

**AGENDA REPORTS PACK**

**ANNUAL MEETING OF THE COUNCIL**

**May 2022**

## 22/102. Minutes

### DRAFT Ordinary Parish Council Meeting

Meeting held in the Village Hall, Recreation Ground, Cottenham on Tuesday 5<sup>th</sup> April 2022 at 7.30pm

**Present:** Cllrs Hewitt (Chair), Bailey, Bolitho, Collinson, Graves, Hutchison, Kidston, Loveluck, Ward, SCDC/CCC Cllr Gough, the Clerk and Assistant Clerk

**In attendance:** 4 members of the public

**22/068. Chair's Introduction and Apologies for absence** – Apologies accepted from Cllrs Jones (personal), Young (personal), RFO and SCDC Cllr Wilson.

**22/069. To accept Declarations of Interest and Dispensations** – Cllr Ward declared an Interest in item 22/092 (expenses item) and will take no part of the vote.

**22/070. Minutes** – Amendment made to item 22/048. Resolution that the amended minutes of the meeting of the Full Council held on the 1<sup>st</sup> March 2022 be signed as a correct record. Proposed Cllr Kidston and seconded by Cllr Bailey. **RESOLVED.** Resident 4 arrived 7.34pm.

**22/071. Public participation** – Residents attending regarding playground items.

### 22/072. Reports

- **SCDC & CCC** – Report noted. SCDC Cllr Gough reported that there was now a nice cushion on the land housing supply. Joined meeting with Cllrs Hewitt and Jones re the Oakington/Rampton Road roundabout and will follow up with Peter McDonald this Thursday. Has had a meeting with County re. our leased land on the 3<sup>rd</sup> field. He is awaiting further explanation. The Education Team has confirmed that it has no immediate plans to extend the primary school. A14 project – 94% of the trees planted have died. Audit being undertaken and under the agreement National Highways are responsible for replanting.
- **Clerk** – Report noted. Reminder that we are in the pre-election period. Waiting for some APM reports. Issues with unsupervised children at Kids Club. Groundsman assaulted by teenager today whilst asking them to get off sports equipment behind the pavilion. Met with electrician to obtain quote for additional plug sockets and lighting in the Village Hall. Gas Monster attending next week regarding broken pavilion boiler. A reminder that Junior Parkrun is holding a trial this weekend. Gothic House – SCDC Cllr Gough waiting response from Building Control. Cllr Loveluck raised concerns about the cycle rack trial near Les Ward.
- **Major developments** – Report noted. Cllr Hewitt is in correspondence with Tilia regarding the link to the recreation ground. Also discussing whether the topsoil spoil heap could be used on F2. Land for rec expansion not expected to be handed over until autumn 2025. CCC Cllr Gough to follow up Bellway situation with Jon Finney. Cllr Hewitt confirmed that the roundabout installation wasn't holding up other works.
- **Village Hall/Nursery** – Report noted. Caretaker meeting Sothams on Thursday re meter issues.
- **Village Hall working group** – Report noted. First wedding bar went extremely well and new volunteers were trained. Have received cheque from former Sports & Social Club and they have been thanked accordingly.
- **Burial working group** – Report noted.

**22/073. Toddler playground redevelopment** – Consider undertaking toddler playground refurbishment project and setting up of working group with delegated authority – Cllr Kidston outlined and ran through a suggested programme of works. Looks like we will need to expand towards the training area to increase the space. Discussion regarding size of working party. Resolution that the Parish Council prioritises bringing forward a project

to rebuild the toddlers' play area with new equipment, while maintaining the older children's playground during 2022, using the £30,000 allocated by the Council and the donation of £10,000 by the nursery in 2022/3. Proposed by Cllr Loveluck and seconded by Cllr Hutchison. **RESOLVED.** Resolution that a playground working group is set up to progress the project through tender and design/construction, with appropriate reports to Council at key stages. Working group to consist of Cllrs Kidston, Bailey, Hewitt or Hutchison and the Clerk + up to 4 residents (Emma Maude and Elizabeth Sharpe volunteered). Proposed Cllr Ward and seconded by Cllr Bailey. **RESOLVED.**

- 22/074. Playground tenders** – Consider appointing Sports & Play Consulting to undertake playground redevelopment tenders – Cllr Kidston outlined. Cllr Bolitho objected and raised concerns regarding lack of company assets. Noted that provider has a very good reputation with suppliers and other councils. Cllr Bolitho didn't want to pay for consultancy fees up front and suggested that all payments should go via FLAC before coming to council. Discussion regarding payment terms. Resident 1 left the meeting at 8.20pm. Noted that fees will be paid from S106 monies. Resolution to appoint Sports & Play Consulting to undertake playground redevelopment tenders. Proposed Cllr Kidston and seconded by Cllr Hutchison. **RESOLVED.**
- 22/075. Management of the income and expenditure from bar and events** – allowance for the expenditure to exceed the income in the early months of the next financial year whilst events start to generate income, to consider a liability not exceeding £2000 – Item has been superseded. Residents 2, 3 and 4 left the meeting at 8.24pm.
- 22/076. Purchase of items for Village Hall** – Consider purchase of additional cleaning items and additional chairs for ground floor rooms for the Village Hall – Need additional cleaning items to assist hirers to clean properly. Additionally need full number of chairs for downstairs rooms. Resolution to purchase 2 vacuum cleaners at a cost of £300 + VAT, 80 folding chairs at a cost of £2796 + VAT, 3 chair trollies at a cost of £375 + VAT each and £100 for additional cleaning equipment. All funds to come from S106 Hall monies. Proposed Cllr Ward and seconded by Cllr Bailey. **RESOLVED.**
- 22/077. Village Hall hire agreement** – Consider amendments to Village Hall hire agreement – Cllr Ward outlined the report. Resolution to accept proposed amendments to the Village Hall hire agreement. Proposed by Cllr Hutchison and seconded by Cllr Ward. **RESOLVED.**
- 22/078. Village Hall alarm monitoring** – Consider quote for monitoring of Hall alarms @ at cost of 852.80 plus VAT. Proposed Cllr Hutchison and seconded by Cllr Graves. **RESOLVED.**
- 22/079. Village Hall alarm servicing** – Resolution to accept quote for service agreement for Hall systems @ a cost of £1554.16 plus VAT. Proposed Cllr Hutchison and seconded by Cllr Graves. **RESOLVED.**
- 22/080. Lone working policy & risk assessment** – Resolution to adopt of Lone Working policy. Proposed Cllr Loveluck and seconded by Cllr Bailey. **RESOLVED.**
- 22/081. Asset register update** – Resolution to accept updates to the asset register. Proposed Cllr Collinson and seconded by Cllr Bailey. **RESOLVED.**
- 22/082. Contractors** - Consider the benefits and process of a preferred contractor list – Cllr Ward outlined the proposal. Resolution to produce process to set up a preferred contractor list. Proposed Cllr Hutchison and seconded by Cllr Ward. **RESOLVED.** RFO and Cllr Ward to take forward.
- 22/083. Queen's Platinum Jubilee** – Consider budget for Jubilee events and event management – Banners removed from budget – single use items. Resolution to agree budget of £250 for the Jubilee. Proposed Cllr Hutchison and seconded by Cllr Graves. **RESOLVED.** Budget for PA equipment to be submitted separately. Clerk outlined submission received from a Queens Young Leader regarding the beacon lighting event. Council in favour of joint event.

- 22/084. CVC work experience** – Resolution to accept work experience student from CVC. Proposed Cllr Bailey and seconded by Cllr Collinson. **RESOLVED.**
- 22/085. Ukraine** – Consider how CPC can assist with relief effort – Clerk outlined NALC guidance plus letters received from Oakington Parish Council and resident. Discussion about existing support groups in the village and the possible need for someone to act as a point of contact/co-ordinator. May want to offer space for refugee families to meet. Cllr Hutchison outlined how quickly the situation was changing so very difficult to decide on a course of action. Noted that the Covid support group was being re-purposed. Resolution that CPC expresses solidarity by signing up to the CEMR statement. Proposed by Cllr Kidston and seconded by Cllr Bailey. **RESOLVED.** Resolution that CPC will use our social media to express support for Ukraine. Proposed Cllr Graves and seconded by Cllr Kidston. **RESOLVED.** Resolution that CPC will act as a conduit for information to Ukrainian refugees and host families. Proposed Cllr Hutchison and seconded by Cllr Loveluck. **RESOLVED.** Resolution that CPC will make use of our property, when available, to assist Ukrainian refugee families. Proposed Cllr Hutchison and seconded by Cllr Bailey. **RESOLVED.** Resolution for the Clerk to respond to Oakington Parish Council to state that we are happy to provide support to networks but unable to assist with proposed housing scheme. Proposed Cllr Ward and seconded by Cllr Loveluck. **RESOLVED.**
- 22/086. Street naming** – Resolution to accept proposed street name of ‘Jubilee’ for Tilia development. Proposed Cllr Hutchison and seconded by Cllr Ward. **RESOLVED.**
- 22/087. Zero Carbon Community Grants** – Consider potential projects to put forward for grant and creation of working group – Cllr Loveluck to put proposals together and bring to next meeting.
- 22/088. Civility and Respect project** – Consider writing to MP to request backing of Motion re Civility and Respect project – Clerk outlined. Discussion regarding how effective it would be. SCDC Cllr Gough gave a personal example of harassment issues experienced. Resolution for CPC to write to MP to request backing of Motion re. Civility and Respect project. Proposed Cllr Hutchison and seconded by Cllr Ward. **RESOLVED.** SCDC Cllr Gough left the meeting at 9.29pm.
- 22/089. Training** – Resolution for Asst Clerk to attend Nimble e-learning course on Planning at a cost of £14. Proposed Cllr Loveluck and seconded by Cllr Bailey. **RESOLVED.**
- 22/090. Personal alarms** – Resolution to purchase 2 personal alarms for staff at a cost of up to £20pp. Proposed Cllr Graves and seconded by Cllr Loveluck. **RESOLVED.**
- 22/091. Goals** – Consider resident offer of two second-hand goals to be located on Tenison Manor – Discussion regarding safety and monitoring. Item deferred.
- 22/092. Finance**

Income	Description	Net	Gross	
Cambridge Kids Club	Invoice payment - March 22	£754.26	£905.11	
The Fen Edge Orchestra	VH Regular user – invoice x2	£350.00	£420.00	
Lovefit Ltd	VH Regular user	£60.00	£72.00	
2nd Cottenham Guides	VH Regular user	£90.00	£108.00	
Sing and Sign	VH Regular user	£200.00	£240.00	
Living Sport	VH Regular user	£46.67	£56.00	
WI	VH Regular user	£55.00	£66.00	
NCT	VH Regular user	£60.00	£72.00	
Lovefit Ltd	Rec/Green Regular user	£30.00	£36.00	
Strive Bootcamp	Rec/Green Regular user	£120.00	£144.00	
Chestnut Nursery	Quarterly rent payment	£6,250.00	£7,500.00	
Village Hall Hire	One off VH Hire - Total	£2,271.85	£2,726.20	

