

ACTION LOG May 24

Meeting	Subject	Action	Update	who	Timescale
Full Council Action Log					
31.5.22	Pavillion	Purchase defibrilator for children and adults	The Clerk to orgnise	WM	End of June
	Concessions	To investigate Concession prices NCC		WM	
	Cemetery		Await Bore Hole to be done	BW/WM	End of May/Jun
Development & Amenities Action Log					
08.11.22	Coronation	Lettering to be ordered for MEMORIAL ARCH	This is waiting to be installed and lettering ordered	WM	End of May
10.1.23	New Grounds Vehicle	Proposal to be put together Re Vehicle	Grounds work scheule to be completed	BW/DG/WM	ongoing
	Trackside Signs	2 x Dogs must be kept on leads 1 x enter at own risk	New signs to be purchased	WM	
	Accessibility Assessment	Find Company to undertake AA once office move has taken place		WM	June
	Memorial Park Access	Install Dropped Curb	This has been sent to planning	WM	June
19.9.23	Memorial Bench's	Ammend application form. Add Plaques, remove Heritage Benches	This is being done	WM	May
	Cemetery	Ask ICCM for help with design of new cemetery	referred to Julie Dunk @ICCM	WM	
	Wires Across Market Place	Survey of Buildings and Quotes to be gathered	To contact Surveyor	WM	June
	Uplighting of Market Cross	Investigate issues relating to instillation(Heitage Team / Historic England)	Quotes received	WM/MG	
Media & Information Action Log					
7.11.22	Wooden Events Board	Further information to be gathered	Quotes are being sourced	WM	June
10.10.22	Pop Up Market Stall	Information Sheet	Being updated	BW	
	Noticeboard launch	Prepare press release	New Launch to be Discussed	BW/MG	June
	NNDC Involvement	Speak to Felix Brueggemann Re involvement in TC Events	The Clerk to make contact	WM	June
17.10.23	Publicity Brochures	Photograhs & Details to be updated			
	Publicity Brochures	Distribution costs to be sought, photographs and information to be updated			
	Cedars	Press release re Move to be written	Completed		
	Electronic Noticeboards	Licensing agreement to be put in place for Pheonix buyilding	with Clerk	WM	June
	Website	Website improvements to be made to improve accessability	Clerk will investigate	WM	June

Markets Action Log

Personal Action Log

Annual Governance and Accountability Return 2023/24 Form 3

To be completed by Local Councils, Internal Drainage Boards and other Smaller Authorities*:

- where the higher of gross income or gross expenditure exceeded £25,000 but did not exceed £6.5 million; or
- where the higher of gross income or gross expenditure was £25,000 or less but that:
 - are unable to certify themselves as exempt (fee payable); or
 - have requested a limited assurance review (fee payable)

Guidance notes on completing Form 3 of the Annual Governance and Accountability Return 2023/24

1. Every smaller authority in England that either received gross income or incurred gross expenditure exceeding £25,000 **must** complete Form 3 of the Annual Governance and Accountability Return at the end of each financial year in accordance with *Proper Practices*.
2. **The Annual Governance and Accountability Return is made up of three parts, pages 3 to 6:**
 - The **Annual Internal Audit Report** **must** be completed by the authority's internal auditor.
 - **Sections 1 and 2** **must** be completed and approved by the authority.
 - **Section 3** is completed by the external auditor and will be returned to the authority.
3. The authority **must** approve Section 1, Annual Governance Statement, before approving Section 2, Accounting Statements, and both **must** be approved and published on the authority website/webpage **before 1 July 2024**.
4. An authority with either gross income or gross expenditure exceeding £25,000 or an authority with neither income nor expenditure exceeding £25,000, but which is unable to certify itself as exempt, or is requesting a limited assurance review, **must** return to the external auditor by email or post (not both) **no later than 30 June 2024**. Reminder letters will incur a charge of £40 +VAT:
 - the Annual Governance and Accountability Return Sections 1 and 2, together with
 - a bank reconciliation as at 31 March 2024
 - an explanation of any significant year on year variances in the accounting statements
 - notification of the commencement date of the period for the exercise of public rights
 - Annual Internal Audit Report 2023/24

Unless requested, do not send any additional documents to your external auditor. Your external auditor will ask for any additional documents needed.

Once the external auditor has completed the limited assurance review and is able to give an opinion, the Annual Governance and Accountability **Section 1, Section 2 and Section 3 – External Auditor Report and Certificate** will be returned to the authority by email or post.

Publication Requirements

Under the Accounts and Audit Regulations 2015, authorities must publish the following information on the authority website/webpage:

Before 1 July 2024 authorities **must** publish:

- Notice of the period for the exercise of public rights and a declaration that the accounting statements are as yet unaudited;
- **Section 1 - Annual Governance Statement 2023/24**, approved and signed, page 4
- **Section 2 - Accounting Statements 2023/24**, approved and signed, page 5

Not later than 30 September 2024 authorities **must** publish:

- Notice of conclusion of audit
- **Section 3 - External Auditor Report and Certificate**
- **Sections 1 and 2 of AGAR** including any amendments as a result of the limited assurance review. It is recommended as best practice, to avoid any potential confusion by local electors and interested parties, that you also publish the Annual Internal Audit Report, page 3.

The Annual Governance and Accountability Return constitutes the annual return referred to in the Accounts and Audit Regulations 2015. Throughout, the words 'external auditor' have the same meaning as the words 'local auditor' in the Accounts and Audit Regulations 2015.

*for a complete list of bodies that may be smaller authorities refer to schedule 2 to the Local Audit and Accountability Act 2014.

Guidance notes on completing Form 3 of the Annual Governance and Accountability Return (AGAR) 2023/24

- The authority **must** comply with *Proper Practices* in completing Sections 1 and 2 of this AGAR. *Proper Practices* are found in the *Practitioners' Guide** which is updated from time to time and contains everything needed to prepare successfully for the financial year-end and the subsequent work by the external auditor.
- Make sure that the AGAR is complete (no highlighted boxes left empty) and is properly signed and dated. Any amendments must be approved by the authority and properly initialled.
- The authority **should** receive and note the Annual Internal Audit Report before approving the Annual Governance Statement and the accounts.
- Use the checklist provided below to review the AGAR for completeness before returning it to the external auditor by email or post (not both) no later than 30 June 2024.
- The Annual Governance Statement (Section 1) must be approved on the same day or before the Accounting Statements (Section 2) and evidenced by the agenda or minute references.
- The Responsible Financial Officer (RFO) must certify the accounts (Section 2) before they are presented to the authority for approval. The authority must in this order; consider, approve and sign the accounts.
- The RFO is required to commence the public rights period as soon as practical after the date of the AGAR approval.
- **You must inform your external auditor about any change of Clerk, Responsible Financial Officer or Chair, and provide relevant authority owned generic email addresses and telephone numbers.**
- Make sure that the copy of the bank reconciliation to be sent to your external auditor with the AGAR covers all the bank accounts. If the authority holds any short-term investments, note their value on the bank reconciliation. The external auditor must be able to agree the bank reconciliation to Box 8 on the accounting statements (**Section 2, page 5**). An explanation **must** be provided of any difference between Box 7 and Box 8. More help on bank reconciliation is available in the *Practitioners' Guide**.
- Explain fully significant variances in the accounting statements on **page 5**. Do not just send a copy of the detailed accounting records instead of this explanation. The external auditor wants to know that you understand the reasons for all variances. Include complete numerical and narrative analysis to support the full variance.
- If the bank reconciliation is incomplete or variances not **fully** explained then additional costs may be incurred.
- Make sure that the accounting statements add up and that the balance carried forward from the previous year (Box 7 of 2023) equals the balance brought forward in the current year (Box 1 of 2024).
- The Responsible Financial Officer (RFO), on behalf of the authority, **must** set the commencement date for the exercise of public rights of 30 consecutive working days which **must** include the first ten working days of July.
- The authority **must** publish on the authority website/webpage the information required by Regulation 15 (2), Accounts and Audit Regulations 2015, including the period for the exercise of public rights and the name and address of the external auditor **before 1 July 2024**.

Completion checklist – 'No' answers mean you may not have met requirements		Yes	No
All sections	Have all highlighted boxes have been completed?	✓	
	Has all additional information requested, including the dates set for the period for the exercise of public rights , been provided for the external auditor?	✓	
Internal Audit Report	Have all highlighted boxes been completed by the internal auditor and explanations provided?	✓	
Section 1	For any statement to which the response is 'no', has an explanation been published?	✓	
Section 2	Has the Responsible Financial Officer signed the accounting statements before presentation to the authority for approval?	✓	
	Has the authority's approval of the accounting statements been confirmed by the signature of the Chair of the approval meeting?	✓	
	Has an explanation of significant variations been published where required?	✓	
	Has the bank reconciliation as at 31 March 2024 been reconciled to Box 8?	✓	
	Has an explanation of any difference between Box 7 and Box 8 been provided?	✓	
Sections 1 and 2	Trust funds – have all disclosures been made if the authority as a body corporate is a sole managing trustee? NB: do not send trust accounting statements unless requested.	✓	

**Governance and Accountability for Smaller Authorities in England – a Practitioners' Guide to Proper Practices*, can be downloaded from www.nalc.gov.uk or from www.ada.org.uk

Annual Internal Audit Report 2023/24

North Walsham Town Council

www.nwtc.org.uk

During the financial year ended 31 March 2024, this authority's internal auditor acting independently and on the basis of an assessment of risk, carried out a selective assessment of compliance with the relevant procedures and controls in operation and obtained appropriate evidence from the authority.

The internal audit for 2023/24 has been carried out in accordance with this authority's needs and planned coverage. On the basis of the findings in the areas examined, the internal audit conclusions are summarised in this table. Set out below are the objectives of internal control and alongside are the internal audit conclusions on whether, in all significant respects, the control objectives were being achieved throughout the financial year to a standard adequate to meet the needs of this authority.

Internal control objective	Yes	No*	Not covered**
A. Appropriate accounting records have been properly kept throughout the financial year.	✓		
B. This authority complied with its financial regulations, payments were supported by invoices, all expenditure was approved and VAT was appropriately accounted for.	✓		
C. This authority assessed the significant risks to achieving its objectives and reviewed the adequacy of arrangements to manage these.	✓		
D. The precept or rates requirement resulted from an adequate budgetary process; progress against the budget was regularly monitored; and reserves were appropriate.	✓		
E. Expected income was fully received, based on correct prices, properly recorded and promptly banked; and VAT was appropriately accounted for.	✓		
F. Petty cash payments were properly supported by receipts, all petty cash expenditure was approved and VAT appropriately accounted for.	✓		
G. Salaries to employees and allowances to members were paid in accordance with this authority's approvals, and PAYE and NI requirements were properly applied.	✓		
H. Asset and investments registers were complete and accurate and properly maintained.	✓		
I. Periodic bank account reconciliations were properly carried out during the year.	✓		
J. Accounting statements prepared during the year were prepared on the correct accounting basis (receipts and payments or income and expenditure), agreed to the cash book, supported by an adequate audit trail from underlying records and where appropriate debtors and creditors were properly recorded.	✓		
K. If the authority certified itself as exempt from a limited assurance review in 2022/23, it met the exemption criteria and correctly declared itself exempt. <i>(If the authority had a limited assurance review of its 2022/23 AGAR tick "not covered")</i>			✓
L. The authority published the required information on a website/webpage up to date at the time of the internal audit in accordance with the relevant legislation.	✓		
M. In the year covered by this AGAR, the authority correctly provided for a period for the exercise of public rights as required by the Accounts and Audit Regulations <i>(during the 2023-24 AGAR period, were public rights in relation to the 2022-23 AGAR evidenced by a notice on the website and/or authority approved minutes confirming the dates set)</i> .	✓		
N. The authority has complied with the publication requirements for 2022/23 AGAR <i>(see AGAR Page 1 Guidance Notes)</i> .	✓		
O. (For local councils only) Trust funds (including charitable) – The council met its responsibilities as a trustee.		✓	

For any other risk areas identified by this authority adequate controls existed (list any other risk areas on separate sheets if needed).

Date(s) internal audit undertaken

09/05/2024

Name of person who carried out the internal audit

ROGER F. CANWELL

Signature of person who carried out the internal audit



Date

9/5/2024

***If the response is 'no' please state the implications and action being taken to address any weakness in control identified (add separate sheets if needed).**

****Note: If the response is 'not covered' please state when the most recent internal audit work was done in this area and when it is next planned; or, if coverage is not required, the annual internal audit report must explain why not (add separate sheets if needed).**

Section 1 – Annual Governance Statement 2023/24

We acknowledge as the members of:

North Walsham Town Council

our responsibility for ensuring that there is a sound system of internal control, including arrangements for the preparation of the Accounting Statements. We confirm, to the best of our knowledge and belief, with respect to the Accounting Statements for the year ended 31 March 2024, that:

	Agreed		
	Yes	No*	
1. We have put in place arrangements for effective financial management during the year, and for the preparation of the accounting statements.			<i>prepared its accounting statements in accordance with the Accounts and Audit Regulations.</i>
2. We maintained an adequate system of internal control including measures designed to prevent and detect fraud and corruption and reviewed its effectiveness.			<i>made proper arrangements and accepted responsibility for safeguarding the public money and resources in its charge.</i>
3. We took all reasonable steps to assure ourselves that there are no matters of actual or potential non-compliance with laws, regulations and Proper Practices that could have a significant financial effect on the ability of this authority to conduct its business or manage its finances.			<i>has only done what it has the legal power to do and has complied with Proper Practices in doing so.</i>
4. We provided proper opportunity during the year for the exercise of electors' rights in accordance with the requirements of the Accounts and Audit Regulations.			<i>during the year gave all persons interested the opportunity to inspect and ask questions about this authority's accounts.</i>
5. We carried out an assessment of the risks facing this authority and took appropriate steps to manage those risks, including the introduction of internal controls and/or external insurance cover where required.			<i>considered and documented the financial and other risks it faces and dealt with them properly.</i>
6. We maintained throughout the year an adequate and effective system of internal audit of the accounting records and control systems.			<i>arranged for a competent person, independent of the financial controls and procedures, to give an objective view on whether internal controls meet the needs of this smaller authority.</i>
7. We took appropriate action on all matters raised in reports from internal and external audit.			<i>responded to matters brought to its attention by internal and external audit.</i>
8. We considered whether any litigation, liabilities or commitments, events or transactions, occurring either during or after the year-end, have a financial impact on this authority and, where appropriate, have included them in the accounting statements.			<i>disclosed everything it should have about its business activity during the year including events taking place after the year end if relevant.</i>
9. (For local councils only) Trust funds including charitable. In our capacity as the sole managing trustee we discharged our accountability responsibilities for the fund(s)/assets, including financial reporting and, if required, independent examination or audit.	Yes	No	N/A
			<i>has met all of its responsibilities where, as a body corporate, it is a sole managing trustee of a local trust or trusts.</i>

***Please provide explanations to the external auditor on a separate sheet for each 'No' response and describe how the authority will address the weaknesses identified. These sheets must be published with the Annual Governance Statement.**

This Annual Governance Statement was approved at a meeting of the authority on:

and recorded as minute reference:

Signed by the Chair and Clerk of the meeting where approval was given:

Chair

Clerk

www.nwtc.org.uk

Section 2 – Accounting Statements 2023/24 for

North Walsham Town Council

	Year ending		Notes and guidance
	31 March 2023 £	31 March 2024 £	
1. Balances brought forward	613,109	447,560	Total balances and reserves at the beginning of the year as recorded in the financial records. Value must agree to Box 7 of previous year.
2. (+) Precept or Rates and Levies	427,380	428,320	Total amount of precept (or for IDBs rates and levies) received or receivable in the year. Exclude any grants received.
3. (+) Total other receipts	93,445	48,080	Total income or receipts as recorded in the cashbook less the precept or rates/levies received (line 2). Include any grants received.
4. (-) Staff costs	289,152	274,937	Total expenditure or payments made to and on behalf of all employees. Include gross salaries and wages, employers NI contributions, employers pension contributions, gratuities and severance payments.
5. (-) Loan interest/capital repayments	0	0	Total expenditure or payments of capital and interest made during the year on the authority's borrowings (if any).
6. (-) All other payments	397,222	193,965	Total expenditure or payments as recorded in the cashbook less staff costs (line 4) and loan interest/capital repayments (line 5).
7. (=) Balances carried forward	447,560	455,058	Total balances and reserves at the end of the year. Must equal (1+2+3) - (4+5+6).
8. Total value of cash and short term investments	434,488	453,106	The sum of all current and deposit bank accounts, cash holdings and short term investments held as at 31 March – To agree with bank reconciliation.
9. Total fixed assets plus long term investments and assets	1,935,086	1,989,086	The value of all the property the authority owns – it is made up of all its fixed assets and long term investments as at 31 March.
10. Total borrowings	0	0	The outstanding capital balance as at 31 March of all loans from third parties (including PWLB).

For Local Councils Only	Yes	No	N/A	
11a. Disclosure note re Trust funds (including charitable)	✓			The Council, as a body corporate, acts as sole trustee and is responsible for managing Trust funds or assets.
11b. Disclosure note re Trust funds (including charitable)	✓			The figures in the accounting statements above exclude any Trust transactions.

I certify that for the year ended 31 March 2024 the Accounting Statements in this Annual Governance and Accountability Return have been prepared on either a receipts and payments or income and expenditure basis following the guidance in Governance and Accountability for Smaller Authorities – a Practitioners' Guide to Proper Practices and present fairly the financial position of this authority.

Signed by Responsible Financial Officer before being presented to the authority for approval

Date

I confirm that these Accounting Statements were approved by this authority on this date:

as recorded in minute reference:

Signed by Chair of the meeting where the Accounting Statements were approved

Section 3 – External Auditor’s Report and Certificate 2023/24

In respect of

North Walsham Town Council

1 Respective responsibilities of the auditor and the authority

Our responsibility as auditors to complete a **limited assurance review** is set out by the National Audit Office (NAO). A limited assurance review is **not a full statutory audit**, it does not constitute an audit carried out in accordance with International Standards on Auditing (UK & Ireland) and hence it **does not** provide the same level of assurance that such an audit would. The UK Government has determined that a lower level of assurance than that provided by a full statutory audit is appropriate for those local public bodies with the lowest levels of spending.

Under a limited assurance review, the auditor is responsible for reviewing Sections 1 and 2 of the Annual Governance and Accountability Return in accordance with NAO Auditor Guidance Note 02 (AGN 02 as issued by the NAO on behalf of the Comptroller and Auditor General. AGN 02 is available from the NAO website – <https://www.nao.org.uk/code-audit-practice/guidance-and-information-for-auditors/> .

This authority is responsible for ensuring that its financial management is adequate and effective and that it has a sound system of internal control. The authority prepares an Annual Governance and Accountability Return in accordance with *Proper Practices* which:

- summarises the accounting records for the year ended 31 March 2024; and
- confirms and provides assurance on those matters that are relevant to our duties and responsibilities as external auditors.

