



CHIPPING NORTON TOWN COUNCIL

THE GUILDHALL, CHIPPING NORTON, OXFORDSHIRE OX7 5NJ

TEL: 01608 642341 Fax: 01608 645206

Email: townclerk@chippingnorton-tc.gov.uk

Office Hours: Mon – Fri 9am – 1pm

TOWN CLERK: Luci Ashbourne

27th January 2022

SUMMONS TO ATTEND A MEETING OF THE FINANCE & RESOURCES COMMITTEE

TO: All Members of the Finance and Resources Committee

VENUE: The Council Chamber, Chipping Norton Town Hall

DATE: Wednesday 2nd February 2022

TIME: 7:15pm

Luci Ashbourne
Town Clerk

Cllr S Coleman (Chair), Cllr N Bradley, Cllr R Fisher, Cllr E Holmes (Vice-Chair) Cllr G Mazower and Cllr R Poole.

Recording of Meetings

Under the Openness of Local Government Bodies Regulations 2014 the council's public meetings may be recorded, which includes filming, audio-recording as well as photography.

A G E N D A

1. Apologies for absence.

To receive apologies for absence.

Committee members who are unable to attend the meeting should notify the Town Clerk (townclerk@chippingnorton-tc.gov.uk) prior to the meeting, stating the reason for absence

2. Declaration of interests.

Members are reminded to declare any disclosable pecuniary interests in any of the items under consideration at this meeting in accordance with the Town Council's code of conduct.

3. Minutes

- a. To approve the minutes of the last meeting on 1st December 2021.
- b. To note the minutes of the Staffing Sub-Committee held on 26th January 2022.

4. Public Participation

The meeting will adjourn for this item

Members of the public may speak for a maximum of five minutes each during the period of public participation

5. Clerk's Report

To receive the Town Clerk's report and related recommendations

6. Income and Expenditure

To receive detailed income and expenditure reports by budget heading up to 25th January 2022.

7. Schedule of Payments for approval

To receive and approve the schedule of payments up to the 25th January 2022.

8. Forward Work Programme

- a. To receive an update of the Committee's forward work programme
- b. To consider adoption of the following draft policies:
 - 1. Dignity in the workplace policy
 - 2. Complaints procedure

9. Date of next meeting

Wednesday 6th April 2022.



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Office Hours: Mon – Fri 9am – 1pm

Minutes of a meeting of the Finance and Resources Committee held in Chipping Norton Town Hall on Wednesday 1st December 2021 at 7.15pm

The following members were present:

Cllr S Coleman (Chair),
Cllr E Holmes (Vice-Chair)
Cllr G Mazower

Also in attendance:

Elizabeth Gilkes – Locum Clerk
Sonia Murgia – Finance Officer

FR39	Apologies for absence Apologies were received from Cllr Fisher – Health, Cllr Poole - family
FR40	Declarations of Interests –None
FR41	Minutes of Meeting held on 6th October 2021. Adoption proposed by Cllr Coleman, seconded by Cllr Holmes. Minutes adopted
FR42	Public Participation - None
FR43	Income and Expenditure Reports To receive a report on income and expenditure date up to 31st October 2021 The increase in bookings for the Town Hall was noted and thanks to staff for achieving. A future analysis of income and costs to be factored into forward plan. Pool Meadow Maintenance of paths highlighted as in need of attention in near future and as a shortterm measure use of woodchip from work at Cemetery to be investigated. Cemetery Trees – Quotes are anticipated from Canopy Tree Surgeons for work to assess trees with view to possible risk factors and to identify work required. As over budget funding from contingency. Adoption of Report noting accompanying observations and actions was proposed by Cllr Coleman and seconded by Cllr Holmes.

FR44

Budget To set the precept 2022/23

Budget had been circulated and it was proposed that amendments be made as follows:

Salaries – Increase of £30,000 to cover possible additional costs based on final staffing review decisions

Office Equipment – Increase of £2,000 to cover possible additional costs anticipated if additional staff

Computer Hardware – Increase of £1,000 to cover possible additional costs re staffing

Staff Training Budget – Increase of £3,000 to cover identified and possible needs inc for Cllrs

Subscriptions to be reduced to £2,000.00

Prediction on anticipated Interest from new CCLA investments to be requested

Manorial Land – enquiry to be made re rent review situation re Manorial Land (Pace Petroleum)

Christmas Lights and Trees – budget of £16,500.00

Streetscene – has earmarked reserve and £10,000 should be allocated for next financial year

HGV Signs – has been duplicated in accounts and budget to be adjusted if appropriate

Legal and Professional Fees to be reduced to £29,000

Town Hall Lettings to be increased to £26,000.00 based on current income levels

Town Hall Repairs – Reduced to £10,000 to cover incidental repairs and major work covered by earmarked reserve

Town Hall – New Equipment increase to £2,500

Closed Churchyard Repairs increase by £500 to repairs

Recreation – New Equipment £25,000 to be covered by Earmarked Reserves and £5,000 to remain in budget

Suggestion made that Christmas Late Night Shopping, Town Festival, Sports Awards, etc. be incorporated under an Events Heading and included under Community Committee Heading and that a budget allocated of £9,500 for Annual Events and £2,500 for Occasional Events

Request made that all LGRC fees be allocated separately in accounts

Based on the above the Finance Officer was requested to prepare adjusted accounts and identify further cost savings and projected year end. The Internal Auditor should also be consulted re proposed actions.

Following discussion Councillor Coleman proposed that a Precept increase should not exceed 10% Seconded by Cllr Mazower. Motion carried.

FR45	<p>Schedule of Payments for approval</p> <p>To receive and approve the schedule of payments</p> <p>Proposed by Cllr Coleman and seconded by Cllr Holmes. Motion carried.</p>
FR46	<p>Earmarked reserves To discuss earmarked reserves taking into account the quinquennial review.</p> <p>With Councillors consent this was discussed after FR43</p> <p>On basis of advice received re acceptable levels of Reserves for Audit purposes Cllr Coleman proposed and Cllr Mazower that following adjustments be made. Motion carried</p> <p>That Capital Reserve fund of £60,392.00 be transferred to Town Hall Restoration Fund</p> <p>That £210,000 should be transferred from General to Earmarked Reserves and that this should be allocated to the Town Hall Quinquennial Review, budgeted to cover the 10 year programme proposed.</p> <p>That £20,000 be transferred from General Reserve to Earmarked Recreation Fund</p> <p>It was also noted that:</p> <p>That Purpose of Cemetery/Extension Reserve to be investigated and reported on to future meeting.</p> <p>Locum Clerk suggested that the Internal Auditor be consulted regarding proposals</p>
FR47	<p>Investment Strategy To receive a progress report. Deferred</p>
FR48	<p>Date of next meeting: 2nd February 2022</p>

Meeting closed at 9.20pm

Signed as an accurate record

Chair..... Date.....



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Office Hours: Mon – Fri 9am – 1pm

Minutes of the **Staffing Sub-Committee** held via Zoom on **Wednesday 26th January, 2022**
at 7:15 pm.

The following members were present:

Cllr Poole (Chair)

Cllr Coleman

Cllr Graves

Cllr Heyes (Chaired the meeting until Cllr Poole arrived)

Cllr Mazower

Also in attendance:

Luci Ashbourne, Town Clerk

22. Apologies for absence.

No apologies for absence were received.

23. Declaration of interests.

There were no declarations.

24. Minutes

That pending amending the minute numbers so they follow the previous ones, the minutes of the last meeting held on 10th November be approved as a correct record and signed by the Chair.

