

North Walsham Town Council

23 January 2025 (2024-2025)

PAYMENTS LIST

Vouche	Code	Date	Minute	Bank	Cheque No	Description	Supplier	VAT Type	Net	VAT	Total
493	General Running Costs	17/12/2024		Unity Trust Account		Fuel	Fuel Genie	S	284.35	56.87	341.22
501	Salaries HMRC	17/12/2024		Unity Trust Wages A		Salary	HMRC	X	4,332.62		4,332.62
500	Salaries Pension	17/12/2024		Unity Trust Wages A		Salary	Norfolk Pension Fund	X	5,778.08		5,778.08
487	Legal	18/12/2024		Unity Trust Account		Human Resources	Croner Group Ltd	S	895.00	179.00	1,074.00
488	Legal	18/12/2024		Unity Trust Account		Human Resources	Croner Group Ltd	S	295.00	59.00	354.00
476	Admin Running Costs	19/12/2024		Unity Trust Account		Equipment	Amazon	S	37.10	7.42	44.52
494	Admin Running Costs	20/12/2024		Unity Trust Account		Charges	LGRC	S	394.50	78.90	473.40
498	Admin Running Costs	20/12/2024		Unity Trust Account		Human Resources	Worknest	S	1,200.00	240.00	1,440.00
474	Admin Running Costs	20/12/2024		Unity Trust Account		DBS	First Advantage Europe Ltc	S	105.00	21.00	126.00
485	Admin Running Costs	20/12/2024		Unity Trust Account		Refuse	Shred station	S	32.00	6.40	38.40
466	Admin Running Costs	20/12/2024		Unity Trust Account		Refuse	Shred station	S	32.00	6.40	38.40
467	Admin Running Costs	20/12/2024		Unity Trust Account		Cleaning	Barnett's Cleaning Solution	S	35.70	7.14	42.84
471	Admin Leases & Agreements	20/12/2024		Unity Trust Account		Rates	NNDC	S	617.00	123.40	740.40
469	Miscellaneous	20/12/2024		Unity Trust Account		Auditor	Do the Numbers Ltd	X	2,400.00		2,400.00
492	Admin Training	20/12/2024		Unity Trust Account		Expenses	Various	E	42.00		42.00
502	Salaries Wages	20/12/2024		Unity Trust Wages A		Salary	Various	X	14,942.79		14,942.79
499	Salaries Unison	20/12/2024		Unity Trust Wages A	10556	Salary	UNISON	X	51.75		51.75
473	General Streetlights	20/12/2024		Unity Trust Account		Electricity	Cozens (UK) Ltd	S	25.00	5.00	30.00
491	Poppies Repairs/Maintenance	20/12/2024		Unity Trust Account		Poppies	J & O Electrical Limited	S	73.86	14.77	88.63
489	General Vehicles	20/12/2024		Unity Trust Account		Insurance	Clear Insurance Managemen	E	72.77		72.77
484	General Vehicles	20/12/2024		Unity Trust Account		Vehicles	North Walsham Garden Ce	S	124.55	24.91	149.46
529	Admin Interest/Bank Charges	23/12/2024		Unity Trust Account		Charges	Lloyds Bank - Multi pay car	E	3.00		3.00
529	Other New Mayor	23/12/2024		Unity Trust Account		Charges	Lloyds Bank - Multi pay car	E	42.50		42.50
529	Miscellaneous	23/12/2024		Unity Trust Account		Charges	Lloyds Bank - Multi pay car	S	80.02	16.00	96.02
472	General Running Costs	27/12/2024		Unity Trust Account		Equipment	Ernest Doe	S	42.50	8.50	51.00
468	Admin Running Costs	31/12/2024		Unity Trust Account		Equipment	CoolerAid	S	7.45	1.49	8.94
526	Admin Running Costs	31/12/2024		Petty Cash		Milk/Tea/coffee etc.	Cash	E	1.35		1.35
527	Admin Interest/Bank Charges	31/12/2024		Unity Trust Account		Charges	Unity Trust Bank	E	19.20		19.20
528	Admin Interest/Bank Charges	31/12/2024		Unity Trust Account		Charges	Unity Trust Bank	E	6.60		6.60
525	Admin Interest/Bank Charges	31/12/2024		Unity Trust Wages A		Charges	Unity Trust Bank	E	7.65		7.65
486	Admin Running Costs	01/01/2025		Unity Trust Account		Charges	Lloyds Bank - Multi pay car	E	12.75		12.75
486	Admin Running Costs	01/01/2025		Unity Trust Account		Charges	Lloyds Bank - Multi pay car	E	3.50		3.50
486	Other New Mayor	01/01/2025		Unity Trust Account		Charges	Lloyds Bank - Multi pay car	E	4.25		4.25
490	Admin Running Costs	06/01/2025		Unity Trust Account		Photocopier	Office Flow	S	38.74	7.75	46.49

PAYMENTS LIST

Vouche	Code	Date	Minute	Bank	Cheque No	Description	Supplier	VAT Type	Net	VAT	Total
514	Admin Training	06/01/2025		Unity Trust Account		Training	SLCC	S	120.00	24.00	144.00
504	Admin Leases & Agreements	13/01/2025		Unity Trust Account		Photocopier	Grenke	S	234.99	47.00	281.99
								Total	32,395.57	934.95	33,330.52

Wayne Beauchamp
13 Millfield Road
North Walsham
Norfolk
NR28 0EB

17th January 2025

To whom it may concern!

I don't really do letters to the council but I seriously wanted to voice my support for our new Town Clerk, Wendy Murphy.

I have been working closely with North Walsham Town Council for many years, starting way back in 1987 when I started working at Express Printing in North Walsham and we were involved in many of the council's projects when printing was required and in 1991 started producing the official town guide, Bed & Breakfast too. I worked regularly with the Margaret Foster, the Town Clerk at the time, and got to know other staff and councillors. I am still good friends with several past Mayors, such as Jim LeGrice and Brian Wexler, as well as several current councillors and still produce the Town Guide as well as look after the website but now on a self-employed basis since the passing of my employer at Express, Mr Roger Buck, in 2012.

I couldn't make the extraordinary meetings on 9th or 11th December 2024 and saw only a few posts on social media which I took with a pinch of salt. I didn't know the outcome, haven't heard anything since and, with Christmas chaos, I have put it out of my mind so I apologise that I didn't write earlier.

On Thursday 16th January 2025 I visited the North Walsham Town Council offices to discuss progress of the 2025/26 town guide, which I am currently producing on behalf of the council, and was horrified to see the state of our town clerk, Wendy Murphy. This prompted me to return home and watch the videos of the two meetings in December 2024 which I could not attend.

When Wendy originally started as Town Clerk, in early 2024, I wondered how this would effect to processes of the projects which I work on with the town council. I reserved judgment and stepped cautiously. The previous staff had disappeared quite suddenly and I had no idea what had happened and how but that was none of my business. I don't religiously keep up with the council's affairs.

What I did see was somebody bravely stepping into the breach. It's no secret that the North Walsham Council had become a shambles. Social media has a lot to answer for but the entire council was constantly ridiculed and some was not unfounded. I had attended a couple of meetings in 2019 to discuss a project I was involved in and there were discussions regarding the Town Council's stance when dealing with the developers in the town as there was several developments on the go at the time. There appeared to be no backbone when standing up to the developers. It was such a contrast after the days of Margaret Foster who was a force of nature. Nobody dared mess with Margaret, she made sure everything was carried out correctly and

over the years so many people I've spoken to who worked with her have collaborated this. Since Margaret retired in September 2013 the Town Council has struggled with temporary clerks, job share clerks and no clerk. The previous Town Clerks had been struggling to work beyond their means and the combination of eviction from the long established premises and the impact of Covid-19 had all contributed to difficult situation.

I'd like to add that I also attended Mundesley Parish Council meeting around the same time and was stunned at how much more professional it felt, how much more welcoming it felt and how many more members of the public attended.

It's fair to say Margaret Foster took ownership of the position, it's a lot of responsibility, and I don't think the town has seen the likes of her since ... until now. It didn't take long for me to realise that Wendy meant to steer things back in line. It's obvious that any attempt overhaul a failing system requires bravery, dedication, passion and the right skill set. I believe we are very lucky to have Wendy take on the challenge. Not only does she have the experience but she's prepared to take ownership of the position, it doesn't appear to be "just a job", she's brave enough to accept she wouldn't be popular because of the task required and she's proud born and bred North Walsham so she has a genuine understanding of the council's history and seen enough to know what works and doesn't in the town.

We saw a similar dynamic at North Walsham High School after years of the school developing possibly the worst reputation in North Norfolk, with many parents choosing to take their children to Aylsham, Cromer & Broadland schools, the school took on Mr Gosden as Head Master. His methods were not popular but drastic measures were required to steer the school back on course and it appears he has been successful. My own daughter is 15 and my sons are 27 and 30 so I have seen the school during its bad times and the recent improvements.

When Wendy took over it quickly became apparent that there had been no hand-over process. I had several ongoing projects which involved the council. Wendy inherited a year of monthly Street Feast events, the town council website, the town guide (both website and printed book) and all the ancillary aspects and I have been supporting where I can. These were the only the aspects of her responsibilities that I knew of but I imagine if no information about these had been passed then it was probably consistent throughout.

Wendy was truly taken back by the lack of support the council has shown our North Walsham Archive group in storing our collection of town history saying that her experience with Aylsham Town Council was that their archive is their responsibility to safeguard and provide storage. North Walsham Town Council have regularly leaned on our group for a whole variety of historical information and photos over numerous projects. When the council downsized and moved to Kings Arms Street, the amount of material they could no longer store was immense. I was told many times that if we didn't have it then it would go "in the skip". I think this makes the archive a valuable asset to the council. Wendy understood this and has been a member of our online community for some time which, I think, shows the value she puts on the heritage of this town. Especially as the recent HAZ investment in the town was to promote us as a heritage town.

In summary, I feel that Wendy took on the unenviable task of repairing a broken organisation

with virtually no support. She did this with ownership, passion and efficiency for the town she grew up in and with genuine interest and love for the town's welfare, the people and its history. I have felt that all of my meetings with Wendy and the current staff have been friendly, very business like, efficient and productive. I genuinely believe that Wendy is the best chance we have of repairing this Town Council's reputation with the residents and wider community. I think we should count ourselves lucky that she is prepared to invest this much of her time, energy and skills into this position for the good of our town. I can't think of anybody I'd rather see in the position. It's the first time since Margaret Foster held the position that I have felt confident and the fact that the council has returned to The Cedars is just poetical. It felt like after 10 years of difficulties the future was bright.

That is, I did until December. I expected Wendy's reboot of the Town Council would put some noses out of joint but I didn't expect it to be so personal. The reputation of the Council with the residents of North Walsham is at an all time low. Just to see this determination and effort to overhaul it could just be its reputation's saving grace. From the outside it looks like the work of councillors who want to keep the status quo and so resentful at the arrival of a new clerk, and having the failing history of their council exposed, have decided to personally attack Wendy in a "gloves off" attempt to protect their own reputations and egos. It is genuinely horrific. I would also ask them to consider where they think they'd find somebody more suitable and qualified for the task. The attack on Wendy is having visible repercussions and, as a human being, is difficult to stand by and watch and it only destroying the council's reputation even more. I am disgusted.

Although I am not part of the council in any way I am part of the town, all my 54 years, and I love my town and want to see it prosper and be the town I know it can be. I work very hard to that end and I think Wendy is an amazing asset and we should let her put her energy and time into the job she is employed to do.

I would like to put on record my absolute respect for Wendy's assistant, Jasmine, who, despite being very young, bravely defended her work colleague within an aggressive environment and difficult situation and articulated her thoughts and feelings so well, honestly and without compromise. It's this sort of camaraderie which I believe makes an organisation strong, not self-interest, self-preservation and egos.

A final note, my respect goes out to anybody who would be a councillor as I appreciate it's a voluntary position, a thankless task and not something I could do. I'm sure those who do these jobs also have the town's welfare close to their hearts, I just feel the recent treatment of Wendy is heartless and I'd like to see a little more compassion, understanding and tolerance from council members. If watching a colleague struggle like this doesn't upset you then surely it's questionable about your credentials to be in a position to care for individuals in your constituency?

*All the best,
Wayne Beauchamp.*



NORTH WALSHAM TOWN COUNCIL

Recommendations from the Events & Tourism Working Group Meeting

held on Thursday 9th January 2025, Cedar House, New Road,
North Walsham NR28 9DE

Minutes item 6:

Recommendation for NWTC to join various social media platforms, initially “Nextdoor” and “Instagram” All information should be shared across each platform, but the wording may vary to better suit it.

Minutes item 7:

Recommendation for NWTC to purchase a full-page space within Just North Walsham for every month of 2025. Total cost for the year approximately £2,400 allowing us to promote events and keep the public well informed.

Minutes item 8:

Street Feast/Picnic Party:

Recommendation for budget of £3,000 for the 14th June 11pm – 4pm Street Feast/Picnic Party.

Details are:

- 5 hours of entertainment £2,500
- Staffing costs £250
- Road closure £50
- Advertising £200

Total £3,000 which would be split across cost centres, eg, advertising.

Trackside Event:

Recommendation to take on as a project:

- a) Making another access point into Trackside Park to facilitate events more easily (with the Gas Governor in mind)
- b) Make existing access wider (need the bridge)

Minutes item 9:

Recommendation for NWTC to provide more what support and donations can be provided by NWTC to groups, charities etc.



NORTH WALSHAM TOWN COUNCIL

Minutes of the Events & Tourism Working Group Meeting

held on Thursday 9th January 2025, Cedar House, New Road,
North Walsham NR28 9DE

Present:

Town Councillors: Cllr Wright, Cllr Seward

NWTC Employees: Jasmine Dewbery (Chair, Assistant to the Town Clerk)

Members of Public: Claire Smith-Hawkins (Vice Chair), Debbie Paradise (North Walsham Community Network), Matt Smith (North Walsham Play), Paul Robinson (North Walsham Community Network & Good Neighbours)

The meeting opened at 18:30

1. APOLOGIES FOR ABSENCE

Wendy Murphy (Town Clerk), Representative from North Walsham Christmas Lights, Liz Hobbs

2. DECLARATIONS OF INTEREST

Personal interests: Cllr Seward (North Walsham In Bloom)

Pecuniary interests: Cllr Wright (Sunday Markets)

3. TO APPROVE MINUTES OF PREVIOUS MEETING

It was proposed by Jasmine Dewbery and seconded by Cllr Wright; it was RESOLVED to accept the minutes of 7th November 2024.

4. TO RECEIVE ASSISTANT TO THE CLERKS REPORT AND CONSIDER AND DISCUSS ANY UPDATES

Assistant to the Clerk's report received

5. TO DISCUSS AND MAKE A RECOMMENDATION FOR VE DAY 2025

It was suggested to speak to North Walsham Archives and veterans' groups to see what events took place originally or if anyone has any memories or stories they would like to tell. This might make a good project for history or media students to document.

Suggestions to liaise with the Atrium to see if an appropriate film can be shown in the cinema that day.

Discussions around holding an event in the afternoon/evening to encourage people out for the beacon lighting. Concerns raised over risks: lighting, toilets, accessibility. Discussion to bring the time of the beacon lighting forwards as the guidance of 9.30pm is very late. Agreed that we should put out a Facebook poll to gauge interest.

Initials.....

Date:.....



NORTH WALSHAM TOWN COUNCIL

Minutes of the Events & Tourism Working Group Meeting

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6. TO DISCUSS AND MAKE A RECOMMENDATION TO JOIN ‘NEXTDOOR’ AS A PUBLIC SERVICE

Agreed that we should recommend to full council that we join various social media networks, including Nextdoor and Instagram. It was agreed that the information should be the same across all platforms, but the wording may vary to better suit it.

7. TO DISCUSS AND MAKE A RECOMMENDATION ON ‘JUST NORTH WALSHAM’ ARTICLES

It was agreed to Recommend to full council that we purchase a full-page space with Just North Walsham every month of 2025. Total cost for the year is approximately £2,400. This allows us to promote all future events with enough space to also highlight other things going on in North Walsham too.

8. TO DISCUSS FURTHER PROPOSALS FOR NEW EVENTS 2025

Picnic Party

Recommend moving this to Saturday 14th June to avoid being too close to the Fun Day. Discussion around asking local businesses to stay open and inviting vendors that provide something that can’t be purchased in town already, eg, fish & chips, donuts, ice-cream. It was suggested that local businesses could provide ‘meal deals’ etc.

Discussion around providing entertainment and including local theatre/ performance groups. Plus, logistics of a ‘Pet Parade’.

We should make some photo opportunities for people to take selfies and tag us or #North Walsham.

Jasmine Dewbery to prepare costings and present to full council for approval on 28th January 2025.

Mini-Music Festival

Reviewed events and all agreed Saturday 19th July. Having warm up bands/acts and then a ‘headliner’ within the town clock, with seating available.

Find out the costs involved for having the NNDC car parks free to the public on event days, and make sure that toilets are open after 5pm.

Wellbeing Festival

Reviewed events and all agreed Saturday 16th August.

Discussion around making this event weatherproof by hiring somewhere such as the Atrium, which has multiple rooms and facilities to host it.

Debbie Paradise and Paul Robinson agreed that this would be a fabulous chance to promote mental health via encouraging people to volunteer to help with the event.

Trackside Event

Matt Smith advised on when they tried to do an event there previously, and issues that arose, including road safety, crossings, parking, toilets, marshals, evacuation points vehicle access.

Discussion around making either another access or making the existing access wider to be recommended as a project for the council.

Initials.....

Date.....



NORTH WALSHAM TOWN COUNCIL

Minutes of the Events & Tourism Working Group Meeting

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9. ITEMS FOR NEXT AGENDA/ PUBLIC FORUM/ LATE ITEMS FOR DISCUSSION ONLY

A late item from Felicity Christian of North Walsham Community Network was circulated and we all agreed that a town calendar would be a great resource. Perhaps some printed banners for regular annual events to be printed by February each year.

Discussion around promoting North Walsham as a tourist hot spot as a gateway to the broads or even the coast!