2 External auditor’s limited assurance opinion 2023/24

(Except for the matters reported below)* on the basis of our review of Sections 1 and 2 of the Annual Governance and Accountability Return, in our opinion the information in Sections 1 and 2 of the Annual Governance and Accountability Return is in accordance with Proper Practices and no other matters have come to our attention giving cause for concern that relevant legislation and regulatory requirements have not been met. (*delete as appropriate).

(continue on a separate sheet if required)

Other matters not affecting our opinion which we draw to the attention of the authority:

(continue on a separate sheet if required)

3 External auditor certificate 2023/24

We certify/do not certify* that we have completed our review of Sections 1 and 2 of the Annual Governance and Accountability Return, and discharged our responsibilities under the Local Audit and Accountability Act 2014, for the year ended 31 March 2024.

*We do not certify completion because:

External Auditor Name

External Auditor Signature

Date



NORTH WALSHAM TOWN COUNCIL

Approved Suppliers 2023/24

- Absolute Consulting Engineers
- Acot Paving
- Ace Fire
- Anglia Technology
- Anglian Electrical Contractors
- Aylsham Ground Maintenance
- Ben Burgess
- Brook HR
- Community Trust Heartbeat
- Collier Turf Care
- Cozens
- CT Baker
- Daisy Chain
- Drurys
- Ebay
- Ernest Doe
- Espo
- Fuel Genie
- Glasdon
- Graphic Edge
- Hags SMP
- HM Plant Hire
- JA Plant Hire
- Jarrolds
- Jewsons
- Just Regional Publishing
- Lake & Nichols
- Land Registry
- Logowear
- Mark Lester
- Microsoft
- Millennium Pest Control
- Moonpig
- MP Electrical
- Newnham Structures
- Nick Hindle
- North Walsham Garden Centre
- NW signs
- Panther Brewery
- Phil Scott
- Period Pointing
- Poppies Nursery
- PKF Littlejohn
- Saturn AV
- Saxon Motors
- Screwfix (Trade Account)
- SR print
- Thomas Frosdick
- Travis Perkins
- Tree Hopper
- Westcotec
- Wilco
- Wayne Beauchamp
- Wybone

NORTH WALSHAM TOWN COUNCIL

ACCOUNTS AND SUPPORTING STATEMENTS

for the year ending

31st MARCH 2023

The Accounts and Supporting Statements represent fairly the financial position of the authority as at 31st March and reflects its income and expenditure during the year

Signed..........Mayor

date.....23.6.20.....

Signed.....*J. Shields*.....Responsible Finance Officer

date.....23.6.20.....

LAND BUILDINGS & CONTENTS

Table with columns: Description, Budget, Actual, Variance. Includes items like WAR MEMORIAL PARK, CHASE BANK, and various building contents.

LAND BUILDINGS & CONTENTS

Table with columns: Description, Budget, Actual, Variance. Includes items like CHASE BANK, CHASE BANK, and various building contents.

LAND BUILDINGS & CONTENTS

Table with columns: Description, Budget, Actual, Variance. Includes items like TRUCKS, TRUCKS, and various building contents.

LAND BUILDINGS & CONTENTS

Table with columns: Description, Budget, Actual, Variance. Includes items like CLOSED CHILDREN, CLOSED CHILDREN, and various building contents.

STREET FURNITURE

Table with columns: Description, Budget, Actual, Variance. Includes items like BENCHES, BENCHES, and various street furniture items.

STREET FURNITURE

Table with columns: Description, Budget, Actual, Variance. Includes items like BENCHES, BENCHES, and various street furniture items.

STREET LIGHTS

Table with columns: Description, Budget, Actual, Variance. Includes items like STREET LIGHTS, STREET LIGHTS, and various street lighting items.

STREET LIGHTS

Table with columns: Description, Budget, Actual, Variance. Includes items like STREET LIGHTS, STREET LIGHTS, and various street lighting items.

TOTAL ASSETS 1,980,000

LIABILITIES 822,700

NET ASSETS 1,157,300

ASSETS

WAR MEMORIAL PARK **HM Land Registry No. NK178416** **deed of gift by Orlando Matthews Doy 11/7/1947**

Yarmouth Rd, North Walsham, NR28 9AY 12.37 acres, freehold,
The Park is a registered charity No. 304023 - latest Charity Commission scheme 2/9/92, Town
Councillors are Trustees. Bounded by Yarmouth Rd and Happisburgh Rd with vehicle access from Farman
Ave & foot access from the rear of the New Rd car park. Use as a public park and pleasure ground.

TEMPORARY GARDEN PLOTS **HM Land Registry No. NK178414** Council agreed to use garden plots 2008 - 6 plots created 1/10/09

New Rd, North Walsham NR28 9DE
purchased from Frank Percy 9.10.70 transfer backed to Town Council from NNDC 19.11.93 £1

NORTH/SOUTH CEMETERY **HM Land Registry No. NK456849** **Beeston St Lawrence**

Bacton Road, North Walsham NR28 9DS
1. 4 acres/3 rods/15 perches, freehold, for use as a burial ground Rev Richardson George Wilson Tucker 6/8/1896 - £606.25
2. 26ft by 150ft, freehold for use as a burial ground Conveyance Edward Green 5.11.1902
3. 8ft by 189ft, freehold for use of burial ground Conveyance Edward Green 5.11.1902 £1

NORTH/SOUTH CEMETERY - TEMPORARY GARDEN PLOTS **HM Land Registry No. NK198165**

1. **purchased from Peter Baker land rear of 48 Bacton Rd 57 sq meters 7/2/1997-£10,000**
rear of Haynes Court, Bacton Road, North Walsham, NR28 9DS total- 0.73 acres (2954 sq m), freehold, net cost £8,412,
2. **sold to Patrick Bonham rear of Woodland View strip of land 27 metres wide 13/11/1997 - £1000**
3. **sold to rear of Royston View strip of land 7 metres wide 13/11/1997 - £500**

CHAPEL CEMETERY **HM Land Registry No. NK446525** **purchased from R C Lacey 27/8/1856 - £237.10**

Mundesley Rd, NR28 0DB 2 acres 2 rods, freehold, purchased for use as a burial ground

CEMETERY LODGE Mundesley Rd, NR28 0DB **HM Land Registry No. NK450539** **SOLD 26th September 2019**

MARKET CROSS **HM Land Registry No. NK448686** **purchased from Ecclesiastical Commissioners 5/2/1914 - £25**

Market Place, North Walsham NR28 9BT

MARKET RIGHTS Indenture purchased from Ecclesiastical Commissioners 5/2/1914 automatic road closure every Thursday

THE BUTCHERY **HM Land Registry No. NK462314** **deed of gift by Miss Ethel Margaret Dixon 1956**

St Nicholas Court, North Walsham NR28 9BY site of demolished cottages, freehold
now forming grassed area adjacent to western boundary of churchyard
part (5.3 square metres) sold to Big Fry 15/6/1983 for £1,600

BLUEBELL POND **HM Land Registry No. NK449977** **allocated in the NW & F'ham Enclosure Parish Award 1814 - allotment 260**

Bacton Road, North Walsham, NR28 0RA purchase price : nil, Former surveyor's pit 37 perches, freehold
Town Councillors are Trustees by virtue of s 210 (2)(b) of the Local Government Act 1972
easement granted 16/8/1988 to cross site for drainage purposes - £35,000 less fees of £425.50
(net £34,574.50) developers to pay grantor's fees see DV report, pond and surrounds is let to

SPA COMMON MEADOW **HM Land Registry No. NK456459** **allocated in the NW & F'ham Enclosure Parish Award 1814 - allotment 146**

Anchor Road (south east side), Spa Common NR28 9AJ purchase price : nil, Former surveyor's pit 1 acre, freehold
Town Councillors are Trustees by virtue of s 210 (2)(b) of the Local Government Act 1972

WOODVILLE **HM Land Registry No. NK446522/NK47268/NK464476** **purchased from NCC on 22/7/1987 - £10**

off Hadfield Rd, North Walsham, NR28 0BE 3.2 acres, freehold, for use as a public amenity area
HM Land Registry No. NK446522 - from apple trees and the back of debenne rd
HM Land Registry No. NK47268 - from apple trees to hadfield rd and main bypass area
HM Land Registry No. NK464476 - small piece off hadfield rd & strip close to bypass

TRACKSIDE **HM Land Registry No. NK459476** **purchased from NCC 4/11/1980 - £3,500**

Trackside Park, Norwich Road, NR28 0DS 3.1 acres, freehold, for public use & play area (net of land sales) £3,302
Dedicated to NCC 2010 - Footpath to the site from the Oak Road/Skeyton New Road path for use as part of a cycleway
17/8/1981 sale (with NCC consent) of land to owners of 3, 5 & 7 Skeyton New Rd with Fencing conditions
2008 sale of small area to occupier of 1 Skeyton New Road £800 + our costs

STREET LIGHTS Lighting responsibility was taken back from NNDC in 1997

BUS SHELTERS

Park Lane (erected 1973) land leased from Roman Catholic Diocese Trustee, site moved on 13/10/1995, lease revolving at £25 pa
Yarmouth Road (erected 1957) on NCC footway
Norwich Road (erected 2001) on land abutting the footway, with HL Foods with consent (no payment necessary)
Brookes Drive (erected 2006) £2,855 on Housing Association Land with their agreement

Cromer Rd x2 outside and opposite waitrose (s106 for waitrose development) erected 2013

FISKES WOOD **HM Land Registry no. NK159503** **gifted by Mr Ronald Clive Fiske on 11th March 2019**

Land at Manor Farm, North Walsham NR28 9XL 3.22 acres Valued by Leathes Prior at £16,600

accessed at the end of primrose walk

part of sadlers wood, a woodland area 1.30 hectares directly south to the residential development Chestnut Avenue

North Walsham Town Council
DRAFTPAYMENTS LIST 47 TO 500

Voucher	Cheque	Name	Description	Amount
47	Bac's	Norfolk Pension Fund	Salary	4,867.17
48	Bac's	HMRC	Salary	3,488.15
49		Various	Salary	12,625.52
50		Cash	Milk/Tea/coffee etc.	8.20
51		Cash	Lease	10.00
		<i>Cedar House Lease</i>		
52		Cash	Keys	45.00
		<i>Cedar House Key Cutting</i>		
53		Cash	Subscription	2.50
		<i>Phoenix Group Annual Membership</i>		
54		Cash	Milk/Tea/coffee etc.	9.95
		<i>HDMI Cable</i>		
55	D Debit	Anglian Water	ERROR	
56	Direct Debit	Anglia Technology	CCTV	408.00
57		Cozens (UK) Ltd	Electricity	30.00
		<i>CCTV moved from payment 455</i>		
58		Various	Gifts	25.00
		<i>Barry Hester Flowers</i>		
59		Information Commissioner's Office	Subscription	35.00
		<i>GDPR</i>		
60		Office Flow	Photocopier	23.94
		<i>Subscription March, Mins Feb</i>		
61		Dial 9 Comms Ltd	Phone	114.98
		<i>Subscription May, mins April</i>		
62		A B Autos	Vehicles	547.79
		<i>DV12 GXH - Repair of ignition barrel and new key</i>		
63		High Speed Training Ltd	Training	953.64
		<i>COSH, H&S, Manual Handling, Working at height, Ladder, LOLER, Fire, Risk assessment</i>		
64		Banqueting Hire Service	Street Feast	261.70
		<i>June Street Feast - Table and chair hire</i>		
65		NNDC	Licence	70.00
		<i>Premises Licence</i>		
		<i>LN/000006782</i>		
66		Croner Group Ltd	Human Resources	420.69
		<i>Provision of services in accordance with policy 926893</i>		
67		Ernest Doe	Equipment	4.06
		<i>O Ring</i>		
68		Ernest Doe	Equipment	21.60
		<i>Air Filter</i>		
69		Ernest Doe	Equipment	408.91
		<i>Float/ Needle Jet/ Padlock/ wire joiner pack</i>		
70		Total Energies	Electricity	51.50
		<i>March Electricity</i>		
71		Total Energies	Electricity	48.77
		<i>Electricity March</i>		
72		Total Energies	Electricity	984.32
		<i>Electricity March</i>		
73		Total Energies	Electricity	413.91
		<i>Electricity March</i>		
74		Total Energies	Electricity	27.59
		<i>March Electricity</i>		
75		Dial 9 Comms Ltd	Phone	307.20
		<i>4 New Phones, Power Supply & delivery</i>		
76		Just Regional	Advertising	348.00
77		Anglian Internet	IT	100.00
		<i>4 Wireless USB adapters - WIFI</i>		
78		Amazon	Equipment	394.20
		<i>3 Drawer filing cabinet x5</i>		
79		Amazon	Equipment	44.40
		<i>First aid kits x4</i>		
80		Amazon	Equipment	254.86
		<i>Filing cabinet</i>		

North Walsham Town Council
DRAFTPAYMENTS LIST 47 TO 500

Voucher	Cheque	Name	Description	Amount
81		Amazon <i>Filing cabinet</i>	Equipment	254.86
82		Amazon <i>Tablecloths x2</i>	Street Feast	39.90
83		Amazon <i>Charity collection bucket</i>	Carboot	11.70
			TOTAL	27,663.01

North Walsham Town Council
DRAFTRECEIPTS LIST 31 TO 500

Voucher	Ref	Name	Description	Amount
31		Wool & Fabric	Market tolls	76.80
32		Lillys Boutique	Market tolls	57.30
33		NNDC	Precept	215,365.00
		<i>1st Instalment</i>		
34		Murrell Cork	Burial	387.00
		<i>Payment for J [REDACTED] received 03/04/2024</i>		
		<i>Please see INV-428</i>		
35		Candy K Creates	Market tolls	12.00
36		Buttercream Bakes	Market tolls	38.40
37		Carmichael Fishmongers	Market tolls	121.60
38		Owies Black Piggy Porkers	Market tolls	88.00
39		Redfields Fruit & Veg	Market tolls	115.20
40		Redfields Fruit & Veg	Market tolls	115.20
41	BAC's	Bank	Interest	508.07
42		Beardy Comics & Products 4 Eco	Market tolls	60.00
43		Youngs, S	Market tolls	62.40
44		[REDACTED]	Allotments	30.00
45		Gordon Haynes	Burial	626.00
46		Murrell Cork	Interment	136.00
47		Murrell Cork	Interment	136.00
48		Murrell Cork	Interment	136.00
49		Murrell Cork	Burial	387.00
50		M Iosif	Street Feast	50.00
51		SOJO	Market tolls	12.00
52		Poppies Nursery	Rental	420.00
TOTAL				218,939.97



NORTH WALSHAM TOWN COUNCIL

General Data Protection Regulation Policy

(adopted from NPTS November 20)

Adopted by the Council at its meetings held on 15.12.20

1 Purpose and Background

This policy explains to councillors, staff and the public about GDPR. Personal data must be processed lawfully, fairly and transparently; collected for specified, explicit and legitimate purposes; be adequate, relevant and limited to what is necessary for processing; be accurate and kept up to date; be kept only for as long as is necessary for processing and be processed in a manner that ensures its security. This policy updates any previous data protection policy and procedures to include the additional requirements of GDPR which apply in the UK from May 2018. The Government have confirmed that despite the UK leaving the EU, GDPR will still be a legal requirement. This policy explains the duties and responsibilities of the council and it identifies the means by which the council will meet its obligations.

2 Identifying the roles and minimising risk

GDPR requires that everyone within the Council must understand the implications of GDPR and that roles and duties must be assigned. The Council is the data controller and the Town Clerk is the Data Protection Officer (DPO). It is the DPO's duty to undertake an Information Audit and to manage the information collected by the Council, the issuing of privacy statements, dealing with requests and complaints raised and also the safe disposal of information.

Appointing the Clerk as the DPO must avoid a conflict of interests, in that the DPO should not determine the purposes or manner of processing personal data.

GDPR requires continued care by everyone within the Council, councillors and staff, in the sharing of information about individuals, whether as a hard copy or electronically. A breach of the regulations could result in the Council facing a fine from the Information Commissioner's Office (ICO) for the breach itself and also to compensate the individual(s) who could be adversely affected. Therefore, the handling of information is seen as high/medium risk to the Council (both financially and reputationally) and one which must be included in the Risk Management Policy of the Council. Such risk can be minimised by undertaking an information audit, issuing privacy statements, maintaining privacy impact assessments (an audit of potential data protection risks with new projects), minimising who holds data protected information and the Council undertaking training in data protection awareness.

3 Data Breaches

One of the duties assigned to the DPO is the investigation of any breaches. Personal data breaches should be reported to the DPO for investigation. The DPO will conduct this with the support of the Personnel Committee. Investigations must be undertaken within one month of the report of a breach. Procedures are in place to detect, report and investigate a personal data breach. The ICO will be advised of a breach (within 3 days) where it is likely to result in a risk to the rights and freedoms of individuals – if, for example, it could result in discrimination, damage to reputation, financial loss, loss of confidentiality, or any other significant economic or social disadvantage. Where a breach is likely to result in a high risk to the rights and freedoms of individuals, the DPO will also have to notify those concerned directly.

It is unacceptable for non-authorised users to access IT using employees' log-in passwords or to use equipment while logged on. It is unacceptable for employees, volunteers and members to use IT in any way that may cause problems for the Council, for example the discussion of internal Council matters on social media sites could result in reputational damage for the Council and to individuals.

4 Privacy Notices

Being transparent and providing accessible information to individuals about how the Council uses personal data is a key element of the Data Protection Act 1998 (DPA) and the EU General Data Protection Regulation (GDPR). The most common way to provide this information is in a privacy notice. This is a notice to inform individuals about what a council does with their personal information. A privacy notice will contain the name and contact details of the data controller and Data Protection Officer, the purpose for which the information is to be used and the length of time for its use. It should be written clearly and should advise the individual that they can, at any time, withdraw their agreement for the use of this information. Issuing of a privacy notice must be detailed on the Information Audit kept by the Council. The Council will adopt a privacy notice to use, although some changes could be needed depending on the situation, for example where children are involved.

5 Information Audit

The DPO must undertake an information audit which details the personal data held, where it came from, the purpose for holding that information and with whom the council will share that information. This will include information held electronically or as a hard copy. Information held could change from year to year with different activities, and so the information audit will be reviewed at least annually or when the council undertakes a new activity. The information audit review should be conducted ahead of the review of this policy and the reviews should be minuted.

6 Individual Rights

GDPR gives individuals rights with some enhancements to those rights already in place:

- the right to be informed
- the right of access
- the right to rectification
- the right to erasure
- the right to restrict processing
- right to data portability
- the right to object
- the right not to be subject to automated decision-making including profiling.

The two enhancements of GDPR are that individuals now have a right to have their personal data erased (sometime known as the 'right to be forgotten') where their personal data is no longer necessary in relation to the purpose for which it was originally collected and data portability must be done free of charge. Data portability refers to the ability to move, copy or transfer data easily between different computers.

If a request is received to delete information, then the DPO must respond to this request within a month. The DPO has the delegated authority from the Council to delete information.

If a request is considered to be manifestly unfounded then the request could be refused or a charge may apply. The charge will be as detailed in the Council's Freedom of Information Publication Scheme. The Personnel committee will be informed of such requests.

7 Children

There is special protection for the personal data of a child. The age when a child can give their own consent is 13. If the Council requires consent from young people under 13, the Council must obtain a parent or guardian's consent in order to process the personal data lawfully. Consent forms for children age 13 plus, must be written in language that they will understand.