25. Town Clerk's Report

The Town Clerk gave a verbal update on how things have been since starting her phased return to work in January. LGRC have asked for feedback from the organisational review. Comment to go to Cllr Poole to submit a response.

Cllr Poole joined the meeting at 19:45pm and resumed as Chair.

26. Pension Policy

Members received and considered a draft pension policy for Chipping Norton Town Council. Cllr Mazower proposed that the policy be adopted, Cllr Graves seconded this motion.

RESOLVED: The draft pension policy is adopted.

27. Confidential Session

RESOLVED: In view of the confidential nature of the business to be transacted, the press and public be excluded from the meeting in accordance with the provisions of s.1 of the Public Bodies (Admission to Meetings) Act 1960.

28. Staffing matters

Members received a verbal update from the interview panel on recruitment of Deputy Chair following interviews held on 24th January 2022. After scoring and lengthy discussions it was agreed to offer the role to Katherine Jang who, pending references will be starting with the Council on 14th February 2022.

Cllr Poole will write to LGRC to inform them that The Council will not need deputy support from the 11th January but would like to retain support from Janet Eustace in the form of progressing projects she has been working on, and mentoring the Clerk and incoming Deputy.

The Chair closed the meeting at 8:24pm

Signed as a correct record:

Chair.....

Date.....

DRAFT

Agenda item 5 -Town Clerk's report

Works at the Cemetery – to note

The Clerk has received quotes from a contractor who visited the Cemetery at the end of 2021. These quotes exceed the £5000 limit we have in our financial regulations and therefore the office will need to obtain at least two more before they can be considered at a Community Committee meeting.

The flagpole

The mechanism for the flag on the flagpole on the Town Hall has been broken for some time. This matter is becoming urgent, as if the Council need to change the flag, or indeed are instructed by a higher authority to change or fly at half-mast then we would be unable to do so. The Clerk is in touch with two flagpole specialists who can look at changing the mechanism, or indeed removing the flag and putting it somewhere more accessible. Due to the fact that we need to move on this and can only use professionals to do so because the flagpole can only currently be accessed by going up on the roof, it would be prudent for the committee to delegate decisions on this to The Clerk in consultation with The Chair and set a budget for them to work with.

Recommendation:

- a. That a budget of up to £2000 can be used from the contingency budget to repair or replace the flagpole.
- b. The decisions on the detail of this are delegated to The Clerk in consultation with The Chair to move forward with and report back.

	Actual Last Year	Actual Year To Date	Current Annual Bud	Variance Annual Total	Committed Expenditure	Funds Available	% Spent	Transfer to/from EMR
<u>100 Administration</u>								
3210 Admin Charges	8,570	0	6,000	6,000			0.0%	
3211 C N History Trail	2	27	0	(27)			0.0%	
3290 Miscellaneous Income	6,930	12,913	0	(12,913)			0.0%	12,810
3291 Tourist Information	0	0	50	50			0.0%	
Administration :- Income	<u>15,502</u>	<u>12,940</u>	<u>6,050</u>	<u>(6,890)</u>			213.9%	<u>12,810</u>
4100 Salaries/Superann/Nl	63,857	77,020	100,000	22,980	22,980		77.0%	
5110 Stationery	528	568	1,000	432	432		56.8%	
5120 Photocopying Costs	2,128	2,374	2,600	226	226		91.3%	
5125 Tourist Information	0	229	500	271	271		45.8%	
5200 Postage	440	217	700	483	483		31.0%	
5210 Telephone	2,283	3,470	1,200	(2,270)	(2,270)		289.2%	
5310 Office Equipment	127	141	0	(141)	(141)		0.0%	
5340 Website Costs	260	4,496	2,500	(1,996)	(1,996)		179.8%	
5360 Computer Hardware/Software	2,106	2,052	2,000	(52)	(52)		102.6%	
6200 Rent	1,467	1,150	3,305	2,155	2,155		34.8%	
6210 Rates	2,731	2,245	2,695	450	450		83.3%	
7100 Travel & Subsistance	29	0	200	200	200		0.0%	
7200 Hospitality & Entertaining	0	0	200	200	200		0.0%	
7300 Staff & Councillors Training	701	2,478	2,100	(378)	(378)		118.0%	
7500 Legal & Professional Fees	0	695	1,500	805	805		46.3%	
7510 Audit Fees	2,250	2,265	2,500	235	235		90.6%	
7600 Subscriptions	1,663	1,827	1,000	(827)	(827)		182.7%	
7630 Bank Charges	0	146	0	(146)	(146)		0.0%	
7650 Insurance	2,007	1,360	1,800	440	440		75.6%	
7710 Election Expenses	3,945	0	0	0	0		0.0%	
7720 Other Miscellaneous Expenses	50,571	537	1,500	963	963		35.8%	
Administration :- Indirect Expenditure	<u>137,092</u>	<u>103,268</u>	<u>127,300</u>	<u>24,032</u>	<u>0</u>	<u>24,032</u>	81.1%	<u>0</u>
Net Income over Expenditure	<u>(121,590)</u>	<u>(90,328)</u>	<u>(121,250)</u>	<u>(30,922)</u>				
6001 less Transfer to EMR	0	12,810						
Movement to/(from) Gen Reserve	<u>(121,590)</u>	<u>(103,138)</u>						
<u>101 Grants</u>								
7670 Grants-Voluntary Organisations	26,900	31,000	26,000	(5,000)	(5,000)		119.2%	
Grants :- Indirect Expenditure	<u>26,900</u>	<u>31,000</u>	<u>26,000</u>	<u>(5,000)</u>	<u>0</u>	<u>(5,000)</u>	119.2%	<u>0</u>
Net Expenditure	<u>(26,900)</u>	<u>(31,000)</u>	<u>(26,000)</u>	<u>5,000</u>				

	Actual Last Year	Actual Year To Date	Current Annual Bud	Variance Annual Total	Committed Expenditure	Funds Available	% Spent	Transfer to/from EMR
<u>102 Miscellaneous</u>								
3100 Precept Income	312,188	315,055	315,055	0			100.0%	
3101 Precept Support Grant	6,762	0	0	0			0.0%	
3180 Interest Receivable	766	48	1,000	952			4.8%	
3230 Manorial Land (Pace Petroleum)	15,000	11,250	15,000	3,750			75.0%	
3290 Miscellaneous Income	0	6,000	0	(6,000)			0.0%	
Miscellaneous :- Income	<u>334,716</u>	<u>332,353</u>	<u>331,055</u>	<u>(1,298)</u>			<u>100.4%</u>	<u>0</u>
4100 Salaries/Superann/Nl	15,500	13,782	17,000	3,218		3,218	81.1%	
6405 Christmas Late Night Shopping	0	130	1,000	870		870	13.0%	
6407 Xmas Lights/Trees	1,247	7,492	3,200	(4,292)		(4,292)	234.1%	
6418 Equipment	784	0	0	0		0	0.0%	
6460 Streetscene	3,875	11,989	5,000	(6,989)		(6,989)	239.8%	7,530
6461 HGV signs	0	0	8,000	8,000		8,000	0.0%	
6462 Grit Bins/Snow	493	(0)	1,000	1,000		1,000	0.0%	
6490 Trees/Flower Beds Middle Row	465	258	2,500	2,242		2,242	10.3%	
6495 Street Furniture	2,498	2,364	3,000	636		636	78.8%	
6498 Contingency Fund	25,479	(1,394)	10,000	11,394		11,394	(13.9%)	
7500 Legal & Professional Fees	0	17,839	45,000	27,161		27,161	39.6%	
7720 Other Miscellaneous Expenses	2,055	1,154	1,250	96		96	92.3%	
Miscellaneous :- Indirect Expenditure	<u>52,396</u>	<u>53,615</u>	<u>96,950</u>	<u>43,335</u>	<u>0</u>	<u>43,335</u>	<u>55.3%</u>	<u>7,530</u>
Net Income over Expenditure	<u>282,321</u>	<u>278,738</u>	<u>234,105</u>	<u>(44,633)</u>				
6000 plus Transfer from EMR	0	7,530						
Movement to/(from) Gen Reserve	<u>282,321</u>	<u>286,268</u>						
<u>104 Youth</u>								
5322 Expenses	0	6,405	0	(6,405)		(6,405)	0.0%	6,405
Youth :- Indirect Expenditure	<u>0</u>	<u>6,405</u>	<u>0</u>	<u>(6,405)</u>	<u>0</u>	<u>(6,405)</u>		<u>6,405</u>
Net Expenditure	<u>0</u>	<u>(6,405)</u>	<u>0</u>	<u>6,405</u>				
6000 plus Transfer from EMR	0	6,405						
Movement to/(from) Gen Reserve	<u>0</u>	<u>0</u>						
<u>110 Town Hall</u>								
3115 Lettings Income	396	15,998	16,000	2			100.0%	
3140 WODC Water Rates Contrib	110	81	200	119			40.7%	
3290 Miscellaneous Income	0	0	3,000	3,000			0.0%	
Town Hall :- Income	<u>506</u>	<u>16,079</u>	<u>19,200</u>	<u>3,121</u>			<u>83.7%</u>	<u>0</u>