Guidance was requested on what support and donations could be provided by NWTC.

10. DATE OF NEXT MEETING

Finance meeting has been scheduled for first Thursday of the month, so it was suggested the second Thursday instead.

Next meeting Thursday 13th February 2025

Meeting closed at 20.15

(Please note that Cllr Seward gave apologies and left the meeting early at 7.35pm)

DRAFT



Wendy Murphy
Town Clerk
North Walsham Council
Cemetery Workshop
Bacton Road
North Walsham
Norfolk
NR28 9FH

Our ref: SSVIS/CGL926893

20 December 2024

Dear Wendy

Re: Health and Safety Service Visit

Address Visited: Cemetery Workshop, Bacton Road, North Walsham, Norfolk, NR28 9FH

Visit Date: 17 December 2024

Accompanied By: James Dennis

At my recent visit to your premises, the following activities were completed:

- Carried out a Health & Safety Inspection of your grounds maintenance activities based at the Cemetery workshops..

The following actions were identified during the visit or are outstanding from your previous health & safety compliance audit:

- **Movement of excavator** – during discussions, it became evident that the excavator has been transported on the general purpose trailer. DVSA advise that plant equipment should be carried on dedicated trailers that allow easy loading and securing. Lowloader trailers should be used to ensure a low centre of gravity to reduce the risk of rollover or other loss of control. **The height of your trailer bed (1030mm) means there will be a high centre of gravity and also the incline recommendation for the loading ramps may be exceeded.** Although your Fleming TR8 trailer is rated at 8 tonnes load capacity, which should be sufficient for the weight of the excavator, given the height considerations, **it is strongly advised this practice does not continue.** [Please refer to photographs 1 and 2]
- **Machinery/ equipment servicing** – your risk assessments state this will be done by trained and competent persons. When discussing this aspect, it was brought to my attention that some complex aspects on mobile plant are undertaken by staff. **The HSE state that “Maintenance work should only be carried out by those who are competent to do the work, and have been provided with sufficient information, instruction and competence training (PUWER regulations 8 and 9).** With high-risk or complex equipment, these demands may be significant and, in some cases, may be best undertaken by the manufacturer or specialist contractors.” **If staff have not been specifically trained to undertake tasks (eg replacing brakepads), they must not undertake those activities. Manufacturer/ Supplier manuals provided with the equipment will advise what activities can be done by users).**

- Review all risk assessments to ensure they fully reflect all activities undertaken by staff and controls are appropriate. Where your risk assessment states you have a specific control in place (eg vibration monitoring using HAVI equipment), is this actually done? Having looked at the risk assessments provided, I would make the following observations (some specific aspects are covered in the individual action points below):
 - there are references throughout to ensuring machinery/ equipment is only used by trained and competent persons. Do you have a training matrix in place that details who is authorised to operate what equipment (eg not everyone will be trained to use chainsaws or the excavator)? Ensure staff have been instructed as to which equipment they are authorised to operate so there is no ambiguity;
 - we mentioned use of ladders and you described accessing the clock tower. This is one example of a specific task that should be covered within risk assessments;
 - some specific points that I did not note in your risk assessments relate to the following:- clearing disused needles, broken glass, graffiti etc, memorial/headstone monitoring, tree inspections and playground safety (you have inspection procedures but no general risk assessment covering these areas), sunburn, recommendation for tetanus vaccinations, use of bench grinder. This is not exhaustive and you should review these with your grounds staff to ensure all significant risks are covered.
- LOLER annual inspection for excavator – as this has a lifting eye, it is classed as lifting equipment and is subject to annual Thorough Examination under the Lifting Operations and Lifting Equipment Regulations (LOLER). Any slings or chains are classed as lifting accessories and require Thorough Examination every 6 months. [Please refer to photograph 3]
- Compressor – there is no written scheme of examination in place for your Cemetery workshop compressor (800 bar litres rating – 8 bar, 100 litre). A smaller compressor is located in the Chapel Workshop which may not require a Written Scheme of Examination as it is likely to be under 250 bar litres.

Ensure a written scheme of examination is created for the larger compressor and it is inspected in accordance with this. Your smaller compressor can be assessed at the same time by the competent person to advise if it needs this, but it will still need suitable maintenance to be undertaken anyway. [Please refer to photographs 4 and 5]

- The fixed electrical system in the Chapel workshop had no evidence of a recent test. The label on the consumer unit stated the 3 year re-test was due in September 2023. If no in date Electrical Inspection Condition Report (EICR) can be located, arrange for an inspection and test to be undertaken.

The electrical system in the Cemetery workshop was inspected March 2023 and is due in 2026, according to the label on the board, but ensure you have a copy of the Electrical Inspection Condition Report (EICR) and it shows a 'Satisfactory' rating. [Please refer to photographs 6 and 7]

- Vibration risks – there is reference in risk assessments to using HAVI meters to measure vibration levels. Is this done? In any case, likely exposure levels should be documented in your risk assessments based on anticipated duration of exposure and manufacturer's vibration information. It is likely that limits will need to be placed on how long higher vibration equipment (eg petrol hedge trimmers) can be used before a break. As discussed, battery equipment tends to offer far lower vibration levels than petrol equipment.
- Tyre pressures – during discussion, it was brought to my attention that tyres have been historically overinflated above manufacturer's recommendations. This can lead to decrease in road grip, higher risk of punctures, damage to steering and suspension, increased stopping distances etc. Manufacturer's guidance must always be followed.

- Excavator operators and staff were advised to be trained under the Cemetery Operatives Training Scheme run by the Institute of Cemetery and Crematorium Management (ICCM) scheme, but training certificates weren't inspected so ensure these are up to date and employees only undertake activities they have been specifically trained on.
- No running water is provided to the Cemetery workshop although it is to the Chapel workshop – given the hazardous substances in use here, eyewash bottles should be provided as a minimum for immediate access in event of an emergency. For handwash purposes, it is acceptable (but not ideal) that staff can access the Chapel workshop to clean hands.
- Bench grinder in the Chapel workshop had no guards & the eye protection sign was obscured. The grinder should be replaced or repaired and signage made clear. [Please refer to photograph 8]
- Power take off on your tractor is provided with guarding to the rotating parts, ensure this is checked as part of routine equipment inspections. [Please refer to photograph 9]
- Provide hazardous substance signage to the chemical storage cabinet in the Chapel workshop. [Please refer to photograph 10]
- Where noise is mentioned in risk assessments, it states use of noisy equipment will be closely monitored. Is this actually measured or estimated from manufacturer's information? You should be assessing likely noise exposure of staff so you can determine what controls are needed and whether health surveillance is a requirement.
- Manual Handling – your risk assessment states that formal manual handling assessments will be undertaken using a specific form. Is this done? The assessment you provided sets out general considerations, but any significant manual handling activities should be assessed individually.
- Work at Height/ Christmas Tree risk assessments – reference is made to using powered access equipment (scissor lifts, MEWPs). Do your staff operate these and if so, are they specifically trained on that high risk equipment? There is also reference to fall arrest equipment (harnesses). Do you have these and if so, are they formally inspected at least annually?
- Hazardous substances – whilst an inventory of substances and quantities involved are in place, no actual assessment of how the substances are used and the controls needed was seen. Your generic COSHH risk assessment makes reference to completion of a specific COSHH assessment for each product. Ensure these are documented and appropriate controls put in place with staff trained in their use..

There is mention of respiratory protective equipment (RPE). If this is in use and relies on a tight face seal, each member of staff need to have the RPE face fit tested to ensure the particular model is suitable for them. See the following for details of accredited testers:
<https://www.fit2fit.org/>

- Hazardous substances – reference is made to welding. Is this done? If so, staff must be competent to do so and fume extraction should be in place and tested annually.

It was good to note the following points:

- Workshops were tidy with good housekeeping demonstrated;
- You have now registered your use of plant protection products with Defra, which is a specific legal requirement under the Official Controls (Plant Protection Products) Regulations 2020;
- Excavator operators and staff are trained under the Cemetery Operatives Training Scheme run by the Institute of Cemetery and Crematorium Management scheme (training certificates weren't inspected so ensure these are up to date and employees only undertake activities they have been specifically trained to);
- Fundamental health and safety training has now been undertaken via e-learning;



- Annual playground inspections by RoSPA supplemented by weekly staff inspections as recommended in RoSPA guidance (was previously monthly);
- Communication of risk assessments to staff and getting signatures from them to acknowledge they have read these (reference the recommendation to review these though).

Should you require advice on this report or any other health and safety issue please contact our 24 Hour Advice Service by phone on 0844 561 8143 or by email to safetytech@croner.co.uk.

Yours sincerely

Nigel Billing CMIOSH
Principal Health and Safety Consultant

nigel.billing@croner.co.uk

Send To: Wendy Murphy <townclerk@northwalsham-tc.gov.uk>

Please Note:

This report is advisory in nature, informational in content, and is intended to assist our Clients to improve their standards of compliance with health and safety legislation and best practice; it does not constitute legal advice. It has been based on observations, and written and oral information, provided by the Client's representative to our Consultant during a site visit to the Client's property, premises or area of work, and is limited to the parts of the Client's undertaking which were reasonably accessible to our Consultant at the time of the visit. This report however has been prepared on the strict understanding that our Client retains ownership of, and remains responsible for, the management of health and safety in its workplace(s). Accordingly, Croner will not accept liability for any accident, injury or damages of any kind resulting from the use of, or reliance upon, any information contained in the report.

Photographs

1



2



3



4



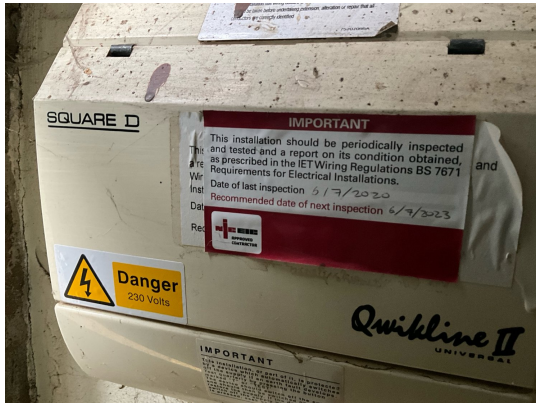
5



6



7



8



9



10



Actions Arising from Croner H&S Report (Cemetery Workshop) 20th December 2024

Issue/Comment	Action Required	Action Owner	Status	RAG	Target Date for Completion	Additional Comments
1 Movement of Excavator using an inappropriate trailer causing risk of toppling	Cease use of current trailer	Grounds Staff	Practice has ceased		Completed	Quotes for the cost of acquiring a 'low loader' trailer to be obtained for consideration at D&A committee. Suggested budget up to £6k
2 Machinery/equipment servicing undertaken by a member of ground staff - for example changing brake pads	All servicing and maintenance to be undertaken by specifically trained personnel - refer to individual manufacturer information for details of any 'user' maintenance that is deemed appropriate.	Grounds Staff	Only limited user maintenance in accordance with manufacturer information to continue - in all other instances to be outsourced to appropriately qualified company/individual - Ben Burgess for example		Completed	
3 Review all Risk Assessments to ensure that they fully reflect all activities undertaken by the Grounds Staff	Fill any gaps for activities not currently covered by a Risk Assessment	Town Clerk /Croner	Croner to quote for reviewing the existing and completing the suite of RAs		End of Feb '25	
4 Lifting Operations and Lifting Equipment Regulations (LOLER) annual inspection of Excavator	Lifting Eye is covered by requirement for LOLER inspection and certification every 12-months	Grounds Staff	Inspection to be arranged and certificate presented to D&A Committee		End of Feb '25	
5 Compressor (cemetery workshop) and lack of Written Scheme of Examination	Cease use of compressor as there is no evidence of inspection by a 'competent person' and anecdotal evidence of maintenance by member of grounds staff	Grounds Staff	Seek to replace both cemetery workshop and chapel compressors and establish regular Written Scheme of Maintenance by a competent person.		End of Jan '25	
6 Chapel Workshop - no evidence of recent electrical system check	Arrange appropriate testing to be undertaken	Grounds Staff	Electrical check arranged for 1st week of February - all other electrical installations to be checked at the same time to ensure retest dates are aligned in future		Mid Feb '25	No problems have been encountered and an inspection has been arranged - grounds staff to be vigilant in the interim period
7 Vibration Risks - being considered as detailed in the Risk Assessment?	Risk assessment to be reviewed based on equipment currently in use with vibration hazard	Town Clerk /Croner	Croner to quote for reviewing the existing and completing the suite of RAs		End of Feb '25	
8 Tyre Pressures in excess of manufacturers recommendations	Inflate to manufacturers stated levels	Grounds Staff	Practice has been revised accordingly		Completed	
9 Excavator Operators to be trained under Cemetery Operatives Training Scheme	Update training matrix and book any necessary training sessions as a matter of urgency	Town Clerk /Grounds Staff	On-going		End of Feb '25	
10 No running water in the Cemetery Workshop	Purchase of eye-wash bottles immediately	Town Clerk	On-going		Jan '25	Investigate installation of water supply to Cemetery Workshop and bring to D&A committee for further consideration
11 Bench Grinder has no guards or eye protection	Cease use until rectified	Grounds Staff	Grinder has been destroyed and replaced with compliant one		Completed	
12 Power take-off on tractor - no evidence of routine checking of rotating parts	Routine inspection checklist to be instigated	Grounds Staff	On-going		Jan '25	

13	Lack of Hazardous Substances signage to Chapel Workshop chemical store	Signage to be replaced	Grounds Staff	On-going	Feb '25	
14	Noisy Equipment in Risk Assessments	Used in compliance with manufacturers information? RA required for any significant manual handling activities	Town Clerk /Croner Grounds Staff	To be part of Croner review of RA suite Current RA is OK for general duties	End of Feb '25 No Action now	
16	Work at Height/Christmas Lights - use of powered access equipment and fall arrest systems	Powered access equipment to be used only by trained personnel	Town Clerk /Grounds Staff	Any powered access equipment (cheery picker, MEWP etc) will be hired with a trained operator and will NOT be operated by NWTCC staff	No Action now - note for future bookings	
17	Hazardous Substances - lack of assessment for how substances are used	Specific COSHH assessment required for use of each substance	Grounds Staff	On-going	Feb '25	
18	Respiratory Protective Equipment (RPE)	If in use, then requires a tight seal with each staff member having correctly fitting equipment	Grounds Staff	Noted, but no substances currently being used requiring such RPE	No Action now	
19	Hazardous Substances - welding	Staff must be competent to undertake welding and have fume extraction which should be regularly tested	Grounds Staff	Noted, but no welding activities are currently undertaken or planned in the near future	No Action now	
20	Annual Playground Inspection by RoSPA (or suitably qualified alternative)	Supplement with weekly staff inspections	Grounds Staff	Weekly inspections have commenced	On-going	

Area	Matter arising	Suggested action	Town Council actions	Action by	Target completion	Progress
1	Payment approval It remains a legal requirement that payments are authorised by two councillors.	It is not required for councillors to initial invoices, but all payment listings should have evidence of being checked. Any mobile phone used for authorisation codes must belong to the Council and be kept in the office. Any account that allows an officer to make payments without additional authorisation by members should not be used.	Review Financial Policy, suggest retain current Councillor initialling for correctness and for BACS New Unity Bank A/C has more secure control so issue should not reoccur. Consider whether potential staffing issue may have to be addressed	Finance Committee	June	Existing policy to remain Add J. Page as bank signatory COMPLETE New account is more secure. No personal phones used for authorisation COMPLETE New system in use and understood by staff and Councillor signatories COMPLETE Staffing issues to be reviewed
2	Bank authorisation The now closed Nat West account were operated by the RFO from a personal mobile phone. This is entirely inappropriate and left the council outside the terms of its fidelity insurance.	All forms should be published as PDF with editing copies provided on request.	Upload editable pdf grant/donation form (after review)	Office	End-January	
3	Grant application The grant application form, and several others, are published on the website as word rather than PDF leading to security warnings to electors.	Adopting policies and then not following them – for example payment approvals and assessing of quotes – leaves the council exposed to risk in a way that it totally avoidable.	Review Financial Policy vs the 2024 Regulations and amend payment approvals and assessing of quotes if required to ensure greater compliance by the Council	Office	April/ May	Report from Clerk on Review April/ May Full Council
4	Financial regulations The council has adopted the 2024 model regulations and is starting to follow them. The council routinely did not follow its former regulations.	The minutes should contain all payment listings, bank reconciliations, approved accounts and budgets, policies and agreements. Minutes do not need to be bound. Retaining agenda packs with the signed minutes is good practice.	Ensure supporting information is included in future Minutes and review standing orders to provide for such supporting information. Add to previous Minutes from May 23 onwards	Office	Immediate End March	
5	Minutes The minutes of the council are the master legal record and must be able to stand alone in future years without reference to any website. The minute book of the council has not complied with this requirement for many, many years.	Councils cannot make decisions outside of meetings for which proper agendas and minutes are kept.	Include all applications in Full Council Agenda	Office	Immediate	
6	Planning comments It would appear that 'the council' has been submitting comments on planning notices based on email discussions rather than properly convened meetings or					

Area	Matter arising	Suggested action	Town Council actions	Action by	Target completion	Progress
	an appropriate scheme of delegation to the proper officer.	Please ensure that proper practices are instituted without delay.				
7	On several occasions during 2023, no officers were present at meetings of the council. This is not good practice.	The council has sufficient office staff that cover should always be provided and if necessary locums hired from neighbouring towns.				Council has well staffed office now. Officer available for all meetings COMPLETE
8	The council has GPC until the next election date. The level of councillor resignations and co options currently blocks the council from renewing it.	Members and officers should work together to ensure that all parts of the GPC requirements are in place by May 2027	Encourage residents to stand for 2026 elections			GPC will be renewed at 2028 ⁷ elections following Councillor elections NO ACTION UNTIL THEN
9	The External auditor requires that all variances over 15% are explained and that responses are consistent between the council and the IA. For the 2023/24 AGAR the RFO had not prepared the appropriate spreadsheet and the then IA had ticked the wrong boxes.	In advance of the 2024/25 year end, the officers should work with the IA to ensure that all EA requirements are correctly	Ensure that RFO includes explanations in 24/25 report. All 23/24 actions have been completed	Office	Next audit	
10	The former internal auditor appears not to have correctly reviewed any of the processes and systems of the council.	The council should have noticed that the IA reports referred to the Audit Commission which was abolished many years ago.				New auditor is providing more thorough reports COMPLETE
11	For the current financial year the council is using a new Internal Auditor whose September interim report has been received.	The work done by the new IA is comprehensive and clear. The council should actively seek to address all matters arising .	Finance Committee review and action IA recommendations	Office		Actions carried out COMPLETE
12	During 2023 the Council did not file all of its VAT returns on time and was put onto penalty points by HMRC. This was not brought to the attention of members.	The RFO should ensure that all tax obligations are complied with and that any errors are notified to members in a timely manner. Appropriate training for the RFO may be required.	Recommendation accepted Consider whether potential staffing issue may have to be addressed	Office Finance committee	June	Submission dates displayed in office and returns reported to each Finance Committee COMPLETED Staffing issues to be reviewed