8 Summary

The main actions arising from this policy are:

- The Council must be registered with the ICO.
- A copy of this policy will be available on the Council's website. The policy will be considered as a core policy for the Council.
- The Clerk's Contract and Job Description (if appointed as DPO) will be amended to include additional responsibilities relating to data protection.
- An information audit will be conducted and reviewed at least annually or when projects and services change.
- Privacy notices must be issued.
- Data Protection will be included on the Council's Risk Management Policy.
- The Personnel Committee, will manage the process.

This policy document is written with current information and advice. It will be reviewed at least annually or when further advice is issued by the ICO.

All employees, volunteers and councillors are expected to comply with this policy at all times to protect privacy, confidentiality and the interests of the Council.



NORTH WALSHAM TOWN COUNCIL

Publication Scheme - adopted from ICO 2020

This Scheme was adopted by the Council at its meeting held on 30 March 2021

Freedom of Information

This model publication scheme has been prepared and approved by the information Commissioner. It may be adopted without modification by any public authority without further approval and will be valid until further notice.

- To proactively publish or otherwise make available as a matter of routine, information, including environmental information, which is held by the authority and falls within the classifications below
- To specify the information which is held by the authority and falls within the classifications below
- To proactively publish or otherwise make available as a matter of routine, information in line with the statements contained within this scheme.
- To produce and publish the methods by which the specific information is made routinely available so that it can be easily identified and accessed by members of the public.
- To review and update on a regular basis the information the authority make available under this scheme.
- To produce a schedule of any fees charged for access to information which is made proactively available.
- To make this publication scheme available to the public
- To publish any dataset held by the authority that has been requested, and any updated versions it holds, unless the authority is satisfied that it is not appropriate to do so; to publish the dataset, where reasonably practicable, in an electronic form that is capable of re-use; and, if any information in the dataset is a relevant copyright work and the public authority is the only owner, to make the information available for re-use under the terms of the Re-use of Public sector Information Regulations 2015, if they apply, and otherwise under the terms of the Freedom of Information Act. The term 'relevant copyright work' is defined in section 19(8) of that Act.
- We seek to satisfy all FOI requests promptly within the limit of 20 working days (subject to exemptions), and continue to protect the personal data entrusted to us by disclosing only in accordance with the General Data Protection Regulations and Data Protection Act 2018
- FOI requests cannot be confidential and will be recorded on our website through the disclosure log, along with our responses. Please check below first to see if the information you require is available on our website. Fee Requests will be charged in line with the FOI Fees Regulations and must be paid before the request is processed. If the fee is not paid within 3 months the request will be considered lapsed.
- All requests for information will be treated as an FOI request, and can be made through our website www.nwtc.org.uk, or FoI email: Foi@nwtc.org.uk (Council minutes 26.11.19, 7.6.2)

Class 1 - Who we are and what we do

Organisational information, structures, locations and contacts.

This will be current information only

[Click link below to access information](#)

Who's who on the Council and its Committees	Councillors Committees	Free on website
Contact details for Town Clerk and Council members	The Team Councillors	Free on website
Location of main Council Office and accessibility details	We are here	Free on website
Staffing Structure	The Team	Free on website

Class 2 - What we spend and how we spend it

Financial information relating to projected and actual income and expenditure, procurement, contracts and financial audit

Current and previous financial year as a minimum

[Click link below to access information](#)

Annual return form and report by Auditor	Annual Return Auditor Report	Free on website
Finalised budget	Precept/Budget & 3 year forecast	Free on website
Precept	Precept/Budget & 3 year forecast	Free on website
Borrowing Approval letter	N/A	
Financial Regulations and Standing Orders	Financial Regulations Standing Orders	Free on website
Grants given and received	Grants Awarded	Free on website
List of current contracts awarded	Council minutes	Free on website
Members allowances and expenses	Expenditure	Free on website

Class 3 - What our priorities are and how we are doing

Strategies and plans, performance indicators, audits, inspections and review.

Current and previous year as a minimum

[Click link below to access information](#)

Town Plan	Business Plan	Free on website
Annual Report to Town Meeting	Annual Report	Free on website
Quality Status	Quality Gold Level Local Council Awards	
Local Charters drawn up in accordance with DCLG guidelines	N/A	

Class 4 – How we make decisions

Decision making processes and records of decisions

Current and previous Council year as a minimum

[Click link below to access information](#)

Timetable of meetings (<i>Council, Committees/Sub-committees and Town meetings</i>)	Meeting dates	Free on website
Agendas of meetings (<i>Council, Committees/Sub-committees and Town meetings</i>)	Council Agendas D&A Agendas Finance Agendas M&I Agendas Personnel Agendas Annual Town Agendas	Free on website
Minutes of meetings (<i>Council, Committees/Sub-committees and Town meetings</i>) (<i>this excludes information that is properly regarded as private to the meeting</i>)	Council Minutes D&A Minutes Finance Minutes M&I Minutes Personnel Minutes Annual Town Minutes	Free on website
Reports presented to Council meetings (<i>this excludes information that is properly regarded as private to the meeting</i>)	Annual Meeting Reports Council Meeting Reports	Free on website
Response to consultation papers	Council Minutes	Free on website
Responses to Planning applications	Planning Summary	Free on website
Bye-laws	Memorial Park 1949 Tents/vans/sheds 1936 New Buildings 1938	Free on website

Class 5 – Our policies and procedures

Current written protocols, policies and procedure for delivering our services and responsibilities

Current information only

[Click link below to access information](#)

Policies and procedures for the conduct of Council business Procedural Standing Orders Committees & sub-committees Terms of Reference Delegated authority in the respect of Officers Code of Conduct Policy Statements	Standing Orders Terms of Reference Delegation Scheme Code of Conduct Policies & Procedures	Free on website
Policies and procedures for the provision of services and about the employment of staff Equality & Diversity Policy Health & Safety Policy Recruitment Policies Disciplinary & Grievance procedure	Pension Policy Equal Opportunities Health & Safety Policy Training/Development Disciplinary & Grievance	Free on website
Policies and procedures for handling requests for information Complaints Procedure (<i>including those covering requests for information and operating the publication scheme</i>) Information Security Policy Records management policies (<i>records, retention, destruction and archive</i>) Data Protection Policies Schedule of Charges (<i>for the publication of information</i>)	Complaints Procedure Foi Publication Information Security Retention & disposal Information Audit GDPR 10p b&w, 45p colour	Website free per pg

Class 6 – Lists and Registers

Currently maintained lists and registers only

Information held in registers required by law another lists and registers relating to the functions of the authority

[Click link below to access information](#)

Any publicly available register or list (if any are held this should be publicised; in most circumstances existing access provisions will suffice)	Burial Register/ Contact Clerk Attendance Register	10p per page
Assets Register	Asset Register	Free on website
Disclosure log (indicating the information that has been provided in response to requests; recommended as good practice, but may not be held by parish councils)	Disclosures Logs	Free on website
Register of Members' interests	Members Interests held by NNDC	Free on website
Register of Gifts and Hospitality	over £25 only/ Reported to NNDC	10p per page

Class 7 – The services we offer

Information about the services we offer, including leaflets, guidance and newsletters produced for the public and businesses

Current information only

[Click link below to access information](#)

Allotments	Allotments	Free on website
Burial Grounds and Closed Churchyards	Cemeteries	Free on website
Community Centre & Village Hall	N/A	
Parks Playing Fields & Recreation facilities	Parks & open spaces	Free on website
Seating, litter bins, Clocks, memorials & lighting	Seats/Bins, Market Clock Streetlights	Free on website
Bus Shelters	Bus Shelters	Free on website
Markets	Markets	Free on website
Public Conveniences	N/A	
Agency Agreements	N/A	
A summary of services for which the Council is entitled to recover a fee, together with those fees (e.g. burial fees)	NWTC Fees	Free on website

Schedule of Charges

Photocopying	Black & white - 10p per sheet	Colour - 45p per sheet
Postage	Standard - 2 nd class mail, actual cost	If requested - 1 st class mail, actual cost

Classes of information will not generally include

- Information the disclosure of which is prevented by law, or exempt under the Freedom of Information Act, or is otherwise properly considered to be protected from disclosure.
- Information in draft form
- Information that is no longer readily available as it is contained in files that have been placed in archive storage or is difficult to access for similar reasons.

The method by which information published under this scheme will be made available

Where it is within the capability of a public authority, information will be provided on a website. Where it is impracticable to make information available on a website or when an individual does not wish to access the information by the website, a public authority will indicate how information can be obtained by other means and provide it by those means.

In exceptional circumstances some information may be available only by viewing in person. Where this manner is specified, contact details will be provided. An appointment to view the information will be arranged within a reasonable timescale.

Information will be provided in the language in which it is held or in such other language that is legally required. Where an authority is legally required to translate any information, it will do so.

Obligations under disability and discrimination legislation and any other legislation to provide information in other forms and formats will be adhered to when providing information in accordance with this scheme.

Charges may be made for information published under this scheme

The purpose of this scheme is to make the maximum amount of information readily available at minimum inconvenience and cost to the public. Charges made by the authority for routinely published material will be justified and transparent and kept to a minimum.

Material which is published and accessed on a website will be provided free of charge.

Charges may be made for information subject to a charging regime specified by Parliament.

Charges may also be made for information provided under this scheme where they are legally authorised, they are in all the circumstances, including the general principles of the right of access to information held by public authorities, justified and are in accordance with a published schedule or schedules of fees which is readily available to the public.

Charges may also be made for making dataset (or parts of datasets) that are relevant copyright works available for re0use. These charges will be in accordance with the terms of the Re-use if Public Sector Information Regulations 2015, where they apply, or with regulations made under section 11B of the Freedom of Information Act, or with other statutory powers of the public authority.

If a charge is to be made, confirmation of the payment due will be given before the information is provided. Payment will be requested prior to provision of the information (Council minutes 23.9.19, 6c,ii)



NORTH WALSHAM TOWN COUNCIL

CCTV Policy

Adopted by the Council at its meetings held on 15.12.20

Council Name: North Walsham Town Council
Council Address: Cedar House, Office 4, New Road, North Walsham NR28 9DE
Email Address: townclerk@nwtc.org.uk
Telephone numbers: 01692 404114

North Walsham Town Council uses an unmonitored CCTV system for the reduction, investigation and detection of crime, to provide public safety, a safe and secure environment and to prevent the loss or damage to property.

CCTV cameras are installed at

- Market Street
- Church Street
- Market Street/Cromer and Aylsham Roads
- King's Arms Street x 2
- Market Place
- Vicarage Street
- Precinct – St Nicholas Court/Churchyard
- Memorial Park x 2
- Skate Park, Trackside
- Council Offices, Internal Corridor
- Council Offices, External camera – front of building
- Council Offices, External camera – rear of building
- Bank Loke
- Cedar House

The system is owned and operated by the Town Council. The system is used by the Police, Town Clerk, DPO and Anglia Technology. Access to the CCTV system is requested via the Town Clerk.

The CCTV scheme is registered with the Information Commissioner under the terms of the Data Protection Act 2018. The Town Council complies with the Information Commissioner's CCTV Code of Practice to ensure it is used responsibly and safeguards both trust and confidence. The Code of Practice is on the Information Commissioner's Office website.

The GDPR of Anglia Technology has a standard Privacy Policy, and is the Policy referred by North Walsham Town Council. Anglia Technology is the maintenance and service provider.

North Walsham Town Council is the Data Controller under the CCTV Policy for North Walsham Town Council – Members and Staff. Under the GDPR Anglia Technology is the processor.

The Town Clerk is the Data Protection Officer and is responsible for the Council's Data Protection procedure. Public interest in the operation of CCTV will be recognised by ensuring the security and integrity of operational procedures, this balances the objectives of CCTV usage with the need to safeguard the individual's rights.

Covert Monitoring

In exceptional circumstances North Walsham Town Council may allow covert monitoring regarding illegal activities in the Town and at which time advice and guidance will be taken from the Police or Home Office. The Regulation of Investigatory Powers Act 2000 sets out the conditions under which investigations and covert surveillance can be lawfully conducted. Covert monitoring must cease after the investigation.

Signage

In areas where CCTV is used, the Council will ensure that there are prominent signs placed within the controlled area which are Data Protection Act compliant. It is not possible to guarantee that the system will cover or detect every single incident taking place in the areas of coverage. Images are recorded 24 hours per day, and HD quality cameras with night vision functionality are used.

Storage and Retention of CCTV images

Recorded data will be retained for no longer than is necessary. While retained, the integrity of the recordings will be maintained to ensure their evidential value and to protect the rights of the people whose images have been recorded. All retained data will be stored securely. The recording facility destroys images on a 30 day rotation.

Subject Access Requests

Individuals have the right to request access to CCTV footage relating to themselves under the Data Protection Act. All requests should be made using the forms which can be supplied, and each application will be supplied on its merits. Individuals submitting requests for access will be asked to provide sufficient information to enable the footage relating to them to be identified. The response time will be without undue delay and within one month of receipt. The Town Council reserves the right to refuse access to CCTV footage where this would prejudice the legal rights of other individuals or jeopardise an ongoing investigation.

Access to CCTV images

Access to recorded CCTV images will only be made for a specified purpose, at an identified time and in pursuit of a legitimate aim. Access to footage is strictly controlled by the Town Clerk, DPO, the Police and other designated bodies on a 'need to know' basis and Anglia Technology for maintenance purposes. Under no circumstances will it be made widely available. All access to recorded data will be logged, stating - name, date, reason for access and evidence downloaded

Access to and Disclosure of images to Third Parties

There will be no disclosure of recorded data to third parties other than to authorised personnel such as the Police or service providers who would need access to the data.

Complaints

Any complaints should be made to the Town Clerk at the details mentioned above.



NORTH WALSHAM TOWN COUNCIL

Information Audit

Adopted by the Council at its meeting held on 23.9.19

Personal Data held, for what purpose and who it's shared with. Our General Privacy Statement is available at -

<https://www.nwtc.org.uk/the-council/policies>

Documents	personnel detail held	Purpose	legal basis	keep for length of time	shared with	purpose of sharing
Personnel						
Salary/tax codes/Pension	salary, pension contributions	Employment	Legal obligation	6 years + current	HMRC, Nfk Pension	payroll monthly payments
Contract/timesheets/references/job description/ appraisals	Managing Employment	Employment	Legal obligation	6 months after termination	Personnel Committee	Annual appraisal
CV, Job application	Contact details, Employment history	Recruitment	Legal obligation	6 months if unsuccessful	No shared	N/A
Councillors						
Application for co-option	Contact details, reasons to be on council	Reference	Public Task	3 months after vacancy	Not shared	N/A
Declaration of Interest	Pecuniary & other interests	Legal requirement	Public Task	while a councillor	website	Public info
List of Councillors	contact details	Public to contact councillors	Public Task	while a councillor	website, noticeboard	Public info
Members of Public						
Electoral Register	Name & address	Reference	Public task	current only	Not shared	N/A
Enquires/complaints from Members of public	Contact details	Request or pass on information	Public task	3mths or as long as needed	Not shared	N/A
Event Management	Contact details, Event information	To consider event request	Public task	If agree 7yrs if not agreed 1yr	Not shared	N/A
Grant applications	Contact details, reason for grant request	To consider grant request	Public task	If awarded 7yrs, if not 1yr	Not shared	N/A
Leases/licences	Property	Reference	Public task	Indefinitely	Not shared	N/A
Allotment waiting list	Contact details	Contact when available	Public task	Plot available or asks to be removed	Not shared	N/A

Allotment tenants	Contact details & signature	Tenancy agreements	Contract	6 years + current	Not shared	N/A
Market Traders	Contact details, trading details	Stall agreements	Contract	6 months after termination	Not shared	N/A
Contractors						
Contractor providing goods or services to the Council	Contact details, details of contract	Contractual	Contract	life of contract or 6 yrs + current	Not shared	N/A
Burial Records						
Exclusive Rights, Cemetery Records, Memorials	contact details of family members	Need to keep contact in event of any issues	Contract	Indefinitely	Not shared	N/A

CLERKS REPORT FOR COUNCIL MEETING 25.06.24

	Description	Comments
Fountain		This is going to be cleaned and the fountain turned on.
De Fib's		These are going to be registered with the circuit.
CCTV		This is all been installed, and a new Camera is at Bank Loke garden
Silver Birch Tree	Plaque	This is waiting to be installed
Memorial Arch	Wording	This will be installed and wording to be agreed.
Training		5 members of staff have completed all training
Dog Bins	Hornbeam Estate	The Clerk and Cllr Shires to look at areas on the Estate where the Bin can go
Skate Park	Graffiti	This has been looked at the graffiti has been removed and the skate park will be cleaned next week
Skate Park	Drainage	Investigation has taken place and awaiting camera footage for review
Playgrounds		These have been received and will be discussed with Matt Smith and Daniel Gilbert.
Rocking Horse		Agenda item
Cleaning of Cedar House		Agenda items
Promoting events		This is going well and Jasmine will be doing some social media training
DBS Checks	All Council and Staff	This is being progressed



NORTH WALSHAM TOWN COUNCIL

Retention and Disposal Policy

Adopted by the Council at its meeting held on 23.9.19

1 Introduction

- 1.1 The Council accumulates a vast amount of information and data during the course of its everyday activities. This includes data generated internally in addition to information obtained from individuals and external organisations. This information is recorded in various types of documents.
- 1.2 Records created and maintained by the Council are an important asset and as such measures need to be undertaken to safeguard this information. Properly managed records provide authentic and reliable evidence of the Council's transactions and are necessary to ensure it can demonstrate accountability.
- 1.3 Documents may be retained in either "hard" paper form or in electronic forms. For the purpose of this Policy, "document" and "record" refer to both hard copy and electronic records.
- 1.4 It is imperative that documents are retained for an adequate period of time. If documents are destroyed prematurely the Council and individual officers concerned could face prosecution for not complying with legislation and it could cause operational difficulties, reputational damage and difficulty in defending any claim brought against the Council.
- 1.5 In contrast to the above the Council should not retain documents longer than is necessary. Timely disposal should be undertaken to ensure compliance with the General Data Protection Regulations so that personal information is not retained longer than necessary. This will ensure the most efficient use of limited storage space.

2 Scope and Objectives of the Policy

- 2.1 The aim of this document is to provide a working framework to determine which documents are:
 - Retained – and for how long; or
 - Disposed of - and if so by what method
- 2.2 There are some records that do not need to be kept at all or that are routinely destroyed in the course of business. This usually applies to information that is duplicated, unimportant or only of a short-term value. Unimportant records of information include:
 - "With Compliments" slips
 - Catalogues and trade journals
 - Non acceptance of invitations
 - Trivial electronic mail messages that are not related to Council business.
 - Requests for information such as maps, plans or advertising material.
 - Out of date distribution lists
- 2.3 Duplicated and superseded material such as stationery, manuals, drafts, forms, address books and reference copies of annual reports may be destroyed.

- 2.4 Records should not be destroyed if the information can be used as evidence to prove that something has happened. If destroyed the disposal needs to be disposed of under the General Data Protection Regulations.