	Actual Last Year	Actual Year To Date	Current Annual Bud	Variance Annual Total	Committed Expenditure	Funds Available	% Spent	Transfer to/from EMR
4100 Salaries/Superann/NI	10,478	17,444	19,500	2,056		2,056	89.5%	
5140 Promotion	0	0	1,500	1,500		1,500	0.0%	
5210 Telephone	120	416	300	(116)		(116)	138.7%	
6110 Heat and Light	4,880	5,100	5,750	650		650	88.7%	
6130 Water & Sewerage	201	503	670	167		167	75.0%	
6210 Rates	10,230	8,526	10,000	1,475		1,475	85.3%	
6220 Use 7650	2,777	0	0	0		0	0.0%	
6230 Window Cleaning	525	620	800	180		180	77.5%	
6240 Alarm/Fire Extinguisher Insp	1,435	2,322	1,500	(822)		(822)	154.8%	
6310 Cleaning / Sanitary Expenses	570	869	1,000	131		131	86.9%	
6330 Waste Disposal	529	555	600	45		45	92.6%	
6400 Repairs	3,756	1,816	10,000	8,184		8,184	18.2%	
6408 New Equipment	52	0	1,500	1,500		1,500	0.0%	
7610 Licences	941	425	735	310		310	57.8%	
7650 Insurance	0	2,834	3,750	916		916	75.6%	
7720 Other Miscellaneous Expenses	652	212	750	538		538	28.2%	
Town Hall :- Indirect Expenditure	37,145	41,642	58,355	16,713	0	16,713	71.4%	0
Net Income over Expenditure	(36,639)	(25,563)	(39,155)	(13,592)				
<u>120 Greystones</u>								
3110 Rents Receivable	2,040	2,040	2,040	0			100.0%	
3111 Rugby Club Right Of Access	175	175	175	0			100.0%	
Greystones :- Income	2,215	2,215	2,215	0			100.0%	0
6210 Rates	37	48	375	327		327	12.7%	
6400 Repairs	1,568	913	2,500	1,587		1,587	36.5%	
7650 Insurance	300	227	300	73		73	75.7%	
Greystones :- Indirect Expenditure	1,905	1,187	3,175	1,988	0	1,988	37.4%	0
Net Income over Expenditure	310	1,028	(960)	(1,988)				
<u>130 Cemetery</u>								
3190 Interments & Memorials	11,295	9,994	11,000	1,006			90.9%	
3191 Grave Purchase	4,284	4,010	3,500	(510)			114.6%	
Cemetery :- Income	15,579	14,004	14,500	496			96.6%	0
3192 Use 3193	(52)	0	0	0		0	0.0%	
6130 Water & Sewerage	27	69	20	(49)		(49)	343.6%	
6210 Rates	1,094	1,048	800	(248)		(248)	131.0%	
6400 Repairs	0	200	1,000	800		800	20.0%	

	Actual Last Year	Actual Year To Date	Current Annual Bud	Variance Annual Total	Committed Expenditure	Funds Available	% Spent	Transfer to/from EMR
6465 Contract	10,916	8,968	12,500	3,532		3,532	71.7%	
6471 Skips for cemetery	510	180	600	420		420	30.0%	
7650 Insurance	600	454	600	146		146	75.7%	
7720 Other Miscellaneous Expenses	492	131	500	369		369	26.2%	
Cemetery :- Indirect Expenditure	<u>13,587</u>	<u>11,050</u>	<u>16,020</u>	<u>4,970</u>	<u>0</u>	<u>4,970</u>	<u>69.0%</u>	<u>0</u>
Net Income over Expenditure	<u>1,992</u>	<u>2,954</u>	<u>(1,520)</u>	<u>(4,474)</u>				
<u>140 Closed Churchyard</u>								
6400 Repairs	1,127	1,212	1,000	(212)		(212)	121.2%	
6468 Maintenance incl. drains	3,827	1,628	1,000	(628)		(628)	162.8%	
Closed Churchyard :- Indirect Expenditure	<u>4,954</u>	<u>2,840</u>	<u>2,000</u>	<u>(840)</u>	<u>0</u>	<u>(840)</u>	<u>142.0%</u>	<u>0</u>
Net Expenditure	<u>(4,954)</u>	<u>(2,840)</u>	<u>(2,000)</u>	<u>840</u>				
<u>151 Recreation</u>								
3290 Miscellaneous Income	1,780	0	0	0			0.0%	
Recreation :- Income	<u>1,780</u>	<u>0</u>	<u>0</u>	<u>0</u>				<u>0</u>
6200 Rent	1,000	1,000	1,000	0		0	100.0%	
6400 Repairs	2,642	1,669	4,500	2,831		2,831	37.1%	
6410 New Equipment	24,104	7,955	10,000	2,045		2,045	79.5%	
6413 Sports Awards	0	0	500	500		500	0.0%	
6420 Litter/Dog Bin Emptying	5,402	3,516	6,500	2,984		2,984	54.1%	
6465 Contract	6,529	5,426	5,200	(226)		(226)	104.3%	
7100 Travel & Subsistance	0	0	20	20		20	0.0%	
7650 Insurance	2,600	2,700	2,700	0		0	100.0%	
7720 Other Miscellaneous Expenses	5,701	294	1,000	706		706	29.4%	
Recreation :- Indirect Expenditure	<u>47,978</u>	<u>22,560</u>	<u>31,420</u>	<u>8,860</u>	<u>0</u>	<u>8,860</u>	<u>71.8%</u>	<u>0</u>
Net Income over Expenditure	<u>(46,198)</u>	<u>(22,560)</u>	<u>(31,420)</u>	<u>(8,860)</u>				
<u>180 Pool Meadow</u>								
6417 Maintenance	1,603	120	3,000	2,880		2,880	4.0%	
Pool Meadow :- Indirect Expenditure	<u>1,603</u>	<u>120</u>	<u>3,000</u>	<u>2,880</u>	<u>0</u>	<u>2,880</u>	<u>4.0%</u>	<u>0</u>
Net Expenditure	<u>(1,603)</u>	<u>(120)</u>	<u>(3,000)</u>	<u>(2,880)</u>				
<u>185 Millennium Garden</u>								
6417 Maintenance	0	11	0	(11)		(11)	0.0%	
6465 Contract	1,221	885	2,300	1,415		1,415	38.5%	
Millennium Garden :- Indirect Expenditure	<u>1,221</u>	<u>896</u>	<u>2,300</u>	<u>1,404</u>	<u>0</u>	<u>1,404</u>	<u>39.0%</u>	<u>0</u>
Net Expenditure	<u>(1,221)</u>	<u>(896)</u>	<u>(2,300)</u>	<u>(1,404)</u>				