Area	Matter arising	Suggested action	Town Council actions	Action by	Target completion	Progress
13 Risk assessment	The risk assessment on the website does not include the changed bank accounts.	The internal auditor will review the adequacy of the document at year end. All matters raised should be actioned without delay.	Update bank details on website	Office	End Jan	
14 Fidelity Insurance	The IA has noted that the council's fidelity cover is insufficient.	As it will be many months until projects are completed, this should be rectified with the insurers.	Discuss with insurers	Office	End Jan	
15 Nominal code structure	The nominal coding and thus reporting structure of the council is very unusual and appears designed to obscure activity areas rather than explain them.	With the support of the Scribe software team a more standard coding structure should be implemented before 1st April 2025	Concern over reporting structure accepted and Finance Committee to agree remedial action plan More detailed coding will enable in-depth assessment of costs for all locations and activities	Office	Mid April	
16 Budget setting	The budget has been produced on a spreadsheet rather than within the accounting software, increasing the risk of errors.	As soon as the new coding structure is in place, the 2025/26 budget should be mapped onto it and all future reports produced from Scribe.	Finance Committee to oversee implementation of recommendation	Office	End April	
17 Budget monitoring	There is no evidence that members have been provided with timely, accurate and clear budget monitoring reports.	Appropriate reports should be made available to every quarterly finance meeting and published with the agenda.	Ensure Scribe reports are set up and provided monthly to Finance Committee and Full Council Office to agree report content/format with Finance Committee	Office	End March	
18 General reserve	For a council the size of NWTc the general reserve should be of the order of 4 months of revenue expenditure.	The reserve has been consistently higher than this due to projects being delayed.	Accepted general reserve too high and Council/ Committees need to have a programme of expenditure to use general reserve.	Finance	End April	
19 Earmarked reserves	The earmarked reserves of the council do not meet the criteria set out in the Practitioners Guide.	All should be rolled back into general reserves and then allocated on current and future projects that will benefit residents and taxpayers. It may be beneficial to carry out a survey (online) to find out what residents would like the council to focus upon.	Finance Committee to review current Reserve Statement to ensure compliance. Further action as set out in above comment Committees to produce projects wish list, and an online survey with residents	Committee Chairs	End March	
20 Receipts from sale of assets	In 2019 the council sold a building to a member of staff but there is no clear record of	Capital receipts are subject to strict restrictions. Clear reserves should be set up whenever this	As a priority trace balance and have a capital reserve	Office	End Jan	

Area	Matter arising	Suggested action	Town Council actions	Action by	Target completion	Progress
21	<p>what happened to those ring-fenced reserves. It has been asserted that £45,000 of the funds went on a grounds compound, the rest is unidentified</p> <p>There is no evidence that members of the council have ever carried out proper internal control checks over the petty cash tin balance.</p>	<p>happens and equally clear records and minutes of how the funds are spent.</p> <p>The balance of the £118,000 should be traced and then appropriately spent.</p> <p>Now that the council has a multipay card it may be worth abolishing petty cash, but proper internal controls are essential.</p>	<p>Transfer the balance of the £118,000 to reserve, dedicated to Cemetery capital projects</p> <p>Petty cash no longer used. Purchase card used for local sundries</p>			COMPLETED
22	<p>The contracts issued to the current staff imply that they are NJC when they are not.</p> <p>The contract terms for some staff are significantly better (guaranteed increment pay rises regardless of performance) than others, in a manner that is a likely breach of the Equality Act</p> <p>The HR advisers are currently updating all contracts.</p>	<p>All employees must be given comparable employment terms.</p> <p>The new NALC / SLCC model contract should be applied and employment rights preserved for current employees.</p> <p>Forcing employees to sign contracts without time to read them is extremely poor practice and must cease.</p>	<p>Continue contracts review with Croner</p>	Office/ Mayor	End March	
23	<p>As a result of certain staff getting automatic increments regardless of performance, their pay bands are higher than would be expected for the roles.</p>	<p>When the updated contracts are issued, benchmarking of roles may be beneficial.</p>	<p>Recommendation Accepted</p>		End March	
24	<p>It would appear that in previous years the RFO incorrectly calculated LGPS pension contributions such that some staff paid too little into the fund.</p> <p>It is unclear why this was not picked up in the end of year returns.</p>	<p>The RFO was not in the office at the time of this visit so no conclusion can be drawn, but going forward all payroll processing should be by properly competent and independent individuals.</p>	<p>Consider outsourcing wage processing</p> <p>Consider a reserve sum to cover back payments</p>	Council	End March	Jan FC to consider external review of liability and nominate a reserve sum to cover back payments
25	<p>Wages have been processed in the office by the RFO but it appears on at least one</p>	<p>Wages processing should be outsourced to an experienced bureau such as Livepay which will</p>	<p>Consider outsourcing wage processing and review whether</p>	Council	March	

Area	Matter arising	Suggested action	Town Council actions	Action by	Target completion	Progress
	occasion errors were made on total payments.	also remove the need for the 'wages' bank account which has operated in a non compliant, non transparent manner.	any Officer responsibility remains over payment error			
26	It would appear that councillors who are not appropriately trained have carried out appraisals and reviews leading to conflict, grievance and instability in the council.	Quotes should be sought from the HR team at one of the neighbouring District Councils (not North Norfolk) to support and advise appraisals for all staff.	Investigate externalising appraisals. Consider outsourcing for initial two years	Office	March	
27	The proper officer has L1 AAT and has nearly completed CiLCA. It is not clear what qualifications other members of the finance team hold. It is not clear whether all of the grounds team are up to date on Health and Safety training.	All officers should ensure that they are appropriately trained for their current role – ideally using evidenced external trainers. Grounds team compliance with Health and Safety is essential for Public Liability Insurance.	Review training for all staff Update skills matrix	Office		
28	At the time of visit the RFO and Head groundsman were both off sick. It is understood that there are several grievances between officers and members.	To ensure that disagreements within the council are defused, appropriate external mediation support, eg from Council HR should be sought.	Recommendation to be considered once current grievances concluded			
29	The council has not reported or minuted the balances in each bank account on a regular basis. There is no evidence that members are checking the Scribe balance summary back to the actual statement.	Every member of the council in rotation should check the reconciliation to the physical bank statements - for every account - each month.	Include reconciliation information in monthly reports to Finance Committee and Full Council	Office	April	
30	As identified by the Chair of Finance, the council was not getting an adequate return on reserves awaiting updated projects.	The council is too large for the FSCS guarantee so should focus on maximising return in advance of spending excess reserves.	Already moving funds to investment accounts	Office		
31	As the council holds more than £100,000 in its accounts	A good practice policy such as this should be adapted and adopted.	Finance Committee draft an Investment Policy	Office	Feb	Draft awaiting Full Council approval

Area	Matter arising	Suggested action	Town Council actions	Action by	Target completion	Progress
32	<p>it is required to adopt an investment policy.</p> <p>The Scribe software produces clear income and expenditure, debtor and creditor reports. These have not been used for transparently reporting to members or taxpayers.</p>	<p>Members of the council need to ensure that they are properly informed about the actions for which they are responsible. Accurate, complete, timely accounting reports are key.</p>	<p>Finance Committee to define as a priority reporting to itself and Council Finance also to receive Internal Scrutineers Reports Update Standing Orders/ Financial Regulations to ensure compliance</p>	Finance Office	April/ May	
33	<p>A full GDPR and FOI review of the website should be carried out, removing all superseded personal information along with excess detail that does not aid transparency and accountability.</p>	<p>Former employees, former members and street names should be removed. AGAR records should be extended – as highlighted by the Internal auditor</p>	<p>Arrange review of website to remove personal data, consider updating website or replacing</p>	Office	February	
34	<p>The council has a history of grievances and disputes and settlements to former staff that arises from a lack of proper governance and controls.</p>	<p>The membership of all committees should be reappointed by full council to try to avoid conflicts of interest.</p>	<p>Full Council review membership of committees in May</p>	Council	May	
35	<p>It does not appear that members of the council have attended any external training on finance, planning, governance or roles and responsibilities.</p>	<p>It is essential for rebuilding the harmony and reputation of the council that all members clearly understand their rights, responsibilities and tasks.</p>	<p>Investigate advanced Councillor training. The normal new Councillor training is not detailed enough Consider mandatory training for Personnel and Finance committee members</p>	Office Council	Feb	
36	<p>The council is the sole trustee of the War Memorial Park Charity. It would appear that the charity does not have its own bank account and that all of its income and expenditure has in fact been put through the council records. The sums have then been additionally reported as if they had gone through the Charity's own account. This double counting distorts the income applicable to the</p>	<p>The council should look to set up an MOU with the Charity so that all activities on the Park are accounted for in the council (including VAT which has been incorrectly allocated) systems and the Charity return reflects the reality of zero transactions. [this differs from the IA comment but resolves the points they raise more effectively] The annual return should also be brought up to date – as highlighted by the Internal Auditor.</p>	<p>This is a historical issue. Town Clerk has begun the unravelling of the accounts. More work to be done to complete the proper separation of Council and Charity</p>	Office	End March	

Area	Matter arising	Suggested action	Town Council actions	Action by	Target completion	Progress
37	<p>space and is a breach of Charity law and Parish legislation. The returns of the charity are also not up to date.</p> <p>The Scribe accounting system allows PDF invoices or extracts of reports to be attached to every item (including salaries and pensions)</p>	<p>Every payment or receipt should be supported by appropriate documentation. If an invoice has multiple pages all should be attached</p>	<p>Every payment or receipt will be attached to the transaction in Scribe</p>	<p>Office</p>	<p>Immediate</p>	

phone call

From Adrian Myers <CountyOfficer@norfolcalc.gov.uk>

Date Fri 2025-01-03 17:57

To Town Clerk <townclerk@northwalsham-tc.gov.uk>

Good Evening, Wendy

Further to our phone call this afternoon I am pleased to confirm that we would be happy to provide you with payroll services. We would also be happy to offer your town council support, guidance and advise from our support network in dealing with the pension issues that you raised.

Kr

Adrian



Payroll

This is an award-winning payroll software that makes managing payroll quick and easy.

It is fully HMRC recognised, supports all RTI submission types and includes full auto enrolment functionality.

There is a cloud add-on to the desktop payroll software that introduces powerful online features including an automated cloud backup, online employer dashboards, payroll submission and approval and an employee self-service portal. The payroll itself is still processed on the desktop application but the payroll information is stored online on a secure cloud server.

Service levels :

- Provides the council with net salary amounts paid to employees.
- Provides the council with details of amounts to be paid to HMRC / NI and deadlines.
- Informs council of pension contributions deducted from employees into staff pension schemes to be paid to the council's pension provider and deadline dates and calculates pension deductions paid under net pay arrangements in that pay period.
- Produces payslips emailed in pdf format.
- Provides the council with year-end documentation for HMRC and production of employee P60s.
- Calculation of PAYE, National Insurance, Statutory Sick Pay, Statutory Maternity Pay for all council employees.
- A portal will be accessible by the Clerk to view salary details etc which is all on the cloud and easily accessible from an electronic device.

Charges

Norfolk ALC **member** fee

- Single employee with auto enrolment – £8.00
- Each additional employee with auto enrolment – £5.00

Norfolk ALC **non-member** fee

- Single employee with auto enrolment – £12.00
- Each additional employee with auto enrolment – £7.50

Above charges are per month plus VAT.

The service can be used by councils on a quarterly or half yearly basis – fees may differ.

Enquire Now
(mailto:payroll@norfolcalc.gov.uk)

DATED

PARTIES

- (1) NORTH WALSHAM TOWN COUNCIL (charity no: 304023) ('**the Trustee**') and
- (2) NORTH WALSHAM TOWN COUNCIL ('**the Council**')

**MEMORANDUM OF UNDERSTANDING RELATING TO THE MANAGEMENT AND MAINTENANCE OF
NORTH WALSHAM MEMORIAL PARK**



Surrey Hills Solicitors
Oak Green House
250 – 256 High Street
Dorking
Surrey RH4 1QT
Ref: NORTH07-01
V1 19.01.2025

THIS AGREEMENT is made on
PARTIES

- (1) NORTH WALSHAM TOWN COUNCIL (charity no: 304023) 18 Kings Arms Street, North Walsham NR28 9JX ('**the Trustee**') and
- (2) NORTH WALSHAM TOWN COUNCIL of 18 Kings Arms Street, North Walsham NR28 9JX ('**the Council**')

BACKGROUND

1. The Trustee is the registered proprietor of the land known as North Walsham Memorial Park Yarmouth Road, North Walsham (NR28 9AT) (the 'Memorial Park') under title number NK178416 by virtue of a conveyance dated 11 July 1947 and scheme dated 24 August 1992 and is the sole managing trustee of the Memorial Park.
2. Notwithstanding this Memorandum of Agreement the Trustee remains responsible for the discharge of its duties as charity trustee and certifies that it has the power under its trusts and under the Charities Act 2011 to enter into this Memorandum of Agreement.
3. The Trustee has requested the Council to perform the Services.
4. The Council pursuant to section 111 of the Local Government Act 1972, section 19 of the Local Government (Miscellaneous Provisions) Act 1976, section 297 of the Charities Act 2011 and other enabling powers has agreed to perform the Services set out in the schedule ('**the Services**').

IT IS AGREED:

1 Council's obligations

At the request of the Trustee and for the consideration specified in Clause 2 the Council shall perform the Services in accordance with this Memorandum of Agreement.

2 Contract Sum

2.1 The Trustee shall pay to the Council all income received from the Services as received from time to time as specified in this Memorandum of Agreement.

2.2 The Council shall in its discretion grant aid the Trustee to the extent that the income derived from the Services shall fall short of the cost to the Council of providing the Services.

2.3 The Council shall pay to the Trustee any surplus of income derived from the Services over the costs and expenses incurred or allocated to the performance of the Services

2.4 The accounting arrangements for income derived and costs and expenses incurred or allocated shall be in accordance with Condition 5.

2.5 For the purposes of determining the financial arrangements pursuant to this Agreement, Schedule 2 shall have effect.

2.6 The financial arrangements shall be reviewed annually as part of the Council's budget-setting process.

3 Authorised Officer

The 'Authorised Officer' means the Clerk to the Trustee or such other person or persons as shall be appointed by the Trustee.

4 Disputes

Any dispute concerning this Memorandum of Agreement shall be dealt with in accordance with Condition 15 of the Conditions of Agreement

Signed on behalf of the Trustee

Signed on behalf of the Council

CONDITIONS OF AGREEMENT

1. Definitions

1.1 In this Memorandum of Agreement, save where the context otherwise requires, the following expressions shall have the meanings assigned to them:

1.2 '**Authorised Officer**' means the officer referred to in Clause 3 of this Agreement or officer fulfilling the like role;

1.3 '**Commencement Date**' means [INSERT DATE]

1.4 '**Conditions**' means these Conditions, any supplementary conditions and any modification of these Conditions;

1.5 '**Contract Sum**' shall be the sums which shall be the actual costs of effecting and carrying out the Services less the fees and charges collected by the Council (which fees and charges shall belong to the Council and which sums shall be credited against the Contract sum);

1.6 '**Costs and Expenses**' include all revenue and capital costs and expenses incurred in or allocated to the performance of the Services including staff costs, overheads, administrative, professional and technical costs and fees, payments due to or made to third parties for service, supplies and works, irrecoverable VAT, irrecoverable National non-domestic rates and other taxes.

1.7 '**the Land**' means the land referred to recital 1;

1.8 '**the Memorandum of Agreement**' and '**this Memorandum of Agreement**' means the Agreement set out above, these Conditions, any supplementary conditions and any modification of these Conditions, the Schedule;

1.9 '**Term**' shall be construed in accordance with Condition 4;

1.10 '**Plan**' means the plan attached to this Memorandum of Agreement;

1.11 '**Plant**' means equipment, machinery, plant and vehicles;'

1.12 '**the Schedule**' means the Schedule to the Memorandum of Agreement;

1.13 '**the Services**' means the services described in the Schedule;

1.14 '**the Trustee**' means North Walsham Town Council or any successor authority;

1.15 the masculine includes the feminine and in the case of a limited company the indefinite article, and the singular includes the plural and vice versa; and

1.16 reference to any Act of Parliament and to any orders, regulations or rules made pursuant to that Act shall include reference to any modification, re-enactment or replacement.

2. Variation of Contract

2.1 Without prejudice to any other of these Conditions, no omission from, addition to or variation of this Memorandum of Agreement shall be valid or of any effect unless it is agreed in writing and signed by the Authorised Officer and by a duly authorised representative of the Council.

2.2 Save for an omission, addition or variation agreed pursuant to Condition 2.1 any provision inconsistent with these Conditions contained in any other document or in any oral agreement is agreed to be void and of no effect.

3. The Authorised Officer

The functions, rights and powers conferred by this Memorandum of Agreement upon the Trustee shall be exercised by the Authorised Officer.

4. Term

This Memorandum of Agreement shall extend for a period of [INSERT] years from the Commencement Date and shall not be terminable by either party within that period save in accordance with this Memorandum of Agreement.