HMRC	VAT payment	£2,460.64	£2,460.64	
Sports & Social Club	Donation towards bar equipment	£700.00	£700.00	
		<b>£13,448.42</b>	<b>£15,505.95</b>	
<b>Expenses over £500</b>	<b>Description</b>	<b>Net</b>	<b>Gross</b>	<b>code</b>
Salaries	Salary costs for April 2022	£6,150.43	£6,150.43	-
AJ King	Monthly - ground maintenance	£3,816.66	£4,579.99	2369
HMRC	TAX and NI for March 2022 (Month 12)	£1,572.98	£1,572.98	-
Calor Gas	Gas delivery to the pavilion (DD)	£1,277.50	£1,341.38	1280
AJ King	level ground at play area, Heras fencing, grass seed & hedge removal	£1,050.00	£1,244.00	2375
Christine Ward	Booker - wedding bar stock & VH bar kitting out items	£881.42	£1,057.71	2377
Chubb	Fire extinguisher contract - Annual (2nd year of 3 year contract)	£686.40	£823.68	2370
British Gas	Electric for Village Hall - Monthly (DD)	£686.02	£720.32	2350
Barcare Supreme Ltd	Bottle cabinet (Chiller) already paid	£600.00	£720.00	2349
NJ Parker	Painting picnic tables/benches at Rec	£710.00	£710.00	
		<b>£17,431.41</b>	<b>£18,920.49</b>	
<b>Expenses under £500</b>	<b>Description</b>	<b>Net</b>	<b>Gross</b>	<b>code</b>
PH Pumps Ltd	Call out - alarms & pump failure - removed debris & refitted	£484.01	£580.81	2342
Legal and General	Pension	£477.92	£477.92	-
Ecotricity	Gas for Village Hall - Monthly DD	£344.80	£413.76	2368
Viking	Coat rail for the village hall	£316.96	£380.35	2364
Progress Cleaning	Cleaning services at the Village Hall	£287.00	£344.40	2346
AJ King	Work on Pavilion cladding	£260.00	£312.00	2339
EDF	Electric for Pavilion (DD) monthly	£267.62	£281.00	2352
Parish Online	Annual subscription cost	£210.00	£252.00	2378
Charter Global	Shutter maintenance contract - pavilion Monthly DD	£172.00	£206.40	-
SCDC	Overdue rates payment for pavilion - already paid	£170.89	£170.89	2376
CamAlarms Ltd	Emergency fault call	£136.64	£163.97	2363
SLCC	Climate change event x 3 trainees	£135.00	£162.00	2372/2373/ 2374
Urbancomms	Monthly Broadband - Village Hall (DD)	£66.49	£79.79	2347
Lock Shop Warehouse	Padlocks for the goals at the rec	£64.00	£76.80	2360
RFO	Laptop repair - Already paid	£73.75	£73.75	2362
BSL	Glasswasher hire Monthly (DD)	£53.00	£63.60	2345
SSE Southern Electric	Electric x 3 for streetlighting (DD) monthly	£59.88	£62.86	2353
Backstop Ltd	Monthly fee for accountancy support	£50.00	£60.00	2340
EDF	Electric for the Green (DD) monthly	£56.19	£59.00	2351
CSA	Cleaning materials for Village Hall	£48.80	£58.56	2354
Viking	Coat rail, Cartridges for printer, Mugs	£45.80	£56.96	2365
BCS	Payroll processing Feb 2022 (Monthly)	£35.00	£42.00	2357
ICO	Data Protection renewal fee (annual)	£40.00	£40.00	2355
Clerk	Expenses re Carols on the Green	£33.95	£33.95	2348

Xero	Monthly accountancy package (DD)	£26.00	£31.20	2341
Initial	Sanitary waste collection - Monthly DD	£14.63	£17.56	2371
RFO	First instalment for caretaker phone	£16.50	£16.50	2344
Tesco Mobile	Caretaker Monthly DD	£16.50	£16.50	2359
RFO	New charger for Laptop	£12.99	£12.99	2358
		<b>£3,976.32</b>	<b>£4,547.52</b>	
<b>Multipay Card</b>				
Amazon Ltd	Fridge Thermometer	£16.64	£19.98	2366C
Amazon Ltd	Command Clips	£4.58	£5.50	2367C
Amazon Ltd	Phone case for Caretakers phone	£11.62	£13.94	2343C
Zettle Shop	Zettle terminal and dock for bar	£199.00	£238.80	2356C
O2	Phone top up for assistant clerk	£10.00	£10.00	2361C
Booker	Bar supplies for the Village Hall	£408.42	£490.12	2379C
		<b>£650.26</b>	<b>£778.34</b>	

Resolution to pay these invoices. Proposed Cllr Bailey and seconded by Cllr Hutchison. **RESOLVED.**

- 22/093. Management accounts** – to review the monthly management accounts – Noted.
- 22/094. Bank reconciliation** – to review monthly bank reconciliation – Noted.
- 22/095. Matters for consideration at the next meeting** – Confirmation of asset register dates for laptops.
- 22/096. Dates of next meetings** – CALF 12<sup>th</sup> April, Planning 21<sup>st</sup> April, APM 25<sup>th</sup> April, FLAC 26<sup>th</sup> April, Full 12<sup>th</sup> May
- 22/097. Close of Meeting – 9.37pm**

Signed \_\_\_\_\_ (Chair) Date \_\_\_\_\_

## **22/109. Reports**

### **District & County Councillors' Report for Cottenham and Rampton – May 2022**

I am delighted to welcome John Loveluck and Annika Osborne to the team representing Cottenham and Rampton at the District level. I would also like to thank Eileen Wilson for her contribution over the past four years. Eileen has been quite exceptional particularly in the amount of casework she has conducted sensitively and effectively on behalf of residents.

I am looking forward to working with John and Annika. I will obviously now cease to be Deputy Leader at South Cambridgeshire but there are also some changes for my responsibilities at the County Council. I will continue as a member of the This Land board and as a member of the Constitution and Ethics Committee. However, I will now join the Strategy & Resources and Planning Committees and will become a substitute Board Member to the County Council representative on the Greater Cambridge Partnership. To be clear, none of these roles attract any additional allowances.

The activities of SCDC were somewhat curtailed due to the pre-election period. However, my last responsibility was to sign-off the Council's comments on the proposed relocation by Anglian Water of the Waste Water Treatment Plant to Honey Hill. The major issues were traffic management and impact on the landscape.

On other matters:

#### **Highways**

The Highways & Transport Committee met on 26 April and awarded funding to successful Local Highway Improvement bids from parishes. No bid was submitted from Cottenham or Rampton but the Committee has set up a working group to review the Local Highway Improvement scheme process and a further working group on the process for implementing 20mph zones in Cambridgeshire. Subject to that group's proposals, the provisional application window for next year's round will be October-November 2022, with approval of schemes in June 2023 and pricing and construction March-June 2024.

I have been advised that the scheme that was discussed with the County Highways team on Rampton Road, Cottenham would be funded by Northstowe s106 monies for traffic management in surrounding villages. The outline scheme will now need to go through a detailed design and approval process. It is also significant that Rampton is included within the surrounding villages and I will request a meeting with Highways to explore potential schemes along Rampton High Street.

The Highways team is applying significant pressure to Bellway to progress their required improvement to the footpath/cycleway between along Rampton Road and Histon Road. It appears that a scheme is in the offing. This was also raised at the Cottenham Liaison Meeting in the context of a log-jam of major Highways works that is coming up. To my knowledge we have Cadent, Bellway, Persimmon, Redrow, and Cambridge Water all wanting road space in the next year. I am arranging a meeting with Streetworks to alert them to this and seek a sensible approach to the scheduling.

I have received several complaints that the resurfacing cycleway from Cuckoo Lane to the Busway (which was done to improve equestrian safety) has had a deleterious effect on the quality of the path for cyclists. There is also some concern that the path is already deteriorating. I am following this up.

### **‘No Mow May’**

Cambridgeshire County Council have stopped cutting grass on its road verges during May this year to support local biodiversity, with a particular focus on pollinators such as bees. ‘No Mow May’ is run by Plantlife, an organisation that promotes the maintenance and growth of wildflowers, plants and fungi. According to Plantlife, more than 700 species of wildflowers grow on road verges in the UK. Cutting the grass less often will help reduce carbon emissions, as well as providing habitats for pollinators, such as bees, to thrive.

Road safety is a priority for Cambridgeshire County Council, so in agreement with Plantlife the Council still cut grass where leaving it could cause danger, such as at junctions or bends.

### **Solar Together**

Some of you will have received offers through the post to participate in the Solar Together offer. Solar Together Cambridgeshire is a partnership between Cambridgeshire County Council and Cambridgeshire’s district councils, to offer homeowners high-quality solar PV panels through a group purchasing scheme.

The first round of the scheme in autumn 2020 saw just under 1,000 installations completed. The second round which has just taken place resulted in more than 9,000 registrations of interest. This is 59% higher than the total registration figures in the autumn 2020 scheme.

Homeowners taking part in the scheme are able to secure average discounts of 34% compared to typical market rates as well as benefitting from the recent removal of VAT for solar PV.

Three winning bidders—Greenscape Energy, Green Energy Together UK, and Everyone’s Energy—have been chosen to carry out the installations.

### **Avian Flu**

Avian flu has been a recent unwelcome visitor to our country, with over 100 cases confirmed, affecting much of the UK including Cambridgeshire. While the compulsory housing requirement for poultry and captive birds ended on Monday 2 May, the remaining requirements of the national Avian Influenza Prevention Zone will remain in place for all captive birds, whether commercial or backyard flocks. There will be a continued onus on scrupulous biosecurity.

All bird keepers must:

- cleanse and disinfect clothing, footwear, equipment and vehicles before and after contact with poultry and captive birds – if practical, use disposable protective clothing
- reduce the movement of people, vehicles or equipment to and from areas where poultry and captive birds are kept, to minimise contamination from manure, slurry and other products, and use effective vermin control
- thoroughly cleanse and disinfect housing on a continuous basis
- keep fresh disinfectant at the right concentration at all farm and poultry housing entry and exit points
- minimise direct and indirect contact between poultry and captive birds and wild birds, including making sure all feed and water is not accessible to wild birds

DEFRA encourages all bird keepers to register their poultry, even if only kept as pets, so the Animal and Plant Health Agency can contact you during an outbreak. This is a legal requirement if you have 50 or more birds. Please see <https://tinyurl.com/5avsz93m>.