	Actual Last Year	Actual Year To Date	Current Annual Bud	Variance Annual Total	Committed Expenditure	Funds Available	% Spent	Transfer to/from EMR
<u>186 War Memorial</u>								
6465 Contract	0	127	200	73		73	63.5%	
6470 War Memorial	22	400	500	100		100	80.0%	
War Memorial :- Indirect Expenditure	22	527	700	173	0	173	75.3%	0
Net Expenditure	(22)	(527)	(700)	(173)				
<u>200 Mayors Allowance</u>								
7200 Hospitality & Entertaining	0	2,385	3,000	615		615	79.5%	
7690 Mayors Allowance	125	124	2,800	2,676		2,676	4.4%	
Mayors Allowance :- Indirect Expenditure	125	2,509	5,800	3,291	0	3,291	43.3%	0
Net Expenditure	(125)	(2,509)	(5,800)	(3,291)				
Grand Totals:- Income	370,298	377,591	373,020	(4,571)			101.2%	
Expenditure	324,928	277,619	373,020	95,401	0	95,401	74.4%	
Net Income over Expenditure	45,370	99,971	0	(99,971)				
plus Transfer from EMR	0	13,935						
less Transfer to EMR	0	12,810						
Movement to/(from) Gen Reserve	45,370	101,096						

Unity Trust Bank

List of Payments made between 18/11/2021 and 25/01/2022

<u>Date Paid</u>	<u>Payee Name</u>	<u>Reference</u>	<u>Amount Paid</u>	<u>Authorized Ref</u>	<u>Transaction Detail</u>
18/11/2021	Ubico Limited	Online	181.84		Dog Bins emptying-Oct
18/11/2021	Topiarus Horticulture Ltd	Online1	516.00		Gardening work-Oct
18/11/2021	KBS Depot Ltd	Online2	1,800.00		Benches-Cotswold Gate
18/11/2021	Viking	Online1	24.92		Ink cartridges
18/11/2021	L. Carr Contractors	Online2	210.00		Phone box - signs and cleaning
19/11/2021	Unity Trust Bank	ONLINE	8,057.00	RP/DH	Salaries-November
24/11/2021	STL Communications Limited	DD	444.42		Telephone/Broadband
25/11/2021	Zoom Video Communications Inc.	DD	11.99		Zoom subscription
29/11/2021	Thomas Fox Landscaping & Maint	Online	1,494.00		Mowing-Rec/Cem
29/11/2021	Swift Digital Services	Online3	6.00		Photocopier-Environm.Levy
29/11/2021	Swift Digital Services	Online4	613.13		Photocopier expenses-Aug-Nov
29/11/2021	Ubico Limited	Online5	181.84		Bins emptying-November
29/11/2021	Ubico Limited	Online6	196.80		Installation of Notice Board
29/11/2021	SSE Southern Electric	Online7	1,160.01		Electricity T/H-Aug-Oct
29/11/2021	WODC	ONLINE	225.00	RP/DH	Rates-Guildhall
29/11/2021	██████████	ONLINE	7.96	RP/DH	A4 Silver Cards
29/11/2021	OCC Pension Fund	ONLINE	2,145.80	DH/JG	LGPS Contributions-November
29/11/2021	HMRC	ONLINE	2,506.41	JG/DH	Tax/NI November
29/11/2021	██████████	ONLINE	10.00	DH/JG	Telephone-November
01/12/2021	Adobe Systems Software	DD	12.64		Adobe subscription
01/12/2021	CCLA Deposit Fund	CHAPS	500,000.00		Deposit Fund Opened
01/12/2021	Unity Trust Bank	DD	28.00		CHAPS Payment Fee
02/12/2021	██████████	ONLINE	21.95	RP/JG	Card paper
03/12/2021	██████████	ONLINE	223.70		Locum Clerking - November 21
03/12/2021	Holy Trinity Primary School	ONLINE	111.96	RP/JG	Materials for lantern parade
03/12/2021	WODC	ONLINE	105.00	RP/DH	Rates-Cemetery
03/12/2021	WODC	ONLINE	852.00	RP/DH	Rates-Town Hall
03/12/2021	Broadsword	Online	1,018.80		Fire System Maintenance-T/H
09/12/2021	British Gas	DD	405.20		Gas-T/H
10/12/2021	██████████	ONLINE	30.90	RP/JG	Covid Superhero -Stationery
10/12/2021	██████████	ONLINE	10.98	JG/KL	Covid Superhero-Stationery
10/12/2021	██████████	ONLINE	4.99	RP/JG	Covid Hero Awards-Card
10/12/2021	██████████	ONLINE	30.00	DH/RP	Piano stool
10/12/2021	Gill & Co (Ironmongers) Limite	Online	67.70		Various items-Xmas trees
10/12/2021	BT Broadband	Online1	13.60		Telephone/Broadband-T/H
10/12/2021	██████████	ONLINE	123.84	RP/JG	Covid Hero Awards-Drinks
10/12/2021	██████████	ONLINE	30.00	RP/JG	Laptop charger
10/12/2021	██████████	ONLINE	51.86	RP/JG	Various items-Covid hero event
10/12/2021	██████████	ONLINE	7.55	JG/KL	T.C.Meeting-Refreshments
10/12/2021	Ditchley Park Conference Centr	Online	900.00		Covid Heroes Reception
10/12/2021	Bruern Farm	Online	1,075.20		Christmas trees
10/12/2021	Cottsway Housing Association	ONLINE	225.00	RP/JG	Licence for Cotswold Crescent
15/12/2021	██████████	ONLINE	17.70	RP/KL	Hot chocolate-Christmas event
15/12/2021	Travis Perkins	Online	5.99		Gas for blow torch-PO
15/12/2021	WODC	ONLINE	6.00	RP/JG	Rates-G/S
15/12/2021	ESPO	Online	57.60		Cleaning products-T/H
15/12/2021	ESPO	Online1	111.84		Cleaning products-T/H