5. Performance of the Services

5.1 During the Term the Council shall perform the Services (and any modifications authorised by or under this Memorandum of Agreement) efficiently, effectively and safely and in a manner totally consistent with the terms of this Memorandum of Agreement and to the entire satisfaction of the Authorised Officer.

5.2 All costs and expenses incurred in the performance of the Services shall be paid by the Council who shall be entitled to be paid any income received from the use and facilities of the Land as from the date of this Memorandum of Agreement.

5.3 The Trustee shall (to the extent of any funds which are available to them) reimburse to the Council reasonable costs expended by the Council in carrying out any instructions under this Condition 5.

- 5.4 By no later than 30 June in each year of the Term the Council shall provide a statement to the Trustee detailing the income received and the costs and expenses incurred in or allocated in the financial year to 31 March.
- 5.5 In the event of there being a shortfall in the income received against the costs and expenses incurred in or allocated in a financial year the Council shall make a determination of the appropriate level (if any) of grant aid by no later than the following 31 July.
- 5.6 In the event of there being a surplus of income received over the costs and expenses incurred in or allocated in a financial year the Council shall pay such surplus to the Trustee no later than the following 31 July.
- 5.7 The treatment of and procedures for the accounting for income and costs and expenses shall be made in accordance with the Accounts and Audit Regulations 2015 or provisions replacing or amending the same as they apply to the Council.

6. Assignment

- 6.1 The Trustee shall not be entitled to assign the benefit of this Memorandum of Agreement or any part of the Memorandum of Agreement
- 6.2 The Council shall not assign this Memorandum of Agreement or any part of it or any benefit or interest in or under it.
- 6.3 The Council may sublet the whole or part of the Services but such subletting shall not relieve the Council from any liability or obligation under the Memorandum of Agreement and it shall be responsible for the acts, defaults and neglects of any contractor, its agents or servants as fully as if they were the acts, defaults or neglects of the Council, its agents or servants.

7. Premises and Licence

The Trustee grants to the Council a licence to enter, occupy and use the Land and any buildings or other facilities for the purposes of performing the Services.

8. Plant

The Council shall at all times during the Term provide and maintain all such Plant as is necessary for the proper performance of the Services.

9. Council's staff

- 9.1 The Council shall at all times during the Term employ sufficient persons of sufficient abilities and skills for the proper performance of the Services. In particular the Council shall provide sufficient currently qualified staff to operate all premises and undertake all activities in accordance with all appropriate statutes, regulations and case law to ensure, amongst other things, that employees and members of the public are kept safe at all times.
- 9.2 The Council shall at all times during the Term employ sufficient persons of sufficient abilities and skills to supervise and administer the performance of the Services in a proper and continuous manner.
- 9.3 The Council shall at all times take all such precautions as are necessary to protect the health and safety of all persons employed by it, and shall comply with the requirements of the Health and Safety at Work etc Act 1974 and of any other Acts, regulations, orders or EU directives relating to the health or safety of employed persons.

10. Liability of Council

- 10.1 The Council shall be liable for and shall indemnify the Trustee against any expense, liability, loss, claim or proceedings arising under any statute or at common law in respect of personal injury to or death of any person arising out of or in the course of or caused by the performance of the Services, except to the extent that the same is due to any act or neglect of the Trustee or of any person for whom the Trustee is responsible.
- 10.2 The Council shall be liable for and shall indemnify the Trustee against any expense, liability, loss, claim or proceedings in respect of any loss of or injury or damage to any property, real or personal, in so far as such loss, injury or damage arises out of or in the course of or by reason of the performance of the Services, and to the extent that the same is due to any negligence, breach of statutory duty, omission or default of the Council, its employees or agents, or of any person employed or engaged by the Council upon or in connection with the performance of the Services or any part, its employees or agents.

11. Insurance

Without prejudice to Condition 16, the Council shall at all times maintain in force such policies of insurance and shall fully insure and indemnify itself against liability:

- i. to the Trustee and to any employee of the Trustee;

- ii. to its employees;
- iii. to any other person;
- iv. in the sum of at least £10 million in respect of each claim.

12. Liability of Trustee

- 12.1 The Trustee shall not be liable for any loss or damage however arising except for loss or damage directly arising from negligent acts or omissions of the Trustee, its servants or agents. Damages arising from such negligent acts or omissions shall be limited to direct and unavoidable losses and the Council shall take all reasonable steps to mitigate such losses.
- 12.2 The Trustee shall remain responsible for its duties as charity trustee.
- 12.3 The Trustee shall be liable to pay any irrecoverable value added tax.
- 12.4 The Trustee shall be liable for any taxes and outgoings affecting premises or the Services to the extent that they are not recoverable the Council and the Trustee must obtain any necessary reliefs and allowances from national non-domestic rates.

13. Termination

- 13.1 Without prejudice to any other remedy, the Trustee shall be entitled forthwith to terminate this Memorandum of Agreement in the event of any material breach by the Council of any other provision of the Memorandum of Agreement;
- 13.2 Either party may give to the other 6 months' prior written notice to terminate this Memorandum of Agreement;
- 13.3 Such termination shall be without prejudice to any rights and liabilities which may have accrued up to the date of termination and upon such termination, in addition to such consequences as are set out in the other provisions of this Memorandum of Agreement the Council shall immediately cease to perform any of the Services.

14. Notices

- 14.1 Any notice to be served upon the Trustee shall be valid or effective provided it is sent by prepaid post or delivered by hand to the Trustee at the address specified in the Agreement or to such other address as the Authorised Officer may notify the Council in writing.

14.2 Any notice to be served upon the Council shall be valid or effective provided it is sent by prepaid post or delivered by hand to the Council at the address specified in the Agreement or to such other address as the Council may notify the Trustee in writing.

15. Arbitration

15.1 If any dispute or difference concerning this Memorandum of Agreement shall arise between the Trustee (or the Authorised Officer on its behalf) and the Council, such dispute or difference shall be referred to the arbitration and final decision of a person to be agreed between the parties, or failing agreement within 14 days after either party has given to the other a written request to concur in the appointment of an arbitrator, a person to be appointed on the request of either party by the President of the {President of the Institute of Leisure and Amenity Management.

15.2 The arbitrator shall be entitled to make such decision or award as he thinks just and equitable having regard to the circumstances then existing, the cost of such arbitration to follow the event, or in the event of neither party succeeding, to be apportioned between the parties by the arbitrator in such proportions as he in his absolute discretion thinks fit.

15.3 Any award or decision of such arbitrator shall be final and binding on the parties to this Memorandum of Agreement.

15.4 Unless this Memorandum of Agreement shall have already been determined or abandoned, the Council shall in every case continue to proceed with the Services with all due diligence, and the Council and the Trustee shall both give immediate effect to every such decision of the Authorised Officer, unless and until the same shall be revised by an arbitrator.

16. Observance of statutory requirements

16.1 The Council shall comply with all statutory and other provisions to be observed and performed in connection with the Services provided under this Memorandum of Agreement with particular regard to the health and safety of employees and of the public and shall indemnify and keep indemnified the Trustee accordingly.

16.2 Without prejudice to the generality of Condition 16.1 the Council shall in performing the Services seek to protect the natural flora and fauna and the historical heritage of the Land.

16.3 Each party will comply with its obligations under the Freedom of Information Act 2000, Environmental Information Regulations 2004, and Data Protection Act 2018. Each party will supply promptly to the other all information necessary to enable the other to comply with its obligations under the Freedom of Information Act 2000, Environmental Information Regulations 2004, Data Protection Act 2018, Public Bodies (Admission to Meetings) Act 1960, the Local Government Act 1972, the Local Audit and Accountability Act 2014, the Openness of Local Government Bodies Regulations 2014, the Charities Act 2011 and with respect to disclosure and barring service checks and the requirements, orders or instructions of any regulator or court .

17. Whole understanding

This Memorandum of Agreement constitutes the whole understanding of the parties as to the subject matter of this Memorandum of Agreement and there are no prior or contemporaneous agreements between the parties.

18. Waiver

Failure by the Trustee at any time to enforce any provision of this Memorandum of Agreement or to require performance by the Council of any of the provisions of this Memorandum of Agreement shall not be construed as a waiver of any such provisions and shall not affect the validity of this Memorandum of Agreement or any part of it or the right of the Trustee to enforce any provision in accordance with its terms.

19. Severance

If any provision of this Memorandum of Agreement shall become or shall be declared by any court of competent jurisdiction to be invalid or unenforceable in any way such invalidity or unenforceability shall in no way impair or affect any other provision, all of which shall remain in full force and effect.

20. Contracts (Rights of Third Parties) Act 1999

This Memorandum of Agreement does not confer any rights on persons not party to this Memorandum of Agreement and is personal to the parties.

21. Inconsistency

In the event of a conflict between any of these Conditions and any provision of the Appendices the provision of these Conditions shall prevail.

22. Clause headings

The clause headings shall not be construed as part of these Conditions.

23. Law

This Memorandum of Agreement shall be governed by and construed in accordance with the laws of England and the Council irrevocably submits to the jurisdiction of the English courts.

SCHEDULE 1 (the Services)

		Particulars	Standards
1.	Manage events on the Land	<p>Arrange bookings Issue appropriate licences Collect fees Check insurances Ensure that participants have disclosure and barring checks Ensure that organisers have undertaken appropriate risk assessments and carry into effect appropriate safeguards, have arrangements in place to comply with health and safety, food hygiene and safety and electrical safety</p>	<p>Ensure that no organisers acquire any rights in the land or any tenancy</p>
2.	Undertake the maintenance of the Land	<p>Grass cutting Tree maintenance Water quality control Brush cutting Hedgerow and fence management Ditch clearance Strimming Litter picking Litter collection Pitch maintenance and marking</p>	
3.	Manage and maintain the car parks	<p>Maintain the surface and boundary structures and devices for taking payments (if applicable) Install and maintain any security or safety measures Collect charges Take appropriate enforcement action Erect and maintain appropriate signs and markings</p>	
4.	Grant and manage concessions and licences	<p>Arrange bookings Issue appropriate licences Collect fees Check insurances Ensure that participants have disclosure and barring checks (if</p>	<p>Ensure that no concessionaire or licensee acquires any rights in the land or any tenancy</p>

		appropriate) Ensure that concessionaires and licensees have undertaken appropriate risk assessments and carry into effect appropriate safeguards, have arrangements in place to comply with health and safety, food hygiene and safety and electrical safety	
5.	Maintain the children's play area	Manage any contract for works, and maintain the facilities provided. Carry out appropriate safety inspections in accordance with best practice	
6.	Effect appropriate insurances of the land, its buildings, structures and works, public liability insurance on behalf of the Trustee	Arrange for Public Liability and Employer's Liability Insurance Motor Insurance Buildings Insurance	
7.	Manage and maintain the buildings on behalf of the Trustee.	To keep in repair the pavilion and the workshop including their structure, interior and exterior and manage their operation.	
8.	Undertake the maintenance of the facilities provided at the Memorial Ground.	Tennis Court fixtures & fittings including electric access system and floodlights Bowls Green Gates and padlocks including the main access gate and pedestrian access areas Floodlights & pylons Goal posts, nets and fixtures	
9.	Manage and maintain the public toilets	To keep in repair the public toilets their structure, interior and exterior, manage their operation	
10	Functions carried out by the Council's Clerk and/or responsible financial officer	Human resources, and IT support support Preparation of the Charity Commission annual return. Banking of Cash & Cheques received from the hire of facilities. Preparation of the annual budget for	

		approval of the Trustee Day to day account administration Advice and guidance to the Trustee Annual Income statement for the Annual General Meeting of the Trustee.	
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SCHEDULE 2 (Financial Arrangements)

	Income	Expenditure



NORTH WALSHAM TOWN COUNCIL

Terms of Reference - Development & Amenities

Adopted by the Council at its meeting held on 28.01.2025

Committee Election

All Councillors will be voted on the Committee at the Annual Council Meeting. In the event of more nominations than spaces an initialed paper ballot may take place. Non-Councillors can be invited to join the Committee. Committees may appoint Sub-Committees or working groups and determine their ToR's.

The Proper Officer writes/oversees the Agenda and Minutes (even if delegated to a Lead Officer). All members will be summoned to meetings. The Chairman and Vice Chairman of the Committee will normally be elected at the first meeting of the Committee following the Annual Council Meeting.

Any Committee vacancy occurring during the year will be filled by a Councillor being nominated at a Council meeting. In the event of multiple proposals an initialed paper ballot may take place. There will be no substitute members.

The Committee is approved to discharge the functions of the Council and has been given delegated powers to make certain decisions on the Council's behalf, these decisions cannot then be altered, unless by Standing Order 7. Only Councillors have the right to vote, non-Councillors do not.

Confidential matters are not open to non-Committee members or members of the public. All members of the Committee must respect the confidential matters.

Membership

Members	8 Councillors/Non-Councillors
Quorate	Half of the current members plus one (minimum of 3)
Public	Yes (non-confidential items are open to non-Committee members & general public)
Budget	£9K annually (h&s, new/replacement/repairs/maintenance) Events – Budgets to be set individually by Full Council
Meetings	2 nd Tuesday of every other month, or as required. Agenda items to be agreed with the Chairman or Vice Chairman of the Development & Amenities Committee
Minutes	Draft minutes are approved by the Committee Chairman for presentation to Full Council and will be agreed by the Committee at their next meeting

Delegated Powers/Objectives

- Cemeteries – upkeep, rules and regulations, forms
- Parks – maintenance, play equipment upkeep and replacement
- Amenities – grass verge maintenance, decisions, and maintenance
- Allotments – decisions and maintenance
- Events – management of expenditure
- Town Clerk to approve Event Management Plans and application form
- CCTV – management of, new equipment (recommend to Full Council)
- Street Furniture – grit, litter & dog bins, benches, notice boards, bus shelters
- Banners/Advertisements – agree display of
- Lighting – maintenance of, new equipment (recommend to Full Council)
- Trees – surveys and maintenance
- D&A ToR's/Policies (recommend to Full Council)
- Any other matters as delegated by the Full Council



NORTH WALSHAM TOWN COUNCIL

Terms of Reference - Finance & Grants

Adopted by the Council at its meeting held on 28.01.2025

Committee Election

All Councillors will be voted on the Committee at the Annual Council Meeting. In the event of more nominations than spaces an initialed paper ballot may take place. Committees may appoint Sub-Committees or working groups and determine their ToR's.

The Proper Officer writes/oversees the Agenda and Minutes (even if delegated to a Lead Officer). All members will be summoned to meetings. The Chairman and Vice Chairman of the Committee will normally be elected at the first meeting of the Committee following the Annual Council Meeting.

Any Committee vacancy occurring during the year will be filled by a Councillor being nominated at a Council meeting. In the event of multiple proposals an initialed paper ballot may take place. There will be no substitute members.

The Committee is approved to discharge the functions of the Council and has been given delegated powers to make certain decisions on the Council's behalf, these decisions cannot then be altered, unless by Standing Order 7. Only Councillors have the right to vote, non-Councillors do not.

Confidential matters are not open to non-Committee members or members of the public. All members of the Committee must respect the confidential matters.

Membership

Members	5 Councillors
Quorate	Half of the current members plus one (minimum of 3)
Public	Yes (non-confidential items are open to non-Committee members & general public)
Budget (<i>running</i>)	£6K annually (Admin expenses/sundries, subscriptions, hospitality)
Budget (<i>Grants</i>)	£6K annually (Applications £750)
Meetings	Arranged as required. Agenda items to be agreed with the Chair or Vice Chair of Finance and Grants Committee
Minutes	Draft minutes are approved by the Committee Chairman for presentation to Full Council and will be agreed by the Committee at their next meeting

Delegated Powers/Objectives

- Grants – to make a decision on the awarding of grants as they are presented
- Fees – to review annual increases to Allotments, Markets, Burials and Rents
- Asset Register – to review annually (recommend to Full Council)
- Insurance – to make sure the Council is fully insured (recommend to Full Council)
- Review bank ac's – interest, changing accounts, charges, signatories
- Opening and consideration of tenders (recommend to Full Council)
- Consider following years budgets and extra items for the precept (recommend to Full Council)
- Approve year end accounts & Annual Governance Return (recommend to Full Council)
- Financial ToR's/Policies (recommend to Council)
- Any other matters as delegated by the Full Council

Invoice

SINV077834

31 December 2024

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



WorkNest Limited
Woodhouse
Aldford
Chester
Cheshire CH3 6JD

Due Date	Payment Terms
30 January 2025	Net 30 days
Payment Method	Bank Transfer

Description	Quantity	Unit Price	Start Date	End Date	VAT %	Amount
Notetaking Dec 24 Case ID	1.6	75.00			20	120.00

VAT Amount Specification			
VAT Identifier	VAT %	VAT Base	VAT Amount
20	20	120.00	24.00

Subtotal	120.00
VAT Amount	24.00
Total GBP Incl. VAT	144.00

VAT Reg No.
249070992

Company Reg No.
04382739

Home Page. www.worknest.com

Email
creditcontrol@worknest.com

Bank. HSBC
CURRENT

Sort Code.
40-11-60

Account No.
11354442

Phone No.
0345 226 8393

Invoice

SINV076619

17 December 2024

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



WorkNest Limited
Woodhouse
Aldford
Chester
Cheshire CH3 6JD

Due Date 31 December 2024
Payment Terms Net 14 days
Payment Method Bank Transfer

Description	Quantity	Unit Price	Start Date	End Date	VAT %	Amount
Bank of hours for HR support	10	120.00			20	1,200.00

VAT Amount Specification

VAT Identifier	VAT %	VAT Base	VAT Amount
20	20	1,200.00	240.00

Subtotal 1,200.00
VAT Amount 240.00
Total GBP Incl. VAT 1,440.00

VAT Reg No.
249070992

Company Reg No.
04382739

Home Page. www.worknest.com

Email
creditcontrol@worknest.com

Bank. HSBC
CURRENT

Sort Code.
40-11-60

Account No.
11354442

Phone No.
0345 226 8393

North Walsham Town Council Payments to Supplier

Voucher	Date	Minute	Bank	Cheque No	Description	Net	VAT	Total
Various totals								
						125,928.75		125,928.75
vistaprint								
95	21/05/2024		Account Main		Equipment	20.49		20.49
vistaprint totals								
						20.49		20.49
Wayne Beauchamp								
28	19/04/2024		Account Main		IT	30.00		30.00
299	17/09/2024		Unity Trust Account Main		Website	17.00		17.00
356	27/09/2024		Unity Trust Account Main		Website	75.00		75.00
368	04/11/2024		Unity Trust Account Main		Website	15.00		15.00
516	31/01/2025		Unity Trust Account Main		Website	15.00		15.00
Wayne Beauchamp totals								
						152.00		152.00
We Print Gifts Ltd								
199	27/06/2024		Account Main		Equipment	36.83	7.37	44.20
301	27/08/2024		Account Main		Equipment	48.70	9.74	58.44
We Print Gifts Ltd totals								
						85.53	17.11	102.64
Westcotec								
447	29/11/2024		Unity Trust Account Main		Bus stops	18,762.00	3,752.40	22,514.40
Westcotec totals								
						18,762.00	3,752.40	22,514.40
Worknest								
432	29/11/2024		Unity Trust Account Main		Human Resources	1,200.00	240.00	1,440.00
498	20/12/2024		Unity Trust Account Main		Human Resources	1,200.00	240.00	1,440.00
506	30/01/2025		Unity Trust Account Main		Human Resources	120.00	24.00	144.00
Worknest totals								
						2,520.00	504.00	3,024.00
Total						401,695.93	24,752.81	426,448.74

1,200.00
 1,200.00
 120.00
 2,520.00
 ←
 Payment
 Paid

Sent: 08 January 2025 18:56
To: Bob Wright <cllwright@northwalsham-tc.gov.uk>
Cc: HRC Projects <hr@northwalsham-tc.gov.uk>
Subject: RE: [REDACTED]

Hi Bob,

I have done a breakdown below, to give you the information you may find helpful for your meeting.

