

**Table1 - Scale of fees for bodies subject to limited assurance review**

INCOME/EXPENDITURE BAND (£)	FEE FOR LIMITED ASSURANCE REVIEW (£)
0 - 25,000	0 (if a Certificate of Exemption is submitted)
0 - 25,000	210 (if a LAR review is required)
25,001 - 50,000	210
50,001 - 100,000	315
100,001 - 200,000	420
200,001 - 300,000	630
300,001 - 400,000	840
400,001 - 500,000	1,050
500,001 - 750,000	1,365
750,001 - 1,000,000	1,680
1,000,001 - 2,000,000	2,100
2,000,001 - 3,000,000	2,520
3,000,001 - 4,000,000	2,940
4,000,001 - 5,000,000	3,360
5,000,001 - 6,500,000	3,780

**Note:** An authority with neither income nor expenditure exceeding £25,000 that is **not** able to certify that it is an exempt authority as it does not meet the qualifying criteria, or if the authority wishes to have a limited assurance review by the external auditor, then the fee payable is £210.

#### Reminder letters

Where the auditor is required to send a reminder to any authority that has failed to submit either an AGAR or Certificate of Exemption to the external auditor by the statutory submission deadline will be charged £40 + VAT for each reminder.

#### Additional work and variations to the scale fees

If an active authority fails either to submit its Annual Return to the supplier for review by 30 September or (if it is an exempt authority) to provide a certificate of exemption, the supplier will consider issuing a public interest report, the cost of which will be payable by the authority pertaining to the fee income band of that authority as in Table 1 (above).

Extra fees may also be charged in other circumstances, for example where auditors are required to:

- consider objections to the accounts from local electors, from the point at which the auditor accepts the objection as valid;
- exercise special powers in relation to the review, such as issuing a report in the public interest; or
- undertake any special investigations, such as those arising from disclosures under the Public Interest Disclosure Act 1998.

Extra fees will be calculated and charged according to the work required, subject to the maximum hourly rates set out in Table 2 below.

**Table 2 - Maximum hourly rates for additional work at smaller authorities**



STAFF GRADE	MAXIMUM £ PER HOUR
Engagement lead	355
Senior manager/manager	215
Senior auditor	140
Other staff	105

### Value Added Tax

The fee scales exclude Value Added Tax, which will be charged at the prevailing rate on all work undertaken.

### SAAA – Smaller Authorities' Audit Appointments Limited

77 Mansell Street, London E1 8AN [www.saaa.co.uk](http://www.saaa.co.uk)

*This email is for the sole use of the intended recipient and may contain privileged and/or confidential information. If you receive this in error, please notify the sender immediately and do not use, rely upon, copy, forward or disclose its content to any other party.*



# Norfolk SEN Network

Registered charity no. 1044353

62 Catton Chase, Old Catton, Norwich, NR6 7AS

W: [www.norfolksennetwork.org](http://www.norfolksennetwork.org) E: [norfolksennetwork@hotmail.co.uk](mailto:norfolksennetwork@hotmail.co.uk)

Helpline: 01603-300178

5<sup>th</sup> December 2022

Dear Councillors

Norfolk SEN Network is the only independent charity in Norfolk that supports parents of children with special educational needs from 0-25 years through some of the most difficult times of their children's lives.

Our organisation assists in situations where –

- The Local Authority refuses to assess their child's needs.
- The Local Authority refuse to issue and Educational Health & Care Plan identifying their child's needs and making additional provision for them.
- Assists parents when the Local Authority refuse the placement or provision, they want to meet their child's needs by lodging their case for a tribunal hearing.
- We also assist parents whose child has been excluded from school to present their case to the Governing Body or Independent Review Panel
- Assist with Disability Discrimination appeals and complaints.

We are currently a small organisation with four part time Development Workers, all of which have full case-loads. We have many new families requesting our help which currently we are unable to provide due to a lack of available funds, we desperately need to raise funds so we can continue to support our current families and hopefully expand our organisation, offer training and other ways to support our families and help new families.

We try to keep our costs to a minimum for the families, however it costs the charity approximately £500 to take a case to tribunal, we only ask parents to contribute a maximum of £100 towards this, the charity then has to fund the remaining cost ourselves. There is a lot of time and work involved in preparing for the tribunal, we lodge appeals, collect evidence and represent parents on the day, by this time parents are usually struggling to understand the workings of the system to get the best outcome for their child, we are there every step of the way to support the family.