List of Payments made between 18/11/2021 and 25/01/2022

<u>Date Paid</u>	<u>Payee Name</u>	<u>Reference</u>	<u>Amount Paid</u>	<u>Authorized Ref</u>	<u>Transaction Detail</u>
15/12/2021	J English Window Cleaning	ONLINE	105.00	RP/JG	Window cleaning-T/H
15/12/2021	J English Window Cleaning	ONLINE	300.00	RP/JG	Putting up of Christmas trees
15/12/2021	LGRC Associates Ltd	Online	600.00		Locum Project Officer-October
15/12/2021	LGRC Associates Ltd	Online1	2,535.60		Locum profect officer-November
15/12/2021	Auditing Solutions Ltd	Online	552.00		Internal auditing 2021-22
15/12/2021	GrenkeLeasing Ltd	Online1	150.17		Photocopier contract-2022
20/12/2021	WODC	ONLINE	225.00	RP/JG	Rates - Guildhall
20/12/2021	Unity Trust Bank	ONLINE	7,471.72	JG/DH	Salaries-December
20/12/2021	HMRC	ONLINE	2,230.34	RP/JG	Tax/NI-December
20/12/2021	OCC Pension Fund	ONLINE	2,088.70	RP/JG	LGPS -December
20/12/2021	Light Angels Ltd	Online	7,487.99		Christmas lights-Deposit
20/12/2021	JH Blackwell Tractor & Plant H	Online7	1,651.20		Benches/Light posts
20/12/2021	Viking	Online8	130.32		Stationery
20/12/2021	Broadsword	Online9	282.00		Fire Alarm System-T/H
23/12/2021	Oxf Community & Voluntary Ac	PAYPAL	10.00	JG/DH	Advert-Deputy Clerk Recruit.
24/12/2021	STL Communications Limited	DD	458.10		Telephone/Broadband
29/12/2021	Zoom Video Communications Inc.	DD	11.99		Zoom subscription
31/12/2021	Unity Trust Bank	DD	2.10		Bank charges
31/12/2021	Unity Trust Bank	DD	44.40		Bank charges
31/12/2021	WODC	ONLINE1	-20.00		Lottery permit-2022
31/12/2021	Ubico Limited	ONLINE2	-181.84		Bins emptying-December
31/12/2021	Smith of Derby	ONLINE3	-280.80		Town Hall Clock repair
31/12/2021	Thomas Fox Landscaping & Maint	ONLINE4	-264.00		Gardening work-Cemetery
31/12/2021	LGRC	ONLINE5	-3,600.00		Locum Clerk Services-Dec
31/12/2021	Broadsword	ONLINE6	-99.60		CCTV Repair-T/H
05/01/2022	Adobe Systems Software	DD	12.64		Adobe Software Subscription
06/01/2022	Zonkey Solutions Ltd	Online	2,397.60		Website development-Stage 2
06/01/2022	West Oxfordshire District Coun	Online1	20.00		Lottery Permit-2022
06/01/2022	Ubico Limited	Online2	181.84		Bins emptying-December
06/01/2022	Smith of Derby	Online3	280.80		Town Hall Clock repair
06/01/2022	Thomas Fox Landscaping & Maint	Online4	264.00		Gardening work-Cemetery
06/01/2022	LGRC Associates Ltd	Online5	3,600.00		Locum Clerk Services- Dec
06/01/2022	Broadsword	Online6	99.60		CCTV repair-T/H
06/01/2022	Broadsword	ONLINE	99.60	RP/JG	CCTV repair-T/H
06/01/2022	LGRC	ONLINE5	3,600.00	RP/JG	Locum Clerk services-Dec
06/01/2022	Thomas Fox	ONLINE4	264.00	RP/JG	Gardening work-Cemetery
06/01/2022	Smith of Derby	ONLINE3	280.80	RP/JG	Town Hall Clock repair
06/01/2022	Ubico	ONLINE2	181.84	RP/JG	Bins emptying-December
06/01/2022	WODC	ONLINE1	20.00	RP/JG	Lottery permit-2022
06/01/2022	GrenkeLeasing Ltd	Online	497.74		Photocopier quarterly fee
06/01/2022	██████████	ONLINE	10.00	JG/JP	Telephone-December
06/01/2022	██████████	ONLINE	394.30	RP/JG	Locum Clerking-December
07/01/2022	Got2B Community Interest Compa	Online	6,405.00		Youth services Jan/June
10/01/2022	WODC	ONLINE	852.00	RP/JG	Rates-T/H
10/01/2022	WODC	ONLINE	105.00	RP/JG	Rates-Cemetery
10/01/2022	WODC	ONLINE	6.00	RP/JG	Rates-G/S
10/01/2022	British Gas	DD	657.74		Gas-T/H-Oct/Dec

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13/01/2022	BT Broadband	Online1	0.18		Final bill BT
13/01/2022	Topiarus Horticulture Ltd	Online2	516.00		Gardening work-Dec
13/01/2022	Gill & Co (Ironmongers) Limite	Online3	52.29		Various items
13/01/2022	The Chipping Norton Tea Set Lt	Online4	1,352.40		Remembrance day catering
13/01/2022	C/N Air Cadets	ONLINE	2,000.00	JG/RP	Grant
13/01/2022	C/N Scouts	ONLINE	5,000.00	RP/JG	Grant ERROR-Rectified *
13/01/2022	Community Church Suppers	ONLINE	500.00	RP/JG	Grant
13/01/2022	C/N Cricket Club	ONLINE	1,500.00	RP/JG	Grant
13/01/2022	Friends of Great Rollright Sch	ONLINE	500.00	RP/JG	Grant
13/01/2022	Green Gym	ONLINE	1,000.00	RP/JG	Grant
13/01/2022	Home Start Banbury	ONLINE	2,900.00	RP/JG	Grant
13/01/2022	C/N Lido	ONLINE	4,000.00	RP/JG	Grant
13/01/2022	Mindful Mums	ONLINE	500.00	RP/JG	Grant
13/01/2022	C/N Museum	ONLINE	1,000.00	RP/JG	Grant
13/01/2022	C/N Pre-school	ONLINE	2,000.00	RP/JG	Grant
13/01/2022	Rainbows	ONLINE	250.00	RP/JG	Grant
13/01/2022	Royal British Legion	ONLINE	700.00	RP/JG	Grant
13/01/2022	C/N Theatre	ONLINE	3,000.00	RP/JG	Grant
13/01/2022	WOWI	ONLINE	150.00	RP/JG	Grant
13/01/2022	C/N Scouts	ONLINE	-5,000.00		Grant *
13/01/2022	C/N School PTA	ONLINE	5,000.00	JG/RP	Grant-C/N School PTA
18/01/2022	Drain Doctor Plumbing	Online	1,348.32		Septic tank empty/clean-G/S
19/01/2022	Thames Valley Water Services L	Online	390.00		Legionella Risk Assessment-T/H
20/01/2022	C/N Scouts	ONLINE	1,000.00	RP/JG	Grant
20/01/2022	Unity Trust Bank	ONLINE	5,637.66	RP/DH	Salaries- January
24/01/2022	STL Communications Limited	DD	458.10		Telephone/Broadband
Total Payments			603,218.96		

CHIPPING NORTON TOWN COUNCIL

FORWARD WORK PROGRAMME: GOVERNANCE for F&R Cttee Meeting 2n February 2022

Shaded areas are top priorities and have updates

Governance Area	Document or Process	Checklist	Comment
Constitutional	Standing Orders (SOs)	<ul style="list-style-type: none"> Valid set to be adopted which includes all statutory requirements (ideally based on NALC Model) Reviewed annually and as required for law changes 	Council's adopted updated SOs 15 March 2021 For review March 2022
	Scheme of Delegation	<ul style="list-style-type: none"> Scheme has been adopted and is used The scheme details clearly the delegations to officers and committees as applicable Staff and members are aware of the scheme 	New Scheme of Delegation adopted 21 December 2020 For Review March 2022
	Ethical Framework	<ul style="list-style-type: none"> A code of conduct for members adopted in accordance with the Localism Act and all members have a copy All members have completed a register of members' interests form and it is published on principal authority website and parish/town if they have a website 	A copy of the latest WODC code of conduct has been identified. All Cllrs elected in May 2021 have signed up to this. To be taken for adoption to Sept Full Council. New members have completed register of interests. Clerk to re-circulate. Publish on website when ready
	Transparency Code – Published Info on website	<ul style="list-style-type: none"> Expenditure over £500 Contracts and tender Invitations over £5000 Land and building assets Grants 	A legal requirement (a good practice requirement?). Not currently on the web site.