To-date [REDACTED] has used approx. 12.5 hours of support. 10 hours from your pre-paid bank of hours and 2.5 from the agreed credit.

[REDACTED] has estimated the following requirements to complete the grievance process for the [REDACTED] individuals:

- As a reasonable adjustment for the Town Clerk, [REDACTED] has sent her questions through in writing and has requested the answers to be returned by [REDACTED]
- [REDACTED] will need to review the reply before finalising questions for the witnesses (estimated 3 hours)
- Following this, [REDACTED] will need to interview 7 witnesses (estimated 7-hours)
- Review of witness minutes – 2 hours
- [REDACTED] should then be ready to prepare her reports. [REDACTED]'s report – estimated 10 hours, [REDACTED] s [REDACTED] report – estimated 15 hours (due to [REDACTED] to review).

This totals a further 37 hours.

Therefore, we suggest obtaining sign-off for 40 hours. We will keep you updated with regular timesheets, so you can see where the time is spent and we are hopefully we can come in under this.

Let me know if you have any further questions.

Many thanks

----- (she/her)

HR Consultancy Manager

Tel: -----

www.worknest.com

worknest
HR

DDA ACCESS AUDIT
NORTH WALSHAM TOWN COUNCIL, WORKSHOP,
NORTH/SOUTH CEMETERY SITE, BACTON ROAD, NORTH WALSHAM, NR28 9DS



Prepared by

Chloe Goddard MSc BSc (hons)

and

G.C Fountain BSc BSc (hons) DMS MBA FCABE FRICS MFPWS

North Norfolk Surveyors Limited

**Chartered Building Engineers
Chartered Building Surveyors
Chartered Building Control Surveyors
Chartered Construction Managers
Party Wall Surveyors**

**Loudwater Court
11 Vincent Road
Sheringham
NR26 8BP**

**Telephone:
01623 586369
01328 806114**

Email: garyfountain@btconnect.com

Access Audit

Instructions were received from Wendy Murphy of North Walsham Town Council to undertake an inspection of the premises and to prepare an Access Audit on the premises known as:

North Walsham Town Council Workshop
North/South Cemetery Site
Bacton Road
North Walsham
NR28 9DE

The schedule was produced following an inspection on 20th September 2024, by North Norfolk Surveyors Limited, Chartered Building Engineers, Chartered Building Surveyors, Chartered Building Control Surveyors, Chartered Construction Managers and Party Wall Surveyors.

The report has been prepared to ensure that the persons responsible for the property have made the best attempts to comply with the requirements of the above legislation.

Introduction

The Equality Act provisions came into force on 1st October 2010. The provisions relating to disability include:

Harmonizing the thresholds for the duty to make reasonable adjustments for disabled people.

Adjustments for disabled persons

20 Duty to make adjustments

- (1) Where this Act imposes a duty to make reasonable adjustments on a person, this section, sections 21 and 22 and the applicable Schedule apply; and for those purposes, a person on whom the duty is imposed is referred to as A.
- (2) The duty comprises the following three requirements.
- (3) The first requirement is a requirement, where a provision, criterion or practice of A's puts a disabled person at a substantial disadvantage in relation to a relevant matter in comparison with persons who are not disabled, to take such steps as it is reasonable to have to take to avoid the disadvantage.
- (4) The second requirement is a requirement, where a physical feature puts a disabled person at a substantial disadvantage in relation to a relevant matter in comparison with persons who are not disabled, to take such steps as it is reasonable to have to take to avoid the disadvantage.
- (5) The third requirement is a requirement, where a disabled person would, but for the provision of an auxiliary aid, be put at a substantial disadvantage in relation to a relevant matter in comparison with persons who are not disabled, to take such steps as it is reasonable to have to take to provide the auxiliary aid.
- (6) Where the first or third requirement relates to the provision of information, the steps which it is reasonable for A to have to take include steps for ensuring that in the circumstances concerned the information is provided in an accessible format.
- (7) A person (A) who is subject to a duty to make reasonable adjustments is not (subject to express provision to the contrary) entitled to require a disabled person, in relation to whom A is required to comply with the duty, to pay to any extent A's costs of complying with the duty.
- (8) A reference in section 21 or 22 or an applicable Schedule to the first, second or third requirement is to be construed in accordance with this section.
- (9) In relation to the second requirement, a reference in this section or an applicable Schedule to avoiding a substantial disadvantage includes a reference to—
 - (a) removing the physical feature in question,
 - (b) altering it, or
 - (c) providing a reasonable means of avoiding it.

Extract from the Section 20 of the Equality Act 2010

This access audit will assess the accessibility of the Workshop building located at the site of North/South Cemetery, Bacton Road, North Walsham, NR28 9DS for its users, employees or visitors. The audit examines the management issues, horizontal and vertical circulation, interior design, facilities, communication and evacuation. This Access Audit only applies to the Workshop building and associated fenced yard area.

In terms of access and use, Part M1 of the Building Regulations 2010 states that 'reasonable provision shall be made for people to: (a) gain access to: and (b) use the building and its facility.'

The Property

The building is thought to have been purpose built for its use as a workshop for North Walsham Town Council. The building consists of a warehouse style unit constructed with a steel frame, clad externally with profile steel sheet cladding. The unit has two roller shutter doors to the left and right hand sides with a personnel door between. The floor internally is thought to be painted cast in situ concrete. The yard area to the front of the building has a galvanized steel palisade fence to the perimeter. The yard is finished with cast in situ concrete with movement joints between.

Overview

A survey of the property revealed that some facilities had been afforded to the building to enable access for wheelchair disabled and ambulant disabled to access and use the building. This Access Audit is only applicable to the workshop building and associated yard area. This includes Car Parking, Approaches, Routes, External Ramps, External Steps, Entrances, Circulation areas, Sanitary Accommodation, Alarms, Wayfinding, Lighting and acoustics to communal areas, Means of Escape and overall Building Management.

This audit can be utilised to ensure that access requirements are incorporated into future upgrading or maintenance works of the Workshop and yard areas, mitigating the cost of implementing the requirements of the Act.

Approach & Routes

This is applicable within the yard area and building only.

1.1	Building within convenient walking distance of <ul style="list-style-type: none"> • A public highway? • Public transport? • Car parking? 	Not Applicable.
1.2	Route free of kerbs?	The route is free of kerbs.
1.3	Wide Enough?	Yes, the route is wide enough.
1.4	Surfaces even and slip resistant?	Yes, the surfaces are even and slip resistant.
1.5	Aural, tactile and visual clues?	Requirements can be incorporated into future upgrading of the building.
1.6	Sufficient landmarks to aid orientation?	There are sufficient landmarks to aid orientation.
1.7	Route clearly signed?	Requirements can be incorporated into future upgrading of the building.
1.8	Adequately lit?	Requirements can be incorporated into future upgrading of the building.

1.9	Free of hazards such as bollards, litter bins?	The route is free of hazards.
1.10	Free of hazardous building features such as outward-opening doors, windows or overhangs?	The route is free of hazards, however the door is outward opening and this should be delineated appropriately.
1.11	Adequate seating provided along routes?	There is no seating along the route, the routes are short.

The entrance/personnel door to the unit is a dark colour with no glazing or vision panel. The door furniture on the manually operated doors is easily operated by people with limited manual dexterity and is readily apparent against the background of the door, with a contrast to the background. The door is heavy to use and may not be easy to operate.

There is no entry phone or security system which may be utilised by those with sensory or mobility impairments. The entry doors do not have visual or tactile warnings or information incorporated.

Car Parking

The on-site car parking is provided by way of the yard area to the front of the building.

2.1	Accessible bays are clearly signposted from the car park entrance?	There are no delineated parking bays in the yard and no signage.
2.2	Identified as provision for disabled drivers and passengers only?	There are no delineated parking bays in the yard and no signage.
2.3	Close enough to facilitate the car park serves?	The parking area is located immediately to the front of the property and within a close distance.
2.4	Can car doors be fully opened to allow disabled drivers and passengers to transfer to a wheelchair parked alongside?	There are no delineated parking bays in the yard. It is thought that the number of parked cars in this area will be limited and as such there should be adequate space for doors to be opened fully and transfers to occur.
2.5	Space for tail loading?	There are no delineated parking bays in the yard. It is thought that the number of parked cars in this area will be limited and as such there should be adequate space for tail loading.
2.6	Routes from parking area to buildings accessible, with dropped kerbs and appropriate tactile warnings?	The route from the parking area to the front of the building is free from dropped kerbs. There are no tactile warnings to the ramp to the personnel door.
2.7	Car park surface smooth, even and free from loose stones?	The yard area has an even and smooth finish free from loose stones etc.
2.8	Adequately Lit?	There are floor lights fixed to the front elevation of the building, however there are no perimeter lights to the yard area.

External Ramps

2.1	Ramp accompanied by the steps for ambulant disabled people?	There are no steps located at the premises.
2.2	Wide enough and suitably graded?	Not Applicable.
2.3	Suitable handrails on each side?	Not Applicable.

2.4	Surface slip-resistant, firmly fixed and easy to maintain?	Not Applicable.
2.5	Edges protected to prevent accidents?	Not Applicable.
2.6	If a permanent ramp cannot be constructed, is a portable ramp, platform lift or stair lift available?	Not Applicable.

External Steps

3.1	Visual and tactile warnings at top and bottom of steps?	Not Applicable.
3.2	Suitable handrails each side?	Not Applicable.
3.3	Lighting adequate and well positioned.	Not Applicable.
3.4	Treads long enough and all of same length.	Not Applicable.
3.5	Risers shallow enough, all of same height, and unlikely to trip users?	Not Applicable.
3.6	Nosings readily identifiable?	Not Applicable.
3.7	Landing is big enough and provided at intermediate levels in a long flight?	Not Applicable.

Entrances

4.1	Main entrance easy to find and clearly distinguishable from façade?	The is a main entrance/personnel door. The door is not easily distinguishable from the façade.
4.2	Door opening wide enough for all uses?	The door opening is wide enough.
4.3	Level or flush threshold?	There is no level or flush threshold but a small ramp to the threshold.
4.4	Can people each side of the door, either standing or seated, see each other and be seen?	No there are no vision panels to the door.
4.5	Adequate space available alongside leading edge for a wheelchair user to open the door well clear of the door swing?	Yes there is adequate space available.
4.6	Door control at suitable height for both standing and seated uses, clearly located and easy to use?	Yes the door control is at an adequate height.
4.7	Door handle easy to grip?	Yes the door control is easy to grip.
4.8	Door closure of appropriate type?	Not Applicable.
4.9	Entryphone and security systems detailed to allow use by people with sensory or mobility impairments?	There are no Entryphone or security systems in place.
4.10	Glazed entrance door: markings for safety and visibility?	Not Applicable.
4.11	Automatically operated door: <ul style="list-style-type: none"> Remains open long enough for slow-moving person to pass through? 	Not Applicable.

	<ul style="list-style-type: none"> Both visual and tactile information and warnings? 	
4.12	Revolving door: supplemented by a non-revolving door in regular use?	Not Applicable.
4.13	Weather mat of firm texture and flush with floor?	Not Applicable.

The entrance door is pre finished with no glazing ribbed/frosted glazing to either side of the door and no vision panel. The door furniture on the manually operated doors is easily operated by people with limited manual dexterity and is readily apparent against the background of the door, with tonal contrast to the background.

There is no entry phone or security system which may be utilised by those with sensory or mobility impairments. The entry doors do not have visual or tactile warnings or information incorporated.

Reception areas and lobbies

5.1	Clear view in from outside?	Not Applicable.
5.2	Transitional lighting?	Not Applicable.
5.3	Lobby: <ul style="list-style-type: none"> Inner door meets same criteria as entrance door? Big enough to allow wheelchair users to move clear of first door before negotiating the second? 	Not Applicable.
5.4	Signs designed and located to convey information to visitors with sight impairment and wheelchair users with lower eye levels?	Not Applicable.
5.5	Reception desk/counter/checkout suitable for approach and use from both sides by people either standing or seated?	Not Applicable.
5.6	Induction loop fitted?	Not Applicable.
5.7	Telephone provided?	Not Applicable.
5.8	Waiting area: <ul style="list-style-type: none"> Seating designed for ease of use? Space for wheelchair users? 	Not Applicable.
5.9	Information given about how to reach other parts of building by appropriate signs and by tactile information?	Not Applicable.
5.10	Surfaces suitable?	Not Applicable.

Corridors

6.1	Corridor wide enough for a wheelchair user to manoeuvre and for other people to pass.	Not Applicable.
6.2	Free from obstruction to wheelchair users and from hazards to people with impaired sight?	Not Applicable.

6.3	Turning spaces for wheelchair users?	Not Applicable.
6.4	Internal lobbies: space for wheelchair users to clear one door before approaching a second?	Not Applicable.
6.5	Natural and artificial lighting avoid glare and silhouettes?	Not Applicable.
6.6	Visual clues to help orientation?	Not Applicable.
6.7	Floor surfaces suitable?	Not Applicable.
6.8	Direction or information signs clearly visible from both standing and seated position?	Not Applicable.
6.9	Signs tactile for use by people with sight impairments?	Not Applicable.

Internal Doors

7.1	Is the door absolutely necessary for safety or functional reasons?	Not Applicable.
7.2	Distinguishable from surroundings?	Not Applicable.
7.3	Glass door: clearly visible when closed?	Not Applicable.
7.4	Can people each side of the door, either standing or seated in a wheelchair, see each other and be seen?	Not Applicable.
7.5	Clear opening width sufficient for a wheelchair user?	Not Applicable.
7.6	Adequate space alongside leading edge for a wheelchair user or someone with limited mobility to reach door control while clear of its swing?	Not Applicable.
7.7	Door control at a height suitable for both standing and seated users?	Not Applicable.
7.8	Control clearly distinguishable from door itself?	Not Applicable.
7.9	Easily gripped and Operated?	Not Applicable.
7.10	Door light enough to open easily?	Not Applicable.
7.11	Door closes of an appropriate type and with minimum necessary opening pressure?	Not Applicable.

Internal Ramps

There are currently no internal ramps within the demise of the workshop.

Internal Stairs

There are currently no internal stairs within the demise of the workshop.

8.1	Treads long enough and each of same length?	Not Applicable.
8.2	Risers shallow enough, all same height, and unlikely to trip users?	Not Applicable.
8.3	Nosings all readily identifiable?	Not Applicable.
8.4	Suitable handrail to each side?	Not Applicable.
8.5	Landings is big enough and provided at intermediate levels in a long flight?	Not Applicable.
8.6	Visual warning of top of each flight.	Not Applicable.
8.7	Tactile warnings at top and bottom?	Not Applicable.
8.8	Location of stair adequately signed at each level?	Not Applicable.
8.9	Each level clearly identifiable by tactile and visual information?	Not Applicable.
8.10	Adequate, well positioned lighting?	Not Applicable.

Lifts

There are currently no lifts within the property.

Platform Lifts and Stairlifts

There are currently no Platform lifts or stairlifts within the property.

Sanitary Provisions

There is currently no sanitary accommodation within the property.

9.1	Floor surfaces suitable for passage of wheelchairs?	Not Applicable.
9.2	Junctions between floor surfaces correctly detailed?	Not Applicable.
9.3	Floor and wall surfaces free of confusing glare and reflection?	Not Applicable.
9.4	Colours, tones and textures varied to help people distinguish between surfaces and fittings/fixtures etc?	Not Applicable.
9.5	Textured surfaces to aid orientation in people with impaired sight?	Not Applicable.
9.6	Floor surfaces slip-resistant?	Not Applicable.
9.7	Bright, boldly patterned floor avoided?	Not Applicable.
9.8	Busy or distracting wall coverings avoided?	Not Applicable.

Facilities

Internal Surfaces, Way Finding & Means of Escape

The floor covering in the workshop is painted concrete which has a firm and dense texture and is flush throughout.

The wall finishes are not busy or distracting, however colours, tones and textures could be more varied to assist those with impaired sight, with the doors not contrasting with the background.

Means of escape from the workshop through the personal door or roller shutter door to either side of the workshop. Escape is good, however it is not well designated.

10.1	Overall layout of building reasonably clear and logical?	Yes the layout is clear and logical. Additional signage could be incorporated to assist with means of escape.
10.2	Signs in a logical position?	There is no signage, this should be incorporated.
10.3	Easily identifiable against their background?	Not Applicable.
10.4	Easy to read?	Not Applicable.
10.5	Information also given in tactile form (such as maps and models?)	Not Applicable.
10.6	Where a building uses textured surfaces to convey information to people with sight impairments, is there a clear key at a central information point?	Not Applicable.