3 Roles and Responsibilities for Document Retention & Disposal

- 3.1 Councils are responsible for determining whether to retain or dispose of documents and should undertake a review of documentation at least on an annual basis to ensure that any unnecessary documentation being held is disposed of under the General Data protection Regulations.
- 3.2 Councils should ensure that all employees are aware of the retention/disposal schedule.

4 Document Retention Protocol

- 4.1 Councils should have in place an adequate system for documenting the activities of their service. This system should consider the legislation and regulatory environments to which they work.
- 4.2 Records of each activity should be complete and accurate enough to allow employees and their successors to undertake appropriate actions in the context of their responsibilities to:
- Facilitate an audit or examination of the business by anyone so authorised
 - Protect the legal and other rights of the Council, its clients and any other persons affected by its actions
 - Verify individual consent to record, manage and record disposal of their personal data
 - Provide authenticity of the records so that the evidence derived from them is shown to be credible and authoritative
- 4.3 To facilitate this the following principles should be adopted:
- Records created and maintained should be arranged in a record keeping system that will enable quick and easy retrieval of information under the General Data Protection Regulations
 - Documents that are no longer required for operational purposes but need retaining should be placed at the records office.
- 4.4 The Documents for Retention or Disposal provide guidance on the recommended minimum retention periods for specific classes of documents and records. These schedules have been compiled from recommended best practice from the Public Records Office, the Records Management Society of Great Britain and in accordance with relevant legislation.
- 4.5 Whenever there is a possibility of litigation, the records and information that are likely to be affected should not be amended or disposed of until the threat of litigation has been removed.

5 Document Disposal Protocol

- 5.1 Documents should only be disposed of if reviewed in accordance with the following:
- Is retention required to fulfil statutory or other regulatory requirements?
 - Is retention required to meet the operational needs to the service?
 - Is retention required to evidence events in the case of dispute?
 - Is retention required because the document or record is of historic interest or intrinsic value?
- 5.2 When documents are scheduled for disposal the method of disposal should be appropriate to the nature and sensitivity of the documents concerned. A record of disposal will be kept to comply with the General Data Protection Regulations.
- 5.3 Documents can be disposed of by any of the following methods:
- Non confidential records : placed in waste bin for disposal
 - Confidential records or records giving personal information : shred documents
 - Deletion of computer records

- Transmission of records to an external body such as the County Records Office.
- 5.4 The following principles should be followed when disposing of records:
- All records containing personal or confidential information should be destroyed at the end of the retention period. Failure to do so could lead to the Council being prosecuted under the General Data Protection Regulations.
 - the Freedom of Information Act or cause reputational damage
 - Where computer records are deleted steps should be taken to ensure that data is “virtually impossible to retrieve” as advised by the Information Commissioner.
 - Where documents are of historical interest it may be appropriate that they are transmitted to the County Records Office.
 - Back up copies of documents should also be destroyed (including electronic or photographed documents unless specific provisions exist for their disposal).
- 5.5 Records should be maintained of appropriate disposals. These records should contain the following information:
- The name of the document destroyed.
 - The date the document was destroyed.
 - The method of disposal

6 Data Protection Act 1998, Obligation to Dispose of Certain Data

- 6.1 The Data Protection Act 1998 (“Fifth Principle”) requires that personal information must not be retained longer than is necessary for the purpose for which it was originally obtained. Section 1 of the Data Protection Act defines personal information as:
- Data that relates to a living individual who can be identified:
- (1) from the data, or
 - (2) from those data and other information, which is in the possession of, or is likely to come into the possession of the data controller
- It includes any expression of opinion about the individual and any indication of the intentions of the Council or other person in respect of the individual.
- 6.2 The Data Protection Act provides an exemption for information about identifiable living individuals that is held for research, statistical or historical purposes to be held indefinitely provided that the specific requirements are met.
- 6.3 Councils are responsible for ensuring that they comply with the principles of the General Data Protection Regulations namely:
- Personal data is processed fairly and lawfully and, in particular, shall not be processed unless specific conditions are met.
 - Personal data shall only be obtained for specific purposes and processed in a compatible manner.
 - Personal data shall be adequate, relevant, but not excessive
 - Personal data shall be accurate and up to date
 - Personal data shall not be kept for longer than is necessary
 - Personal data shall be processed in accordance with the rights of the data subject.
 - Personal data shall be kept secure
- 6.4 External storage providers or archivists that are holding Council documents must also comply with the above principles of the General Data Protection Regulations.

7 Scanning of Documents

- 7.1 In general once a document has been scanned on to a document image system the original becomes redundant. There is no specific legislation covering the format for which local government records are retained following electronic storage, except for those prescribed by HM Revenue and Customs.
- 7.2 As a general rule hard copies of scanned documents should be retained for three months after scanning.
- 7.3 Original documents required for VAT and tax purposes should be retained for six years unless a shorter period has been agreed with HM Revenue and Customs.

8 Review of Document Retentions

- 8.1 It is planned to review, update and where appropriate amend this document on a regular basis (at least every three years in accordance with the *Code of Practice on the Management of Records* issued by the Lord Chancellor).
- 8.2 This document has been compiled from various sources of recommended best practice and with reference to the following documents and publications:
 - *Local Council Administration*, Charles Arnold-Baker, 10th edition, Chapter 11.11
 - Local Government Act 1972, sections 225-229, section 234
 - SLCC Advice Note 316 Retaining Important Documents
 - SLCC Clerks' Manual: Storing Books and Documents
 - *Lord Chancellor's Code of Practice on the Management of Records* issued under Section 46 of the *Freedom of Information Act 2000*
- 8.3 The retention periods below, start from the date of the meeting in which they were adopted. This date being the Full Council meeting of 23 September 2019

9 List of Documents

DOCUMENT	RETENTION PERIOD	REASON	DISPOSAL
Meetings			
Minutes	Indefinite Website 2 years + current year	Audit & Management	Keep indefinitely
Recordings of meetings	Delete after meeting minutes are approved	Management	Delete
Accounts			
Annual Returns & Year end	6 years + current year Website 2 years + current year	Audit & Management	Confidential Waste bin
Payments and receipts accounts	6 years + current year Website 2 years + current year	Archive	Confidential Waste bin
Bank Reconciliations	6 years + current year	Audit & Management	Confidential Waste bin
Bank statements	6 years + current year	Audit & Management	Confidential Waste bin
Bank paying in books	6 years + current year	Audit & Management	Confidential Waste bin
Cheque book stubs	6 years + current year	Audit & Management	Confidential Waste bin
Receipt books	6 years + current year	VAT	Confidential Waste bin

Paid invoices	6 years + current year	VAT	Confidential Waste bin
VAT records	6 years + current year	VAT	Confidential Waste bin
Petty cash, postage & sundries	6 years + current year	Audit & Management	Confidential Waste bin
Fees and charges (allotments/burials/markets)	6 years + current year	Audit & Management	Confidential Waste bin
Investments	6 years + current year	Audit & Management	Confidential Waste bin
Personnel			
Tax Codes & payroll	6 years + current year	HMRC & Superannuation	Confidential Waste bin
Personnel Records	During employment + 6mths	Employment issues & references	Confidential Waste bin
Job Description	During employment + 6mths	Personnel	Confidential Waste bin
Timesheets	Last completed audit year	Audit & Personnel	Confidential Waste bin
Sickness/holiday records	3 years	Audit & Personnel	Confidential Waste bin
Job Applications/interview notes	6 months if unsuccessful	Post interview queries	Confidential Waste bin
Insurance			
Insurance policies	Whilst valid	Audit & Management	Confidential Waste bin
Employer Liability Certificates	20 years	Audit & Management	Confidential Waste bin
Play Equipment Inspection Reports	20 years	Potential claims/Ins Purpose	Confidential Waste bin
Accident/Incident Reports	20 years	Potential claims/Ins Purpose	Confidential Waste bin
Personal injury claim	3 years	Management	Confidential Waste bin
Negligence Claim	6 years	Management	Confidential Waste bin
Defamation Claim	1 year	Management	Confidential Waste bin
Burials			
<ul style="list-style-type: none"> • Record of fees collected • Register of burials • Register of purchased graves • Plan of Grave spaces • Record of memorials • Applications for Interment • Applications for right to erect memorials • Disposal certificates • Copy of exclusive rights certificates 	Indefinite	Archives, Local Authorities Cemeteries Order 1977 (SI 204) Cremations Regulations	Keep indefinitely
Cemetery Rules & Regulations	Retain until reviewed/renewed	Reference	Confidential Waste bin
Planning			

Applications	None	Management	Confidential Waste bin
Appeals	None	Management	Confidential Waste bin
Trees	None	Management	Confidential Waste bin
Local Development Plans	Retained as long as in force	Reference	Confidential Waste bin
Local Plans	Retained as long as in force	Reference	Confidential Waste bin
Town/Neighbourhood Plans	Indefinite, until final adopted plans	Historical purposes	Keep indefinitely
Allotments			
Register & Plans	Retain until replaced	Reference	Confidential Waste bin
Tenancy agreement	7 years after end of tenancy	Management	Confidential Waste bin
Markets			
Traders application forms	6 months after termination	Reference	Confidential Waste bin
Rules & Regulations	Retain until reviewed/renewed	Reference	Confidential Waste bin
Miscellaneous			
General correspondence	3mths or as long as needed	Reference	Confidential Waste bin
Councillor Details	Whilst a Councillor	Public to contact	Confidential Waste bin
Grant Applications	Awarded 7yrs, refused 1yr	Audit & Management	Confidential Waste bin
Electoral Role	Replace after revised role has been received - CONFIDENTIAL	For office use only,	Confidential Waste bin
Members allowances register	NOT APPLICABLE		
Procedures & Policies	Retain until reviewed/renewed	Reference	Confidential Waste bin
Event Management Forms	6 years required for claims, insurance or legal purposes	Management	Confidential Waste bin
CCTV Review log	3 years	Data protection	Confidential Waste bin
Waste Transfer notes	2 Years	Management	Confidential Waste bin
Contracts	6 years	Management	Confidential Waste bin
Tenders & quotes over 25K	12 years	Statute of Limitations	Confidential Waste bin
Leases	Indefinite	Management	Keep indefinitely
Deeds	Indefinite	Audit & Management	Keep indefinitely
Land recovered	12 years	Management	Confidential Waste bin

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North Walsham Town Council

Internal Auditor's Report for Year ended 31st March 2024

North Walsham Town Council

I have inspected the financial records of North Walsham Town Council for the year ended 31st March 2024, as presented to me by the Town Clerk, and I am pleased to report that they continue to be well maintained and I have nothing of concern that I wish to bring to the Council's attention. I was, therefore, able to certify the Audit Commission return without qualification.

During my visit to the Council offices on the 9th May 2024 I tested a small number of transactions on a random basis and found that all were correctly authorised, analysed and agreed to the bank statements. I also confirmed that the balances reported on the 2024 AGAR form were in accordance with the bank statements.

Staff were paid in accordance with their contracts. Tax and National Insurance deductions were correctly calculated and accounted for to HMRC.

Following my visit I inspected the Council Minutes on the Town's website and found nothing of a financial nature to cause me any concern.

Finally I would like to express my thanks to the Town Clerk and The Responsible Finance Officer for their help during my visit which took place while they were in the course of moving to the Council's old offices.



Roger Canwell
Accountant and Independent Examiner 10th May 2024

North Walsham Town Council

Summary of Receipts and Payments

17 May 2024 (2024-2025)

All Cost Centres and Codes

Admin

Code	Title	Receipts			Payments			Net Position
		Budgeted	Actual	Variance	Budgeted	Actual	Variance	+/- Under/over spend
7010	Admin Annual Commitments				10,000.00	2,438.35	7,561.65	7,561.65 (75%)
7020	Admin New Equipment				2,500.00	1,482.50	1,017.50	1,017.50 (40%)
7030	Admin Repairs/Maintenance				250.00		250.00	250.00 (100%)
7040	Admin Running Costs				7,500.00	1,242.49	6,257.51	6,257.51 (83%)
7060	Admin Leases & Agreements				15,000.00	6,374.87	8,625.13	8,625.13 (57%)
7070	Admin Sundries				1,000.00	115.44	884.56	884.56 (88%)
7080	Admin Interest/Bank Charges	6,000.00	508.07	-5,491.93				-5,491.93 (-91%)
7082	PERSONNEL BUDGET				6,000.00		6,000.00	6,000.00 (100%)
10440	Admin Training				5,000.00	1,374.70	3,625.30	3,625.30 (72%)
10442	Legal				2,000.00	1,495.00	505.00	505.00 (25%)
SUB TOTAL		6,000.00	508.07	-5,491.93	49,250.00	14,523.35	34,726.65	29,234.72 (52%)

Amenities

Code	Title	Receipts			Payments			Net Position
		Budgeted	Actual	Variance	Budgeted	Actual	Variance	+/- Under/over spend
3010	Amenities Annual Commitments				5,000.00	1,871.25	3,128.75	3,128.75 (62%)
3020	D & A BUDGET				6,000.00		6,000.00	6,000.00 (100%)
3030	Amenities Repairs/Maintenance				500.00		500.00	500.00 (100%)
3040	Amenities Running Costs				250.00		250.00	250.00 (100%)
3060	Amenities Leases & Agreements		1.00	1.00	5,000.00	149.72	4,850.28	4,851.28 (97%)
SUB TOTAL			1.00	1.00	16,750.00	2,020.97	14,729.03	14,730.03 (87%)

Cemetery

Code	Title	Receipts			Payments			Net Position
		Budgeted	Actual	Variance	Budgeted	Actual	Variance	+/- Under/over spend
2010	Cemetery Annual Commitments				5,000.00	3,592.80	1,407.20	1,407.20 (28%)
2030	Cemetery Repairs/Maintenance				1,000.00		1,000.00	1,000.00 (100%)
2040	Cemetery Running Costs				8,000.00	195.49	7,804.51	7,804.51 (97%)
2300	Cemetery Interments	15,000.00	3,736.00	-11,264.00				-11,264.00 (-75%)
2350	Cemetery Memorials	8,000.00		-8,000.00		225.00	-225.00	-8,225.00 (-102%)
2400	Cemetery Sundries				500.00		500.00	500.00 (100%)
10408	Cemetery Allotments	150.00	30.00	-120.00				-120.00 (-80%)
SUB TOTAL		23,150.00	3,766.00	-19,384.00	14,500.00	4,013.29	10,486.71	-8,997.29 (-23%)

Cemetery Chapel

Code	Title	Receipts			Payments			Net Position
		Budgeted	Actual	Variance	Budgeted	Actual	Variance	+/- Under/over spend
10429	Chapel Repairs/Maintenance				3,500.00		3,500.00	3,500.00 (100%)
10430	Chapel Running Costs				500.00	28.82	471.18	471.18 (94%)
10431	Chapel New Equipment				2,000.00		2,000.00	2,000.00 (100%)

North Walsham Town Council
Summary of Receipts and Payments

17 May 2024 (2024-2025)

All Cost Centres and Codes

SUB TOTAL		6,000.00	28.82	5,971.18	5,971.18 (99%)
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EARMARKED RESERVES

Code	Title	Receipts			Payments			Net Position
		Budgeted	Actual	Variance	Budgeted	Actual	Variance	+/- Under/over spend
10444	Office Move					851.45	-851.45	-851.45 (N/A)
10445	Lighting at Market Cross							(N/A)
10446	Woodville Drainage							(N/A)
10447	Vehicle Maintenance (3 year res							(N/A)
SUB TOTAL						851.45	-851.45	-851.45 (N/A)

Earmarked reserves will show here for admin purposes only. Please refer to the reserve sheet for a clear indication of spend against budget

General

Code	Title	Receipts			Payments			Net Position
		Budgeted	Actual	Variance	Budgeted	Actual	Variance	+/- Under/over spend
10	General Annual Commitments				5,500.00		5,500.00	5,500.00 (100%)
20	General New Equipment				5,000.00		5,000.00	5,000.00 (100%)
30	General Repairs/Maintenance				5,000.00	10.61	4,989.39	4,989.39 (99%)
40	General Running Costs				6,500.00	809.87	5,690.13	5,690.13 (87%)
60	General Leases & Agreements				3,500.00	1,715.15	1,784.85	1,784.85 (51%)
70	General Sundries				500.00		500.00	500.00 (100%)
10420	General Streetlights				6,000.00	865.29	5,134.71	5,134.71 (85%)
10423	General CCTV				10,000.00	1,267.23	8,732.77	8,732.77 (87%)
10437	General Vehicles				4,000.00	2,076.19	1,923.81	1,923.81 (48%)
SUB TOTAL					46,000.00	6,744.34	39,255.66	39,255.66 (85%)

Market

Code	Title	Receipts			Payments			Net Position
		Budgeted	Actual	Variance	Budgeted	Actual	Variance	+/- Under/over spend
5010	Market Annual Commitments				9,500.00	998.00	8,502.00	8,502.00 (89%)
5020	Market New Equipment				500.00		500.00	500.00 (100%)
5030	Market Repairs/Maintenance				500.00		500.00	500.00 (100%)
5040	Market Running Costs				3,000.00	181.01	2,818.99	2,818.99 (93%)
5070	Market Sundries				100.00		100.00	100.00 (100%)
5800	Market Market Tolls	11,500.00	1,872.16	-9,627.84				-9,627.84 (-83%)
5850	Market Sunday market	500.00	90.00	-410.00				-410.00 (-82%)
5900	MARKET BUDGET	4,000.00	50.00	-3,950.00	6,000.00	325.93	5,674.07	1,724.07 (17%)
5905	Market Carboot				500.00	9.75	490.25	490.25 (98%)
SUB TOTAL		16,000.00	2,012.16	-13,987.84	20,100.00	1,514.69	18,585.31	4,597.47 (12%)

Miscellaneous

Code	Title	Receipts			Payments			Net Position
		Budgeted	Actual	Variance	Budgeted	Actual	Variance	+/- Under/over spend
9501	Miscellaneous							(N/A)