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		<ul style="list-style-type: none"> • Organisation chart (plus staff over £50K) 	<p>New website is still in progress.</p>
	<p>Policies, Statements, Protocols & Plans</p>	<p><u>Policies in Staff handbook – approved</u></p> <ul style="list-style-type: none"> • Disciplinary and grievance • IT Policy • Appraisal Policy • Training and Development Policy • General Data Protection Regulations Policy • Equality and Diversity Policy <p><u>Other policies approved</u></p> <ul style="list-style-type: none"> • Grant awarding policy • FOI (2000 act and Model Publication Scheme) • Press & Media • Document retention policy – • Recording meetings policy - • Whistle blowing/raising concerns including internal reporting policy • Officer/Member protocol – Deferred to staffing sub-committee October 2021 <p><u>For Approval</u></p> <ul style="list-style-type: none"> • Bullying and Harassment/Dignity at Work • Complaints policy/procedure <p><u>Health and Safety – in progress</u></p> <ul style="list-style-type: none"> • H&S Policy • Lone Working <p><u>Forward work:</u></p> <ul style="list-style-type: none"> • Anti-fraud, anti-bribery and corruption • Absence • Homeworking/Flexible working 	<p>There are two draft policies for Committee to consider.</p>

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		<ul style="list-style-type: none"> • Expenses – staff and members • Data protection and handling policy (DPA 1998) • Buildings/Assets Management Plan • Member and staff training policy and development and records kept • Community engagement policy • Communications policy/strategy • Investment policy/statement 	
Financial	Financial Regulations (FRs)	<ul style="list-style-type: none"> • Valid set adopted which includes all requirements of Accounts and Audit Regs and Governance and Accountability for Local Councils – a Practitioners Guide • Reviewed annually and as required for law changes – check that updated for latest law changes • Spending limits for staff are reasonable and appropriate and increased annually • Tender process is clearly defined and staff and members are aware of and have knowledge of it • All payments made in accordance with FRs and reported to Council • The process for electronic payments is clearly defined and staff and members are aware of it and have knowledge of the process • Electronic payment process is in line with good practice advice 	<p>Adopted 10 February 2021</p> <p>for review before 31 March 2022</p>
	Annual Return	<ul style="list-style-type: none"> • A Plan is in place to complete the return as required within the legal timeframe • Members are aware of their responsibilities and the governance statement • Outcome from the external auditor is acted upon and reported to Members 	<p>2019/20 completed.</p> <p>2020/21 to be commenced April 2021 (links & documentation received from external auditor by email 22 March 2021)</p>
	Internal Audit	<ul style="list-style-type: none"> • An independent and competent internal auditor is appointed in accordance with Council procedures, and has direct access to the RFO, clerk and members should it be required 	<p>Underway. Audit due to take place in February</p>

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		<ul style="list-style-type: none"> • Reports go to Council/Committee as appropriate 	
	Budget Setting Process & Monitoring & Precept	<ul style="list-style-type: none"> • Budget setting process is open and transparent, and the budget headings are clear and appropriate • Budget setting meeting agendas and supporting documents available to members and the public • A report explaining the budget (particularly any increase) is provided along with a funding breakdown showing precept, band D equivalent with any increase/decrease and any other income 	<p>Process 2021/22 was completed at the 21 December 2020 Council mtg.</p> <p>Process 2022/23 to commence Sept/Oct. 2021. Draft budget To Oct meeting</p>
	Grants	<ul style="list-style-type: none"> • A grant policy is in place, agreed by Council and widely available to members and the public • The policy is clear and easy to follow and understand • Applications are widely available and the application process is easy to understand with clear guidance to applicants • Applicants encouraged to attend the meeting where a decision will be taken and allowed to speak • Clear budgetary provision is made 	<p>Responsibility for Grants policy transferred to Community Committee</p>
Risk Management	Strategy & Policy	<ul style="list-style-type: none"> • A strategy and policy has been agreed by Council and understood by all staff • The policy includes; <ul style="list-style-type: none"> ▪ Business Continuity Plan ▪ Disaster Recovery Plan including data back-up off site ▪ Health & Safety ▪ Buildings & Assets ▪ Financial issues and appropriate budgetary provision ▪ Legal or any other potential action against the Council 	
	Risk Assessment	<ul style="list-style-type: none"> • An annual risk assessment is completed for all activities and an action plan is completed and agreed by Council • Any new activities are added throughout the year • Staff and members have received appropriate training in risk assessment 	<p>Reviewed in February 2020. Reviewed by Full Council on 15 March 2021.</p>

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	Insurance	<ul style="list-style-type: none"> • An annual review is completed in line with Council policy/FRs • Payment process made in line with FRs • Adequate, appropriate and realistic provisions are made within the insurance policy, including fidelity insurance cover 	Reviewed February 2020 & policy renewed March 2021
	GDPR and FOI	<ul style="list-style-type: none"> • The Council has a publication scheme under the FOI which is clear and based on the model public scheme policy issued by the ICO • The Council has met all the requirements of the GDP Regs. • The scheme is publicised widely and all staff and members and aware of it and have knowledge of it • The policy makes it clear and easy to understand how to make a request under the FOI act and how to deal with vexatious and/or multiple requests 	GDPR is complete FOI publication scheme complete
	Social Media	<ul style="list-style-type: none"> • The Council has a social media policy which includes use of Facebook and Twitter and other forms of social media • The policy clearly defines the use of social media and who has day to day responsibility • The policy includes the process for dealing with any vexatious issues or problems that arise 	Policy re staff use considered by Staffing Sub-Committee 8 February 2021 but organisational approach and Cllrs' use still to be addressed.
	Press and media	<ul style="list-style-type: none"> • The Council has a policy for dealing with the press and media, which makes it clear who speaks to the press/media on behalf of the Council • Staff and members are aware of and have knowledge of the policy and receive appropriate training • The policy clearly defines how staff deal with requests from the press/media • The Council makes full use of press/media releases, with clearly defined responsibility for who deals with the releases 	Policy approved



CHIPPING NORTON TOWN COUNCIL

COUNCIL DIGNITY AT WORK/BULLYING AND HARASSMENT POLICY

1. Purpose and Scope

1.1 Statement

In support of our value to respect others, Chipping Norton Town Council will not tolerate bullying or harassment by, or of, any of its employees, officials, members, contractors, visitors to the Council or members of the public from the community we serve. The Council is committed to the elimination of any form of intimidation in the workplace.

This policy reflects the spirit in which the Council intends to undertake all of its business and outlines the specific procedures available to all employees in order to protect them from bullying and harassment. It should be read in conjunction with the Council's Policy on Grievance and Disciplinary handling and the Elected Members Code of Conduct.

The Council will issue this policy to all employees as part of their induction and to all Members as part of their Welcome Pack. The Council may also wish to share this policy with contractors, visitors, and members of the public.

1.2 Definitions

These definitions are derived from the ACAS guidance on the topic.

Bullying

"Bullying may be characterised as a pattern of offensive, intimidating, malicious, insulting or humiliating behaviour; an abuse of this use of power or authority which tends to undermine an individual or a group of individuals, gradually eroding their confidence and capability, which may cause them to suffer stress."

Harassment is

"Unwanted conduct that violates a person's dignity or creates an intimidating, hostile, degrading, humiliating or offensive environment." This usually covers it but is not limited to, harassment on the grounds of sex, marital status, sexual orientation, race, colour, nationality, ethnic origin, religion, belief, disability, or age.

Bullying and harassment are behaviours which are unwanted by the recipient. They are generally evidenced by a pattern of conduct, rather than being related to one-off incidents.