Lighting & Acoustics

Appropriate lighting should be adequately designed and incorporated to meet the needs of many users for both visibility and safety. In the workshop there is a good balance of natural light in the form of large roof lights and artificial lighting. The level of lighting provided are sufficient for the current use of the workshop. Lights should be positioned so that they do not cause glare, reflection, shadows or pools of light and darkness. There may be areas of darkness at times of low natural light. The lighting should be controllable and adjustable to meet the needs of the individual, with automatically activated booster lighting for dim conditions, available.

The acoustics of the workshop should be suitable for its intended use, with the area free from unnecessarily obtrusive noise. The lack of soft surfaces may allow echoing, reverberation etc. Incorporating soft surfaces will help reduce echoing and reverberation.

11.1	Lighting designed to meet a wide range of users needs?	Yes, the lighting is varied, transitional, however there may be pools of light and darkness at time of low natural light due to its positioning.
11.2	Level of lighting sufficient for intended use?	Yes, the lighting is varied and transitional and sufficient for the workshops use.
11.3	Lights positioned where they do not cause glare, reflection, confusing shadows or pools of light and dark.	There may be pools of light and darkness at time of low natural light due to its positioning.
11.4	Can occupiers control lighting?	The lighting is controllable on and off only.

11.5	Workspaces: is lighting controllable and adjustable to meet the needs of the individual and the task they are working on?	The lighting is controllable on and off only.
11.6	Automatically activated booster lighting for dim conditions?	There is currently no activated booster lighting for dim conditions. It is recommended that these are installed and will be scheduled into the future maintenance of the building.
11.7	Acoustic environment suitable for intended use?	Yes, the acoustic environment is suitable for the intended use.
11.8	Quiet and noisy areas separated by a buffer zone?	Not applicable.
11.9	Environment free off unnecessarily obtrusive noise (e.g. from heating units)?	The building is free of unnecessarily obtrusive noise.
11.10	Good balance of hard and soft surfaces?	There is currently no soft surfaces which may contribute towards echo or reverberation.
11.12	Main power supply cables routed away from public spaces to avoid interference to hearing aid users?	Not Applicable.
11.13	Induction loops fitted wherever information given or meetings held?	There is no induction loop fitted in the building.
11.14	If security needs preclude the use of an induction loop, is an infrared system available?	There is no induction loop fitted in the building.

Means of Escape

14.1	Audible alarm system supplemented by visual system?	Currently, there is no visual alarm to supplement the audible system. It is recommended that these are incorporated into the audible alarm system. This can be scheduled into the future maintenance of the building.
14.2	Ground floor exit routes as accessible to all, including wheelchair users, as entrance routes?	The exit route is accessible to all users.
14.3	Vertical escape from upper or lower floors possible using a fire protected lift with an independent power supply?	Not Applicable.
14.4	If people with disabilities cannot completely evacuate the building can they reach places of safety or refuges?	Not Applicable.

Building Management

Building management is key to ensuring that the building remains suitable for its intended use in terms of accessibility.

Many changes could be made to the building in order to fully comply with the requirements of relevant legislation, however if the building is not managed adequately then works implemented may be rendered useless.

Routes within the workshop should be kept clear and unobstructed.

Roof lights and lights should be kept clear to maximise light available. Any blown bulbs should be replaced swiftly in order to not help prevent pools of light and darkness within the workshop space.

Management of means of escape procedures is crucial and all exit routes should be checked regularly to ensure they are free from obstructions and obstacles, including locked doors, blocked fire exits and combustible materials located on a fire exit routes. Alarm systems should be checked regularly.

Any new staff should be trained in response procedures and overall escape strategy for visitors who may need assistance. A personal egress plan should be available for each member of staff based within the workshop and incorporate egress from the workshop and yard area. The egress plan should include if any user of the workshop and yard requires assistance with escape from the area, with personal vibratory alarms provided to employees with hearing impairments. Both general escape strategy and personal emergency egress plans should be checked regularly for efficiency and effectiveness, and ensure that all procedures and plans are understood and can be implemented.

In view of the role of staff in facilitating disabled users of the building and surrounding area, it would be advisable to include in their staff training program a basic understanding of the equal opportunities legislation and this access audit. Recruitment policies employers are held vicariously liable for their employees actions under the DDA 1995, the argument that the employer had no knowledge of their employees actions is therefore not an adequate defence under the act.

15.1	External routes , including steps and ramps, kept clean, unobstructed and free of surface water, snow and ice?	The external routes were clear.
15.2	Car parking: designated spaces not used by non-disabled drivers and kept clear of obstructions?	The car parking spaces are not designated however due to the low number of vehicles parked in the yard and low number of users of the building there were no obstructions etc.
15.3	Doors: <ul style="list-style-type: none"> • Door closers, door ironmongery maintained? • Side hung doors accompanying revolving door kept unlocked? 	<ul style="list-style-type: none"> • The door closers, doors and ironmongery are maintained. It is recommended that the doors and door furniture are delineated against the background. • There are no revolving doors within the property.
15.4	Horizontal circulation: space required for wheelchair manoeuvre not obstructed by furniture, deliveries, storage etc?	Not Applicable.
15.5	Vertical circulation: lifts, platform lifts and stairlifts, checked regularly for proper functioning?	There are no lift, platform lifts or stairlifts within the building.
15.6	Wcs: not used as unofficial storage areas?	There is no sanitary accommodation within the building.

15.7	<p>Surfaces:</p> <ul style="list-style-type: none"> • Cleaning and polishing does not render slip resistant surfaces slippers? • Junctions between different flooring materials do not become worn, presenting a tripping hazard? • Flooring when renewed is replaced like for like? • Redecoration does not compromise a carefully devised colour scheme? 	<ul style="list-style-type: none"> • Yes, surfaces are satisfactory. • Surfaces throughout are satisfactory. • Flooring when renewed will be replaced like for like where possible. • Redecoration should not comprise a carefully devised colour scheme.
15.8	<p>Wayfinding:</p> <ul style="list-style-type: none"> • Maps of building interiors updated when use of building changes? • New signs integrate with existing signage? • Signs replaced correctly after removal for decoration? 	Not Applicable. There are none present.
15.9	<p>Lighting:</p> <ul style="list-style-type: none"> • Windows, lamps, blinds kept clean to maximise available light? • Blown light bulbs swiftly replaced? 	<ul style="list-style-type: none"> • Rooflights and lights should be kept clean. • Blown light bulbs will be changed swiftly.
15.10	<p>Acoustics:</p> <ul style="list-style-type: none"> • Induction loop and infrared systems advertised and checked regularly for proper functioning? • Air conditioning and heating units regularly maintained to minimize noise due to wear? 	<ul style="list-style-type: none"> • There is no induction loop or infrared system in the building. • There is no air conditioning or heating within the building.
15.11	<p>Means of Escape:</p> <ul style="list-style-type: none"> • Exit routes regularly for freedom from obstacles (including locked doors) and combustible materials. • Alarm systems including those in WCs will be regularly checked? • New staff trained in alarm response procedures? • Overall escape strategy for visitors who may need assistance? • Personal egress plan available for each member of staff needing assistance? 	<ul style="list-style-type: none"> • The exit routes are clear and will be regularly checked and kept clear of obstacles. • Not Applicable. • It will be the responsibility of the users to train new staff in alarm response procedures due to the nature of the building. • The overall escape strategy for visitors should be explained at the time of each visit. • Personal egress plans should be out in place with the staff. • No personal vibratory alarms will be provided. • The general escape strategy will be checked regularly for efficacy and effectiveness. It will be the responsibility of the individuals to check regularly the personal emergency egress plans for efficiency and effectiveness.

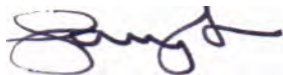
	<ul style="list-style-type: none"> • Personal vibratory alarms provided to employees with hearing impairments? • Both general escape strategy and personal emergency egress plans checked regularly for efficiency and effectiveness? 	
15.12	<p>Access action plan: Is there an access action plan to carry forward information and recommendations from this access audit?</p>	This access audit includes recommendations to carry forward and incorporate into the building to meet the requirements as affectively as possible given the nature and type of property, and accounting for the property being historic.

Conclusion

Due to the nature of the workshop and yard area, it is thought that there will be limited use by wheelchair users, ambulant disabled, visually impaired and people with hearing difficulties.

Improvement should be made to bring the demised workshop and yard area up to an acceptable standard, many of the improvements can be made with minimal costs when undertaking ongoing maintenance, decoration works etc.

Consideration should be given to immediate improvements and training surrounding means of escape and egress from the building, to ensure that in the event of an emergency all staff are trained to an adequate standard to ensure that all users of the building can escape the building safely and in a timely manner.



G C Fountain BSc BSc (hons) DMS MBA MCIQB FRICS FCABE MFPWS

DDA ACCESS AUDIT
NORTH WALSHAM TOWN COUNCIL CHAPEL,
CHAPEL CEMETERY SITE, MUNDESLEY ROAD, NORTH WALSHAM, NR28 0DB



Prepared by

Chloe Goddard MSc BSc (hons)

and

G.C Fountain BSc BSc (hons) DMS MBA FCABE FRICS MFPWS

North Norfolk Surveyors Limited

**Chartered Building Engineers
Chartered Building Surveyors
Chartered Building Control Surveyors
Chartered Construction Managers
Party Wall Surveyors**

**Loudwater Court
11 Vincent Road
Sheringham
NR26 8BP**

**Telephone:
01623 586369
01328 806114**

Email: garyfountain@btconnect.com

Access Audit

Instructions were received from Wendy Murphy of North Walsham Town Council to undertake an inspection of the premises and to prepare an Access Audit on the premises known as:

North Walsham Town Council Chapel
Chapel Cemetery Site
Mundesley Road
North Walsham
NR28 0DB

The schedule was produced following an inspection on 20th September 2024, by North Norfolk Surveyors Limited, Chartered Building Engineers, Chartered Building Surveyors, Chartered Building Control Surveyors, Chartered Construction Managers and Party Wall Surveyors.

The report has been prepared to ensure that the persons responsible for the property have made the best attempts to comply with the requirements of the above legislation.

Introduction

The Equality Act provisions came into force on 1st October 2010. The provisions relating to disability include:

Harmonizing the thresholds for the duty to make reasonable adjustments for disabled people.

<i>Adjustments for disabled persons</i>	
20	Duty to make adjustments
(1)	Where this Act imposes a duty to make reasonable adjustments on a person, this section, sections 21 and 22 and the applicable Schedule apply; and for those purposes, a person on whom the duty is imposed is referred to as A.
(2)	The duty comprises the following three requirements.
(3)	The first requirement is a requirement, where a provision, criterion or practice of A's puts a disabled person at a substantial disadvantage in relation to a relevant matter in comparison with persons who are not disabled, to take such steps as it is reasonable to have to take to avoid the disadvantage.
(4)	The second requirement is a requirement, where a physical feature puts a disabled person at a substantial disadvantage in relation to a relevant matter in comparison with persons who are not disabled, to take such steps as it is reasonable to have to take to avoid the disadvantage.
(5)	The third requirement is a requirement, where a disabled person would, but for the provision of an auxiliary aid, be put at a substantial disadvantage in relation to a relevant matter in comparison with persons who are not disabled, to take such steps as it is reasonable to have to take to provide the auxiliary aid.
(6)	Where the first or third requirement relates to the provision of information, the steps which it is reasonable for A to have to take include steps for ensuring that in the circumstances concerned the information is provided in an accessible format.
(7)	A person (A) who is subject to a duty to make reasonable adjustments is not (subject to express provision to the contrary) entitled to require a disabled person, in relation to whom A is required to comply with the duty, to pay to any extent A's costs of complying with the duty.
(8)	A reference in section 21 or 22 or an applicable Schedule to the first, second or third requirement is to be construed in accordance with this section.
(9)	In relation to the second requirement, a reference in this section or an applicable Schedule to avoiding a substantial disadvantage includes a reference to— (a) removing the physical feature in question, (b) altering it, or (c) providing a reasonable means of avoiding it.

Extract from the Section 20 of the Equality Act 2010

This access audit will assess the accessibility of the Chapel building located at the site of Chapel Cemetery site, Mundesley Road, North Walsham, NR28 0DB for its users, employees or visitors. The audit examines the management issues, horizontal and vertical circulation, interior design, facilities, communication and evacuation. This Access Audit only applies to the Chapel building.

In terms of access and use, Part M1 of the Building Regulations 2010 states that ‘reasonable provision shall be made for people to: (a) gain access to: and (b) use the building and its facility.’

The Property

The building is thought to have been purpose built for its use as a Mortuary Chapel for North Walsham cemetery and shows on the 1884 OS Map of the area. The building is thought to exceed 140 years old. The building consists of a single chapel unit of traditional construction, finished externally with facing brick walls and a pitched roof over, finished with slates. The chapel has a double opening door to the front elevation, three windows to each side elevation and one large window to the rear. The floor internally is thought to be a cast in situ concrete floor finished with clay tiles. The chapel is set in the cemetery ground located between Mundesley Road and Bacton Road.

Overview

A survey of the property revealed that few facilities had been afforded to the building to enable access for wheelchair disabled and ambulant disabled to access and use the building. This Access Audit is only applicable to the Chapel building. This includes Approaches, Routes, External Ramps, External Steps, Entrances, Circulation areas, Sanitary Accommodation, Alarms, Wayfinding, Lighting and acoustics to communal areas, Means of Escape and overall Building Management. There is no car parking included with the Chapel and this has not been included.

This audit can be utilised to ensure that access requirements are incorporated into future upgrading or maintenance works of the chapel area, mitigating the cost of implementing the requirements of the Act.

Approach & Routes

This is applicable to the external paths immediately surrounding the property only and the chapel building.

1.1	Building within convenient walking distance of <ul style="list-style-type: none"> • A public highway? • Public transport? • Car parking? 	Not Applicable.
1.2	Route free of kerbs?	The route is free of kerbs.
1.3	Wide Enough?	Yes, the route is wide enough.
1.4	Surfaces even and slip resistant?	Yes, the surfaces are mostly even and slip resistant.
1.5	Aural, tactile and visual clues?	Requirements can be incorporated into future upgrading of the building.
1.6	Sufficient landmarks to aid orientation?	There are sufficient landmarks to aid orientation.
1.7	Route clearly signed?	Requirements can be incorporated into future upgrading of the building.
1.8	Adequately lit?	Requirements can be incorporated into future upgrading of the building.

1.9	Free of hazards such as bollards, litter bins?	The route is free of hazards.
1.10	Free of hazardous building features such as outward-opening doors, windows or overhangs?	The route is free of hazards, however the door is outward opening and this should be delineated appropriately.
1.11	Adequate seating provided along routes?	There is no seating along the route.

The entrance/personnel door to the chapel has no glazing or vision panel. The door furniture on the manually operated doors is easily operated by people with limited manual dexterity and is readily apparent against the background of the door, with a contrast to the background. The door is heavy to use and may not be easy to operate.

There is no entry phone or security system which may be utilised by those with sensory or mobility impairments. The entry doors do not have visual or tactile warnings or information incorporated.

Car Parking

There is no on-site car parking to the building and this section is not applicable.

2.1	Accessible bays are clearly signposted from the car park entrance?	Not Applicable.
2.2	Identified as provision for disabled drivers and passengers only?	Not Applicable.
2.3	Close enough to facilitate the car park serves?	Not Applicable.
2.4	Can car doors be fully opened to allow disabled drivers and passengers to transfer to a wheelchair parked alongside?	Not Applicable.
2.5	Space for tail loading?	Not Applicable.
2.6	Routes from parking area to buildings accessible, with dropped kerbs and appropriate tactile warnings?	Not Applicable.
2.7	Car park surface smooth, even and free from loose stones?	Not Applicable.
2.8	Adequately Lit?	Not Applicable.

External Ramps

2.1	Ramp accompanied by the steps for ambulant disabled people?	There are no ramps located at the premises.
2.2	Wide enough and suitably graded?	Not Applicable.
2.3	Suitable handrails on each side?	Not Applicable.
2.4	Surface slip-resistant, firmly fixed and easy to maintain?	Not Applicable.
2.5	Edges protected to prevent accidents?	Not Applicable.

2.6	If a permanent ramp cannot be constructed, is a portable ramp, platform lift or stair lift available?	Not Applicable.
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External Steps

Whilst there are no external steps up to the Chapel, there is a step from the entryway into the chapel.

3.1	Visual and tactile warnings at top and bottom of steps?	There are no visual or tactile warnings to the step into the building. Requirements can be incorporated into the future upgrading of the building.
3.2	Suitable handrails each side?	There are no suitable handrails to each side of the step down. Requirements can be incorporated into the future upgrading of the building.
3.3	Lighting adequate and well positioned.	The lighting is thought to be inadequate. Requirements can be incorporated into the future upgrading of the building.
3.4	Treads long enough and all of same length.	Not Applicable. There is a single step down into the chapel only.
3.5	Risers shallow enough, all of same height, and unlikely to trip users?	Not Applicable. There is a single step down into the chapel only.
3.6	Nosings readily identifiable?	There are no visual or tactile warnings to the step into the building. Requirements can be incorporated into the future upgrading of the building.
3.7	Landing is big enough and provided at intermediate levels in a long flight?	Not Applicable. There is a single step down into the chapel only.

Entrances

4.1	Main entrance easy to find and clearly distinguishable from façade?	The is a main entrance/personnel door. The door is easily distinguishable from the façade.
4.2	Door opening wide enough for all uses?	There are double doors to the main entrance. The door opening is wide enough.
4.3	Level or flush threshold?	There is no level or flush threshold. Requirements can be incorporated into the future upgrading of the building.
4.4	Can people each side of the door, either standing or seated, see each other and be seen?	No there are no vision panels to the door. Requirements can be incorporated into the future upgrading of the building.
4.5	Adequate space available alongside leading edge for a wheelchair user to open the door well clear of the door swing?	There are double doors to the main entrance. Yes there is adequate space available.
4.6	Door control at suitable height for both standing and seated uses, clearly located and easy to use?	Yes the door control is at an adequate height.
4.7	Door handle easy to grip?	Yes the door control is easy to grip.
4.8	Door closure of appropriate type?	Not Applicable. There is no door closure in situ.
4.9	Entryphone and security systems detailed to allow use by people with sensory or mobility impairments?	There are no Entryphone or security systems in place.