## Contact us

If you have any questions or comments or need help with matters relating to the District Council you can contact us as follows:

Annika Osborne Email: [annikaosborne@rampton.com](mailto:annikaosborne@rampton.com)

Neil Gough Email: [neilgough@rampton.com](mailto:neilgough@rampton.com) Tel. 07919990299

John Loveluck Email: [johnloveluck@rampton.com](mailto:johnloveluck@rampton.com)

Facebook: <https://www.facebook.com/CottenhamRampton/>

## CLERKS REPORT – May 2022

### Highways

(LHO = Highways Officer, AC = Assistant Clerk)

Anything in bold is new or an update

- Blocked Gullies – 16/09 Still waiting for outstanding gully cleansing; gullies taking longer to cleanse than previously, and large backlog of work. Some jetting has been carried out on Beach Road, and Lambs Lane. Reporting system currently being updated, LHO will have a clearer picture of which areas have been covered. Cyclic cleansing of system due to take place in quarter 4: Jan-March. Some work started wk beginning 24/1 1/4/22 Gully cleansing still in process. LHO will audit after the cleansing crews have finished.
- 1/4/22 LHI work on Oakington Rd to be scheduled after Persimmon work has been completed
- Overgrown bushes: strip along 10 Brenda Gautrey Way– 1/4/22 LHO waiting for confirmation of ownership from relevant dept. (delays due to staffing issues) If belongs to Highways, can be cut back by volunteers. Lee Close and strip between Franklin gardens/High Street raised with LHO at liaison meeting.
- Missing bollards from outside Cottenham Club raised in Highways liaison meeting. 1/4/22 Difficult to replace, as difficulty sourcing Cambridge bollards, could be replaced with plastic ones.
- Cllr Loveluck and Assistant Clerk met with reps from CCC on 10<sup>th</sup> February, to discuss locations of Active travel funded cycle racks by the Butchers, Co-op, and the Pound. Updated locations (Butchers, outside Post Office, and by Les Ward/ Hopbine) approved by CPC Highways Committee N.B. This will include trialling a rack in one of the laybys, to gauge public opinion.
- Cllr Ward has contacted skip company re: sweeping of cycle path along Histon Road
- Weekend closures of Rampton Road, for water connection on the Tilia site, are taking place on 21st and the 29th May, with two way lights for the week in between.
- Liaison meeting with LHO and CCC Cllr Gough took place on 25<sup>th</sup> March. Items covered include line painting, gullies, flooding Denmark Rd, potholes, footway improvements, overgrown hedges, and update on footway improvements.
- Areas raised with LHO for line painting include bays outside PO, markings outside primary school, fire station, roundabouts and zebra crossings by the Green.
- Significant leak next to Broad Lane/Old Rec car park has been flagged with Cambridge Water.
- CPS has been contacted re. the WOW Walk to School scheme.

### Pavilion

- Need carpenter to resolve issues with dropped doors (preventing locking of several rooms). Still issues with broken lights. Asst Clerk has ordered replacement strip lights. Electrician has checked non-functioning internal lights. Clocks also require repair.
- Asst Clerk updating key holder log.
- **External boards - one board has been broken during Colts match (witnessed by groundsman). Colts have been contacted and cctv being checked.**

- Net has been damaged again; should we look to replace with 12ft metal fencing? Still wouldn't stop balls going over but more robust.

### Recreation Ground

- Meetings ongoing with sports clubs re. new contracts. **CUFC meeting taking place 12/5/22.**
- Defib box ordered from Community Heartbeat Trust.
- Fencing boards damaged during school run. Unable to make contact with culprit. Works need to be undertaken urgently for the resident – garden now not secure.
- Following advice received from insurance provider at CAPALC drop-in event, we need to regularly check the condition of the containers/sheds & install 'do not climb' signage. Log must be kept of when the checks were done. Who is going to do this?
- **Levelling works to area adjacent to play area have been undertaken.**
- Nick Parker has varnished the existing benches on the playground.
- **Groundsman in process of installing donated bench on F1 and an existing bench on F3. Both will be fixed in concrete to prevent them being moved.**

### Village Hall

- **Snagging issues** – End of defect meeting undertaken with French and W&B to go through issues. Further snags have been repaired. Leak noted 16/3/22 in front stairwell; French attended 18<sup>th</sup> March and will return when next raining. Line marking has been repaired. Caretaker has contacted Sothams re. issues with the meters. Disabled toilets to be painted contrasting colour to ensure Doc M compatibility. **Still issues with leak in groundfloor ladies toilets. New issue noticed with door soft close systems.**
- **Chubb have done fire extinguisher service.**

### Misc admin

- **April Issues log distributed separately – see appendix for summary.**
- New Life on the Old West – Pond works expected to be undertaken on the Old Rec in the summer. Would like to hold meeting with Cllrs after the elections and hold a public info meeting.
- Continued liaison with Vine Technical regarding transfer of the Balancing Pond. Headwall damage following car accident has been reported. 16/3/22 - Vine are now no longer working on the project however former staff member is now continuing work as part of Persimmon. **Original March meeting pushed back. Clerk to chase for an update.**
- Clerk liaising with King & Co on next steps re. land off Tenison Manor. They are waiting further instructions from their client. No further news.
- Working through updating and adding policies to the website.
- Cottenham Newsletter deadline is 13<sup>th</sup> May.
- Quotes being obtained for replacement door at Ladybirds. **Works will need undertaking as an emergency.**
- **Parish office now open on Thursday mornings in addition to Monday.**
- **All Cllrs are required to check that their Register of Interests are up to date. Newly elected Cllrs to complete and return to SCDC by xx**
- **Swift caller on Village Hall has been turned on. Wiring on pavilion box requires repair.**
- **Have agreed locations for No Mow May – primarily on Tenison Manor + some verges by Village Green.**

### Facebook

- **1745 follows (CPC page). 584 follows (Village Hall page).**

## Major developments

Persimmon – works scheduled to start 11<sup>th</sup> April until 20<sup>th</sup> May.

- the construction of the new footway from Persimmon site to connect to the footway at the front of the Bellway site. Installation of new road gullies and drainage connection to the ditches alongside the road. Installation of streetlights along Oakington Road to the front of the site. Installation of new 40mph signs from just past the site entrance, the 40mph zone will exist from the site to the existing 30mph signs. They have not been asked to relocate the 30mph signs.
- Waiting for solicitors to sign the s278 agreement.
- Still looking for details of who owns the strip of land. If they find the owner they will go through the s38 process and would need to purchase from them. Highways have stated that none of the roads on the estate will be adopted until the ownership of the secondary access is established.
- Last residents are due to move in during June. Once this happens they will work at getting the roads up to scratch.

Bellway – they are being pressed hard to produce schedule for Histon Road cyclepath works. The s278 has been signed. Arranging meeting with designer and County inspector. They now need to book the road space – this will be impacted by Cadent doing works in the vicinity over the summer.

Redrow – 17 occupations and 12 more due over the next month.

Tilia – various conditions in the process of being of being discharged. Looking to be on site end of May/early June.

## Village Hall & Nursery

Still need to decide colour for contrast wall in disabled toilets. Water leaks ongoing in downstairs ladies toilets. Pipe still to be disconnected in front flowerbed. Caretaker has now discovered an issue with door soft closes which haven't been fitted to manufacturer instructions.

## VH working party

- **Hiring:** booking enquiries are still trickling in. We need to concentrate on getting more regular hirers and classes as well as heavily promote the Balcony Room for functions.
- **Bar & Events:** The Bar and Events ('BEWG') team have provided the bar for two large events recently: Custard Comedy night in the Balcony Room on 22 April and a daytime family disco in the downstairs Hall and patio on 30 April. Very different events, with the comedy night involving much more time to organise but when the sums are done, both yield a similar profit: £350 - £400. We could not do this without our volunteers which include a range of residents as well as parish councillors. We need to build on this team and spread the load.
- **Kiosk for Junior Park run** – this event takes place on Sunday mornings and is growing in numbers taking part. CPC operates a kiosk (non-alcoholic drinks and snacks) which has been taking £50 - £80 a session.
- **Colts tournament (29<sup>th</sup> May) and Jubilee (2<sup>nd</sup> – 5<sup>th</sup> June)** there will be a great deal of activity and football at the recreation ground at the end of May & beginning of June and the community bar will be open throughout.
- **Audio system and hearing loops:** The PA and audio system is now working in the Balcony Room but difficulties in cutting holes in the tiles for the ceiling-mounted speakers have held up progress on the ground floor which is getting increasingly frustrating.

## Jubilee

The Beacon lighting event is now pretty much complete. Ella McKenzie, a Queens Young Leader, who runs the Sandy Hill Community Centre Project on Twentypence Road will be lighting the beacon for us. 3 food suppliers (including the Curry Palace) have been sourced but we potentially need one more.

Cllr Bailey has produced advertising materials and these have been shared on social media. This has removed the need to incur printing costs. Cllr Ward is preparing bar requirements/stock.

The family disco will follow the format of the previous ones. Tickets are £1 per child and the last event covered the cost of the disco so should be self-financing.

Big Lunch – Sandy Hill are providing some ponies as a display of the work they do. Ice cream van has pulled out but we have the ability to sell our own tubs/ice pops. Village Society have an exhibition running for both the Lunch and Beacon events. Cllr Hutchison organising tug of war and fancy dress – need to circulate more details asap. Guides are doing a litter pick at the end of the event plus Amey are providing additional bins for the weekend.

The main issue yet to be resolved is the PA for the weekend and an announcer/compare. Clerk is meeting with Dean Minter (provides PA for the carol event). We may also be able to utilise some free equipment but we are still waiting to see how viable this is.

## Queen's Platinum Jubilee budget

<b>Beacon lighting</b>		
Safety fencing around beacon	0	Tracy to provide
Gas cannister x2 19kg or 1x47kg	0	Jonathan to provide
PA system*		
<b>Family Disco</b>		
Disco Dave	100	(tickets £1 per child so should be self-financing)
<b>Big Lunch</b>		
PA system*		Waiting figure but possibly around £400-800?
<b>General</b>		
Bunting (red/white/blue)- 20m for balcony - fabric	15	
Bunting - driveway	75	
Bunting - inside Hall?		
Other decorations?		Cardboard figures for photos?
<b>TOTAL</b>	200	

**NB: should the queen die before the jubilee then all events will need to be cancelled; they can't be used as a 'celebration of life' event.**

## **Playground project**

The playground tenders go online on Monday 9<sup>th</sup> May for a six week period ending on 17<sup>th</sup> June. After that the Playgrounds Working Party will consider design and build tenders we receive and hope to report back with a preferred option at July's full council.