Bullying and harassment in the workplace can lead to poor morale, low productivity and poor performance, sickness absence, mental health issues, lack of respect for others, turnover of staff/members, damage to Council's reputation and ultimately, legal proceedings against the Council and payment of legal fees and potentially unlimited compensation.

1.3 Examples

Examples of unacceptable behaviour are as follows; (this list is not exhaustive) Spreading malicious rumours, insulting someone, ridiculing or demeaning someone, exclusion or victimisation, unfair treatment, overbearing supervision or other misuse of position or power, unwelcome sexual advances, making threats about job security, making threats of physical violence against a person or their family, deliberately undermining a competent worker by overloading work and/or constant criticism, blaming a person for others' mistakes, preventing an individual's promotion or training opportunities.

Bullying and harassment may occur fact-to-face, in meetings, through written communication, including electronic communication such as e-mail or social media, by telephone or through automatic supervision methods. It may occur on or off work premises, during work hours or non-work time.

1.4 Penalties

Bullying and harassment by any employed persons can be considered examples of gross misconduct which will be dealt with through the Disciplinary Procedure at Gross Misconduct level and may result in summary dismissal from the Council. If elected Members are bullying or harassing employees, contractors, fellow Councillors, others, then a referral through the Standards process in place at the time reported as a contravention of the Member's Code of Conduct could be an appropriate measure. If an employee is experiencing bullying or harassment from a third party the Council will act reasonably in upholding its duty of care towards its own employees. In extreme cases harassment can constitute a criminal offence and the Council should take appropriate legal advice, often available from the Council's insurer, if such a matter arises.

1.5 The legal position

Councils have a duty of care towards all their workers and liability under common law arising out of the Employments Rights Act 1996 and Health and Safety at Work Act 1974. If an employer fails to act reasonably with regard to this duty of care by allowing bullying or harassment to continue unchallenged then an employee may decide to resign and claim "constructive dismissal" at an Employment Tribunal.

Under the Equality Act 2010 bullying or harassment related to none of the protected characteristics covered by the Act (age, gender, marital status, sexual orientation, race, religion, belief, colour, and disability) can be considered unlawful discrimination against the corporate employer, the Council and perpetrator(s) as individual named Respondents.

In addition, the Criminal Justice and Public Order Act 1994 and Protection from Harassment Act 1997 created a criminal offence of harassment with a fine/and or prison sentence as a penalty and a right to damages for the victim. A harasser may be personally liable to pay damages if a victim complains to an Employment Tribunal on the grounds of discrimination. The 1997 Act was originally designed to assist in stalking situations, but case law has demonstrated that it can be relevant to employment disputes, for instance; employers can be vicariously liable for harassment received in the workplace, that the conduct is viewed as 'serious', or 'oppressive and unacceptable', that a 'course of conduct' needs to be established but this can link incidents which are separated by long time periods and that damages for personal injury and distress can be awarded under the Act.

2. Process for dealing with complaints of Bullying and Harassment

2.1 Informal approach

Anyone; employee, contractor, member, or visitor, who feels he or she is being bullied or harassed should try to resolve the problem informally, in the first instance. It may be sufficient to explain to the person(s) involved in the unwanted behaviour or an intermediary, that their conduct is unacceptable, offensive, or causing discomfort. Anyone concerned about being bullied or harassed is encouraged to maintain a journal or other record of the incidents.

2.2 Formal approach

2.2.1 Employees

Where an employee fails to resolve the matter informally any complaint about harassment or bullying can be raised confidentially and informally, initially with the Chairman of the Personnel Sub-Committee or another Councillor if more appropriate. It may be appropriate for the complaint to be put in writing after the initial discussion, as this will enable the formal Grievance Procedure to be invoked. The employee will be expected to provide evidence of the conduct about which she/he is complaining.

2.2.2 Others

Any other party to the Council, other than an employee, who feels he or she is being bullied or harassed should raise their complaint with the Council, where possible, if an informal notification to the alleged perpetrator has been unsuccessful at eliminating the problem. The complaint should then be investigated, and a meeting held to discuss the problem. The complaint should then be investigated, and a meeting held to discuss the facts and recommend the way forward. A member of the public who feels she/he has been bullied or harassed by any Members or Officers of a Council should use the Council's official Complaints Procedure. It is important that the Officer(s) or Member(s) being complained about do not prevent the Council operating impartially in its investigation and decision-making in this regard.

2.2.3 Grievance – Employees only

A meeting to discuss the complaint with the aggrieved party will normally be arranged within five working days of a written complaint being received and will be held under the provisions of the Council's Grievance Procedure. This meeting will be to discuss the issues raised and a way forward for the member(s) of staff involved. Employees have a right to be accompanied by a work colleague or a trade union representative at this meeting. A full investigation of the complaint will be held by an officer, or other duly appointed person, as appointed by the committee of the Council, which is handling the process. It may be appropriate for an external investigator to be involved in order to maintain objectivity and impartiality. The Hearing Panel appointed by Council will publish its recommendations following deliberation of the facts. An action plan should be made available to the aggrieved employee to demonstrate how the problem is to be resolved.

It may be decided that mediation or some other intervention is required, and the Council should contact NALC, an employer's body or ACAS to this effect, or the Council 4 may offer counselling. The employee will have a right of appeal. At all times the confidentiality of the grievance will be of paramount importance in order to maintain trust in the process, hence details of the full grievance will not be shared with the full Council without prior approval of the aggrieved party. The Council will commit not to victimize the aggrieved for raising the complaint once the appropriate dispute resolution process has been concluded.

2.2.4 Disciplinary Action

Following a Grievance Hearing or investigation into allegations of bullying or harassment a full report will be made to all parties, and this may result in disciplinary action being taken against the perpetrator of the alleged action/behaviour.

For an Employee found to have been bullying/harassing others this will follow the Council's Disciplinary procedure under the ACAS Code of Practice and would normally be treated as Gross Misconduct.

For Members who the Council reasonably believe have been bullying or harassing another person(s) whilst undertaking Council activities the range of sanctions available to the Council, are limited and must be reasonable, proportionate and not intended to be punitive. In some cases, counselling or training in appropriate skill areas e.g. interpersonal communication, assertiveness, chairmanship, etc, maybe more appropriate than a penalty. Sanctions may include; admonishment, issuing an apology or giving an undertaking not to repeat the behaviour, removal of opportunities to further harass/bully such as removal from a committee(s) where direct contact with the employee or decision-making about that employee will take place, or removing the right to representation on any outside bodies where there will be contact with the employee who has raised the complaint. A referral under the Code of Conduct to the relevant reviewing body is usually an appropriate step and there may be further disciplinary sanctions available as a result of the Standards Committee (England) or Ombudsman (Wales) reviewing the evidence under the Code in place at the time.

A referral to the Police under the Protection from Harassment Act 1997 may also be appropriate in the more extreme cases.

2.2.5 False or malicious allegations

False or malicious allegations of harassment or bullying which damage the reputation of a fellow employee/Member will not be tolerated and will be dealt with serious misconduct under the Disciplinary Procedure or a referral to the Standards process.

3. Responsibilities

All parties of the Council have a responsibility to ensure that their conduct towards others does not harass or bully or in any way demean the dignity of others. If unacceptable behaviour is observed, then each individual can challenge the perpetrator and ask them to stop. There needs to be agreement about how “robust people management” and “bullying” differ; effective management of performance will usually include feedback based on objective evidence, delivered by a committee specifically designated and often trained to manage and appraise staff, with dialogue occurring on a face-to-face basis in confidential surroundings. Bullying is more likely to be complained about when individual Members criticise staff, often without objective evidence, without the mandate from the corporate body of the Council and in environments which are open to the public or other employees by the way of blogs, social media comments, or in the pub or local playground.