4.10	Glazed entrance door: markings for safety and visibility?	Not Applicable.
4.11	Automatically operated door: <ul style="list-style-type: none"> Remains open long enough for slow-moving person to pass through? Both visual and tactile information and warnings? 	Not Applicable.
4.12	Revolving door: supplemented by a non-revolving door in regular use?	Not Applicable.
4.13	Weather mat of firm texture and flush with floor?	Not Applicable.

The entrance door is historic in keeping with the building, with no glazing ribbed/frosted glazing to either side of the door and no vision panel. The door furniture on the manually operated door is adequately operated by people with limited manual dexterity and is readily apparent against the background of the door, with tonal contrast to the background.

There is no entry phone or security system which may be utilised by those with sensory or mobility impairments. The entry doors do not have visual or tactile warnings or information incorporated.

Reception areas and lobbies

5.1	Clear view in from outside?	Not Applicable.
5.2	Transitional lighting?	Not Applicable.
5.3	Lobby: <ul style="list-style-type: none"> Inner door meets same criteria as entrance door? Big enough to allow wheelchair users to move clear of first door before negotiating the second? 	Not Applicable.
5.4	Signs designed and located to convey information to visitors with sight impairment and wheelchair users with lower eye levels?	Not Applicable.
5.5	Reception desk/counter/checkout suitable for approach and use from both sides by people either standing or seated?	Not Applicable.
5.6	Induction loop fitted?	Not Applicable.
5.7	Telephone provided?	Not Applicable.
5.8	Waiting area: <ul style="list-style-type: none"> Seating designed for ease of use? Space for wheelchair users? 	Not Applicable.
5.9	Information given about how to reach other parts of building by appropriate signs and by tactile information?	Not Applicable.
5.10	Surfaces suitable?	Not Applicable.

Corridors

6.1	Corridor wide enough for a wheelchair user to manoeuvre and for other people to pass.	Not Applicable.
6.2	Free from obstruction to wheelchair users and from hazards to people with impaired sight?	Not Applicable.
6.3	Turning spaces for wheelchair users?	Not Applicable.
6.4	Internal lobbies: space for wheelchair users to clear one door before approaching a second?	Not Applicable.
6.5	Natural and artificial lighting avoid glare and silhouettes?	Not Applicable.
6.6	Visual clues to help orientation?	Not Applicable.
6.7	Floor surfaces suitable?	Not Applicable.
6.8	Direction or information signs clearly visible from both standing and seated position?	Not Applicable.
6.9	Signs tactile for use by people with sight impairments?	Not Applicable.

Internal Doors

7.1	Is the door absolutely necessary for safety or functional reasons?	Not Applicable.
7.2	Distinguishable from surroundings?	Not Applicable.
7.3	Glass door: clearly visible when closed?	Not Applicable.
7.4	Can people each side of the door, either standing or seated in a wheelchair, see each other and be seen?	Not Applicable.
7.5	Clear opening width sufficient for a wheelchair user?	Not Applicable.
7.6	Adequate space alongside leading edge for a wheelchair user or someone with limited mobility to reach door control while clear of its swing?	Not Applicable.
7.7	Door control at a height suitable for both standing and seated users?	Not Applicable.
7.8	Control clearly distinguishable from door itself?	Not Applicable.
7.9	Easily gripped and Operated?	Not Applicable.
7.10	Door light enough to open easily?	Not Applicable.

7.11	Door closes of an appropriate type and with minimum necessary opening pressure?	Not Applicable.
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Internal Ramps

There are currently no internal ramps within the demise of the chapel.

Internal Stairs

There are currently no internal stairs within the demise of the chapel.

8.1	Treads long enough and each of same length?	Not Applicable.
8.2	Risers shallow enough, all same height, and unlikely to trip users?	Not Applicable.
8.3	Nosings all readily identifiable?	Not Applicable.
8.4	Suitable handrail to each side?	Not Applicable.
8.5	Landings is big enough and provided at intermediate levels in a long flight?	Not Applicable.
8.6	Visual warning of top of each flight.	Not Applicable.
8.7	Tactile warnings at top and bottom?	Not Applicable.
8.8	Location of stair adequately signed at each level?	Not Applicable.
8.9	Each level clearly identifiable by tactile and visual information?	Not Applicable.
8.10	Adequate, well positioned lighting?	Not Applicable.

Lifts

There are currently no lifts within the property.

Platform Lifts and Stairlifts

There are currently no Platform lifts or stairlifts within the property.

Sanitary Provisions

There is currently no sanitary accommodation within the property.

9.1	Floor surfaces suitable for passage of wheelchairs?	Not Applicable.
9.2	Junctions between floor surfaces correctly detailed?	Not Applicable.
9.3	Floor and wall surfaces free of confusing glare and reflection?	Not Applicable.
9.4	Colours, tones and textures varied to help people distinguish between surfaces and fittings/fixtures etc?	Not Applicable.

9.5	Textured surfaces to aid orientation in people with impaired sight?	Not Applicable.
9.6	Floor surfaces slip-resistant?	Not Applicable.
9.7	Bright, boldly patterned floor avoided?	Not Applicable.
9.8	Busy or distracting wall coverings avoided?	Not Applicable.

Facilities

Internal Surfaces, Way Finding & Means of Escape

The floor covering in the chapel is of clay tiles which has a firm and dense texture and is flush mostly throughout. The floor finish is thought to be historic.

The wall finishes are not busy or distracting, however colours, tones and textures could be more varied to assist those with impaired sight, with the doors not contrasting with the background i.e. the entrance door is tonal with the wall cladding which may deem it difficult to identify the doors.

Means of escape from the chapel is through the main entrance door only. Escape is satisfactory, however it is not well designated.

10.1	Overall layout of building reasonably clear and logical?	Yes the layout is clear and logical. Additional signage could be incorporated to assist with means of escape.
10.2	Signs in a logical position?	There is no signage, this should be incorporated.
10.3	Easily identifiable against their background?	Not Applicable.
10.4	Easy to read?	Not Applicable.
10.5	Information also given in tactile form (such as maps and models?)	Not Applicable.
10.6	Where a building uses textured surfaces to convey information to people with sight impairments, is there a clear key at a central information point?	Not Applicable.

Lighting & Acoustics

Appropriate lighting should be adequately designed and incorporated to meet the needs of many users for both visibility and safety. In the chapel there is a good balance of natural light in the form of large window to the rear of the chapel and windows down each side elevation of the property. There is limited artificial lighting. The level of lighting provided is sufficient for the current use of the chapel, however there may be areas of darkness in the chapel at times of low natural light. Any alterations should ensure that lights should be positioned so that they do not cause glare, reflection, shadows or pools of light and darkness. The lighting should be controllable and adjustable to meet the needs of individuals, with automatically activated booster lighting for dim conditions, available.

The acoustics of the chapel should be suitable for its intended use, with the area free from unnecessarily obtrusive noise. The lack of soft surfaces may allow echoing, reverberation etc. Incorporating soft surfaces will help reduce echoing and reverberation.

11.1	Lighting designed to meet a wide range of users needs?	No, the lighting is limited and not transitional. There may be pools of light and darkness at time of low natural light due to its positioning and lack of window on the front elevation.
11.2	Level of lighting sufficient for intended use?	Although the lighting does not meet the needs of a wide range of user, the lighting is thought to be adequate for the buildings use. Requirements can be incorporated into the future upgrading of the building.
11.3	Lights positioned where they do not cause glare, reflection, confusing shadows or pools of light and dark.	There may be pools of light and darkness at time of low natural light due to its positioning and lack of window on the front elevation.
11.4	Can occupiers control lighting?	The lighting is controllable on and off only.
11.5	Workspaces: is lighting controllable and adjustable to meet the needs of the individual and the task they are working on?	Not Applicable.
11.6	Automatically activated booster lighting for dim conditions?	There is currently no activated booster lighting for dim conditions. It is recommended that these are installed and will be scheduled into the future maintenance of the building.
11.7	Acoustic environment suitable for intended use?	Yes, the acoustic environment is suitable for the intended use.
11.8	Quiet and noisy areas separated by a buffer zone?	Not applicable.
11.9	Environment free off unnecessarily obtrusive noise (e.g. from heating units)?	The building is free of unnecessarily obtrusive noise.
11.10	Good balance of hard and soft surfaces?	There is currently no soft surfaces which may contribute towards echo or reverberation.
11.12	Main power supply cables routed away from public spaces to avoid interference to hearing aid users?	Not Applicable.
11.13	Induction loops fitted wherever information given or meetings held?	There is no induction loop fitted in the building.
11.14	If security needs preclude the use of an induction loop, is an infrared system available?	There is no induction loop fitted in the building.

Means of Escape

14.1	Audible alarm system supplemented by visual system?	Currently, there is no visual alarm to supplement the audible system. It is recommended that these are incorporated into the audible alarm system. This can be scheduled into the future maintenance of the building.
14.2	Ground floor exit routes as accessible to all, including wheelchair users, as entrance routes?	The exit route is accessible to most users. The step up on the exit route may hinder use of the exit and management procedures should be incorporated to deal with this.

14.3	Vertical escape from upper or lower floors possible using a fire protected lift with an independent power supply?	Not Applicable.
14.4	If people with disabilities cannot completely evacuate the building can they reach places of safety or refuges?	Not Applicable.

Building Management

Building management is key to ensuring that the building remains suitable for its intended use in terms of accessibility.

Many changes could be made to the building in order to fully comply with the requirements of relevant legislation, however if the building is not managed adequately then works implemented may be rendered useless.

Routes within the chapel should be kept clear and unobstructed.

Windows and lights should be kept clear to maximise light available. Any blown bulbs should be replaced swiftly in order to not help prevent pools of light and darkness within the space and all windows should be kept clean and free from obstruction.

Management of means of escape procedures is crucial and all exit routes should be checked regularly to ensure they are free from obstructions and obstacles, including locked doors, blocked exits and combustible materials located on a fire exit routes. Any newly incorporated alarm systems should be checked regularly.

Any new staff should be trained in response procedures and overall escape strategy for visitors who may need assistance. A personal egress plan should be available for each member of staff based within the building and incorporate egress from the chapel. The egress plan should include if any user of the chapel requires assistance with escape from the area. The general escape strategy and egress plans should be checked regularly for efficiency and effectiveness, and ensure that all procedures and plans are understood and can be implemented.

15.1	External routes , including steps and ramps, kept clean, unobstructed and free of surface water, snow and ice?	The external routes were clear.
15.2	Car parking : designated spaces not used by non-disabled drivers and kept clear of obstructions?	Not Applicable.
15.3	Doors : <ul style="list-style-type: none"> • Door closers, door ironmongery maintained? • Side hung doors accompanying revolving door kept unlocked? 	<ul style="list-style-type: none"> • The door closers, doors and ironmongery are maintained. It is recommended that the doors and are delineated against the background of the internally clad walls. • There are no revolving doors within the property.
15.4	Horizontal circulation : space required for wheelchair manoeuvre not obstructed by furniture, deliveries, storage etc?	Not Applicable.

15.5	Vertical circulation: lifts, platform lifts and stairlifts, checked regularly for proper functioning?	There are no lift, platform lifts or stairlifts within the building.
15.6	Wcs: not used as unofficial storage areas?	There is no sanitary accommodation within the building.
15.7	Surfaces: <ul style="list-style-type: none"> • Cleaning and polishing does not render slip resistant surfaces slippery? • Junctions between different flooring materials do not become worn, presenting a tripping hazard? • Flooring when renewed is replaced like for like? • Redecoration does not compromise a carefully devised colour scheme? 	<ul style="list-style-type: none"> • Yes, surfaces are satisfactory. • Surfaces throughout are satisfactory. • Flooring when renewed will be replaced like for like where possible. • Redecoration should not comprise a carefully devised colour scheme.
15.8	Wayfinding: <ul style="list-style-type: none"> • Maps of building interiors updated when use of building changes? • New signs integrate with existing signage? • Signs replaced correctly after removal for decoration? 	Not Applicable. There are none present.
15.9	Lighting: <ul style="list-style-type: none"> • Windows, lamps, blinds kept clean to maximise available light? • Blown light bulbs swiftly replaced? 	<ul style="list-style-type: none"> • Windows and lights should be kept clean. • Blown light bulbs will be changed swiftly.
15.10	Acoustics: <ul style="list-style-type: none"> • Induction loop and infrared systems advertised and checked regularly for proper functioning? • Air conditioning and heating units regularly maintained to minimize noise due to wear? 	<ul style="list-style-type: none"> • There is no induction loop or infrared system in the building. • There is no air conditioning or heating within the building.
15.11	Means of Escape: <ul style="list-style-type: none"> • Exit routes regularly for freedom from obstacles (including locked doors) and combustible materials. • Alarm systems including those in WCs will be regularly checked? • New staff trained in alarm response procedures? 	<ul style="list-style-type: none"> • The exit routes are clear and will be regularly checked and kept clear of obstacles. • Not Applicable. • Not Applicable. • The overall escape strategy for visitors should be incorporated into signage, clearly displayed within the building. • The general escape strategy will be checked regularly for efficacy and effectiveness. It will be the responsibility of the individuals to check

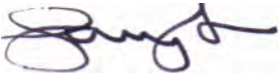
	<ul style="list-style-type: none"> • Overall escape strategy for visitors who may need assistance? • Personal egress plan available for each member of staff needing assistance? • Personal vibratory alarms provided to employees with hearing impairments? • Both general escape strategy and personal emergency egress plans checked regularly for efficiency and effectiveness? 	regularly the personal emergency egress plans for efficiency and effectiveness.
15.12	<p>Access action plan: Is there an access action plan to carry forward information and recommendations from this access audit?</p>	This access audit includes recommendations to carry forward and incorporate into the building to meet the requirements as affectively as possible given the nature and type of property, and accounting for the property being historic.

Conclusion

Due to the nature of the chapel, it is thought that there will be limited use by wheelchair users, ambulant disabled, visually impaired and people with hearing difficulties.

Improvements could be made to bring the demised chapel area up to an acceptable standard, many of the improvements can be made with minimal costs when undertaking ongoing maintenance, decoration works etc.

Consideration should be given to immediate improvements surrounding means of escape and egress from the building, to ensure that in the event of an emergency egress plans are clearly visible, to ensure that all users of the building can escape the building safely and in a timely manner.



G C Fountain BSc BSc (hons) DMS MBA MCIQB FRICS FCABE MFPWS

DDA ACCESS AUDIT

NORTH WALSHAM TOWN COUNCIL MAINTENANCE STORE

CHAPEL CEMETERY SITE, MUNDESLEY ROAD, NORTH WALSHAM, NR28 0DB



Prepared by

Chloe Goddard MSc BSc (hons)

and

G.C Fountain BSc BSc (hons) DMS MBA FCABE FRICS MFPWS

North Norfolk Surveyors Limited

**Chartered Building Engineers
Chartered Building Surveyors
Chartered Building Control Surveyors
Chartered Construction Managers
Party Wall Surveyors**

**Loudwater Court
11 Vincent Road
Sheringham
NR26 8BP**

**Telephone:
01623 586369
01328 806114**

Email: garyfountain@btconnect.com

Access Audit

Instructions were received from Wendy Murphy of North Walsham Town Council to undertake an inspection of the premises and to prepare an Access Audit on the premises known as:

North Walsham Town Council Maintenance Store
Chapel Cemetery Site
Mundesley Road
North Walsham
NR28 0DB

The schedule was produced following an inspection on 20th September 2024, by North Norfolk Surveyors Limited, Chartered Building Engineers, Chartered Building Surveyors, Chartered Building Control Surveyors, Chartered Construction Managers and Party Wall Surveyors.

The report has been prepared to ensure that the persons responsible for the property have made the best attempts to comply with the requirements of the above legislation.

Introduction

The Equality Act provisions came into force on 1st October 2010. The provisions relating to disability include:

Harmonizing the thresholds for the duty to make reasonable adjustments for disabled people.

Adjustments for disabled persons

20 Duty to make adjustments

- (1) Where this Act imposes a duty to make reasonable adjustments on a person, this section, sections 21 and 22 and the applicable Schedule apply; and for those purposes, a person on whom the duty is imposed is referred to as A.
- (2) The duty comprises the following three requirements.
- (3) The first requirement is a requirement, where a provision, criterion or practice of A's puts a disabled person at a substantial disadvantage in relation to a relevant matter in comparison with persons who are not disabled, to take such steps as it is reasonable to have to take to avoid the disadvantage.
- (4) The second requirement is a requirement, where a physical feature puts a disabled person at a substantial disadvantage in relation to a relevant matter in comparison with persons who are not disabled, to take such steps as it is reasonable to have to take to avoid the disadvantage.
- (5) The third requirement is a requirement, where a disabled person would, but for the provision of an auxiliary aid, be put at a substantial disadvantage in relation to a relevant matter in comparison with persons who are not disabled, to take such steps as it is reasonable to have to take to provide the auxiliary aid.
- (6) Where the first or third requirement relates to the provision of information, the steps which it is reasonable for A to have to take include steps for ensuring that in the circumstances concerned the information is provided in an accessible format.
- (7) A person (A) who is subject to a duty to make reasonable adjustments is not (subject to express provision to the contrary) entitled to require a disabled person, in relation to whom A is required to comply with the duty, to pay to any extent A's costs of complying with the duty.
- (8) A reference in section 21 or 22 or an applicable Schedule to the first, second or third requirement is to be construed in accordance with this section.
- (9) In relation to the second requirement, a reference in this section or an applicable Schedule to avoiding a substantial disadvantage includes a reference to—
 - (a) removing the physical feature in question,
 - (b) altering it, or
 - (c) providing a reasonable means of avoiding it.