North Walsham Town Council
Summary of Receipts and Payments

17 May 2024 (2024-2025)

All Cost Centres and Codes

SUB TOTAL								(N/A)
Other								
		Receipts			Payments			Net Position
Code	Title	Budgeted	Actual	Variance	Budgeted	Actual	Variance	+/- Under/over spend
8011	Other Defibrillator				400.00		400.00	400.00 (100%)
8031	Other Grants/Donation				4,000.00		4,000.00	4,000.00 (100%)
8041	M&I BUDGET				6,000.00	960.00	5,040.00	5,040.00 (84%)
8060	Other Civic Dinner							(N/A)
8071	Other New Mayor				2,000.00		2,000.00	2,000.00 (100%)
8505	Other Events				15,000.00		15,000.00	15,000.00 (100%)
8999	Other Old Mayor							(N/A)
10426	Other Donation							(N/A)
SUB TOTAL					27,400.00	960.00	26,440.00	26,440.00 (96%)
Poppies								
		Receipts			Payments			Net Position
Code	Title	Budgeted	Actual	Variance	Budgeted	Actual	Variance	+/- Under/over spend
10427	Poppies Annual Commitments				2,500.00		2,500.00	2,500.00 (100%)
10428	Poppies Repairs/Maintenance				3,500.00	424.44	3,075.56	3,075.56 (87%)
10436	Poppies Leases & Agreements	5,040.00		-5,040.00				-5,040.00 (-100%)
SUB TOTAL		5,040.00		-5,040.00	6,000.00	424.44	5,575.56	535.56 (4%)
PRECEPT								
		Receipts			Payments			Net Position
Code	Title	Budgeted	Actual	Variance	Budgeted	Actual	Variance	+/- Under/over spend
1	Precept	430,730.00	215,365.00	-215,365.00				-215,365.00 (-50%)
SUB TOTAL		430,730.00	215,365.00	-215,365.00				-215,365.00 (-50%)
Salaries								
		Receipts			Payments			Net Position
Code	Title	Budgeted	Actual	Variance	Budgeted	Actual	Variance	+/- Under/over spend
10100	Salaries Wages				163,254.15	12,625.52	150,628.63	150,628.63 (92%)
10200	Salaries HMRC				28,099.44	3,488.15	24,611.29	24,611.29 (87%)
10300	Salaries Pension				58,912.92	4,867.17	54,045.75	54,045.75 (91%)
10400	Salaries Unison				168.00		168.00	168.00 (100%)
SUB TOTAL					250,434.51	20,980.84	229,453.67	229,453.67 (91%)
Trackside/Skatepark								
		Receipts			Payments			Net Position
Code	Title	Budgeted	Actual	Variance	Budgeted	Actual	Variance	+/- Under/over spend
10410	T/S Annual Commitments				250.00		250.00	250.00 (100%)

North Walsham Town Council

Summary of Receipts and Payments

17 May 2024 (2024-2025)

All Cost Centres and Codes

10411	T/S New Equipment				(N/A)
10412	T/S Repairs/Maintenance	1,000.00		1,000.00	1,000.00 (100%)
10413	T/S Running Costs	500.00		51.00 449.00	449.00 (89%)
10416	T/S NEW Play Equip/Repairs	3,000.00		3,000.00	3,000.00 (100%)
10441	T/S OLD Play Equip/Repairs	1,000.00		1,000.00	1,000.00 (100%)
SUB TOTAL		5,750.00		51.00 5,699.00	5,699.00 (99%)

Vehicle Compound

Code	Title	Receipts			Payments			Net Position
		Budgeted	Actual	Variance	Budgeted	Actual	Variance	+/- Under/over spend
10432	Vehicle Compound Repairs/Mair						(N/A)	
10433	Vehicle Compound Running Cos				1,000.00	44.59 955.41	955.41 (95%)	
10434	Vehicle Compound Annual Comr				500.00	219.01 280.99	280.99 (56%)	
10435	Vehicle Compound New Equipm						(N/A)	
SUB TOTAL					1,500.00	263.60 1,236.40	1,236.40 (82%)	

War Memorial Park

Code	Title	Receipts			Payments			Net Position
		Budgeted	Actual	Variance	Budgeted	Actual	Variance	+/- Under/over spend
1010	W M Park Annual Commitments				250.00	250.00	250.00 (100%)	
1020	NW Play BUDGET				10,000.00	10,000.00	10,000.00 (100%)	
1030	W M Park Repairs/Maintenance				1,000.00	87.17 912.83	912.83 (91%)	
1040	W M Park Running Costs				10,000.00	1,630.63 8,369.37	8,369.37 (83%)	
1060	W M Park Leases & Agreements		840.00	840.00	500.00	70.00 430.00	1,270.00 (254%)	
1070	W M Park Sundries				500.00	500.00	500.00 (100%)	
1080	W M Park Interest	600.00		-600.00			-600.00 (-100%)	
10409	W M Park Allotments	300.00		-300.00			-300.00 (-100%)	
10439	W M NEW Play Equip/Repairs				3,000.00	3,000.00	3,000.00 (100%)	
10443	W M OLD Play Equip/Repairs				1,000.00	1,000.00	1,000.00 (100%)	
SUB TOTAL		900.00	840.00	-60.00	26,250.00	1,787.80 24,462.20	24,402.20 (89%)	

Woodville

Code	Title	Receipts			Payments			Net Position
		Budgeted	Actual	Variance	Budgeted	Actual	Variance	+/- Under/over spend
10403	Woodville Annual Commitments				150.00	150.00	150.00 (100%)	
10404	Woodville New Equipment				500.00	500.00	500.00 (100%)	
10405	Woodville Repairs/Maintenance				500.00	500.00	500.00 (100%)	
10406	Woodville Running Costs				500.00	500.00	500.00 (100%)	
10407	Woodville Sundries				100.00	100.00	100.00 (100%)	
10417	Woodville NEW Play Equip/Repa				3,000.00	3,000.00	3,000.00 (100%)	
SUB TOTAL					4,750.00	4,750.00	4,750.00 (100%)	

North Walsham Town Council
Summary of Receipts and Payments
All Cost Centres and Codes

17 May 2024 (2024-2025)

Summary

NET TOTAL	481,820.00	222,492.23	-259,327.77	474,684.51	54,164.59	420,519.92	161,192.15 (16%)
V.A.T.					2,890.93		
GROSS TOTAL		222,492.23			57,055.52		



SATURN

AUDIO - VISUAL

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 sales@saturnav.co.uk

Equipment	Unit price	Price
New equipment group		
8 TERRA WL5 24V RGBA INGROUND UPLIGHTER IP67 STAINLESS STEEL	£ 795.00	£ 6,360.00
1 PS 10 TERRA-ARIA PSU FOR TERRA 24V	£ 275.00	£ 275.00
4 150W COB RGBA Par MKII	£ 265.00	£ 1,060.00
1 DRS-T DMX Remote Setup	£ 195.00	£ 195.00
1 Cueserver 2 rack mount lighting controller with DMX out	£ 3,250.00	£ 3,250.00
1 NETWORK ROUTER	£ 80.00	£ 80.00
1 CABLES AND CONNECTORS	£ 350.00	£ 350.00
Total New equipment group:		£ 11,570.00

Crew	Price
2 INSTALLATION TEAM 1 DAY	£ 1,200.00
Total :	£ 1,200.00

Total

Total sale items:	£ 11,570.00
Total crew:	£ 1,200.00
Total:	£ 12,770.00
Project discount:	- £ 1,157.00
Price excl. VAT:	£ 11,613.00
20% VAT:	£ 2,322.60
Price incl. VAT:	£ 13,935.60

North Walsham Town Council
Reserves Balance
2024-2025

<u>Reserve</u>	<u>OpeningBalance</u>	<u>Transfers</u>	<u>Spend</u>	<u>Receipts</u>	<u>CurrentBalance</u>
Earmarked					
New Cemetary	65,000.00				65,000.00
Lighting at Market Cross	5,000.00				5,000.00
Woodville Drainage	5,500.00				5,500.00
Office Move	5,000.00		851.45		4,148.55
Vehicle Maintenance	40,000.00				40,000.00
Total Earmarked	120,500.00		851.45		119,648.55
TOTAL RESERVE	120,500.00		851.45		119,648.55
GENERAL FUND					506,205.81
TOTAL FUNDS					625,854.36



NORTH WALSHAM TOWN COUNCIL

Planning Procedure

Adopted by the Council at its meeting held on 23.9.19

1 Procedure for Planning Applications

Introduction :

North Walsham Town Council is expected to give responses to planning applications, consultations and appeals occurring in the wards of North Walsham in its role as a consultee. The Planning Committee will give the responses on behalf of the Town Council. Such responses to be made within 21 days being the consultation period.

The Planning Agenda for all Planning Meetings will be placed on the Town Council's website and on Notice Boards if members of the public wish to attend.

The responses to planning applications will be sent to North Norfolk District Council, Norfolk County Council or the Planning Inspectorate as appropriate.

Planning applications are considered at Planning Meetings by the Planning Committee, other members of the Council can also attend if they wish and make comments.

2 Standard Planning Procedure

The following procedure will be follows :

- On receipt of a planning application it will be emailed through to members by the Proper Officer
- If an extension of time is needed for the response this will be applied for by the Proper Officer to the Planning Officer
- After a decision is made this will be loaded on to the NNDC website or emailed to NCC or the Planning Inspectorate by the Proper Officer

NNDC would like the following responses to be considered:

- supports the application or
- has no objection or comment or
- objects to the application

Any additional comments can also be made with the response if necessary.

3 Non Standard Planning Procedure (during recess and except where there is a maximum of three minor planning applications)

Delegated Powers are set out in Condition 27a. for Planning Applications

During the August recess or on receipt of three minor planning applications, the following process is followed under delegated powers given to the Mayor, Deputy Mayor, Chair and Vice Chair of Planning and the Proper Officer :

- the planning application will be emailed to all members asking for any comments giving a deadline date for submission to the Proper Officer
- all comments will be passed to the delegates for consideration
- once a decision is reached the Proper Officer will load this on to the NNDC website alternatively email NCC or the Planning Inspectorate.

If a major planning application is received during recess, then a Special Meeting of the Planning Committee will be arranged.

Note: When considering a planning application only certain issues are taken into account which are known as material planning considerations, therefore, each planning application will be considered fully taking into account:

- **material planning considerations such as highways, trees, layout and density etc**
- **non material planning considerations such as loss of view, previous objections etc.**



NORTH WALSHAM TOWN COUNCIL

General Privacy Statement

Adopted by the Council at its meeting held on 29.9.20

Background

This privacy statement lets you know what happens to any personal data that you give to us, or any that we may collect from or about you. Personal data is personal information such as name, address, email address, phone number etc. Your personal data may be processed and stored to enable us to contact you and respond to your correspondence, provide information and/or access our facilities and services.

Source of your Personal Data

We collect data from the following sources:

- You directly
- Your family members or an undertaker (in relation to burial records)

Data Protection Principles

We will comply with data protection law. This says that personal data we hold about you must be:

- Use lawfully, fairly and in a transparent way
- Collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes
- Adequate, relevant, and limited to what is necessary in relation to the purposes for which it is processed
- Accurate and, where necessary, kept up to date
- Kept for no longer than is necessary
- Kept secure

Legal Basis for Processing your Personal Data

The General Data Protection Regulation –Article 6 sets out the legal basis for processing data. We will rely on one of the following four (sometimes more than one will apply):

- a) Processing is with consent of the data subject
- b) Processing is necessary for the performance of a contract
- c) Processing is necessary for compliance with a legal obligation
- e) Processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller

Sharing your data

The Council may share your personal data with the following other ‘third parties’

- The District or County Council – so that we can resolve your query or problem
- Our bank – for making payments to you
- Our auditors
- Other organisations and business who provide services to us such as back-up and email hosting providers, IT software and maintenance providers, document storage providers and suppliers of other back office functions.

We have worked with these third parties to ensure they understand their obligation to put in place appropriate security measures and they will be responsible to you directly for the manner in which they process and protect your personal data.

Children

We will not process any data relating to a child (under 13) without the express parental/ guardian consent of the child concerned.

Sensitive Data

In limited circumstances, we may approach you for your written consent to allow us to process certain sensitive personal data. If we do so, we will provide you with full details of the personal data what we would like and the reason we need it, so that you can carefully consider whether you wish to consent.

Your Rights

Here is a list of the rights that all individuals have under data protection laws. They don't apply in all circumstances. If you wish to use any of them, we'll explain at that time if they are appropriate or not.

- The right to be **informed** about the processing of your personal information
- The right to have your personal information **corrected if it is inaccurate** and to have **incomplete personal information completed**
- The right to **object** to processing of your personal information
- The **right to restrict processing** of your personal information
- The **right to have your personal information erased** (the "right to be forgotten")
- The right to **request access** to your personal information and to obtain information about how we process it
- The right to **move, copy or transfer your personal information** ("data portability")

If you wish to exercise any of these rights, please contact us using the details below.

You also have the right to complain to the Information Commissioner's Office which enforces data protection laws: casework@ico.org.uk Tel: 0303 123 1113

Conclusion

In accordance with the law, we only collect a limited amount of information about you that is necessary for correspondence, information, and service provision. We do not use profiling; we do not sell or pass your data to third parties. We do not use your data for purposes other than those specified. We make sure your data is stored securely. We delete all information deemed to be no longer necessary. We may update this page from time to time to reflect changes in the law and/or our privacy practices.

Data Controller

North Walsham Town Council
Cedar House
Office 4
New Road
North Walsham
NR28 9DE

Phone: 01692 404114

Website: www.nwtc.org.uk

Data Protection Officer

Town Clerk – Wendy Murphy

Phone: 01692 404114

Email: townclerk@nwtc.org.uk



NON REGULATED MINIMUM TERM HIRE AGREEMENT

 CONTRACT NUMBER -

OWNER AND HIRER

OWNER/THE COMPANY:	GRENKE LEASING LIMITED, No2 London Square, Cross Lanes, Guildford, Surrey GU1 1UN		
HIRER (FULL NAME/TRADING STYLE):	North Walsham Town Council		
FULL BUSINESS ADDRESS:	18 Kings Arms Street , NR28 9JX NORTH WALSHAM		
TEL	<input type="text"/>	FAX	<input type="text"/>
COMPANY REG.	<input type="text"/>		

SUPPLIER'S DETAILS (Must be completed in full)

CONTACT NAME/ SALES PERSON:	Tom McCarthy		
SUPPLIER'S NAME	Officeflow Ltd		
FULL BUSINESS ADDRESS	Unit 9 Hellesdon Hall Industrial Estate Hellesdon High Road, NR6 5DR Norwich		
TEL No:	01603/5767777	MOBILE No:	<input type="text"/>
FAX No:	<input type="text"/>	EMAIL:	sales@officeflow.co.uk

KEY FINANCIAL INFORMATION

EQUIPMENT

QTY	DESCRIPTION/ MANUFACTURER /MODEL No.	SERIAL No.	NEW/USED
1	Ineo +257i, Develop		New

FINANCIAL DETAILS

The Primary Period is for a minimum of months from the first of the calendar month or quarter following delivery of the Equipment (the "Delivery Date"). Daily Rentals are also payable for the intervening period from the Delivery Date to the start of the Primary Period. Quarter days are the 1st of January, April, July and October in each year. At the end of the Primary Period the hiring will continue at the same Rental amount and frequency unless or until either party gives three months written notice of termination to the other. The Initial Rental is payable on the date specified below in addition to a documentation fee of £140.00 plus VAT and subsequent Rentals are payable at the Payment Frequency shown on the same day of each month or quarter thereafter during the hiring.

PAYMENTS

First Payment	Rental (Ex VAT)	Rental (Inc VAT)	Payable/Due
<input type="text"/> Daily Rental of	£ 2.61	£ 3.13	From Delivery Date
+ Initial Rental	£ 234.99	£ 281.99	Due on the 1 st of the XXXX Quarter following the Delivery Date
Followed by 20	Rental (Ex VAT)	Rental (Inc VAT)	Payable Frequency
Rentals of	£ 234.99	£ 281.99	XXXX Quarterly in advance
Maintenance and Other Charges	Maint (Ex VAT)	Maint (Inc VAT)	If your Rental includes maintenance charges the amount will be
Maintenance/Other	£ <input type="text"/>	£ <input type="text"/>	shown here and we draw your attention to clause 5 overleaf

IF YOU ARE INCORPORATING SETTLEMENT OF AN EXISTING LEASE IN THIS AGREEMENT

1) Cost Of Products Including Accessories	£ <input type="text"/>	excl VAT	5) Existing Leasing Company	<input type="text"/>
2) Amount To Terminate Existing	£ <input type="text"/>	excl VAT	6) Existing Agreement Number/Reference	<input type="text"/>
3) Total Amount On Which Rentals Are Based	£ <input type="text"/>	excl VAT	Signature	<input type="text"/>
4) Rental Rate	£ <input type="text"/>	excl VAT	<i>Please sign to confirm</i>	

If you wish this Agreement to include settlement of your existing agreements please ensure the details shown above are completed accurately and in full before you sign this Agreement. When this Agreement is executed by us, we will pay the amount shown to terminate your Existing Agreement(s) to the Supplier, on your behalf, but will have no further obligation to you for that payment after we have done so.

HIRER'S APPLICATION AND DECLARATION

Signature of Hirer(s)

Under this Agreement the goods do not become your property and you must not sell them.

By signing this Agreement you: (i) apply to us to hire the Equipment subject to its terms and conditions; (ii) confirm that the information herein is accurate and was fully completed when you signed; (iii) acknowledge that you selected the Equipment and have read clause 2 overleaf, in particular, and agree it is reasonable; (iv) confirm that the Equipment will be used in the course of your business; (v) confirm that you have received and understood the Pre-Contract Information for this lease, if applicable.

OUR ACCEPTANCE

Accepted for
and on behalf of
Grenke Leasing Ltd:

Print Position(s)

DD/MM/YYYY / /

Your Details

Print Name(s)

Print Position(s)

DD/MM/YYYY / /

DATA PROTECTION NOTICE

GRENKE is committed to full compliance with the requirements of the EU General Data Protection Regulation. GRENKE will therefore follow procedures to ensure that all employees, customers, partners or other servants or agents of GRENKE (collectively known as data users) who have access to any personal data held by or on behalf of GRENKE, are fully aware of and abide by their duties under the General Data Protection Regulation. (GDPR)

OUR LAWFUL BASIS

GRENKE regards the lawful and appropriate treatment of personal information as very important to its successful operations and essential to maintaining confidence between GRENKE and those with whom it carries out business. We therefore collected and process data for the following lawful basis;

a. To fulfil contractual obligations

Data is processed in order to provide financial services contracts to our customers or in order to take measures at the request of you prior entering into a contract. The purpose of the data processing will be geared in the first instance to the product itself (e.g. leasing and factoring) and may encompass assessment, consultation and the execution of transactions. For further details of the purposes for which data is processed, please refer to the relevant contract documents and terms and conditions.

b. As part of balancing interests

If necessary, we will not only process your data for the actual fulfilment of the contract, but also to protect our own legitimate interests and those of third parties, especially:

– Consultation and data sharing to determine credit and default risks

For the purposes of checking any credit or default risks, and to defend ourselves against any criminal acts, we provide Dun & Bradstreet (Registered Office at The Point, 37 North Wharf Road, London, England, W2 1AF) and Equifax (Registered Office at Capital House, 25 Chapel Street, London NW1 5DS) with data concerning the request and the applicant. Dun & Bradstreet and Equifax will make the data saved about you available to us through direct electronic mail provided that we have given convincing evidence that our interest in this is legitimate.

The credit agencies will process the data received and use this to create a profile (scoring), in order to provide their contractual partners in the European Economic Area and in Switzerland and, where necessary, other third party countries (provided there is an adequacy decision from the European Commission for this) with information so they can assess the creditworthiness of natural persons, among others.