The Working Party considered the option of two sites for the toddler equipment suggested by our consultant as possible solution to taking space from the recreation ground. We concluded that the space in the main playground between the climbing frame and the trim tail was too small. The Working Party therefore decided on the original square site outside the nursery. This area has now been tidied up and levelled ready for use. We have extended the area slightly further into the recreation ground by 1 metre, to allow for the electricity cable. The site will now be 20 meters by 20 metres from the existing pathway along the side of the nursery. The cycle shelter will remain in place.

The electric cable running through the site is a mains electricity cable for the village hall at a depth of 0.75metre and cannot be moved at reasonable cost. We want tenderers to take the cable into account and design around this constraint.

### **The main points of our tender:**

#### **Equipment**

As a result of our consultation we have asked that designs include, in the following order preference:

1. A multi climbing frame
2. A swing
3. A slide
4. A playhouse

These items can be included in various combinations. We do not require them all to be free standing. We do not want to include a trampoline or interactive play equipment. A trampoline was quite a popular item with parents, but very expensive, short life, and was felt to be a safety risk with small children. Interactive play equipment is also limited in its entertainment value.

#### **Fencing**

We will fence the site ourselves once the playground equipment is in but want designers to allow enough space to erect a fence on the 20 metres by 20 metres boundary.

#### **Seating**

We will provide and erect seating ourselves post contract.

#### **Materials**

We are flexible about the materials used for the playground equipment, but want to know the life time costs of the schemes submitted. Maintenance costs are of concern. Our main objective is to provide as much highly durable, low maintenance equipment as possible with a good level of ground treatment. Wetpour would seem appropriate wherever possible. Where timber is included we do not want it placed straight in the ground as in our experience this considerably reduces the life of the equipment.

## **Signage and bins**

We have specified that these do not need to be included. We will decide ourselves at a later date if we need new signs and what to put on them. We want design and build companies to concentrate resources on equipment and good surfacing.

## **Inclusivity**

We want our playground to be as inclusive as possible and have good accessibility for wheelchairs and double buggies. We have said we specifically do not want to include the bucket seats that take a wheelchair, as we have poor experience of such equipment attached to swings

## **22/110. General Power of Competence**

It is a legal requirement that every 4 years, after an election, to confirm that the council meets the criteria for eligibility for the General Power of Competence. These are:

- At least two thirds of the Council are elected
- A qualified Clerk (CiLCA qualified)

## **Background:**

The General Power of Competence (GPC) was introduced by the Localism Act 2011 and took effect in February 2012. In simple terms, it gives councils the power to do anything an individual can do provided it is not prohibited by other legislation. It applies to all principal councils (district, county and unitary councils etc). It also applies to eligible parish and town councils. It replaces the wellbeing powers in England that were provided under the Local Government Act 2000.

The scope – and some limitations – of the General Power are set out in sections 1 to 6 of the Localism Act 2011.

In summary, the GPC enables councils to do things :

- an individual may generally do
- anywhere in the UK or elsewhere
- for a commercial purpose or otherwise, for a charge or without a charge
- without the need to demonstrate that it will benefit the authority, its area or persons resident or present in its area (although in practice councils will want to realise such benefits)

But there are some limitations on the General Power, either because they are not things which an individual can do or because they are excluded by the Act. The GPC will not:

- provide councils with new powers to raise tax or precepts or to borrow
- enable councils to set charges for mandatory services, impose fines or create offences or byelaws, over and above existing powers to do so
- override existing legislation in place before the Localism act 2011, so-called ‘pre-commencement limitations’ (however powers enacted after commencement of the GPC will only limit the GPC if this explicitly stated in the legislation).

Where using the GPC for charging or trading purposes, the recipient should agree to the service being provided, the income from charges should not exceed the cost of provision and, where things are done for commercial purposes, this must be done through a specified type of company. Notwithstanding the limitations outlined above, the GPC remains a broad power

### **22/111. FECA membership**

Consider FECA Membership Renewal 2022-2023 at an annual cost of £15.

### **22/112. Fen Edge Festival**

In previous years we have always hosted a stall at the Festival (this year Saturday 25<sup>th</sup> June) to engage with residents and provide information about projects. Is there a desire to do this again? If so who is able to assist with set up/staff it/de-rig?

### **22/113. Zero Carbon Community Grants**

Cottenham Village Hall (CVH) imported 29,400kWh of electricity from our supplier, British Gas, in the 12 months April 2021-March 2022.

In the same time period, our current photovoltaic (PV) installation is estimated to have generated 7,900kWh. We don't have a good estimate of how much of this was used within the CVH and how much was exported to the grid, but it is conventional to assume that, since peak generation tends to be in periods of minimum usage, that 50% of what is generated is used locally.

It is therefore apparent that our PV installation generates between 12% and 21% of our electricity needs, depending on the way in which it is calculated.

The number of panels on the roof is not limited by the available area, and it appears possible to at least double the number installed.



If we do install more panels, it makes sense to consider adding batteries to the system to capture excess electric power generated in peak periods for use in periods when usage is high but the sun isn't shining.

We intend to get quotes for a further 30 panels (9.3kW) and a 3-phase battery pack to match. This is likely to come in above the top end of the grant range (£15k) and we will tailor the grant application once we have the quotes. Our application will be supported by a commitment to spend some of our S106 capital projects money, up to 20% (£3k).

The deadline for applications to be received by the Council is 5pm on Wednesday 1 June 2022.

## **22/114. Code of Conduct**

### **Background:**

In December 2020, the Local Government Association (LGA) developed and published a Model Councillor Code of Conduct in association with key partners and following extensive consultation with the sector. This was in response to the recommendation of the Committee of Standards in Public Life Local Government Ethical Standards 2019. The code was part of their work on supporting all tiers of local government to continue to aspire to high standards of leadership and performance, and their civility in public life programme.

The code is a template for Local Authorities to adopt in whole and or with amendments to take into account local circumstances.

The aim was to make the code relatively short and easy to read rather than an overly-complex legal document as it needed to be accessible to councillors, officers, and the public alike. The consultation response also asked for supporting guidance to help understand some of the key provisions in greater depth with examples and case illustrations.

The code together with the guidance have been designed to protect our democratic role, encourage good conduct, and safeguard the public's trust and confidence in the role of councillors in local government. While it sets out the minimum standards of behaviour expected, together with the guidance, it is designed to encourage councillors to model the high standards expected of councillors, to be mutually respectful even if they have personal or political differences, to provide a personal check and balance, and to set out the type of conduct that could lead to complaints being made of behaviour falling below the standards expected of councillors and in breach of the code. It is also to protect councillors, the public, local authority officers and the reputation of local government.

The LGA will undertake an annual review of this guidance and the code to ensure it continues to be fit for purpose, incorporating advances in technology, social media, case law and changes in legislation.

For the purposes of this guidance, they have adopted the definitions used in the Code of Conduct, for "councillor" and "local authority".

**New model Code:** [Local Government Association Model Councillor Code of Conduct 2020](#)

### **For information:**

The adoption of a Code is of course a matter for each Parish/Town council, and if we decide to adopt the new LGA model code, a revised version of the Register of Interests form is to be used. For such Town/Parishes Councils, all Parish Councillors, whether newly elected or re-elected need to complete this form entitled "LGA Model Register of Parish Members Financial and other Interests form" on the SCDC website.

Please note that the new 2022 form has slightly different wording in Part 2 to reflect Other Registerable Interests (ORIs) and that these ORIs do not have to be registered for a spouse/civil partner. Therefore the guidance notes section for the 2022 form has also been changed.

If we decide not to adopt the new code, then we can continue to use the existing form entitled "Non LGA Model Register of Parish Members Financial and other Interests form" on the SCDC website. Any newly elected Town/Parish Councillors should complete this form; any re-elected Parish Councillors



do not need to submit a new ROI form unless they consider that they need to update any new interests, particularly disclosable pecuniary interests.

Disclosable Pecuniary Interests are interests which must be notified to the monitoring officer within 28 days of becoming a councillor (or when councillors are re-elected or co-opted members re-appointed) and you must notify the monitoring officer of any Disclosable Pecuniary Interests which have not already been entered into the authority's register.

Please note that it is a criminal offence under the Localism Act 2011 to;

- fail to notify the monitoring officer of any disclosable pecuniary interest within 28 days of election or co-option
- fail to disclose a disclosable pecuniary interest at a meeting if it is not on the register
- fail to notify the monitoring officer within 28 days of a disclosable pecuniary interest that is not on the register that you have disclosed to a meeting
- participate in any discussion or vote on a matter in which you have a disclosable pecuniary interest
- knowingly or recklessly provide information that is false or misleading in notifying the monitoring officer of a disclosable pecuniary interest or in disclosing such interest to a meeting.

Finally, Section 29 of the Localism Act 2011 requires the monitoring officer to establish and maintain a register of interests of members of the Town/Parish Council and to secure that the register is published on the District Council's website. Furthermore, if the Parish/Town has a website then we too must take steps to secure that the register is published on our website.

## **22/115. CALF Terms of Reference**

### **Terms of Reference**

### **Community & Leisure Facilities Committee**

#### **1. Membership**

- a. Membership is 7 members of the Parish Council, including Chair and Vice Chair "ex-officio"
- b. Membership of the Committee shall be determined at the Annual Meeting of the Parish Council and subsequent Parish Council meetings if the need arises.
- c. The Committee shall appoint a Chair by election from members of the Committee at the first meeting in any Council year
- d. The Committee can co-opt up to 5 ad-hoc members from the main users of the facilities (currently After-School, Pre-School, Football, Tennis and Cricket); co-opted members do not have a vote
- e. Councillors not on the Committee but wishing to attend may do so BUT do not have a vote

#### **2. Quorum**

The quorum necessary for the transaction of any business shall be 3. If the number of Councillors present (not including those debarred by reason of a declared interest) falls below the required quorum then the meeting shall be adjourned and business not transacted shall be transacted at either the next Parish Council meeting or the next meeting of the Committee.

### 3. Frequency of meeting

The Committee shall normally meet 2-monthly, as per the calendar of public meetings circulated by the Clerk at the beginning of the year, as long as there is business to conduct and at such times as the Committee Chair shall require:

- a. at least one meeting per quarter shall be called to draft the Committee's quarterly report to the Parish Council, including advance notice of any strategic projects it is considering that may require finance and/or approval of the Parish Council
- b. at least one meeting shall be called to draft the Committee's annual report to the Parish Council

### 4. Notice of meetings

#### a. ordinary meetings

The Parish Clerk shall call an ordinary meeting of the Committee at such time as agreed by the Committee or the Committee Chair. Agenda shall be available (published on website and all four Parish Council Notice Boards) at least 5 clear days prior to the committee meeting and supporting statements available (published on website) at least 3 clear days prior to the Committee meeting.