The Council undertakes to share its policy with all members and workers and request that each party signs to demonstrate acceptance of its terms. All new members and employees will be provided with a copy of this policy.

A review of the policy shall be undertaken each year (or as appropriate) and necessary approval. The Council will undertake to ensure that its members and workers are trained in the processes required by this policy as deemed appropriate.

4. Useful contacts

- ACAS <https://employersdirect.org.uk> Tel; 0800 464 0978
- Local Government Ombudsman for England www.lgo.org.uk 0300 061 0614
- Equalities and Human Rights Commission www.equalityhumanrights.com
- Society of Local Council Clerks www.slcc.co.uk
- Direct Gov www.Gov.uk

This policy will be periodically reviewed.



CHIPPING NORTON TOWN COUNCIL

COMPLAINTS POLICY & PROCEDURES

A policy for dealing with complaints about the Town Council, Staff or Members

1. Introduction

The Town Council provides many services to community groups, sports teams, companies, and individuals. We try to get our service delivery right every time, but there may be occasions when users of our services are dissatisfied with our performance. This policy sets out how to raise a complaint with the Town Council.

2. Informal Complaint

Most complaints can be resolved quickly and amicably through this route. Informal complaints can be made by telephone or email to the Town Council, and our contact details are included at point 12 below.

Complaints should always be directed through the Clerk, who will ensure that the complaint is handled by the most appropriate member(s) of staff. A complainant may advise a Councillor of the details of a complaint, but an individual Councillor is not able to resolve complaints. It is expected that most complaints can be resolved through this informal route. However, the Council appreciates that on occasions when an informal approach has not resolved the complaint, or when it is considered that the initial complaint requires further investigation, then the following formal complaints process should be followed.

3. Formal Complaint

The Clerk to the Council is responsible for managing the Formal Complaints Process. The Clerk is the Senior Officer of the Council, effectively its General Manager.

A formal complaint can only be submitted in writing to the Parish Council, addressed to the Clerk and marked: **“Confidential – Formal Complaint”**. The Council generally encourages contact by email and telephone, but as a formal complaint is a serious matter; **the complaint will only be accepted in writing.**

The complaint should include as much detail as possible and enclose copies of all relevant supporting documentation. The Clerk will acknowledge receipt of the complaint within three working days.

The Clerk will carry out an initial investigation into the complaint and will, within ten working days, provide the complainant with an update on progress, or a suggested resolution. If the complainant is satisfied with the suggested resolution, then the complaint will be closed. The Clerk will report summary details of the complaint and a summary of its resolution to the Council through the Clerk's report. This summary report will exclude the name of the complainant. Page 2 of 4 If the Clerk is unable to resolve the complaint, or if the complainant is not satisfied with the proposed resolution, then the matter will be referred to a meeting of the Council's Review Panel.

If a formal complaint is being raised against the Clerk, then the process detailed above should be followed, but the complaint should instead be directed towards the Chairman of the Council.

4. Review

The Review Panel has delegated authority from the Town Council to review and decide on complaints. The Review Panel is a properly formed committee of the Town Council and will have a Chairman and Vice Chairman, which may or may not be the Town Council Chairman.

The panel will be constituted of six members, to ensure that three members of the committee will be available, at short notice, to review a complaint.

Three members only will review a complaint; this will ensure that the panel is quorate and that the number of members present is not excessive.

The Review Panel is subject to all the normal meeting notifications and agenda and minute requirements as laid down in the Town Council's Standing Orders. Arrangements for minute taking will be reviewed as and when a Review Panel meeting is called. It is expected that the Review Panel will meet within ten working days of being notified by the Clerk of a complaint.

Seven clear working days before the Review Panel meeting, the complainant will provide the Town Council with copies of all documentation, or other evidence that they intend to rely upon at the Review Panel meeting. The Town Council will provide the same to the complainant.

5. At the Meeting

- a. The Review Panel shall consider whether the circumstances of the meeting warrant the exclusion of the public and press; as far as possible, the Council carries out its business in public, but matters that involve complaints against individual members of staff may require the exclusion of the press and public.
- b. The Chairman of the Review Panel shall introduce everyone and explain the procedure for consideration of the complaint. The meeting should be as informal and friendly as possible, without prejudicing the need to consider properly the matter under discussion.

- i. The complainant (or representative) shall be invited to outline the grounds for complaint and panel members shall be given the opportunity to ask any question of the complainant.
 - ii. If relevant, the Clerk (deputy or other officer) will explain the Council's position, and panel members shall be given the opportunity to ask further questions of the complainant.
 - iii. The complainant shall be offered the opportunity to sum-up their position.
 - iv. The Clerk shall be offered the opportunity to sum up their position.
- c. The Clerk and complainant shall be asked to leave the room while panel members decide whether the complaint is justified and supported by the supporting evidence. If further clarification is necessary, both parties shall be invited back. In any case, both parties shall return to hear the decision, or to be advised when the decision will be made.
 - d. The announcement of any decision will also be made in public, at the next Council meeting.

6. Timings

The Town Council will try to adhere to the timings outlined in this policy, but in the case of a complex complaint, or in the absence of a member of staff who is involved in the complaint, the timings may vary. The complainant will be advised of any revised timescales.

7. Appeals

Should the complainant not agree with a decision, they will be entitled to appeal within 10 working days of receipt of the result.

The Review Panel nominated to manage the appeal will, within 14 working days of receiving the appeal, examine the way in which the Council dealt with the complaint. If the Review Panel determines that procedures were correctly handled by the Council, the appellant will be notified that the appeal has not been successful. If the Review Panel determines that the complaint was not handled correctly, as determined by the appeal, it will be referred for consideration as at Section 4. The appellant will be notified of the result of the appeals process within 10 working days.

8. Habitual and Vexatious Complaints

The Town Council will endeavour to deal with complaints in an efficient, equitable and effective manner. The Council may have to initiate further action, if a complainant behaves in a manner as outlined within the Town Council's Vexatious Policy.

9. Town Council Staff

A formal complaint is a serious matter. A complaint involving a member of the Council's staff could result in disciplinary action, or in cases of gross misconduct, dismissal from the Council's employment.

The Council will not, under any circumstances, enter into any correspondence, or discussion, with any complainant about any action taken, formally or informally, against any member of its staff. This is expressly to protect the employment rights to which all employees of the Council are entitled.

10. Complaints against Councillors

This policy does not cover complaints against an individual Councillor. It will not deal with complaints about matters that are not covered by the Councillor's Code of Conduct. A complaint about a Town Councillor must be about a Councillor's failure to follow the Code of Conduct and should be addressed to the Monitoring Officer as follows;

The Monitoring Officer
West Oxfordshire District Council
Council Offices
West Oxfordshire
OX28 1NB

[Home - West Oxfordshire District Council \(westoxon.gov.uk\)](http://westoxon.gov.uk)

10. Anonymity

The Council will not acknowledge or consider, under any circumstances, informal or formal complaints that are submitted anonymously.

12. Contact details

Town Clerk
The Guildhall
Chipping Norton Town Council
OX7 5NJ

Tel: 01608 642341

Email: townclerk@chippingnorton-tc.gov.uk

13. Policy Adoption

This policy was adopted by Chipping Norton Town Council on xxx. Subsequent minor text amendments can be made under authority delegated to the Clerk.

14. Document Revision History

To be recorded.

DRAFT