Furthermore, we will send personal data collected for the request for, execution and ending of this business relationship to EBM Plc (Registered office at Unit 8 Blackwater, Fairview Industrial Estate, Marsh Way, Rainham, Essex RM13 8UA), as well as data for behaviour not in compliance with the contract or for fraudulent behaviour to Lester Aldridge (Registered Office at 85 Gresham Street, London EC2V 7NQ)

For detailed information as described in Article 14 GDPR regarding activities undertaken by the credit agencies, please refer to the information provided about the respective agencies using the following links:

For Dun & Bradstreet, go to www.dnb.com/resources/db-credit-scores-ratings

For Equifax, go to www.equifax.co.uk/credit_score

For EBM Plc, go to <http://ebmplc.com/>

For Lester Aldridge, go to www.lesteraldridge.com

- **Checking business needs for the purposes of direct sales approaches and marketing opportunities**
- **Assertion of legal claims and defence during legal disputes**
- **Guaranteeing IT security and safeguarding IT operations at our company**
- **Prevention and clarification of criminal acts**
- **Building and plant safety measures (e.g. access control)**
- **Measures to guarantee domestic authority**
- **Business management measures and measures to develop products and services**

c. Based on your consent

If you have given us your consent to process personal data for certain purposes (e.g. marketing), it will be lawful to do this processing based on the consent you have given. Consent can be withdrawn at any time. This also applies to the withdrawal of declarations of consent received before GDPR comes into force. Withdrawal of the consent does not affect the legality of the data processed up until the withdrawal.

d. Based on statutory provisions or public interest

If we are required to meet various legal requirements (i.e. the provisions of the Banking Act 2009, Money Laundering Act, tax laws) and banking supervisory specifications (e.g. the European Central Bank, the European Banking Authority, the Bank of England and Financial Supervisory Authority).

DATA COLLECTION

We collect personal data that we receive from individuals through our business relationship. These individuals may include current, past and prospective customers as well as suppliers and our GRENKE employees. We also – if required to provide our service – collect the personal data that we are permitted to obtain from publicly accessible sources (e.g. lists of debtors, land register, the register of companies and associations, the press, the internet) or data sent to us from our sales partners or other third parties (e.g. a commercial credit agency) with good authorised cause.

GRENKE will, through management and use of appropriate controls, monitoring and review; (i) collect personal data in the most efficient and effective way to deliver services, (ii) collect personal data for such purposes as are described as our lawful basis and (iii) ensure information collected is accurate.

The personal data of relevance is as follows:

- Personal details (name, address, date and place of birth)
- Contact details (telephone number, email address)
- Authentication data (e.g. specimen signature)
- Order details (e.g. payment order)
- Data collected to fulfil our contractual obligations (e.g. sales data from payment transactions)
- Information about their financial situation (e.g. credit information, scoring/rating data, origin of assets)
- Sales data (including advertising scores), documentation data (e.g. minutes of consultation)
- Factoring (not leasing) requires the name and address of the bank, account number and sort code into which payments can be made on receivables.

Individuals must provide us with the personal data necessary for us to enter into and maintain a business relationship and to fulfil the requisite contractual obligations associated with this, or when law requires us to collect it. Without this data, we will usually not be able to enter into a contract.

More specifically, the Money Laundering Act requires us to verify an ID document before we enter into a business relationship, and to find out and record an individuals name, place and date of birth and address when doing so. Individuals have to notify us immediately of any changes occurring during our business relationship.

SPECIAL CATEGORY DATA

GRENKE acknowledges the distinction between personal data and special category data. Any data of this nature encountered will require specific consent in order for GRENKE to collect or process the information and take action on the situation present.

DATA PROCESSING

GRENKE will need to process and use information about individuals with whom it is in a business relationship in order to operate and carry out its business function. Reasons for processing data includes to check the creditworthiness, to confirm identity and age, to prevent fraud and money laundering, to fulfil requirements set by tax law, and to assess and manage risks. In addition;

a. Automated decision-making

To establish and maintain the business relationship, we do not use fully automated decision-making. If we use this procedure in individual cases, we will provide separate information about this, if required by law.

b. Profiling

We automate the processing of data in some cases with the purpose to evaluate certain aspects of personally (profiling). We use profiling in the following cases (for example):

- Due to legal and regulatory requirements, we are duty-bound to fight money laundering, the funding of terrorism and criminal acts putting our assets at risk. Data evaluation (including during payment transactions) is also carried out. These measures have also been put in place to protect you.
- We use scoring when we are assessing your creditworthiness. This process calculates the probability of a customer meeting their payment obligations in accordance with the contract. This calculation will factor in earning capacity, outgoings, existing liabilities, employment, employer, length of service, experience from previous business relationships, repayment of previous loans, as well as information from credit agencies. Scoring is based on an accredited mathematical statistical procedure that has been tried and tested. The score values calculated help us to make decisions on product sales and are factored into routine risk management procedures.
- We use evaluation tools to provide you with targeted information and advice about products. These make it possible to communicate in a way that meets your needs.

DATA PROCESSING ON WEBSITE

Unless indicated otherwise, we only process your data on our website in order to process your request or because of legitimate interests we have:

a. Usage data

Any time you access a page or a file, generic data is saved automatically in a log file via this procedure. The data is saved for system-related and statistical purposes only, or as an indicator of criminal acts in certain exceptional cases.

We use this data to improve our websites and to present you with content reflecting your interests. No usage data is combined with personal data as part of this process. If you decide to send us your data, this data will be recorded during the input process.

For security reasons, we will save your IP address. This can be retrieved if there is a legitimate interest for this.

We do not create a browser history. Data is not forwarded to third parties or otherwise evaluated unless there is a legal obligation to do so.

The following data set is stored from every processing request:

- The end device used
- The name of the file accessed
- The date and time of the request
- The time zone
- The amount of data transmitted
- Notification of whether the request was successful
- Description of the type of web browser used
- The operating system used

DATA PROTECTION NOTICE

- The page visited before
- The provider
- The user's IP address

b. Contact us / Requests

If you contact us, using contact forms, we will save your data for the purposes of processing your request and for when further correspondence is necessary. All data is deleted after your request has been processed. This does not include data for which there is a legal requirement to keep the data.

c. Registration

We only use the data given to us during registration to gain access to our portal. An email address, Username and Password is collected during the registration process.

d. Use of Cookies

To make visiting our websites an appealing experience and to make it possible to use certain features, we use cookies on different pages. Cookies are small text files that are stored on your end device. Some of the cookies that we use are deleted again at the end of the browser session, i.e. after you close your browser (session cookies). Other cookies remain on your end device and enable us or our partner companies to recognise your browser again the next time you visit (persistent cookies).

Cookies do not make it possible to access other files on your computer, or identify you as a person.

Most browsers have settings that mean they accept cookies automatically. If the standard settings are saved for cookies in your browser, all processes will run unnoticed for you in the background. You can change these settings, however. You can adjust your browser so that you are informed when cookies are set and can make individual decisions about accepting them, or generally rule out cookies in certain cases. If you restrict cookies, some individual features of our website may be restricted too.

e. Range analysis using Piwik

We have a legitimate interest (i.e. an interest in the analysis, optimisation and cost-effective operation of our website) in the use of Piwik, open-source software designed to statistically evaluate user access.

Your IP address is shortened before it is saved. Piwik uses cookies that are saved on the users' computers and makes it possible to analyse use of the online service by the users. Pseudonymous user profiles may be created for the users during this. The information generated by the cookie about your use of this online service is stored on our server and not forwarded to third parties. You will be provided to opportunity to opt out of this process.

f. Embedded YouTube videos

In line with our legitimate interests, we embed YouTube videos on our website; these videos are stored on www.youtube.com and can be viewed directly on our website.

If you visit the website, YouTube is notified that you have opened the relevant page of our website. This happens regardless of whether or not you have a YouTube account that you have logged into. If you are logged into Google, your data will be attributed to your account directly. If you do not want the data to be associated with your YouTube profile, you must log out before you click on the button. YouTube stores your data as a user profile and uses them for the purposes of marketing, market research and/or customising its website. In particular, your data is evaluated this way in order to provide personalised advertising and notify other users of the social network of your activity on our website. You are entitled to object to the creation of these user profiles; you must contact YouTube if you wish to exercise this right.

See the privacy policy for more information on the scope and purpose of data collection and processing by YouTube. <https://policies.google.com/privacy>

Google also processes your personal data in the USA and has subjected itself to the EU-US Privacy Shield.

DATA SHARING

The companies who need access to your data so that we meet our contractual and legal requirements will receive access to your data. These companies fall into the categories of credit-lending services, IT services, logistics, printing services, telecommunications, advice and consultation, plus sales and marketing.

We are only permitted to forward information if statutory provisions demand this, we can prove there would be a legitimate interest or we have consent for this or are specifically authorised. Potential recipients of personal data under these conditions include:

- Public bodies and institutions (e.g. the Bank of England, Financial Supervisory Authority, the European Banking Authority, the European Central Bank, tax authorities) if there is a statutory or official obligation to do so.
- Other credit and financial service providers or similar institutions to whom we send personal data in order to maintain the business relationship with you (e.g. correspondent banks, credit agencies).
- Other companies within our Group conducting a risk controlling process because of a statutory or official requirement to do so.
- Other companies within our Group from which information can be provided that are suitable to the company's interests and are confirmed as a legitimate interests.

INTERNATIONAL DATA SHARING

Data will be sent to locations in states outside of the European Union ('third countries') if:

- it is necessary for carrying out your orders (e.g. payment orders),
- it is legally required (e.g. notification is obligatory under tax laws)
- you have given us your consent to do so or
- the company that is receiving the data is GDPR compliant.

DATA SAFEGUARDING

GRENKE will take appropriate technical and organisational security measures to safeguard information (including unauthorised or unlawful processing and accidental loss or damage of data).

We will process and store personal data for as long as is necessary to fulfil our contractual and legal obligations. Please note that our business relationship is a continuing obligation that is set up for years.

If the data is no longer required to fulfil contractual or legal obligations, it will be deleted periodically unless temporary further processing is required for the following purposes:

- Fulfilment of a duty to preserve the data under commercial and tax laws, i.e. the UK Commercial Law, UK Company Law, HM Revenue & Customs, the UK Banking Act (2009), the Money Laundering Act and the UK Securities Trading Act (2001). These laws require data to be kept/documentated for between two and ten years.
- Retaining evidence in accordance with the statutory periods of limitation that apply.

GRENKE are responsible for data processing and safeguarding. We have appointed a Data Protection Officer (DPO) which can be contacted via post at GRENKE, FAO The Data Protection Officer, No2 London Square, Cross Lanes, Guildford, Surrey GU1 1UN

Any breach of security leading to the destruction, loss, alteration, unauthorised disclosure of, or access to personal will be reported within 72 hours of its discovery to the DPO who will ensure a full investigation takes place and notify those involved, where the breach is likely to result in a high risk to the rights and freedoms of the individual involved.

PERSONAL DATA RIGHTS

Each individual we deal with has a right;

- to be informed
- of access
- of rectification
- of erasure
- to set restrictions of processing
- to object
- the right to data portability
- and rights in relation to automated decision making and profiling.

Each individual also has a right to complain to the Information Commissioner's Office <https://ico.org.uk/concerns>.

You may withdraw your consent to your personal data being processed by us at any time. This also applies to the withdrawal of declarations of consent received before GDPR comes into force. Please note that this withdrawal will apply going forward. It will not apply to any data processed before the withdrawal.

You have the right, at any time, to opt out of any processing of your personal data taking for reasons relating to your own particular situation.

If you unsubscribe, we will not process your personal data anymore, unless we are able to prove that there are legitimate compelling reasons for the processing that prevail over your interests, rights and freedoms, or the purpose of the processing is to assert, exercise or defend legal claims.

In individual cases, we will process your personal data for direct marketing and profiling connected to marketing purposes. You have the right to opt out at any time; after which we will no longer process your personal data for these purposes.

The unsubscribe option will be available to you on every communication or you can contact dataprotection@grenke.co.uk directly.

To make a data request, individuals must contact GRENKE via telephone T +44 1483 401700, email dataprotection@grenke.co.uk or via post GRENKE, FAO The Data Protection Officer, No2 London Square, Cross Lanes, Guildford, Surrey GU1 1UN

Information will be provided as soon as possible (1 month at the latest). This may be extended if the request is complex or numerous, in which GRENKE will notify the individual of this extension.

GRENKE will provide a description of the personal data, the purpose for which it is processed, recipients, retention period and rights of rectification, erasure, restrictions and objections plus the source of the data.

Any rectifications will be carried out without undue delay and investigations will be taken into how the error occurred.

TERMS AND CONDITIONS OF HIRE AGREEMENT

1. AGREEMENT

Upon acceptance of this agreement by the owner (us/we/our), the hirer (you/your) agrees to hire the equipment for the Minimum Rental Period specified overleaf and the hire will continue after expiry of the Minimum Rental Period at the same rental amount and frequency unless terminated by either one of us under the terms of this agreement.

- 1.1 This document contains the entire agreement between us. Any variation must be confirmed in writing by one of our directors.
- 1.2 No dealer or supplier by whom the equipment was or is to be supplied or any other person, not employed by us who this transaction may have been introduced, negotiated or conducted by or through has the authority to act as our agent. We will not be liable to you for this under any circumstances.
- 1.3 If the hirer is two or more persons you will each be jointly and severally liable.
- 1.4 We do not forfeit any of our rights under this agreement if we do not at any time enforce all of those rights.
- 1.5 We may assign or transfer this agreement or any of our rights or obligations, and or sell the equipment. You may not assign or transfer any of your rights or obligations under this agreement.
- 1.6 You may end the hiring at any time by giving us three months written notice if by the end of such notice period you pay us all amounts set out in clause 6 as if we had ended the hiring and return the equipment to us.
- 1.7 You agree that this Agreement may be entered into and signed electronically. Any signature made by you or on your behalf in a way which complies with the Electronic Communications Act 2000 will be effective and binding on you.
- 1.8 You warrant and confirm to us that, where this Agreement is entered into or signed electronically, when executing the Agreement you have complied with any requirements and/or procedures covering the use of electronic signatures and which have been notified to you by us or by any person acting on our behalf.
- 1.9 This Agreement may be signed in separate counterparts, some or all of which may be signed electronically, and all of the separate counterparts when taken together will amount to a single document.

2. PAYMENTS

- 2.1 Punctual payment of the rentals as set out overleaf by their due date and any other monies which may become due is of the essence of this agreement. VAT at the prevailing rate must also be paid by you. You must continue to pay the rentals or any other monies due even if the equipment becomes unusable for any reason.
- 2.2 You agree that all payments under this agreement shall be paid to us by Direct Debit. If any rental is paid on a monthly rather than a quarterly basis we may charge you 1.5% of the amount due to cover our loss in interest.
- 2.3 We will charge you £40+ VAT for each letter we have to send you in the event of late or non payment of any sum due to us from you. You must also pay any expenses, costs, and charges incurred in finding you, the equipment, or taking the equipment back, or for any visit we make to your premises to find out why you have not paid.
- 2.4 You must pay to us interest at a rate of 5% above Finance House Base Rate on all monies not paid on time under this agreement, from the date the payment was due until the day we receive it.

3. THE SUPPLIER AND EQUIPMENT

- 3.1 You acknowledge that you have used your own judgement to select the equipment and supplier and that we are not able to give you any advice or assurances regarding the equipment or its suitability for any use required by you.
- 3.2 You will obtain any warranties or guarantees that you require regarding the equipment from the supplier. As we are not dealers in the equipment and have no expert knowledge of it we cannot be held liable for any warranties conditions representations or guarantees express or implied.
- 3.3 If the equipment includes or consists of software you will agree with the supplier the license for use of it. You must ensure the software is suitable for you and you must return it with the equipment.
- 3.4 You must pursue any claim that you have in connection with the equipment including any software against the supplier and not us.
- 3.5 You must inspect the equipment when it is delivered to you. If you take delivery you agree that the equipment is complete, in good working order, and matches any descriptions which you may have been given and is suitable for all purposes required by you in every way.

4. YOUR OBLIGATIONS

- 4.1 You will indemnify us against all claims, damage, loss. Costs and expenses (including legal costs on a full indemnity basis) arising out of your possession or use of the equipment.
- 4.2 You must:
 - a) Keep the equipment in good condition, carry out all necessary maintenance and repairs and renew any parts that need replacing.
 - b) Keep the equipment at the installation address and seek our written permission if you wish to relocate it.
 - c) Use the equipment only for the purpose of your business.
 - d) Allow us or our agents to inspect test adjust or replace the equipment.
- 4.3 You must not alter or make any additions to the equipment without our consent and if you do, the alterations or additions will automatically become our property without our having to make any payment.

- 4.4 The equipment does not become yours and you must not sell it assign it or do anything that might jeopardise our interest in it.

- 4.5 When this agreement ends you must within 14 days deliver the equipment at your expense to wherever we may request within the United Kingdom. It must be in good working condition. If you do not you must continue to pay rentals on a pro rata basis until the equipment is returned. Good working condition means that all the equipment is immediately available for use by a third party without the need for repair or refurbishment. You will pay us for any missing or defective parts or accessories, a sum equal to the estimated average fair market value of similar products of like age.

5. MAINTENANCE AND OTHER CHARGES

If it is indicated that maintenance or other charges are to be collected then you acknowledge that:

- a) We will act only as agent to collect the maintenance or other charges from you and the supplier will be solely responsible for providing the maintenance or other services under a separate agreement with you.
- b) The maintenance or other charges will be included in the rentals and we shall pay to the supplier those maintenance or other charges you pay to us, but if you do not pay to us all of the rentals due under this agreement the supplier will not be paid and may then be entitled to with hold maintenance or other services. This will not affect your obligations under this agreement and we will apply any monies received from you first in satisfaction of your obligations to us under this agreement.
- c) Any increase in the maintenance or other charges will increase the rentals.

6. DEFAULT

- 6.1 If you do not observe any of the terms of this agreement (or any other agreement between you and us) and fail to remedy the situation within 7 days after we have brought it to your attention you will be in repudiatory breach of this agreement.
- 6.2 We may bring the hiring to an end immediately by writing to you and withdraw your right to possession of the equipment if:
 - a) We have grounds to believe that you cannot pay your debts, or you are declared bankrupt or, if a company, you are liquidated or, have an administrator or receiver appointed.
 - b) Being an individual you die.
 - c) We have reasonable grounds to believe the equipment, or our interest in it is at risk.

7. YOUR LIABILITY IF THIS AGREEMENT IS BROUGHT TO AN END.

If we end this agreement under clause 6, you must immediately pay us:

- a) All rentals and other monies that were due to us at the time the agreement is brought to an end, and accrued interest on them at a rate of 5% above Finance House Base Rate.
- b) All rentals you should have paid had the hiring continued for the remainder of the minimum rental period (less any maintenance charges) less a discount from the date the hiring of the equipment was ended to the date each rental would otherwise have become due.
- c) All costs incurred by us in repossessing, storing, insuring, inspecting or selling the equipment. If we recover the equipment and sell it, we will credit you with the net proceeds of sale (excluding VAT) against the termination sum payable after deduction of our expenses.

8. INSURANCE

- 8.1 You must insure the equipment with a reputable insurer against all loss for at least the full cost of replacing it or damage for all risks and against claim for injury, loss or damage caused by it.
- 8.2 You must arrange for our interest in the equipment to be endorsed on the insurance policy and show us proof of the insurance if we ask for it.
- 8.2 In the absence of evidence of your own insurance we shall be entitled but not obliged to charge you for our own insurance of the equipment through our own insurance policy (The General Insurance Policy) The charge will be made annually, and will be collected with the first payment of each year of the hire agreement.
- 8.3 If an insurance claim is made you must notify us immediately. You must not agree the settlement of any claim without written permission from us. You must appoint us as loss payee and as your agent and authorise the insurer to pay any settlement of claims on the equipment to us.
- 8.4 Any insurance proceeds may at our discretion be put towards repair or replacing the equipment or the payments due to us. In the event of total loss for insurance purposes we may terminate the hiring and you must pay us the amounts set out in clause 7.