We have been helping families in your town and would like to ask if the Council would be kind enough to make a donation to our organisation so we can continue to give local families the support they so greatly need to navigate the system at such a difficult time for them.

Yours sincerely

Julie Playford  
Trustee Member

Registered Address: 2A Eastern Crescent, Thorpe St Andrew, Norwich, NR7 0UE



6E

# Colorcote

Powder Coating, Blast Cleaning & Metal Pretreatment - Est. 1985

Colorcote Norfolk Ltd  
Brick Kiln Works, Brick Kiln Lane, Morningthorpe  
Norwich, Norfolk, NR15 2LH  
Tel: 01508 473636



Certificate No 7654

Please use quote number on any future correspondence

**Quotation No: Q018830**

**To:** LONG STRATTON TOWN COUNCIL

**Telephone:**

**From:** Simon Winter

**Attn:** Emma Blizard

**Payment:** On Account

**Date:** 11-Nov-2022

Quotation valid for 3 months subject to your acceptance of our standard terms and conditions.

All prices are ex-works, plus VAT, unless stated otherwise.

Minimum order charges may apply.

## Ref: Refurb Benches

To pyrolysis strip, grit blast, epoxy prime and polyester powder coat in one of our standard stock colours, as follows:

Qty	Description	Unit Cost
6	Steel Bench (as photo)	£335.89

Please add VAT.

Kind Regards

Simon Winter

### Appointment of a new Rector

It is over 12 months since Rev. Heather Wilcox left Long Stratton and an advertisement to recruit her replacement has not yet been published. The delay has been caused by the need to fundamentally reorganise the parish groupings (benefices) that each priest looks after throughout the Diocese of Norwich. Like businesses and households, finances in the church are very difficult. A parish priest receives a stipend (salary) of £28,361, but the total cost after taking into account National Insurance (£2,899), pension contributions (£7,431), housing (£11,383) and training and support costs (£5,435) rises to £55,509 per year. Diocesan income reduces this figure to £46,910. In addition, every parish needs to contribute towards "central" costs which include the training of new clergy and the provision of church schools as well as administration and support costs. This increases the total cost per clergy post to £67,064 per year. This is paid for by each parish being allocated a share (the Parish Share) of these costs. The Parish Share allocated to our churches is £25,834 (St. Mary's), £7,500 (St. Michael's) and £6,100 (Wacton). Heather was also the Rector of 5 other parishes in the benefice (Aslacton, Bunwell, Carleton Rode, Great Moulton and Tibenham) and shared her ministry with Rev. John Madinda whose post is part time (50%). Therefore, the total cost of ministry in our benefice of 8 parishes is  $1.5 \times £67,064 = £100,596$ . The Parish Share allocated to us was £84,000 and therefore we were being subsidised by other parishes elsewhere in the Diocese, which is how the system works if everyone pays their Parish Share in full.

Unfortunately, many parishes have been unable to pay their allocated Parish Share in full for many years. The 3 churches in Long Stratton and Wacton paid a total of £22,600 in 2021 (57.3% of the amount allocated). Consequently, there needs to be a reorganisation of benefice boundaries so that each clergy will need to look after a larger area. The area under consideration is the Deanery of Depwade which includes parishes around Brooke (5 parishes), Hempnall (8), Tasburgh (6), Long Stratton (8 – see above) and the Upper Tas Valley (8). It is proposed that this is reduced from 6 full time + 2 part-time clergy to 4 full time clergy + 1 unpaid clergy (who will have a house provided in return for duties given).

All affected parishes are being consulted about this and responses to the following 3 questions are invited by 10<sup>th</sup> December:-

1. Are there any particular principles you think that we should bear in mind?
2. Given the need for change, are there any preferences which you wish to express?
3. Do you want to make any other comments?

Although the reduction in clergy is undesirable and will make the ministry of the church more difficult for both clergy and volunteers, the financial situation unfortunately makes it inevitable.

All Parochial Church Councils will be making a response, but individuals can also do so by e-mailing [graham.cossey@dioceseofnorwich.org](mailto:graham.cossey@dioceseofnorwich.org) including your name, parish and whether you are responding as an individual or on behalf of a PCC. It would be interesting to gauge the amount and type of responses submitted. If you are happy to do so, please copy in [steve.dugdale@googlemail.com](mailto:steve.dugdale@googlemail.com) (although there is no compulsion to do so). The Diocese will decide on new parish groupings in January 2023 and it is expected that the post can then be advertised shortly afterwards.