#### b. extra ordinary meeting

An extra ordinary meeting can be called by the Committee Chair and Clerk or two Parish Councillors in writing specifying the agenda item to be discussed. The Clerk must then call the meeting within 14 days publishing the agenda at least 5 clear days before the meeting date.

### 5. Minutes of meetings

Every meeting of the Committee shall be minuted and the minutes formally agreed by the Committee at its next meeting. The draft minutes shall be published (clearly marked "draft, subject to amendment") on the website within 3 working days and a copy sent to the Cottenham Library also within 3 working days.

### 6. Areas of responsibility

The Community & Leisure Facilities Committee has delegated authority to:

- a. develop a 4-year strategic framework, reviewed at least annually, for desirable improvements to leisure, recreation and sports facilities within the village
- b. consider and make representations to the appropriate authorities on any matter or document that may affect the Parish from a leisure, recreation or sport perspective
- c. review annually the rent and/or fees for hiring out Parish Council-owned rooms and/or grounds
- d. ensure all hirers and lessors of Parish Council-owned rooms and/or grounds have written contracts, based on templates provide by Finance, Legal and Administration Committee, in place before the relevant event
- e. discuss, review (at least annually) and manage the safe and cost-effective operation of all Parish Council owned or managed equipment, facilities and land
- f. discuss, review (at least annually) and manage provision of allotments
- g. prepare an annual bid for consideration by the Finance, Legal and Administration Committee for precept assessment process
- h. Develop, a diverse calendar of events at the Village Hall, covering a rolling three-months at-least, serving all sections of the Civil Parish community for approval by the Parish Council.**
- i. Promote and manage approved events.**

***j. Manage the Village Hall “Bar and Events” operation within the financial budget and ceiling approved by the Parish Council.***

## **7. Delegation of powers**

- a. For convenience in cases where an urgent response is required to areas delegated to this Committee, the Chair of the Committee together with one other person serving on the Committee and the Clerk may prepare and submit a representation on behalf of the Parish Council without referring to the Parish Council, provided a report is made in writing to the next available meeting of either the Committee or the Parish Council whichever is sooner.
- b. Noting emergency financial delegation policy for the Clerk, the Chair of the Committee and Clerk together with one other person serving on the Committee may approve spending, up to £1,000 plus VAT in a quarter, on professional advisory services without referring to the Parish Council, provided that the Committee and Responsible Financial Officer (RFO) are notified, and a report is made in writing to the next available meeting of either the Committee or the Parish Council whichever is sooner.
- c. When authorised by a Committee vote, the Committee may approve spending, up to 25% of the budget in a quarter on a delegated maintenance line item or approved project without referring to the Parish Council, provided that the Responsible Financial Officer (RFO) is notified. In addition, any funds donated by third parties for a specific purpose within CALF’s scope can be applied in addition.
- d. Expenditure on events explicitly approved by the Parish Council is authorised within the constraints of the financial budget and ceiling set for the financial-year by the Parish Council.***

## **8. Precedence**

The Parish Council’s adopted Standing Orders, Financial Regulations and Code of Conduct retain precedence over these Terms of Reference

## **22/116. Pavilion fire plan**

NB: Items 22/116, 117, 118 and 119 are all required for the Cricket Club for grant application to the cricket authorities.

## **Pavilion Fire Safety Policy**

### **General Policy**

In managing the Cottenham Sports Pavilion site, and in compliance with the Regulatory Reform (Fire Safety) Order 2005, our general policy on Fire Safety is:

- To provide means of safe evacuation of people from the premises in the event of fire
- To safeguard occupants of the building
- To provide or limit any outbreak of fire
- To provide sufficient, suitable and specific fire-fighting equipment
- To install and maintain suitable systems for fire detection, fire alarm, call panels, emergency lighting etc.

### **Fire risk assessment**

Overall, the site carries a medium risk, to reflect the high standard of fire cautions installed, a high standard of housekeeping and a relatively short travel distance forming the escape routes.

The risk assessment for the site will be reviewed at least annually.

Overall and final responsibility for fire safety rests with the full parish council. Day to day responsibility for ensuring that this policy is put into practise is dedicated to the parish council CALF committee. This committee is made up of councillors and representatives from the main hirers and ground keeping staff.

Any employee, or hirer, must:

- Co-operate with Cottenham Parish Council and CALF on fire safety matters
- not interfere with anything provided to safeguard fire safety
- take reasonable care whilst on site to prevent fire
- report all fire safety concerns directly to the Parish Council Clerk or Caretaker

### **Emergency plan and evacuation**

Please refer to the separate emergency plan and evacuation document which forms part of your terms and conditions of hire. All hirers are must familiarise themselves with this document and their obligations in relation to protection of themselves, the premises and their guests during the hire. A further copy of this document is provided on the notice board in the corridor of the pavilion.

Posters displaying the location of fire-fighting equipment, emergency exits, fire call points, fire panel and fire aid assistance is provided in the corridors.

Please note that there is no landline telephone facilities at the pavilion. Hirers must always have a mobile phone with them to summon assistance in the case of an emergency.

Regular hirers should regularly practise fire at valuation at least annually. When agreeing to the terms and conditions of hire you confirm that you carry out these fire drills.

### **Training**

The Parish Council has an office on site (manned part time) it will ensure that some members of staff are trained in fire safety, and could act as a fire warden to evacuate that area of the building if they are on site during your hire period.

### **Testing**

- Hirers should check all exit routes are clear at the start of their hire and remain clear
- the fire alarm system is tested weekly
- we have installed an automatic fire detection and alarm system
- the emergency lighting system is tested monthly and annually
- portable fire-fighting equipment is serviced annually
- electrical installations are tested every five years in accordance with BS 7671
- portable appliance testing is carried out for smaller electrical items annually.

### **Provision for vulnerable users**

The pavilion is a single storey building with disabled access to all entrances and exits at both front and side of the building. All rooms are accessible by wheelchair. Hirers should however be mindful of any disabled guests and will ensure that your appointed fire warden provides these guests with additional assistance in the event of an emergency.

It is possible that lone workers will be present on site e.g. council office or the caretaker. All staff to receive training in fire safety and evacuation routes.

No use should be made of the building without first opening the either the side (tunnel) or community room roller shutters and unlocking the exits as this provides the secondary means of escape.

### **Information for fire-fighters**

Vehicle access for the fire service is available via Lambs Lane. NB: The gate to the emergency access road is padlocked. The fire alarm panel is located xxx. (TBC by caretaker)

Gas and electricity emergency cut offs can be found in the plant room to the rear of the building.

### **Risk of ignition**

CCTV and alarm systems have been fitted to reduce the risk of arson. External areas must be kept clear of combustible materials.

Electrical items are PAT tested and in good condition.

No permission will be granted for the storage of flammable or hazardous materials (such as bbq fluids) on site by hirers. Any such materials owned by the groundskeeper are kept in the separate groundskeepers' store and stored securely. Any such materials owned by the parish council e.g. paint must be kept in the external store/container.

A strict no smoking policy is in place throughout the building.

Furniture was newly installed when the building was completed. All comply to BS standards. No curtains or blinds are on site.

Plant room is new and kept tidy. Hirers do not have access to the plant room and no permission will be granted for materials/items/equipment to be stored here.

The pavilion is a single storey detached building located away from other premises in the locality.

### **Safeguards in place**

A single stage automatic fire detection and alarm system is installed along with manual call points by the exits. Systems are tested weekly, six monthly and annually.

Emergency lighting is provided throughout. Systems are tested annually.

Structural compartmentation between areas of the building. Fire resting doors to community room and kitchen.

Portable fire-fighting equipment including extinguishers and fire blanket provided in accordance with BS5306. Serviced annually.

Fire action notices, equipment labels and fire door notices erected. Electrical hazard notice erected to plant room. Premises plan showing location of fire fighting equipment, emergency exits, fire panel etc. displayed in both corridors.

Travel distances for escape routes satisfactory. Visual access via door panels acceptable throughout the premises.

## **22/117. PAT Testing policy Portable Appliance Testing (PAT) Policy**

### **What Does the Law Say?**

Electrical equipment must be maintained in a state that avoids causing danger, but the law does not say how or how often inspection or testing needs to be carried out. The level of maintenance needed depends on the risk of an item becoming faulty, and how the equipment is constructed. Contributing factors include:

- the increased risk if the equipment is not used correctly, is not suitable for the job, or is used in a high-risk environment
- if the item is not double insulated.

The equipment to be inspected and tested includes any electrical equipment used by employees at work, whether it is their own or supplied by the Council. There is a joint responsibility with the lessor or contractor to maintain any equipment used by employees that is either leased (e.g. a photocopier) or provided by a contractor.

This policy follows guidance issued by the Health and Safety Executive and, if followed, should enable the Council to comply with the law.

### **Not every electrical item needs a portable appliance test (PAT)**

In some cases, a simple user check and visual inspection is enough, e.g. checking for loose cables or signs of fire damage and, if possible, checking inside the plug for internal damage, bare wires and the correct fuse. Other equipment e.g. a floor cleaner or kettle may need a portable appliance test, but not necessarily every year.

### **Definition of Portable and Movable Equipment**

A portable or movable electric appliance is any item that can be moved, either connected to or disconnected from an electrical supply. Portable or movable items generally have a cable and a plug. Portable and movable equipment includes the following:

- electrical equipment that can be easily moved around, such as kettles, vacuum cleaners, floor polishers, portable heaters, fans, desk lamps, radios, PCs and laptops, PC projectors, small appliances and kitchen equipment including food mixers, toasters etc;
- larger items that could be moved (but only rarely), e.g. water chillers, fridges, microwaves, photocopiers, electric cookers, printers, desktop computers, etc;
- mobile phone and other battery-charging equipment that is plugged into the mains (but the phones themselves and any other battery-operated equipment would not be included); and
- extension leads, multi-way adaptors and connection leads;
- hand-held items that do not have a plug but have been wired in (or fixed) are still considered to be portable appliances, but large electrical items, such as water boilers that are wired in, are not portable appliances as they are not designed to be moved and would come under the scope of fixed installation maintenance.