9. TAX

- 9.1 We own the equipment, so you are not entitled to claim capital allowances on it.
- 9.2 The rentals are subject to VAT at the prevailing rate when each rental is due.
- 9.3 If during the period of this agreement there is any alteration in corporation tax, or writing down allowances, we may by written notice to you vary the outstanding rentals by such amount as we consider necessary to leave us in the same position as if such an event had not taken place.

10. NOTICES

Any notice which has to be served under this agreement must be in writing and will be considered delivered 2 working days after being posted provided it is sent to the address given for the other overleaf, or any other address we may advise to each other during the currency of this agreement.

11. GOVERNING LAW

The agreement is governed by English law, unless the agreement is made in Scotland in which case Scots law will apply.



Instructions to your Bank or Building Society to pay Direct Debits

Please fill in the form excluding shaded areas and send it to:
**GRENKE Leasing Limited,
 No2 London Square, Cross Lanes,
 Guildford, Surrey
 GU1 1UN**

Originator's Identification Number					
4	1	4	0	0	2

For Grenke Leasing Limited
Official Use Only

(This is not part of the instruction to your Bank or Building Society)

1. Name(s) of the Account Holder(s):

North Walsham Town Council

2. Bank / Building Society Account Number:

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3. Branch Sort Code:

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4. Name and Full Postal Address of your Bank / Building Society: **(IN BLOCK CAPITALS PLEASE)**

To: The Manager	Bank / Building Society
Address:	
Postcode	

5. Customer Number:

(TO BE COMPLETED BY GRENKE LEASING LIMITED STAFF ONLY)

6. Instruction to your Bank or Building Society: Please pay **Grenke Leasing Ltd** Direct Debits from the account detailed in this Instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this instruction may remain with **Grenke Leasing Ltd** and, if so, details will be passed electronically to my Bank / Building Society.

Signature:	Signature:
Date:	

Banks and Building Societies may not accept Direct Debit Instructions for some types of account

✂

This guarantee should be detached and retained by the Payer
The Direct Debit Guarantee

This Guarantee is offered by all Banks and Building Societies that take part in the Direct Debit Scheme. The efficiency and security of the Scheme is monitored and protected by your own Bank and Building Society. If the amounts to be paid or the payment dates change Grenke Leasing Limited will notify you 3 working days in advance of your account being debited or as otherwise agreed. If an error is made by Grenke Leasing Limited or your Bank or Building Society, you are guaranteed a full and immediate refund from your branch of the amount paid. You can cancel a Direct Debit at any time by writing to your Bank or Building Society. Please also send a copy of your letter to us.

Hire Agreement No: **ADDITIONAL HIRER DETAILS**

COMPANY REGISTRATION NUMBER:		DATE ESTABLISHED:	01/12/2019
TYPE OF BUSINESS:	Municipalities	OWNER DoB (IF APP):	
TEL No:		MOBILE NO:	
FAX No:		E-MAIL:	
Location of Equipment (if different from Hirer's address overleaf)	18 Kings Arms Street, NORTH WALSHAM, NR28 9JX		

SUPPLIER'S DETAILS (Must be completed in full)

CONTACT NAME/ SALES PERSON:	Tom McCarthy		
SUPPLIER'S NAME:	Officeflow Ltd		
FULL BUSINESS ADDRESS:	Unit 9 Hellesdon Hall Industrial Estate Hellesdon High Road		
	NR6 5DR Norwich		
TEL No:	01603/5767777	MOBILE NO:	
FAX No:		E-MAIL:	sales@officeflow.co.uk

EQUIPMENT

QTY	DESCRIPTION/ MANUFACTURER/ MODEL No.	SERIAL No.	NEW/USED
1	Ineo +257i, Develop		New

CHECK LIST FOR CUSTOMERS

1. Ensure that you have completed all the relevant sections of this form and have fully understood the amount and term of payment.
2. Read the Terms and Conditions carefully and completely. If you are unsure about any part of the agreement seek professional advice. Never sign an agreement that is not fully completed.
3. Make sure that the equipment is new, or if refurbished, that it is in good working condition and suitable for your needs.
4. Confirm within your own organization that you are authorized to sign such agreements.
5. Ensure that the completed contract exactly matches any verbal or written quotation previously provided by the sales person or negotiator.
6. Make sure that the length of the agreement is not longer than the expected working life of the equipment.
7. Establish the length of the hire and any notice period that you need to end the agreement.
8. Make sure that the Supplier of the equipment involved is a reputable and accredited Supplier.
9. If any future amendments are made to this contract, or if a new contract is required to replace this one, make the same checks before signing.
10. Make sure that you understand the costs involved and whether the agreement allows for any automatic increases in charges.
11. Check if the agreement includes the supply of service (s) and whether this will continue after the initial period of the lease.

HIRER'S DECLARATION ON DELIVERYApproval No:

You confirm: (i) the date below is the date of delivery of the Equipment and the start of the Term; (ii) the delivery of the Equipment is complete, and has been checked by you; (iii) the Equipment is in perfect condition in accordance with manufacturer and/or Supplier specifications and is in accordance with your order and the descriptions in the Hire Agreement; (iv) the performance has been tested by you and the Equipment is in satisfactory working order; (v) the receipt of a copy of this confirmation of delivery and/or that you have retained a copy of this document as signed by you; (vi) that relying on this confirmation we can pay the Supplier for the Equipment; (vii) that additional information given above is true and correct and may be relied upon by us.

Signatures

Under this Agreement the goods do not become your property and you must not sell them. Signature of Hirer(s)
Please Sign here

Delivery Date DD/MM/YYYY

Your Details

Name(s) Please Print
Position(s) Please Print
Company

SUPPLIER CONFIRMATION OF DELIVERY AND DELIVERY DATE

Name(s) Please Print	Signature Please Sign Here	Delivery Date DD/MM/YYYY



Maintenance & Supplies Agreement

for office use only

Customer / Company name	
NORTH WALSHAM TOWN COUNCIL	

Date	21.05.2024
------	------------

Install Date	21.05.2024
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officeflow Ltd.
Unit 9
Helledson Park Industrial Estate
Helledson Park Road
Norwich
NR6 5DR

The **officeflow** Ethos

Thank you for placing your valued business with officeflow Ltd.

As a local supplier of office print hardware and solutions, the whole team back at officeflow HQ are excited to work alongside your business to provide and maintain a fantastic working relationship. From the installation of your product to the end of the agreement we want to be your only contact for office print hardware and solutions locally.

Our primary goal at officeflow is simple: To make happy customers. **officeflow** prides itself in providing you with the very best customer experience possible. We want happy customers with happy products.

Our aim is to forge a long-standing business to business relationship you can rely on.

In the following document you will find details of your product, the terms of the agreement between officeflow and the customer and details of our SLA.

Regards



James Harris
service director



To maintain a high level of after-sale care. Support is provided by local technicians who have been manufacturer-trained to provide the level of expertise necessary to satisfy the customers requirement effectively first time.



To maintain an average response time of 4 working hours.



To provide preventative maintenance visits in line with manufacturer recommendations to further reduce the likelihood of customer down-time for all customers covered by our Maintenance & Supplies agreement.



If any customer covered by our Maintenance & Supplies agreement suffers major failure and is unable to produce a copy/print a loan product will be made available in line with our terms of business.

Customer Details

Customer NORTH WALSHAM TOWN COUNCIL

Address OFFICE 4, CEDAR HOUSE, NEW ROAD, NORTH WALSHAM, Post Code NR28 9DE	Installation Address (if different from main address) Post Code
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Site Contact WENDY MURPHY	Site Contact
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Telephone 01692 404114	Telephone
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Billing email address	email address
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You NORTH WALSHAM TOWN COUNCIL are asking officeflow ltd. to supply you with the equipment as listed on the enclosed equipment schedule. You are also asking officeflow ltd. to service the equipment for the period of the agreement as listed on the enclosed equipment schedule. After the initial agreement period this agreement will continue from year to year unless you cancel it. The agreement is governed by our terms of business which are included at the back of this document. If you pay for the equipment through a third party leasing arrangement your responsibilities to the leasing company will be seperate from this agreement and will be explained in their own terms and conditions.

I am aware that I am covered for network connectivity issues (Print and Scan) free of charge for 30 calender days from the installation date of new hardare relating to this agreement* and that officeflow will assist via remote connection, on-site visit and will liase with 3rd party IT providers as required during this 30day period free of charge. Connectivity support charges following the initial 30day period apply as per the terms of business that form part of this agreement

*30day free-of-charge connectivity cover only applies to newly installed hardware. Not applicable for service take-on equipment.

Additional Provisions _____ _____ _____ _____	Customer initials
---	-------------------

(tick)
 I would like to 'opt-out' of the officeflow subsidised empty toner bottle recycling service

I agree to the terms of business as described in this agreement

Customer Signature	Date
--------------------	------

Print Name	Position
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I agree to all that all items as described in this agreement

For officeflow. Signature (Director)	Date
---	------

For officeflow. Print (Director)

GO CARDLESS



Direct Debits are managed by GoCardless

Contact email address for GoCardless customer setup link:

<https://pay.gocardless.com/AL0002ZMXFES2S>

Terms of Business

A. Interpretation

1. This maintenance support agreement is made between The Customer named overleaf (The Customer) and **officeflow** Limited (OFL). This agreement covers the supply and/or service for the items shown under 'your equipment schedule', hereinafter referred to as 'The Equipment'
2. All time-frames in this agreement are relating to office working hours, Monday to Friday, 9.00am to 5.00pm excluding Bank Holidays.
3. The 'term' of this agreement is detailed overleaf within this document and forms part of 'your equipment schedule'. At the end of the agreement term if notice of cancellation has not been submitted to OFL as per our terms of business the agreement will automatically continue to run from year to year until cancelled.

B. Entire Agreement

1. These terms and conditions and those overleaf make up the entire agreement between OFL and The Customer.
2. All terms and conditions of the agreement between OFL and The Customer are contained in this document and no variation shall be relied upon unless confirmed by a Director of OFL in writing. All other conditions, warranties, representations expressed or implied howsoever given or arising are hereby expressly excluded.
3. This agreement is separate from any other agreement relating to the purchase or hire (whether or not also including an option to purchase) of The Equipment by The Customer from OFL or any other person.
4. This maintenance and supplies agreement will commence from the date of the first piece of equipment being installed on The Customers premises.

C. Lease Application

1. In the event that The Customer agrees to acquire The Equipment by way of a leasing agreement, The Customer shall, subject to clause C.2 secure that a Leasing Arrangement is concluded on terms satisfactory to OFL and implemented to the satisfaction of OFL, such that OFL is paid in full by the finance company within 4 weeks from the commencement date or such longer period as OFL may specify in writing.
2. OFL shall give The Customer such reasonable co-operation, as OFL considers appropriate in order that a lease agreement is concluded and OFL is paid on accordance to clause C.1.
3. In the event that OFL is not able to secure a Lease Agreement in accordance to clause C.1, The Customer shall unless OFL determines otherwise, become obliged to purchase The Equipment in accordance with clause C.4 C.5 and C.6.
4. In the event of The Customer becoming obliged to purchase The Equipment in accordance to clause C.3, The Customer shall, within 5 working days of the date The Customer becomes so obliged, pay to OFL a deposit of 20% of the price (+VAT) set out overleaf.
5. The deposit paid in accordance with clause C.4 shall not be refunded by OFL to The Customer for any reason whatsoever.
6. The balance of the price outstanding, after the payment of the deposit, shall be paid in full by The Customer to OFL within 7days of delivery of The Equipment to location. In the event of The Equipment having already been delivered to the location the balance of the price outstanding shall be paid immediately upon notice from OFL to The Customer.

D. Services provided by OFL

1. OFL or its duly authorised agent will maintain The Equipment to produce the designed level of performance, on The Customers premises during normal working hours. Monday to Friday, 9.00am to 5.00pm, excluding Bank Holidays.
2. Maintenance shall include the labour for both routine and break down service together with the provision of necessary spare parts to achieve the performance level as in sub-paragraph D.1 above.
3. OFL will despatch consumables to The Customer within a maximum of 48 hours of The Customers request. Payment for such supplies and delivery will become due 30 days from the date of invoice.
4. Where The Equipment includes network and computer connected products, OFL will assist in the connection (meaning the software link between The Customers network and computers and The Equipment) of the product to The Customers own on-site network and/or computers. OFL will only be responsible for the connection as originally configured when The Equipment was first located and installed.
5. OFL will provide on-site operator training on the use of The Equipment at the time of installation and reasonable requests for training on occasional basis. (OFL shall in its absolute discretion determine whether such requests are reasonable). Where such training is chargeable payment will become due 30 days from the date of invoice.
6. OFL will make available to the customer a loan product if The Equipment is non-operational 24 working hours after an engineers qualification of the fault. This Loan device may not be identical to The Equipment but will provide the same level of functionality (Copy/Print/Scan) excluding colour output capabilities although OFL will endeavour to also include colour functionality if The Equipment under service has colour capabilities.
7. OFL will provide toner to The Customer for use only within The Equipment supplied by OFL. All toner supplied by OFL remains the property of OFL inclusive of toner cartridges installed within The Equipment
8. Where this agreement is 'toner inclusive' OFL will provide The Customer with the option of a recycling service to end users. The recycling service will be subsidised in part by OFL

E. Charges and Payments

1. During the subsistence of this agreement, The Customer shall pay the total charge as invoiced. Interest on overdue amounts will become payable on a daily basis at the rate of 4% per annum above The Bank Of England base rate from time to time applicable. In the case of a claim for payment being take to court, interest is payable up to and after Date of Judgement until the amount has been settled in full.
2. OFL shall be entitled to vary the cost of subsequent service and/or levy a charge for the supply of any consumables provided to The Customer at any time, without notice. If any such change results in an increase of more than 9.5% per annum of the current chargeable price, The Customer may cancel this agreement by delivering written notice before the effective date of the price change. OFL will invoice The Customer, and The Customer agrees that a minimum service charge of £35 per calendar month applies to each individual piece of equipment, where your use of the equipment yields income of less than £35 per calendar month +VAT.
3. In the event of The Customer either: failing to make due payment, or The Customer being in breach of this or any OFL agreement, OFL reserve the right to withdraw all service and/or the supply of consumables.
4. Where this agreement is 'toner inclusive' the cost per A4 print includes the supply of toner necessary to produce prints on the equipment to yield an average image coverage of 5% on black and white and 20% colour prints. OFL reserve the right to charge for toner used in excess of these amounts.
5. After the initial 30day period connectivity charges apply to The Equipment at £12.95 per calendar month for the initial piece of equipment and an additional £3.50 per month for each additional piece of equipment there after. Customers are automatically enrolled for network connectivity cover however this can be cancelled at any time by emailing service@officeflow.co.uk. Network connectivity cover encompasses remote and on-site visits to resolve print and scan issues on The Equipment provided by OFL only. Any connectivity issues that may be caused by infrastructure and/or software issues unrelated to The Equipment provided by OFL is not covered by the network connectivity cover.
6. Where this agreement is 'toner inclusive' the optional recycling service will be provided to The Customer and charged annually at £14.95 billed on the anniversary of installation.

F. The Customer's obligations

1. The customer shall not without the prior written consent of OFL be entitled to assign this agreement and shall notify OFL immediately if any third party claims or purports to claim a right over The Equipment which is inconsistent with the legal owners right thereof or The Customers continuing obligation under this agreement for service and supplies.
2. The Customer shall provide a maximum of two responsible persons as machine supervisors for on-site training by OFL in the use of The Equipment to its installed level of functionality. Where such training is chargeable payment will become due 30 days from the date of invoice.
3. The Customer shall not alter or modify The Equipment or its location without first obtaining written consent from OFL and the legal owners of The Equipment.
4. The Customer shall not purchase, use or install consumables or obtain service constituting any part of the service from any other person or company at any time during the subsistence of this agreement, other than with the express written permission from OFL.
5. The Customer will ensure that the premises in which The Equipment is to be located and installed are kept in a fit condition for The Equipment to produce its designed level of performance. The Customer will also provide, free of charge, such light, heat, electrical power, computer availability and necessary cabling for OFL to effectively install The Equipment.
6. The Customer is aware of the OFL fair usage policy for scanning and where OFL deems scan usage to fall outside of this fair usage policy additional scanning costs will apply.
7. The Customer agrees where high scan usage applies, physical parts of automatic document feeders are subject to fail prior the end of The Equipments total designed peripheral engine life. Additional costs for parts will apply if OFL deems the failing of equipment such as the document feeder is caused through disproportionate usage in relation to the main engine and its designed life of The Equipment.
8. When a machine has been maintained under this agreement for 5years or has exceeded manufacturers designed engine life, an additional warranty charge will be applied. The Customer will be invoiced by OFL at the then prevailing rate in line with the current billing period.
9. The Customer shall ensure The Equipment is connected to the network at all times during this agreement. The Customer shall allow for collection of device information such as meter readings and consumable status from The Equipment directly over the internet and also via the DCA (Data Collection Agent) software currently in operation by OFL.

G. Repair of The Equipment – Breakdown service shall not include:

1. Service occasioned by the use of consumables or supplies that have not been approved or supplied by OFL without express written consent from OFL for these consumables or supplies to be installed into The Equipment.
2. Service required outside of normal working hours, Monday to Friday, 9.00am to 5.00pm excluding Bank Holidays.
3. Removal or transfer of The Equipment from the initial location of installation within the period of the agreement without prior written consent from OFL.
4. Service occasioned by neglect or misuse of The Equipment by The Customer, The Customer's employees or agents or by any person other than OFL. The opinion of OFL as to whether or not there is such neglect or misuse will be deemed to be final and (without prejudice to the generality of the forgoing) there shall be excluded wilful damage or operator error unless OFL at its own absolute discretion agrees to waive any additional charge.
5. Repair or refurbishment of cabinets, equipment covers, handsets or the replacement of cables.
6. The use of The Equipment outside of the manufacturers recommended limitations and specifications.