An information board with a map and information about the proposed reorganisation is available in St. Mary's church. A key is available from Cheshunt Hair Studio.

Steve Dugdale and Chrissy Briggs (churchwardens, St. Mary's church)



## Long Stratton Town Council

Pavilion, Manor Road, Long Stratton, NR15 2XR

Chairman: Mr Kelly Lunness, Town Clerk: Mrs Becky Buck

Email: [office@longstrattontowncouncil.gov.uk](mailto:office@longstrattontowncouncil.gov.uk)

Tel: 01508 530524

### Complaints and Compliments Policy

#### How we deal with Complaints and Compliments

If you have a complaint (or a compliment) about the Council, we would like to hear from you. This notice tells you how to complain, and what happens to your complaint on receipt. It also tells you who deals with the complaint, how you can be represented, when a decision is made and how you will be notified of this.

Feed-back from our residents, whom we aim to serve efficiently and effectively, is the only way we can continually improve our services.

We aim:

- to make it easy for anyone to make a complaint
- to solve problems as quickly as possible
- to prevent problems from happening again, and
- to encourage good practice

#### How to contact us with your complaint/ compliment

You can contact the Council by telephone, in writing, or over the internet. A form is included with this document which you can fill in and send back to us. This leaflet explains the procedure which will be followed once your complaint has been received. A list of contact details is also included on this leaflet.

#### What we will do when we hear from you

We will deal with any comments about the Council as quickly as possible. We will investigate the complaint fully. We may be able to give you an answer straight away, or we may need more time to investigate what you have told us. We will contact you within 15 working days of us hearing from you and either give you a full answer or give you a progress report and explain why we need more time to



## **Long Stratton Town Council**

Pavilion, Manor Road, Long Stratton, NR15 2XR

Chairman: Mr Kelly Lunness, Town Clerk: Mrs Becky Buck

Email: [office@longstrattontowncouncil.gov.uk](mailto:office@longstrattontowncouncil.gov.uk)

Tel: 01508 530524

investigate further. We will also tell you when you can expect a full answer. Your complaint will in the first instance be investigated by an officer of the council.

If you remain dissatisfied, or your complaint relates to the officer of the Council, then your complaint will be dealt with by a Committee of the council. If required; a meeting will be organised between the complainant and the members of the Council.

### **Procedure**

The chairman should introduce everyone and explain the procedure.

The complainant (or representative) should outline the grounds for complaint and, thereafter, questions may be asked by (i) the clerk or other nominated officer and then (ii) the members.

The clerk or other nominated officer will have an opportunity to explain the council's position and questions may be asked by (i) the complainant and then (ii) members.

The clerk or other nominated officer and then the complainant should be offered the opportunity to summarise their position

The clerk or other nominated officer and the complainant should be asked to leave the room while members secede whether grounds for the complaint have been made. If a point of clarification is necessary, both parties shall be invited back.

The clerk or other nominated officer and the complainants should be given the opportunity to wait for the decision but if the decision is unlikely to be finalised on that day, they should be advised when the decision is likely to be made and when it is likely to be communicated to them.

The full Council will be informed on the meeting at the next available opportunity, the Council shall consider whether the circumstances of the meeting warrant the exclusion of the press and public. Any decision on a complaint shall be announced at the council meeting in public.

After the meeting; the decision should be confirmed in writing within seven working days together with details of any action to be taken,

If you have a complaint, we hope we will be able to find out what went wrong and take steps to make sure it won't happen again.

It will not be appropriate to deal with all complaints from members of the public under the complaints



## Long Stratton Town Council

Pavilion, Manor Road, Long Stratton, NR15 2XR

Chairman: Mr Kelly Lunness, Town Clerk: Mrs Becky Buck

Email: [office@longstrattontowncouncil.gov.uk](mailto:office@longstrattontowncouncil.gov.uk)

Tel: 01508 530524

procedure. Below are examples of complaints which will require special consideration and where we may engage other procedures or bodies. If this is the case, then we will advise you of this.

Type of conduct	Refer to
<b>Financial irregularity</b>	<b>Local elector's statutory right to object Council's audit of accounts pursuant to s.16 Audit Commission Act 1998. On other matters, councils may need to consult their auditor / Audit Commission</b>
<b>Criminal activity</b>	<b>The Police</b>
<b>Member conduct</b>	<b>In England if the complaint relates to a failure to comply with the Code of Conduct, this must be submitted to the standards committee of the relevant principal authority(South Norfolk District Council).</b>
<b>Employee conduct</b>	<b>Internal disciplinary procedure</b>
<b>DP Breach</b>	<b>Information Commissioner's Officer</b>

### Persistent Complaints

We will do our best to answer your complaint within the terms detailed in this policy. In the unfortunate circumstance where we answer a complaint fully, but further correspondence is received on that matter one acknowledgement only will be issued.