### **Ensuring the safety of Portable Electrical Equipment**

The following standards reflect current guidance, but the inspection and testing regimes should be reviewed periodically to see whether inspection and/or testing intervals could be decreased or

should be increased. Damaged or faulty equipment that is identified by these inspection and testing regimes will be removed from use immediately and either repaired by a competent person or disposed of at a recycling centre to prevent its further use.

### **User checks**

With the equipment disconnected, users of equipment should carry out checks before most electrical equipment is used. Employees should look for:

- damage to the lead including fraying, cuts or heavy scuffing
- damage to the plug, e.g. to the cover, or bent pins;
- tape applied to the lead to join leads together;
- coloured wires visible where the cable joins the plug (the cable is not being gripped where it enters the plug);
- damage to the outer cover of the equipment itself, including loose parts or screws;
- signs of overheating, such as burn marks or staining on the plug, cable or piece of equipment;
- equipment that has been used or stored in unsuitable conditions, such as wet or dusty environments or where water spills are possible; and
- cables trapped under furniture.

### **Visual inspections**

All portable equipment should be visually inspected at intervals between six months and four years, depending on the type of equipment. Table 1 gives an indication of where a visual inspection should be sufficient and where testing may be needed in order to comply with the law. It also suggests intervals for the different types of checks.

A visual inspection does not need to be carried out by an electrician, but the person carrying it out does need to know what to look for and, through training, have sufficient knowledge to avoid danger to themselves and others. Factors to be considered include:

- the electrical equipment is being used in accordance with the manufacturer's instructions;
- the equipment is suitable for the job;
- whether there has been any change of circumstances;
- a user has reported any issues.

The visual inspection should include the user checks listed above and, where possible, will include removing the plug cover and checking internally that:

- there are no signs of internal damage, overheating or water damage to the plug;
- the correct fuse is in use and it is a proper fuse, not a piece of wire, nail etc;
- the wires, including the earth where fitted, are attached to the correct terminal;
- the terminal screws are tight;
- the cord grip is holding the outer part (sheath) of the cable tightly;
- no bare wire is visible other than at the terminals.

For equipment/cables fitted with moulded plugs, the fuse is the only part that can be checked.

### **Secondhand purchases**

Equipment purchased secondhand should have an immediate PAT test undertaken.

### **Portable appliance test (PAT)**

The decision on whether to test electrical equipment needs to consider the type of construction of the equipment in use. There are two basic types of electrical equipment construction – Class I (earthed) and Class II (double insulated).

Class II equipment is marked with a symbol. If this symbol cannot be seen, it must be assumed that the item is a Class I appliance and a portable appliance test carried out.

### **Class I Earthed equipment**

For safety reasons, Class I equipment has an earth connection. If there is a fault within the equipment there is a possibility that the outside of the equipment could cause an electric shock if the earth connection is not there. As a result, it is recommended that Class I equipment has a portable appliance test to ensure the earth connection is sound.

Class I equipment must have a portable appliance test (including leads) at intervals which could be between one and five years, depending on the type of equipment.

A portable appliance test does not need to be carried out by an electrician, but greater knowledge and experience is needed than for inspection alone, and the person performing the test must have the right equipment for the task. They should know how to use the test equipment and how to interpret the results. The Parish Council will provide training for the member of staff that undertakes PAT testing.

It is important to continue to carry out user checks and visual inspections of electrical equipment that has been tested because portable appliance testing can only give an indication of the safety of an appliance at the time of the test and does not imply that the item will be safe for a further period of time.

### **Class II Double insulated equipment**

Class II equipment is sometimes referred to as 'double insulated' equipment. This means that there is extra insulation within the construction of the equipment to prevent accidental contact with live parts, even if there is a fault. Class II equipment does not need an earth connection to maintain safety. It will not need a portable appliance test, although user checks and visual inspections must continue to be carried out as the integrity of the equipment casing is a key safety feature.

## **22/118. Legionella Management policy**

### **Legionella Management Policy**

In recognition of its duty under the:

- Health and Safety at Work etc Act 1974 (HASWA)
- Management of Health and Safety at Work Regulations 1999 (MHSWR)
- Control of Substances Hazardous to Health Regulations 2002 (COSHH)

Cottenham Parish Council undertakes to:

- Identify and assess the risk of legionella infection to its employees, contractors and visitors arising from the manner in which the water systems over which the Council has control are operated, managed or designed
- At all times comply with the Health and Safety Executive's Approved Code of Practice and Guidance Document L8, Legionnaires disease: The Control of Legionella Bacteria in Water Systems (ACOP)

The responsibility for the implementation of this Policy are as follows:

The Parish Clerk will:



- Ensure that adequate resources are available for the formulation, monitoring and recording of appropriate procedures which comply with the ACOP
- Ensure that adequate resources are available to provide appropriate information, instruction, training and supervision to employees identified as having a role to undertake in the implementation of legionella management procedures
- Appoint a 'Responsible Person' to manage the necessary procedures for the prevention of Legionnaires' disease.

The Responsible Person will:

- Ensure suitable arrangements are in place to identify all water systems managed by the Council and assess them for the potential risk of legionella infection
- Establish suitable arrangements to manage identified risk areas including identification of management responsibilities, training and competence
- Ensure that adequate resources are available to address any needs identified in the risk assessments and that the risk assessments are acted upon
- Review the risk assessments and remedial measures implemented annually
- Ensure that the established procedures are brought to the attention all persons affected by them.

All employees shall in undertaking their activities comply with this Policy and perform their duties in accordance with any information, instruction and training received.

### **Understanding Legionnaire's Disease**

Legionellosis is the term used for infections caused by Legionella Pneumophila and other bacteria from the family Legionellaceae. Legionnaires' disease is a pneumonia that principally affects those who are susceptible due to age (over 50), illness, immunosuppression, smoking, lack of fitness etc and may be fatal. Legionellaceae can also cause less serious illnesses which can affect all people.

Infection is attributed to inhaling Legionella bacteria, in water droplets or aerosol which are small enough to penetrate deeply into the lung. Symptoms include muscle strain and headache followed by fever and chills. Infection with Legionella bacteria can be fatal in approximately 12% of Legionnaires' disease each year in the UK.

Legionella bacteria are widespread in natural sources of water. They may enter manmade systems where, under favourable conditions, they can multiply. Legionella bacteria can survive under a wide variety of environmental conditions and have been found in water at temperatures between 6oC and 60oC. Water temperatures in the range of 20oC to 45oC seem to favour growth. The organisms do not appear to multiply below 20oC and will not survive above 60oC. They can remain dormant in cool water and multiply only when water temperatures reach a suitable level.

Legionella bacteria also requires a supply of nutrients to multiply. The presence of sludge, scale, sediment, algae and biofilm play an important role in harbouring and providing favourable conditions in which the Legionella bacteria may grow.

If water droplets are created and dispersed into the atmosphere from systems containing Legionella bacteria, then people in the vicinity may be at risk. A number of factors are required to create a risk of Legionellosis:

- The presence of Legionella bacteria
- Conditions suitable for the proliferation of those bacteria
- A means of creating and disseminating an aerosol
- The presence of susceptible individuals

Conditions of favouring proliferation of Legionella re:

- Moisture
- Temperature between 20oC and 45oC
- Presence of nutrients and biofilm

The elimination of as many of these conditions as possible forms the basis for control of the risk. The prevention of risk requires elimination of the possibility of exposure to water spray.

### **Legislation and guidance**

In implementing this Policy Cottenham Parish Council will use as a general source of practical help the following listed documents:

- HSE Approved Code of Practice L8 (rev) : The Control of Legionella Bacteria in Water Systems (ACOP)
- BS 6700:1997 Specification for Design, Installation, Testing and Maintenance of Services supplying water for domestic use within buildings and their curtilages
- The Control of Substances Hazardous to Health Regulations 2002
- The Water Supply (Water Fittings) Regulations 1999, Statutory Instrument
- The Health and Safety at Work etc Act 1974
- The Workplace (Health, Safety and Welfare) Regulations 1992
- The Management of Health and Safety at Work Regulations 1999
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013

### **Managing the risk: responsibility structure**

The Parish Clerk shall:

- Ensure that adequate resources are available for the formulation, monitoring and recording of appropriate procedures which comply with the ACOP
- Ensure that adequate resources are available to provide appropriate information, instruction, training and supervision to employees identified as having a role to undertake in the implementation of Legionella Management Procedures
- Appoint a 'Responsible Person' to manage the necessary procedures for the prevention of Legionnaires' disease

The Responsible Person shall:

- Accept management responsibility for aspects of Legionella control
- Ensure suitable arrangements are in place to identify all water systems managed by the Council and assess them for potential risk legionella infection
- Establish suitable arrangements to manage identified risk areas, including identification of management responsibilities, training and competence
- Ensure that adequate resources are available to address any needs identified in the risk assessments and that the Risk Assessments are acted upon
- Review the Risk Assessments and remedial measures implemented annually
- Ensure that the established procedures are brought to the attention of all persons affected by them • Arrange for Risk Assessments to be carried out on water systems and plant for each property. The Risk Assessments shall be reviewed annually
- Arrange for remedial work to be carried out as highlighted by the Risk Assessment.
- Put in place water temperature monitoring, cleaning, disinfection, certification routines and non-conformance to be fully recorded
- Keep permanent records of all remedial work and Risk Assessments in the relevant property file. The records will be kept for 5 years and will be readily available for inspection.

All Cottenham Parish Council employees shall in undertaking their work activities comply with this Policy and perform their duties in accordance with any information, instruction and training received.

### **The Estate**

The Estate comprises all properties and buildings owned or occupied by Cottenham Parish Council for which it has responsibility for the planned maintenance of that equipment. Where Parish Council buildings are occupied by a tenant it shall be the tenants responsibility to assess the legionella prevention regime required.