H. Termination

1. OFL will have the right, without prejudice to any other remedy, by giving The Customer written notice at any time to forthwith terminate or suspend the performance of any of its obligations under this agreement, without liability to The Customer if;
2. The Customer fails to make any payments when and as due, or
3. The Customer defaults in any other of its obligations under this agreement and such default is irremediable -if remediable- The Customer fails to remedy it within (7) days of being requested in writing by OFL to do so, or
4. Where The Equipment is the subject of any hire agreement – whether or not also including an option to purchase – that agreement expires, or is terminated by the owner of The Equipment expires for whatsoever reason, or
5. The Equipment is damaged beyond reasonable repair, or
6. The Customer makes changes to their network or computer systems leaving The Equipment inoperable, this includes the device not being connected to the network as per clause F.9 and where OFL are unable to receive device information from The Equipment remotely for a period of 4 weeks or more.
7. The Customer enters into any composition or arrangement – Whether formal or informal – with its creditors, has a resolution passed or petition presented for its winding up – whether compulsory or voluntarily – it has receiver, manager administrative receiver or liquidator appointed in respect of any of its assets, suffers any distraint or execution or another process to be levied upon any of its assets, ceases to trade or – if an individual becomes bankrupt or OFL believes in good faith that any such event may occur, or Without prejudice to any other of OFL's rights, in case of any termination of this agreement by OFL or by The Customer, including should the machine be disconnected and made inoperable, or replaced, or moved, causing the copy/print volume to fall from normal historical usage (historical usage based on previous payment charges over the last 12 month period), OFL reserve the right to treat such action as if the agreement had been terminated by the customer, and The Customer shall pay to OFL;
8. All sums owed to OFL up to the date of termination of this agreement
9. The Customer shall pay a sum equivalent to 75% of the remaining contract based on your average payment charges during the contract period to date of termination, or the minimum cost of £105 per quarter per device, whichever is greater.
10. If this agreement is ended early, or outside of the stated termination terms, The Customer shall pay a charge of £100 +VAT per agreement to cover admin costs in ending the agreement.
11. On termination of this agreement, The Customer shall pay a collection fee of £150 +VAT per piece of equipment to cover OLF collection costs. The Customer recognises and accepts by the signing of this agreement, the amounts calculated in accordance of clause H.9-H.11 represents a fair measure of the losses and damages to OFL as would be calculated by a court of law.
12. Data Security: The protection of The Customers data is a priority. Office MFD's/Products that make up The Equipment store data (Copy/Print/Scan activity) on the internal HDD of that device. On termination of this agreement OFL will completely and securely destroy all data on the internal HDD of all collected equipment when The Equipment is returned to the OFL office. Our costs for doing this and to which The Customer agrees to pay is for this data cleanse service is £250 +VAT per piece of equipment collected in line with our data protection procedures.
13. The customer can terminate this agreement by written notification delivered by recorded post (or email) to the OFL office and addressed to The Service Director by giving at least 90 days notice before the Anniversary date of the agreement. The 90 days notice will commence from the date the written notification is received by OFL. In return OFL must provide the customer with a minimum of 90 days written notice to cancel this Maintenance and Supplies agreement when the customer is not in breach of any terms as outlined in this document.

I. Liability

1. OFL shall not be liable for any indirect consequential loss (including loss of profit) whatsoever and howsoever arising, whether from defective equipment, defective service or defects in non-delivery of goods and materials used in The Equipment, to The Customer
2. OFL shall not be liable for any damage to property or person caused by the locating of The Equipment.
3. OFL shall have no responsibility for the suitability of The Equipment of The Customers requirements and by entering into this agreement or by accepting the delivery of The Equipment pursuant to this agreement The Customer shall be deemed to have satisfied itself that The Equipment is at that time in good order and condition.
4. The Customer acknowledges that where this agreement shall be signed by an employee or agent of The Customer who has been held out to OFL as duly authorised on their behalf, the signature of such person shall be binding upon The Customer.

J. General

1. Any notices to OFL must be delivered in writing to OFL marked for the attention of the Managing Director. Any such notice given by either party to the other shall be in writing and if sent by first class post shall be deemed to have been given two working days following the date of posting
2. OFL may transfer our rights and/or obligations under this agreement to a subsidiary or associate company belonging to OFL or another service provider.
3. Should we respond to a service call and the issue does not lie with the equipment supplied we will charge The Customer a call-out charge and any other costs associated with the service call at the then prevailing rate.
4. This document constitutes a formal and complete offer of the Maintenance and Supplies agreement. Anything agreed verbally or otherwise and not included herein shall be deemed void.
5. This agreement is subject to English Law and the jurisdiction of the English Courts in all matters relating to this agreement.

officeflow ltd.

Unit 9

Helledson Park Industrial Estate

Hellesdon Park Road

Norwich

NR6 5DR

01603 57 67 77

www.officeflow.co.uk

Maintenance & Supplies Agreement

officeflow Ltd.

Unit 9

Helledson Park Industrial Estate

Helledson Park Road

Norwich

NR6 5DR



NORTH WALSHAM TOWN COUNCIL

Fees – 2021/22

Adopted by the Council at its meetings held on 29.6.21

Interments:

	Parishioners	Non-Parishioners
Child age not exceeding 18 years.	NIL	NIL
Burial - Single/re-opening of Double	£387	£775
Burial - Double	£528	£1059
Ashes - Single/Double	£136	£232

Exclusive Rights (duration of 75 years):

	Parishioners	Non-Parishioners
Child age not exceeding 18 years	NIL	NIL
Burial - Single/Double	£239	£539
Ashes - Single/Double	£135	£260
Change of ownership of Exclusive Rights	NIL	NIL

Memorials: (fees include original inscription)

	Parishioners	Non-Parishioners
Headstone (not exceeding 2ft 6inch in height)	£127	£255
Vase/Tablet (not exceeding 18inch x 18inch)	£81	£163
Desktop/Book	£108	£216
Each additional inscription	£62	£124
Use of the Cemetery Chapel:	£44	£44
Additional fees to bury outside Cemetery hours (religious/medical reasons only):	£62	£118

Allotments

War Memorial Park x6 size	£20
Bacton Rd Cemetery x 10 size	£30

Markets

0.85p per foot, for a weekly stall	min £8
Casual stalls	min £10

Advertising

Trackside	£750+VAT per year
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Rentals

Poppies	Lease/Rent
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North Walsham Town Council
BALANCE SHEET
31/03/2024

<i>(Last) Year Ended</i> 31 Mar 2023		<i>(Current) Year Ended</i> 31 Mar 2024
£	CURRENT ASSETS	£
	Stocks and stores	
	Work in progress	
	Debtors (Net of provision for doubtful debts)	23.00
	Prepayments	
14,606.13	VAT Recoverable	4,420.33
	Temporary lendings (investments)	
434,487.76	Cash in hand	453,106.39
449,093.89	TOTAL ASSETS	457,549.72
	CURRENT LIABILITIES	
1,534.31	Creditors	2,491.94
<u>447,559.58</u>	NET ASSETS	<u>455,057.78</u>
	Represented by:	
264,718.58	General fund Balance	276,580.92
	Reserves:	
	Capital	
182,841.00	Earmarked	178,476.86
<u>447,559.58</u>	Adjustments	<u>455,057.78</u>

The above statement represents fairly the financial position of the council as at 31 Mar 2024

Signed 

Responsible Financial Officer

Date

16.5.24



NORTH WALSHAM TOWN COUNCIL

Meeting Calendar Dates 2024/25

Full Council meetings are usually held on the last Tuesday of every month and Committee’s meetings are held on alternative dates during the month. There are no meetings in August when Council takes a recess.

Meetings generally start at 18:30, but this may vary. Times and dates will be confirmed on the public notice (Agenda).

All dates are subject to change, and extra meeting dates may be added. Public notices will be kept within the legal requirement of ‘3 clear days’ of any meeting.

All Council meetings are held at Cedar House, New Road, North Walsham NR28 9DE, unless notified otherwise.

<p><u>MAY 2024</u> Tues 21 Annual Full Council</p> <p><u>JUNE 2024</u> Mon 17 Finance & Grants Tues 25 Full Council</p> <p><u>JULY 2024</u> Tues 1 Personnel Tues 9 Markets Tues 9 Media & Information Tues 16 Development & Amenities Fri 19 Finance & Grants Tues 30 Full Council</p> <p><u>AUGUST 2024</u> RECESS</p> <p><u>SEPTEMBER 2024</u> Mon 9 Finance & Grants Tues 17 Development & Amenities Tues 24 Full Council</p> <p><u>OCTOBER 2024</u> Tues 8 Markets Tues 8 Media & Information Tues 15 Personnel Tues 29 Full Council</p>	<p><u>NOVEMBER 2024</u> Mon 11 Finance & Grants Tues 19 Development & Amenities Tues 26 Full Council</p> <p><u>DECEMBER 2024</u> Tues 12 Markets Tues 12 Media & Information Tues 17 Full Council</p> <p><u>JANUARY 2025</u> Mon 7 Finance & Grants Wed 21 Development & Amenities Tues 28 Full Council</p> <p><u>FEBRUARY 2025</u> Tues 11 Markets Tues 11 Media & Information Tues 18 Personnel Tues 25 Full Council</p> <p><u>MARCH 2025</u> Mon 4 Finance & Grants Tues 18 Development & Amenities Tues 25 Full Council</p> <p><u>APRIL 2025</u> Thurs 3 Annual Town Tues 8 Markets Tues 8 Media & Information Committee Tues 29 Full Council</p> <p><u>MAY 2025</u> Tues 27 Annual Full Council</p>
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Other Committee meetings will be held as required with the statutory 3 clear days’ notice, so that any members of the public who wish to attend, can attend.



NORTH WALSHAM TOWN COUNCIL

Complaints – Code of Practice

Adopted by the Council at its meeting held on 26.11.19

This Policy sets out procedures for dealing with any complaints that anyone may have about North Walsham Town Council's administration or procedures. Complaints cannot be made confidentially and apply to the Town Council's employees only.

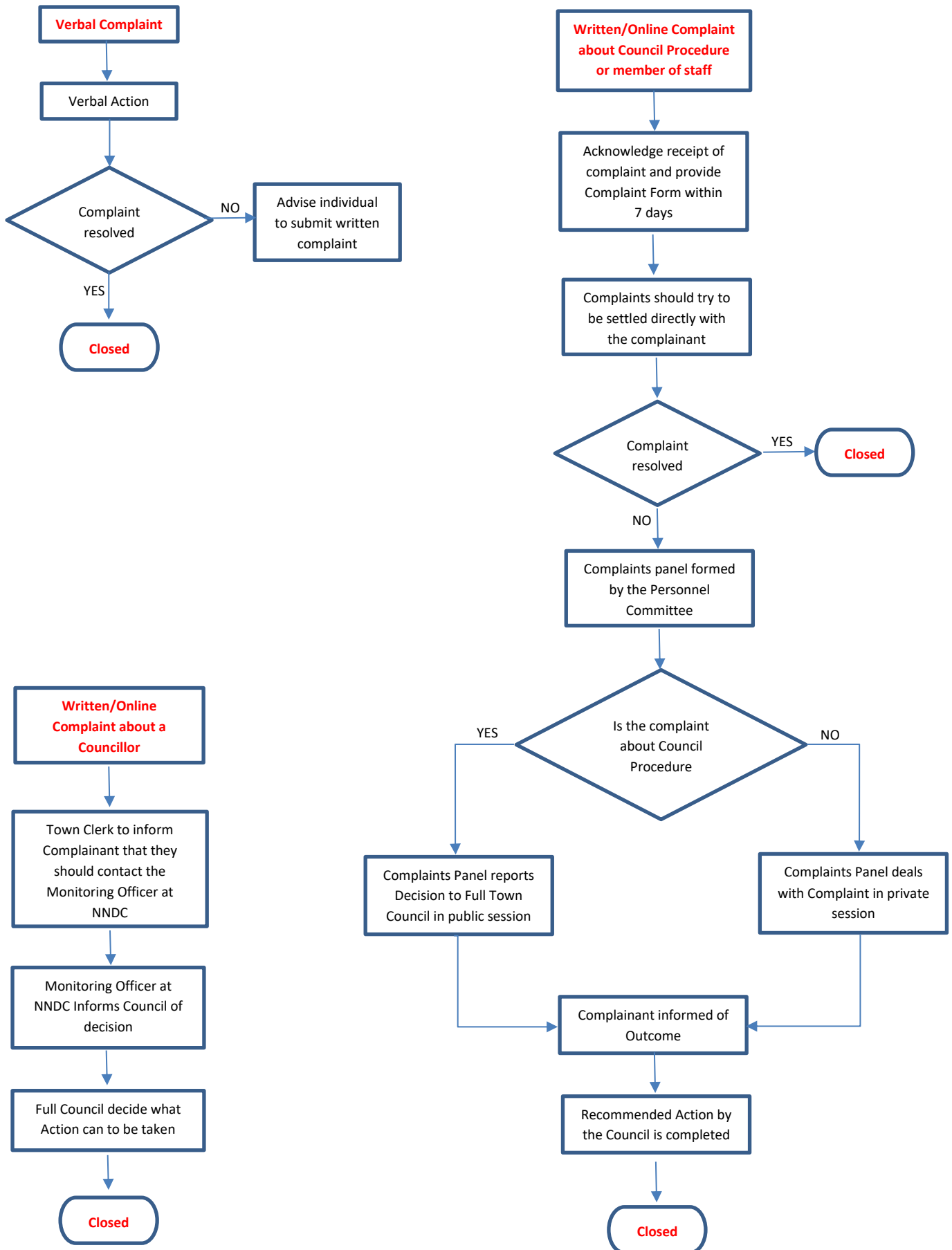
Complaints against Councillors need to be made to the Monitoring Officer at NNDC.

Complaints from employees about the Council as an employer need to be dealt with by the Council's Grievance procedure.

Complaints against procedure decisions made by the Council shall be referred back to Council.

1. If a complaint is received verbally to a Councillor or the Clerk, they should seek to satisfy the complaint fully. If the complaint is about the Clerk, it should be made directly to the Chair of the Council.
2. If the complaint is not resolved, the complainant should be asked to submit a written complaint to the Clerk or the Chair to the Council. Receipt should be provided along with the Complaint Form within 7 days.
3. On receipt of a written complaint the Chair of the Council or the Clerk, should try to settle the complaint directly. If the complaint is about the Clerk, it should be made directly to the Chair of the Council.
4. No complaint shall be settled without first notifying the person being complained against and giving them an opportunity to comment.
5. The Clerk or Chair of the Council shall bring any written complaint that has not been resolved to the Chair or Vice Chair of Personnel Committee. A Panel will be formed by the Personnel Committee to consider the Complaint.
6. The Personnel Panel shall consider if the circumstances surrounding the complaint warrant the matter being discussed in the absence of the press and public or in public session.
7. When the final decision has been made it will be reported to Full Council in public session.
8. As soon as possible after the decision has been made, it and the nature of any action to be taken shall be communicated in writing to the complainant.
9. The decision is final, and no appeals will be considered.

Sequence of Events





NORTH WALSHAM TOWN COUNCIL

Complaints Form

Name.....

Address.....

.....

.....

Post Code.....

Details of Complaint.....

.....

.....

.....

.....

.....

How you would like to be contacted Email Letter Phone

Contact details.....

Have you spoken to anyone at the Council? YES/NO

If YES please give their name.....

What outcome are you looking for.....

.....

.....

.....

.....

Please return this form to :- Town Clerk, North Walsham Town Council, Office 4, The Cedars, 2 New Road, North Walsham, NR28 9DE

Our **General Privacy Statement** explains how we use your personal data, keep it stored securely and how you can exercise your rights. All data will be destroyed securely in line with our **Retention & Disposal Policy**



NORTH WALSHAM TOWN COUNCIL

Communication Protocol

Adopted by the Council at its meetings held on 28.7.15 part II

1 Introduction

- 1.1 This document covers communications relating to Members of the Town Council, Council staff, members of the public, other bodies, and the press.

2 Correspondence and information sent to the Council

- 2.1 The official point of contact for the Council is the Town Clerk. All correspondence to the Council should be addressed to the Town Clerk.
- 2.2 The Town Clerk should deal with all correspondence following a meeting of the Council.
- 2.3 No individual Councillor should be the sole custodian of any correspondence or information that relates to the Council as a whole, it must go to the relevant Chair, elected representative, Town Clerk or direct to Full Council. The council is unable to act on issues that have been declared as confidential to any one individual unless consent is given to share the information with the relevant Committee Chair etc.
- 2.4 Items of correspondence which require a council response, decision or action should be officially received at Council for a decision unless of an urgent Health and Safety concern.

3 Agenda items of Council, Committees, Sub-Committees and Working Groups

- 3.1 Agenda items should be clear and concise. They should contain sufficient information for members to make an informed decision. Items for information should be kept to a minimum on Council agendas. Where Councillors wish colleagues to receive matters “for information only”, this information should be circulated via the Town Clerk.

4 Communications with the Press and Public

- 4.1 Press reports and correspondence from the Council, Committees, Sub-Committees and Working Groups are deemed to be authorised by the Proper Officer.
- 4.2 If Councillors are asked for a comment by the press or members of the public, unless it is absolutely clear that they are reporting the official view of the Council, it should be stated clearly that such comments or views are the personal views of the Member.
- 4.3 When posting information on behalf of the Council via any form of Social media, it must be done under a Group heading such as North Walsham Town Council and remain under the control or delegation of the Proper Officer.
- 4.4 Social Media administrative rights will be operated by the Town Clerk, any posting will adhere to the following guidelines:-
- No business advertisements permitted
 - No insults, bullying/threatening behaviour or foul language
 - Political neutrality
 - Commenting turned off

- 4.5 When commenting on any social media platform, Councillors must make it absolutely clear from the outset that any comments they are making are that Member's personal views. Councillors must not allow themselves to be drawn into lengthy discussion or argument about matters over which the Town Council has no control.
- 4.6 If Councillors wish to make a complaint or receive a complaint from a member of the public, this should be passed in writing to the Town Clerk so that it can be dealt with under the Council's complaints procedure or by a Council agenda item. The name and address of the complainant should be on record.

5 Correspondence between Councillors and other bodies

- 5.1 All personal correspondence as a Councillor to other agencies should make clear that the views expressed are those of the individual and not necessarily those of the Council.
- 5.2 A copy of all outgoing correspondence relating to the Council or the Councillors role within it should be sent to the Town Clerk, and the correspondence should make clear to the addressee that this is the case.

6 Communications with Town Council staff

- 6.1 Council staff are answerable to the Council as a whole, through the Town Clerk, and not to individual Councillors. Councillors **must not** give instructions to any member of staff unless specifically authorized to do so by the Council or the urgency of the request justifies direct contact (for example health and safety matters on Council-owned property). In any event, the Town Clerk **must** be notified of any instructions given to staff. If the Town Clerk states that work cannot be undertaken by a member of staff that decision is final, and the decision cannot be raised with another Councillor.
- 6.2 Telephone calls should be kept to a minimum and relate to the Council.
- 6.3 Emails should be kept to a minimum to the Town Clerk or staff. Instant replies from the Town Clerk or other staff should not be expected and will only be dealt with instantly if considered urgent. Matters for information should be directed to other Councillors via the Town Clerk.
- 6.4 If an acknowledgement is requested in an email from the Town Clerk, Councillors should provide this.
- 6.5 If Councillors wish to meet with the Town Clerk to discuss matters of Council business, an appointment should be made. When requesting an appointment, the matters for discussion should be made clear.
- 6.6 All visitors including Councillors when visiting the Council Offices must sign in and out. This does not include official Council meetings when attendance is recorded in the minutes.
- 6.7 Councillors should treat all staff with respect. Any Councillor wishing to question a member of staff's decision or action, should do so via the Clerk. If after answering the question, a repeated request for the same question is received, supporting evidence must be provided or this question will not be answered. (added by Council minutes 26.11.19, 7.6.1)