### Confidentiality

We will take care to maintain confidentiality where circumstances demand (e.g. where matters concern financial or sensitive information or where third parties are concerned). Details will only be given to those members of staff directly concerned.

### How to contact us





## **Long Stratton Town Council**

Pavilion, Manor Road, Long Stratton, NR15 2XR

Chairman: Mr Kelly Lunness, Town Clerk: Mrs Becky Buck

Email: [office@longstrattontowncouncil.gov.uk](mailto:office@longstrattontowncouncil.gov.uk)

Tel: 01508 530524

### **Step 1**

Telephone the Town Clerk. The Clerk's telephone number is: 01508 530524. Ask the Town Clerk to forward a copy of the Town Council's complaints policy and complaints form. This can be sent to you as a hard copy or electronically. We will need to have your postal address or your e mail address to do this. You can also request this form as an electronic copy.

Briefly discuss your problem with the Town Clerk as she may be able to redirect you to another authority, such as South Norfolk District Council, who may have the responsibility for your area of concern.

### **Step 2**

When you receive the form, complete it and return it with the Privacy statement to the Town Clerk as a hard copy or you can forward the completed form electronically.

Our email address is: [office@longstrattontowncouncil.gov.uk](mailto:office@longstrattontowncouncil.gov.uk)

Our postal address is: Long Stratton Town Council, Pavilion, Manor Road Playing Fields, Long Stratton, NR15 2XR

Please complete all the form giving us as much detail as possible about the concerns that you have. If you do not do this then it could result in loss of time to resolve your concerns.

### **Step 3**

We will get back to you within 15 days of receiving your complaint.



## Long Stratton Town Council

Pavilion, Manor Road, Long Stratton, NR15 2XR

Chairman: Mr Kelly Lunness, Town Clerk: Mrs Becky Buck

Email: [office@longstrattontowncouncil.gov.uk](mailto:office@longstrattontowncouncil.gov.uk)

Tel: 01508 530524

### COMPLAINTS FORM

Name.....

Address.....

Your e mail address.....

Your telephone number.....

Please advise the nature of your complaint i.e. your reason for complaining, if you are complaining about a council member or council officer please also give their name. Please also give the date when your complaint arose and any background information leading up to your complaint. You might also like to tell us what you consider should be done to resolve the matter. If you have any evidence concerning your complaint, then please include this too.

Please sign and date this form

.....

.....



## Long Stratton Town Council

Pavilion, Manor Road, Long Stratton, NR15 2XR

Chairman: Mr Kelly Lunness, Town Clerk: Mrs Becky Buck

Email: [office@longstrattontowncouncil.gov.uk](mailto:office@longstrattontowncouncil.gov.uk)

Tel: 01508 530524

### Privacy Statement / Promise

The council is the data controller and the Town Clerk is the data processor and the data protection officer.

We will always treat your personal information with great care. The purpose for processing the information is to allow us to answer your complaint. The period for which the personal data will be stored is 12 months from the date of complaint. We will never share your information with anyone else.

The source of our information has come from you.

As a data subject you have detailed rights including: right of access to your own personal data, right of correction, erasure and to object to processing and the right to lodge a complaint with the Information Commissioner (the ICO).

Please advise us if you change your mind at any time about our holding this information.

Please tick this box to say that you consent, but remember, you can change your mind at any time.

Signature.....Date.....

Approved April 2018

Approved May 2020

Draft for approval on 12<sup>th</sup> December 2022



## Long Stratton Town Council

Pavilion, Manor Road, Long Stratton, Norwich NR15 2XR  
Chairman: Mr Kelly Lunness. Clerk: Mrs R Buck  
Tel: 01508 530524 Email: Office @longstrattontowncouncil.gov.uk

### Grant Awarding Policy

Long Stratton Town Council can make monetary grants to organisations that work for the benefit of the local community of Long Stratton. The Council regrets that it is not able to make grants to individuals.