### **Managing the risk: Control regime**

Cottenham Parish Council will where appropriate adopt the following control measures:

- Controlling the release of water spray
- A temperature regime where:
  - Hot water is stored at temperatures above 60oC and distributed above 50oC. Consideration shall be given to the installation of thermostatic mixing valves where occupants may be at risk from scalding
  - Cold Water is stored at temperatures below 20oC
- Avoidance of water stagnation by:
  - Utilising mains pressure systems
  - Utilising pumped secondary returns
  - Utilising local small storage water heaters
  - Utilising un-vented water heaters and calorifiers
  - Minimising the volume of cold stored water to less than 24 hours water use
  - Removal of dead ends
  - Regular flushing of dead legs, low use outlets and low use showers
  - Avoidance of the use of materials that harbour bacteria and other micro organisms
  - Maintenance of the cleanliness of water systems and the water in it where necessary
  - Cleaning and disinfection shall only be carried out by specialist contractors according to the recommendations of the system manufacturer or Part 2 of the ACOP as appropriate

Use of Type 1 biocide treatment techniques; the application of low concentrations of chlorine or chlorine dioxide to a level allowed by drinking water standards to not only kill off Legionella and other bacteria but also the biofilm

- Thermal disinfection following plant shutdowns and holiday periods of over one week's duration by raising the temperature of the distribution system to 60oC for more than one hour and running each outlet for five minutes working back from the most remote outlet to the calorifier. Cold outlets shall be run with the respective hot outlet
- Flushing of all WCs with lids closed following plant shutdowns and holiday periods of over one week's duration
- Routine sampling and microbiological monitoring of hot and cold water systems is not necessary since systems are supplied with potable water. However, microbiological investigation shall be carried out when taste or odour problem are reported and when an outbreak is suspected or has been identified

Analysis of water samples shall be undertaken by a laboratory accredited by the United Kingdom Accreditation Service (UKAS)

To ensure precautions remain effective the condition and performance of the water systems will be monitored as described in Section 8

### **Risk assessments**

The Responsible Person shall arrange for Risk Assessments to be carried out on water systems and plant for each property.

The Risk Assessments shall be reviewed annually.

The water services Risk Assessment will be carried out according to the provisions of the ACOP.

The water Risk Assessment shall identify all water related systems which could potentially create a risk to health.

### **Monitoring**

The Responsible Person shall put in place water temperature monitoring, cleaning, disinfection and certification routines on water systems and plant for each property.

In order to comply with the ACOP regular monitoring, recording and review shall take place.

### **Action in the event of an outbreak**

Legionnaires' disease is not notifiable under public health legislation in England Wales. An outbreak is defined as two or more confirmed cases of Legionellosis occurring in the same locality within a six month period. The Health and Safety Executive (HSE) or the Local Authority Environmental Health Officer (EHO) may be involved in the investigation of outbreaks their aim being to pursue compliance with health and safety legislation. The Local Authority or EHO may make a site visit in their search for the source of the outbreak. The Responsible person shall cooperate fully with the outbreak investigation team who may make the following requests:

- Shut down processes or plant capable of generating and disseminating airborne water droplets and keep them shut down until sampling and remedial cleaning is complete
- Provide water samples from processes or plant before emergency disinfection is undertaken. Where necessary, chemical and thermal disinfection shall be carried out in accordance with the ACOP
- Make operational records available for scrutiny

Final clearance from the outbreak investigation team may be required to restart the water system.

### **Periodic audit and review**

When the Legionella Control Regime is fully implemented, periodic audits shall be conducted to confirm that the objectives are being achieved and to review any change in the control regime or systems that need to be made.

The following team members shall meet at the stated frequencies:

Parish Clerk and Responsible person annually to consider:

- The efficiency of the Control Regime
- The adequacy of available resources
- The Risk Assessments
- The remedial actions
- The water temperature monitoring
- Training requirements

- New Legislation
- The preparation of the Risk Assessments, program, performance and competence
- The water temperature monitoring procedures, program, performance and competence
- The up-keep of the site logbooks
- The cleaning, disinfection and certification routines
- The completion of remedial works and remedial action sheets

## **22/119. Emergency Operating Policy Pavilion Emergency & Evacuation Plan**

### **Location and Communication**

The pavilion is located on Cottenham Recreation Ground, off Lambs Lane. The entrance to the Recreation Ground is halfway down Lambs Lane, adjacent to Cottenham Primary School.

There is no telephone on the site, so all team managers/hirers/employees should ensure they bring a mobile phone to the premises. The facility is owned and managed by Cottenham Parish Council on behalf of the local community. The best contact number would be the clerk for the parish council on 07503 328401.

### **Nominate the person in charge in the event of an emergency**

For each hire period, there should be at least one designated person responsible for the safety of your guests.

The Hirer(s) is deemed under The Regulatory Reform (Fire Safety) Order 2005 to be the Responsible Person and as such you have a Duty of Care for all persons assisting and all guests on site during your hire period. We recommend you also nominate A N Other, especially if there are children on site. It is imperative that at least these designated people familiarise themselves with all aspects of site safety, especially the details contained within the Emergency Plan and the other contents of the Pavilion Manual which includes the Health and Safety Information, First Aid posts and Assembly Points etc. You are responsible for ensuring your guests are fully briefed. Failure to comply could lead to prosecution.

### **On entering the premises**

- Familiarise yourself with the location and use of the fire fighting and first aid equipment, manual call points and fire alarm system. Location maps are provided in both corridors.
- Familiarise yourself with the two possible fire assembly points **(one to the front of the building and one to the rear). – TO BE DECIDED**
- Unlock side tunnel door or club room security shutters as this will be an additional emergency escape route if utilising the club room. Ensure the passage to each exit remains clear throughout your hire period.
- Ensure that the area of car park marked with yellow hatching in front of the emergency access gates remains clear along with a route from the main gate off Lambs Lane around to these access gates.
- Ensure that fire doors remain closed and are not propped open.

### **To warn of fire**

Smash a manual call point, located in both corridors. The audible alarm will sound. The premises are also compact, so a loud shout should be made on route to the call point to warn anyone inside the building of the location of the fire.

## **To evacuate the building**

- Do NOT stop to collect personal belongings.
- Do NOT re-enter the building.
- Swiftly proceed to the nearest Fire Exit and then onto the Fire Assembly Point.
- Each hirer should have a nominated person who is trained to act as a Fire Warden in the event of an emergency, and who can help to safely evacuate designated areas of the building.
- Depending on the location of the emergency, the evacuation plan will need to be tailored.
- Your fire warden should sweep their nominated area of the building. Begin at the far end of corridors. Check each room in turn. Remember to check the showers and toilets. Direct any occupants to the nearest emergency exit. Move on to the next room, only when you know that the previous room is now empty. Close each fire door behind you. Work your way towards the exit. That section of the building should now be completely clear and you can exit.
- If you have hired both the club room and the changing rooms, you will need 2 Fire Wardens, one to sweep each section of building.
- Have an additional responsible person outside the building to direct everyone evacuated from the building to the Fire Assembly Points, where you should undertake a register to ensure all your guests are accounted for.
- Your fire wardens should be particularly mindful of any guests that may require additional assistance such as disabled guests, the elderly or those with young children.

## **Emergency services**

Once safely out of the building, call the emergency services on 999 using your mobile phone, giving the address and location details. In the event of a fire, or if any casualties are suspected/known, also request an ambulance.

Ensure that guests don't block the main gate or main entrance and that these remain clear for the fire engine/ambulance to enter and that the yellow hatched area remains clear.

Post a responsible person at the entrance from the main road to flag down the emergency services as they arrive, brief the fire brigade/ambulance of the situation and direct them to any facilities they may require.

## **Firefighting**

Your primary concern should be the safe evacuation of your guests. Only tackle the blaze if it is safe for you to do so and you are trained and competent in the use of the equipment. Do NOT put your personal safety, or that of others, at risk.

Ensure you select the right fire extinguisher. There is an identification panel next to each piece of equipment.

- Water filled fire extinguishers are safe to use on wood, paper and fabric fires. Do NOT use on electrical fires.
- CO2 fire extinguishers are suitable for use on electrical equipment or flammable liquid fires such as solvents. Follow the instructions given on the fire extinguisher, aiming the discharge at the base of the fire. If an individual is on fire, wrap in the fire blanket to completely smother the flames.

## Utilities

In the event of a Gas Emergency or a Gas Leak, contact National Grid Emergency Service on 0800 111 999. The pavilion electricity supply is controlled by xxx, customer id xxx, account number xxx. Telephone number: 0843 227 2377

The pavilion gas supply is controlled by xxx, meter point reference number xxx, serial number xxxx, customer reference xxxx.

In the event of a water leak/burst, contact Anglian Water on 0800 771 881. The account number is xxxx.

## Defibrillator

Installed in the kitchen. Full instructions for use are included with the equipment. The defibrillator is checked and maintained on a weekly and monthly basis.

## Notification to the parish council

As soon as is practically possible, contact either the Clerk to the Parish Council or the Caretaker to notify them of any emergency. Contact details are provided at the foot of this document.

## Fire drill

By making your reservation and accepting the Terms and Conditions of Hire, all regular hirers of the pavilion confirm that they have implemented a fire drill with emergency evacuation procedures and are encouraged to check this on a regular basis.

## Emergency contacts / key holders

Mr Pete Boyden, Caretaker. Telephone: 07481 911713

Mr Andrew King, Groundsman. Telephone: 07899 922530

Mrs Jo Brook, Parish Clerk. Telephone: 07503 328401

Ms Beth Fleetwood, Assistant Clerk. Telephone: 07490 459130

## 22/120. Vexatious complaints policy HABITUAL OR VEXATIOUS COMPLAINANTS POLICY

### Background

This document sets out guidance and procedures to help deal with people who repeatedly complain to the Council or who complain in an unreasonable way.

There are times when nothing further can be done to solve a real or perceived problem and continual contact with the person complaining is time consuming and costly for the Council.

This document explains how to decide if a complaint should be classed as habitual or unreasonable. It then gives advice about how the complaint should be recorded. Finally, options are listed to help process such complaints or cease contact with particular complainants.

### Introduction

This policy identifies situations where a complainant or complainants, might be considered to be 'habitual or vexatious' and ways of responding to these situations.

In this policy the term habitual means 'done repeatedly or as a habit'. The term vexatious means 'irritating, annoying or causing distress'. This policy is intended to assist in identifying and dealing

with persons who seek to be disruptive to the Council through pursuing an unreasonable course of conduct.

It is recognised that complainants can use repeated FOI or Subject Access Requests as a means of perpetuating a complaint which has been determined and therefore the term complaint in this policy includes requests made under the Freedom of Information Act 2000 and the Data Protection Act 1998 as well as those made under the Council's complaints procedure.

Habitual or vexatious complainants can be a problem for Council staff. The difficulty in handling such complainants is that they are time consuming and wasteful of resources in terms of Officer time and displace scarce human resources that could otherwise be spent on other Council priorities. Whilst the Council endeavours to respond with patience and sympathy to the needs of all complainants there are times when there is nothing further which can reasonably be done to assist or to rectify a real or perceived problem.

### **Habitual or Vexatious Complainants**

For the purpose of this policy the following definition of habitual or vexatious complainants will be used:

“The repeated and/or obsessive pursuit of: (i) unreasonable complaints and/or unrealistic outcomes; and/or (ii) reasonable complaints in an unreasonable manner.”

Stage 1. Where complaints continue and are considered to be habitual or vexatious in accordance with the criteria set out in Schedule A, the Clerk or Chairman will inform the individual informally that his/her behaviour is considered by the Council to be unreasonable or unacceptable, and request a changed approach.

Stage 2. After taking into account the considerations set out in Schedule B and if there is no improvement in behaviour the Council will consider the matter, and, if considered necessary, will inform the complainant in writing that his/her behaviour falls under the terms of the habitual and vexatious complaints policy.

A copy of the Policy will be sent to the individual with a letter giving details of any restrictions which will apply. Schedule C details the options available for dealing with such complainants.

The letter should also state the length of time the restrictions are to apply and that any legitimate new complaint made in an acceptable manner will always be considered.

Once a complainant has been determined to be habitual or vexatious, their status will be kept under review for one year. If a complainant subsequently demonstrates a more reasonable approach then their status will be reviewed.

Stage 3. Where there is dispute about action taken or not taken by the Council the complainant may refer the matter to the Local Government Ombudsman.

### **Schedule A - Criteria for Determining Habitual or Vexatious Complainants**

Complainants (and/or anyone acting on their behalf) may be deemed to be habitual or vexatious where previous or current contact with them shows that they meet any of the following criteria:

Where complainants:



1. Persist in pursuing a complaint where the Council's complaints process has been fully and properly implemented and exhausted.  
Persistently change the substance of a complaint or continually raise new issues or seek to prolong contact by continually raising further concerns or questions whilst the complaint is being addressed. Care must be taken, however, not to disregard new issues which are significantly different from the original complaint as they need to be addressed separately.
2. Are repeatedly unwilling to accept documented evidence given as being factual or deny receipt of an adequate response in spite of correspondence specifically answering their questions or do not accept that facts can sometimes be difficult to verify when a long period of time has elapsed.
3. Repeatedly do not clearly identify the precise issues which they wish to be investigated, despite the reasonable efforts of staff to help them specify their concerns, and/or where the concerns identified are not within the remit of the Council to investigate.
4. Regularly focus on matters which are not sufficiently serious to an extent which is out of proportion to their significance and continue to focus on these points. It is recognised that determining what is 'not sufficiently serious' can be subjective and careful judgement will be used in applying this criterion.
5. Have threatened verbally, or used physical violence towards employees at any time. This will, in itself, cause personal contact with the complainant and/or their representative to be discontinued and the complaint will, thereafter, only be continued through written communication. A complainant who threatens either verbally or in writing or uses actual physical violence towards an employee will be regarded as a vexatious complainant. The complainant will be informed of this in writing together with notification of how future contact with the Council is to be made. It should also be noted that Sway Parish Council in consultation with the affected individuals will refer any actual or threatened verbal or physical abuse to Hampshire Police for investigation.
6. Have, in the course of addressing a registered complaint, had an excessive number of contacts with the Council – placing unreasonable demands on employees. A contact may be in person, by telephone, letter, email or fax or any other means. excessive contact will be determined taking into account the specific circumstances of each individual case.
7. Have harassed or been verbally abusive towards employees dealing with the complaint. Employees recognise that complainants may sometimes act out of character in times of stress, anxiety or distress and will make reasonable allowances for this. Some complainants may have a mental health problem and there is a need to be sensitive in circumstances of that kind.
8. Are known to have recorded meetings or face-to-face/telephone conversations without the prior knowledge and consent of other parties involved.
10. Make unreasonable demands on the Council and fail to accept that these may be unreasonable, for example, insist on responses to complaints or enquiries being provided more urgently than is reasonable or within the Council's complaints procedure or normal recognised practice.
11. Make unreasonable complaints which impose a significant burden on the resources of the Council and where the complaint:
  - clearly does not have any serious purpose or value; or
  - is designed to cause disruption or annoyance; or
  - has the effect of harassing the Council; or
  - can otherwise fairly be characterised as obsessive or manifestly unreasonable
12. Make repetitive complaints and allegations which ignore the replies which have been supplied in previous correspondence.

### **Schedule B - Considerations prior to taking action under the policy**

Different considerations will apply depending on whether the investigation of the complaint is ongoing or whether it has been concluded. To some extent the latter is easier to deal with. It is in effect the complainant simply refusing to take no for an answer, and the Council has the option of ending all communication with the complainant, and where appropriate referring the complainant to the Ombudsman. However, where the complaint is ongoing there needs to be some continuing contact with the complainant.

The decision to designate someone as a habitual and vexatious complainant is onerous and could have serious consequences for the individual. Before deciding whether the policy should be applied Councillors should be satisfied that:

- the complaint is being or has been investigated properly;
- any decision reached on it is the right one;
- communications with the complainant have been adequate; and
- the complainant is not now providing any significant new information that might affect the Council's view on the complaint or that the way in which the complainant has acted is unreasonable.

### **Schedule C - Options for Dealing with Habitual or Vexatious Complainants**

The options below can be used singularly or in combination depending on the circumstances of the case and whether the complaint process is ongoing or completed.

1. A letter to the complainant setting out responsibilities for the parties involved if the Council is to continue processing the complaint. If terms are contravened, consideration will then be given to implementing one or more actions as indicated below.
2. Decline contact with the complainant, either in person, by telephone, by fax, by letter, by email or any combination of these, provided that one form of contact is maintained. This may also mean that only one named person will be nominated to maintain contact (and a named deputy in their absence). The complainant will be notified of these persons.
3. Notify the complainant, in writing, that the Council has responded fully to the points raised and has tried to resolve the complaint but there is nothing more to add and continuing contact on the matter will serve no useful purpose. The complainant will also be notified that the correspondence is at an end, advising the complainant that they are being treated as a habitual or vexatious complainant and as such the Council does not intend to engage in further correspondence dealing with the complaint.
4. Temporarily suspend all contact with the complainant, in connection with the issues relating to the complaint being considered habitual or vexatious, while seeking advice or guidance from its legal advisers or other relevant agencies. This temporary suspension of contact may include the blocking of e-mails from the complainant to those who may have been subjected to harassment.

### **22/121. Co-option policy**

To follow

## **22/122. Tenison Manor**

Following numerous complaints regarding rubbish being left near the bench it would appear to make sense to move the existing bin. This is currently located next to the parish noticeboard and doesn't get passing football. The bin is attached to a slab and the groundsman will be able to move.

## **22/123. Bank signatory arrangements**

Need to consider additional bank signatories.

## **22/124. Conference**

Do you understand the **Code of Conduct** or the **Nolan Principles** that underpin them? Do you feel confident with the **do's and don'ts of social media**? And do you think that **bullying should be an accepted part of being a clerk**?

Throughout the sector, there are growing concerns about the impact bullying, harassment and intimidation is having on councils, councillors, and staff, and the resulting effectiveness of local councils.

Join us for this one-day, virtual [Standards & Wellbeing Summit](#) on **Wednesday 18 May, 9.45am - 4pm**, where you can listen to our experts who will guide you through all of these areas and more. Open to clerks, deputy clerks, and responsible financial officers from councils of any size across England and Wales, and anyone with an interest in the local council sector.

Your informative and engaging sessions will cover all of the following, plus an update on the Civility & Respect Project:

### **Understanding the Code - England & Wales**

*Paul Hoey, Hoey Ainscough Associates & Katrin Shaw, Public Services Ombudsman for Wales*  
A look at the new model Code of Conduct in England with emphasis on its provisions around respect and bullying, and the approach by the PSOW.

### **Understanding the Nolan Principles**

*Patricia Marks, Somerset Business Agency*

How are the principles relevant in the Town and Parish Council sector, and the latest developments around the introduction of Respect as an eighth principle.

### **Do's and Don'ts of Social Media**

*Sam Flynn, Managing Director, Sam Flynn Social Media*

Understand what the do's and don'ts of social media are, and have procedures set in place to help you quickly navigate any issues.

### **Bullying: an accepted part of being a Clerk?**

*Claire Rolston, CLR Law*

Clerks seem to have a disproportionate chance of being bullied for simply doing their job. Find out how to identify what bullying and harassment looks like, and what to do if it happens to you.

### **Raise standards and improve wellbeing**

*Helen Edwards, President of Lawyers in Local Government*

Discover the benefits of delivering effective training on standards including materials available, available support, and practical examples.

### **Anxiety – What to do when the panic alarm is stuck on**

*Becky Walsh, Personal Power Specialist*

Becky Walsh will use humour to dive into the subject of anxiety, looking at why we have feelings of panic and how we can heal from it.

Attend for **only £45 + VAT** for members or £90 + VAT for non-members.

Bring along a fellow clerk, officer or councillor and get their non-member place for £45 + VAT!

### **22/125. Street naming – Consider further names for the Tilia estate roads**

Further to the item last month to accept 'Jubilee' as the name for the main road, we have now been asked to provide names for the additional 7 streets on the Tilia development.

### **22/126. Rec Ground fencing**

Following continuing issues with damage to sports equipment stored behind the pavilion, a meeting took place with the clubs with a view to installing a fence around the area to create a compound. The Clubs have agreed to provide £1000 towards the overall cost. The works need doing as a matter of urgency and we have received a quote of £2000 for the fencing so CPC would need to provide the additional £1k.

Conditions from Seniors

- The installation of the fence is carried out asap and takes into account a big enough gate opening to allow us to manoeuvre the senior goals into the area.
- Ahead of the cricket club installing their nets we are involved on the relocation of the fencing to another area on the rec.
- We are not expected to pay any more than we have already agreed too when it comes to relocating the fencing.

Condition from Colts

- Sports clubs to be consulted when fencing is to be moved to make way for cricket nets, so it can be reused to secure equipment going forward and not be discarded or reappropriated by the PC/Groundsman for other uses without Sports clubs agreement.

### **22/128. Year-end accounts**

Review year end accounts for 2021-2022 as per FLAC recommendation. Sent under separate cover.

**Appendix 1:**

There were 3 reported incidents during April.

<b>Issues Log April 2022</b>			
<b>Date</b>	<b>Issue</b>	<b>Further details</b>	<b>Follow up</b>
06/04/2022	Franklin Gardens	The bushes in the walk through from Franklins Gardens Cottenham to High Street are now leaning in the pathway of people walking through. They have been pushed over by the colapsed wall of the derelict house thats being repaired. They really need completely taking out as the are not planted bushes they are self seeded ones that are completely wrongly places. They are an eye injury case waiting to happen. I would be extremely greatful if they could be attended to asap, prefferably completely removed. By all means replaced by something else in a more suitable more managable place.	DC's to follow up - land owned by SCDC?
13/04/2022	Coolidge Gardens	Pathway safety issues	DC's to follow up - land owned by SCDC
14/04/2022	Loose roof tiles	property adjacent to Pelham Way to Green footpath, previously reported last year but still not fixed.	AC to follow up with LHO - previously spoke to resident