### Conditions of Funding

- 1 Applications will be considered from charitable or non-profit making organisations.
- 2 Applications must demonstrate a benefit to a group of people within the Town.
- 3 The organisation will normally be expected to have clearly written aims and objectives, a written constitution and membership rules, copies of which should be submitted as part of the application. In addition, an organisation must demonstrate that it is properly managed and able to run its affairs responsibly.
- 4 An organisation is required to submit audited accounts or accounts (including bank statements) that have been independently examined by a suitably qualified person, for the previous two financial years or, in the case of a newly formed organisation, a detailed budget and business plan.
- 5 An organisation is required to have a bank account in its own name.
- 6 On-going commitments to award grants or subsidies in future years will not be made. A fresh application will be required
- 7 Each application will be assessed on its own merits
- 8 Due account will be taken of the extent to which funding has been sought or secured from other sources or own fund-raising activities. Further details of other organisations that may be supportive may be obtained from the Town Clerk.
- 9 If approved by the Town Council, the grant will be paid by BACS. It must be acknowledged promptly by the organisation, stating the amount granted.
- 10 Any grant must only be used for the purpose for which it was awarded unless the written approval of the Town Council has been obtained for a change in use of the grant monies. Unless otherwise agreed, the funds must be spent within 12 months or returned to the Town Council.
- 12 The Town Council has the right to request feedback and receipts to demonstrate how the money has been spent and/or to inspect the outcome of the expenditure.
13. The Town Council will only consider one application per organisation/ group. If the application is successful, then no further applications will be considered for 2 financial years. Applications for grants to support community events will be considered on an annual basis (April-March)
14. No grant applications will be considered for an event that the Town Council are already involved in or have invested in.
15. To be successful, some self-raised funding to support the grant application will need to be evident.



## Long Stratton Town Council

Pavilion, Manor Road, Long Stratton, Norwich NR15 2XR

Chairman: Mr Kelly Lunness. Clerk: Mrs R Buck

Tel: 01508 530524 Email: [Office@longstrattontowncouncil.gov.uk](mailto:Office@longstrattontowncouncil.gov.uk)

16. All grant applications have to be completed by using the application form attached to this policy.



## Long Stratton Town Council

Pavilion, Manor Road, Long Stratton, Norwich NR15 2XR

Chairman: Mr Kelly Lunness. Clerk: Mrs R Buck

Tel: 01508 530524 Email: Office @longstrattontowncouncil.gov.uk

### Checklist for information enclosed with the application:

Completed application form

Copy of your Accounts, including bank statements for the last financial year. If you do not have these, a copy of your management accounts.

Copy of your Equality Policy, If your organisation does not have this policy, please tell us, in no more than 50 words, how your organisation tackles discrimination and promotes equality and diversity

Tick this box to acknowledge that you will provide us with follow up information as stated in the grant guidelines.

Signed:

Date:

Name:

Position:



## Long Stratton Town Council

**Pavilion, Manor Road, Long Stratton, Norwich NR15 2XR**

**Chairman: Mr Kelly Lunness. Clerk: Mrs R Buck**

**Tel: 01508 530524 Email: Office @longstrattontowncouncil.gov.uk**

### APPLICATION FORM

(please complete in black pen)

<b>Name of Organisation Applying for the Grant</b>		
<b>Main Contact of Applicant</b>	<b>Name</b>	
	<b>Address</b>	
<b>Telephone Number</b>		<b>Email</b>

What are the aims of your project in no more than 50 words

Summary of Project for which funding is sought in no more than 200 words

*In preparing your summary you should also address the following questions when submitting your application*

- a. *What the project is all about?*
- b. *Who will benefit from the project? How will XXX residents benefit? How many people will benefit?*
- c. *What will the benefit/s be?*
- d. *Who will be responsible for delivering the project?*
- e. *What will funding be spent on?*
- f. *How will the project be funded once the funding from the Parish Council comes to an end?*

<b>Total cost of project</b>		
<b>Amount requested from Long Stratton Town Council</b>		
<b>Outline details of source/s of other funding</b>	<b>Name</b>	<b>Amount</b>



## Long Stratton Town Council

Pavilion, Manor Road, Long Stratton, Norwich NR15 2XR  
Chairman: Mr Kelly Lunness. Clerk: Mrs R Buck  
Tel: 01508 530524 Email: Office @longstrattontowncouncil.gov.uk

Total Duration of the Project	Anticipated Start Date	Anticipated Completion Date

I confirm that this information is correct to the best of my knowledge

Signed on behalf of the Applicant:

Signed

Date

DRAFT