Extract from the Section 20 of the Equality Act 2010

This access audit will assess the accessibility of the maintenance store building located at the site of Chapel Cemetery site, Mundesley Road, North Walsham, NR28 0DB for its users, employees or visitors. The audit examines the management issues, horizontal and vertical circulation, interior design, facilities, communication and evacuation. This Access Audit only applies to the maintenance store building.

In terms of access and use, Part M1 of the Building Regulations 2010 states that 'reasonable provision shall be made for people to: (a) gain access to: and (b) use the building and its facility.'

The Property

The building is thought to have been purpose built for its use as a Mortuary Chapel for North Walsham cemetery and shows on the 1884 OS Map of the area. The building is thought to exceed 140 years old. The building has been altered internally and is presently a single maintenance store unit of traditional construction for use in maintenance of the cemetery grounds. The building is finished externally with facing brick walls and a pitched roof over finished with slates. The maintenance store has a double opening door to the front elevation, three windows to each side elevation and one large window to the rear. The floor internally is thought to be a cast in situ concrete floor finished with clay tiles. The maintenance store is set in the cemetery ground located between Mundesley Road and Bacton Road.

Overview

A survey of the property revealed that few facilities had been afforded to the building to enable access for wheelchair disabled and ambulant disabled to access and use the building. This Access Audit is only applicable to the maintenance store building. This includes Routes, External Ramps, External Steps, Entrances, Circulation areas, Sanitary Accommodation, Alarms, Wayfinding, Lighting and acoustics to communal areas, Means of Escape and overall Building Management. There is no car parking included with the maintenance store and this has not been included.

This audit can be utilised to ensure that access requirements are incorporated into future upgrading or maintenance works of the maintenance store, mitigating the cost of implementing the requirements of the Act.

Approach & Routes

This is applicable to the external paths immediately surrounding the property only and the maintenance store.

1.1	Building within convenient walking distance of <ul style="list-style-type: none"> • A public highway? • Public transport? • Car parking? 	Not Applicable.
1.2	Route free of kerbs?	The route is free of kerbs.
1.3	Wide Enough?	Yes, the route is wide enough.
1.4	Surfaces even and slip resistant?	Yes, the surfaces are mostly even and slip resistant.
1.5	Aural, tactile and visual clues?	Requirements can be incorporated into future upgrading of the building.
1.6	Sufficient landmarks to aid orientation?	There are sufficient landmarks to aid orientation.
1.7	Route clearly signed?	Requirements can be incorporated into future upgrading of the building.

1.8	Adequately lit?	Requirements can be incorporated into future upgrading of the building.
1.9	Free of hazards such as bollards, litter bins?	The route is free of hazards.
1.10	Free of hazardous building features such as outward-opening doors, windows or overhangs?	The route is free of hazards and the door opens inwards.
1.11	Adequate seating provided along routes?	There is no seating along the route.

The entrance/personnel door to the maintenance store has no glazing or vision panel. The door furniture on the manually operated doors is not easily operated by people with limited manual dexterity and is not readily apparent against the background of the door, with a contrast to the background. The door is heavy to use and may not be easy to operate. The handle is located at such a height that it will not be within reach of a wheelchair user.

There is no entry phone or security system which may be utilised by those with sensory or mobility impairments. The entry doors do not have visual or tactile warnings or information incorporated.

Car Parking

There is no on-site car parking to the building and this section is not applicable.

2.1	Accessible bays are clearly signposted from the car park entrance?	Not Applicable.
2.2	Identified as provision for disabled drivers and passengers only?	Not Applicable.
2.3	Close enough to facilitate the car park serves?	Not Applicable.
2.4	Can car doors be fully opened to allow disabled drivers and passengers to transfer to a wheelchair parked alongside?	Not Applicable.
2.5	Space for tail loading?	Not Applicable.
2.6	Routes from parking area to buildings accessible, with dropped kerbs and appropriate tactile warnings?	Not Applicable.
2.7	Car park surface smooth, even and free from loose stones?	Not Applicable.
2.8	Adequately Lit?	Not Applicable.

External Ramps

2.1	Ramp accompanied by the steps for ambulant disabled people?	There are short sections of ramp to either side of the threshold of the entrance.
2.2	Wide enough and suitably graded?	The ramps are wide enough, however they are steep and would be difficult to navigate, particularly over the threshold.
2.3	Suitable handrails on each side?	There are no handrails in place. Requirements can be incorporated into the future upgrading of the building.

2.4	Surface slip-resistant, firmly fixed and easy to maintain?	The surface is not slip resistant, however they are of firm texture and easy to maintain.
2.5	Edges protected to prevent accidents?	Not Applicable.
2.6	If a permanent ramp cannot be constructed, is a portable ramp, platform lift or stair lift available?	Not Applicable.

External Steps

Whilst there are no external steps up to the maintenance store.

3.1	Visual and tactile warnings at top and bottom of steps?	Not applicable.
3.2	Suitable handrails each side?	Not applicable.
3.3	Lighting adequate and well positioned.	Not applicable.
3.4	Treads long enough and all of same length.	Not applicable.
3.5	Risers shallow enough, all of same height, and unlikely to trip users?	Not applicable.
3.6	Nosings readily identifiable?	Not applicable.
3.7	Landing is big enough and provided at intermediate levels in a long flight?	Not applicable.

Entrances

4.1	Main entrance easy to find and clearly distinguishable from façade?	The is a main entrance/personnel door. The door is easily distinguishable from the façade.
4.2	Door opening wide enough for all uses?	There are double doors to the main entrance. The door opening is wide enough.
4.3	Level or flush threshold?	There is no level or flush threshold, ramps have been formed to each side of the entrance threshold. Requirements can be incorporated into the future upgrading of the building.
4.4	Can people each side of the door, either standing or seated, see each other and be seen?	No, there are no vision panels to the door. Requirements can be incorporated into the future upgrading of the building.
4.5	Adequate space available alongside leading edge for a wheelchair user to open the door well clear of the door swing?	There are double doors to the main entrance. Yes there is adequate space available.
4.6	Door control at suitable height for both standing and seated uses, clearly located and easy to use?	No, the door control is too high and wheelchair users would not be able to reach the door controls.
4.7	Door handle easy to grip?	Yes the door control is easy to grip, however the height of the handle is inadequate.
4.8	Door closure of appropriate type?	Not Applicable. There is no door closure in situ.
4.9	Entryphone and security systems detailed to allow use by people with sensory or mobility impairments?	There are no Entryphone or security systems in place.

4.10	Glazed entrance door: markings for safety and visibility?	Not Applicable.
4.11	Automatically operated door: <ul style="list-style-type: none"> Remains open long enough for slow-moving person to pass through? Both visual and tactile information and warnings? 	Not Applicable.
4.12	Revolving door: supplemented by a non-revolving door in regular use?	Not Applicable.
4.13	Weather mat of firm texture and flush with floor?	Not Applicable.

The entrance door is historic in keeping with the building and its use, with no glazing ribbed/frosted glazing to either side of the door and no vision panel. The door furniture on the manually operated door is easily operated by people with limited manual dexterity, however it is not readily apparent against the background of the door, with little tonal contrast to the background. The door control is located at a height which would be inappropriate for wheelchair users and others.

There is no entry phone or security system which may be utilised by those with sensory or mobility impairments. The entry doors do not have visual or tactile warnings or information incorporated.

Reception areas and lobbies

5.1	Clear view in from outside?	Not Applicable.
5.2	Transitional lighting?	Not Applicable.
5.3	Lobby: <ul style="list-style-type: none"> Inner door meets same criteria as entrance door? Big enough to allow wheelchair users to move clear of first door before negotiating the second? 	Not Applicable.
5.4	Signs designed and located to convey information to visitors with sight impairment and wheelchair users with lower eye levels?	Not Applicable.
5.5	Reception desk/counter/checkout suitable for approach and use from both sides by people either standing or seated?	Not Applicable.
5.6	Induction loop fitted?	Not Applicable.
5.7	Telephone provided?	Not Applicable.
5.8	Waiting area: <ul style="list-style-type: none"> Seating designed for ease of use? Space for wheelchair users? 	Not Applicable.
5.9	Information given about how to reach other parts of building by appropriate signs and by tactile information?	Not Applicable.
5.10	Surfaces suitable?	Not Applicable.

Corridors

6.1	Corridor wide enough for a wheelchair user to manoeuvre and for other people to pass.	Not Applicable.
6.2	Free from obstruction to wheelchair users and from hazards to people with impaired sight?	Not Applicable.
6.3	Turning spaces for wheelchair users?	Not Applicable.
6.4	Internal lobbies: space for wheelchair users to clear one door before approaching a second?	Not Applicable.
6.5	Natural and artificial lighting avoid glare and silhouettes?	Not Applicable.
6.6	Visual clues to help orientation?	Not Applicable.
6.7	Floor surfaces suitable?	Not Applicable.
6.8	Direction or information signs clearly visible from both standing and seated position?	Not Applicable.
6.9	Signs tactile for use by people with sight impairments?	Not Applicable.

Internal Doors

7.1	Is the door absolutely necessary for safety or functional reasons?	Yes, the door is necessary between the kitchen and W/C off the main maintenance store.
7.2	Distinguishable from surroundings?	No, the doors are not distinguishable from their surroundings due to their colour. Requirements can be incorporated into the future upgrading of the building.
7.3	Glass door: clearly visible when closed?	Yes the half glazed door is visible when closed.
7.4	Can people each side of the door, either standing or seated in a wheelchair, see each other and be seen?	This is the case for the door located on the kitchen area. The door to the sanitary accommodation is not glazed for privacy.
7.5	Clear opening width sufficient for a wheelchair user?	Yes, there is clear opening.
7.6	Adequate space alongside leading edge for a wheelchair user or someone with limited mobility to reach door control while clear of its swing?	No, there is limited space along the leading edge and be clear of the door swing.
7.7	Door control at a height suitable for both standing and seated users?	Yes, the internal doors have door control at a suitable height.
7.8	Control clearly distinguishable from door itself?	The door control is not easily distinguishable. Requirements can be incorporated into the future upgrading of the building.
7.9	Easily gripped and Operated?	The door control is easily gripped and operated.
7.10	Door light enough to open easily?	Yes, the door is light enough.

7.11	Door closes of an appropriate type and with minimum necessary opening pressure?	Yes, the doors appear to be appropriate for their use in the building.
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Internal Ramps

There are currently no internal ramps within the demise of the maintenance store.

Internal Stairs

There are currently no internal stairs within the demise of the maintenance store.

8.1	Treads long enough and each of same length?	Not Applicable.
8.2	Risers shallow enough, all same height, and unlikely to trip users?	Not Applicable.
8.3	Nosings all readily identifiable?	Not Applicable.
8.4	Suitable handrail to each side?	Not Applicable.
8.5	Landings is big enough and provided at intermediate levels in a long flight?	Not Applicable.
8.6	Visual warning of top of each flight.	Not Applicable.
8.7	Tactile warnings at top and bottom?	Not Applicable.
8.8	Location of stair adequately signed at each level?	Not Applicable.
8.9	Each level clearly identifiable by tactile and visual information?	Not Applicable.
8.10	Adequate, well positioned lighting?	Not Applicable.

Lifts

There are currently no lifts within the property.

Platform Lifts and Stairlifts

There are currently no Platform lifts or stairlifts within the property.

Sanitary Provisions

In principal, suitable sanitary accommodation should be available to all, including sanitary accommodation designed for wheelchair users and ambulant disabled users.

9.1	Floor surfaces suitable for passage of wheelchairs?	There is no wheelchair accessible sanitary provisions.
9.2	Junctions between floor surfaces correctly detailed?	Not the floor surfaces are not correctly detailed.
9.3	Floor and wall surfaces free of confusing glare and reflection?	Yes, the floor and wall surfaces do not cause glare or reflection.
9.4	Colours, tones and textures varied to help people distinguish between surfaces and fittings/fixtures etc?	Yes the colours, tones and textures are varied and distinguishable mostly, requirements can be

		incorporated onto future upgrading and redecoration of the building.
9.5	Textured surfaces to aid orientation in people with impaired sight?	There are no textured surfaces to aid orientation.
9.6	Floor surfaces slip-resistant?	Yes the floor surface is slip resistant to the sanitary provisions.
9.7	Bright, boldly patterned floor avoided?	Yes the floor covering is plain.
9.8	Busy or distracting wall coverings avoided?	Yes, the wall covering is plain and non-distracting.

There is general sanitary provisions in the form of a WC located off the main maintenance store. The sanitary accommodation is not suitable for use by wheelchair or ambulant disabled users. Space to this area is extremely limited.

Floor Surfaces

9.1	Floor surfaces suitable for passage of wheelchairs?	No, the floor surfaces in the main maintenance store are uneven, with defective floor finish which are not suitable for wheelchair users.
9.2	Junctions between floor surfaces correctly detailed?	No, the floor surfaces in the main maintenance store are uneven, with defective floor finish which are not suitable for wheelchair users.
9.3	Floor and wall surfaces free of confusing glare and reflection?	Yes the finishes are free of confusing glare and reflection.
9.4	Colours, tones and textures varied to help people distinguish between surfaces and fittings/fixtures etc?	Yes the colours, tones and textures are mostly varied, with the exception of the doors. Requirements can be incorporated onto future upgrading and redecoration of the building.
9.5	Textured surfaces to aid orientation in people with impaired sight?	No, there are no textured surfaces.
9.6	Floor surfaces slip-resistant?	The floor coverings appear to be slip resistant.
9.7	Bright, boldly patterned floor avoided?	The floor coverings are plain and muted in colour.
9.8	Busy or distracting wall coverings avoided?	The walls coverings are plain and muted in colour.

Facilities

Internal Surfaces, Way Finding & Means of Escape

The floor covering in the maintenance store is of clay tiles which has a firm and dense texture, however there are areas of the floor covering which are not flush. The floor finish is thought to be historic. The floor covering should be repaired to prevent trip hazards and uneven floor finishes.

The wall finishes are not busy or distracting, however colours, tones and textures could be more varied to assist those with impaired sight, with the doors not contrasting with the background. i.e. the entrance door is tonal with the wall cladding which may deem it difficult to identify the doors.

Means of escape from the maintenance store is through the main door. Escape is satisfactory, however it is not well designated.

10.1	Overall layout of building reasonably clear and logical?	Yes the layout is clear and logical. Additional signage could be incorporated to assist with means of escape.
10.2	Signs in a logical position?	There is no signage, this should be incorporated.
10.3	Easily identifiable against their background?	Not Applicable.
10.4	Easy to read?	Not Applicable.
10.5	Information also given in tactile form (such as maps and models?)	Not Applicable.
10.6	Where a building uses textured surfaces to convey information to people with sight impairments, is there a clear key at a central information point?	Not Applicable.

Lighting & Acoustics

Appropriate lighting should be adequately designed and incorporated to meet the needs of many users for both visibility and safety. In the maintenance store there is a balance of natural light in the form of large window to the rear of the chapel and windows down each side elevation of the property. There is limited artificial lighting. The level of lighting provided are sufficient for the current use of the maintenance store. There may be areas of darkness at times of low natural light. Any changes should ensure that the lights should be positioned so that they do not cause glare, reflection, shadows or pools of light and darkness. The lighting should be controllable and adjustable to meet the needs of the individual, with automatically activated booster lighting for dim conditions, available.

The acoustics of the maintenance store should be suitable for its intended use, with the area free from unnecessarily obtrusive noise. The lack of soft surfaces may allow echoing, reverberation etc. Incorporating soft surfaces will help reduce echoing and reverberation.

11.1	Lighting designed to meet a wide range of users needs?	No, the lighting is limited and not transitional. There may be pools of light and darkness at time of low natural light due to its positioning and lack of window on the front elevation
11.2	Level of lighting sufficient for intended use?	Although the lighting does not meet the needs of a wide range of user, the lighting is thought to be adequate for the buildings use. Requirements can be incorporated into the future upgrading of the building.
11.3	Lights positioned where they do not cause glare, reflection, confusing shadows or pools of light and dark.	There may be pools of light and darkness at time of low natural light due to its positioning and lack of window on the front elevation.
11.4	Can occupiers control lighting?	The lighting is controllable on and off only.
11.5	Workspaces: is lighting controllable and adjustable to meet the needs of the individual and the task they are working on?	Not Applicable.
11.6	Automatically activated booster lighting for dim conditions?	There is currently no activated booster lighting for dim conditions. It is recommended that these are installed and will be scheduled into the future maintenance of the building.
11.7	Acoustic environment suitable for intended use?	Yes, the acoustic environment is suitable for the intended use.

11.8	Quiet and noisy areas separated by a buffer zone?	Not applicable.
11.9	Environment free off unnecessarily obtrusive noise (e.g. from heating units)?	The building is free of unnecessarily obtrusive noise.
11.10	Good balance of hard and soft surfaces?	There is currently no soft surfaces which may contribute towards echo or reverberation.
11.12	Main power supply cables routed away from public spaces to avoid interference to hearing aid users?	Not Applicable.
11.13	Induction loops fitted wherever information given or meetings held?	There is no induction loop fitted in the building.
11.14	If security needs preclude the use of an induction loop, is an infrared system available?	There is no induction loop fitted in the building.

Means of Escape

14.1	Audible alarm system supplemented by visual system?	Currently, there is no visual alarm to supplement the audible system. It is recommended that these are incorporated into the audible alarm system. This can be scheduled into the future maintenance of the building.
14.2	Ground floor exit routes as accessible to all, including wheelchair users, as entrance routes?	The exit route is accessible to most users. The step up on the exit route may hinder use of the exit and management procedures should be incorporated to deal with this.
14.3	Vertical escape from upper or lower floors possible using a fire protected lift with an independent power supply?	Not Applicable.
14.4	If people with disabilities cannot completely evacuate the building can they reach places of safety or refuges?	Not Applicable.

Building Management

Building management is key to ensuring that the building remains suitable for its intended use in terms of accessibility.

Many changes could be made to the building in order to fully comply with the requirements of relevant legislation, however if the building is not managed adequately then works implemented may be rendered useless.

Routes within the maintenance store should be kept clear and unobstructed.

Windows and lights should be kept clear to maximise light available. Any blown bulbs should be replaced swiftly in order to not help prevent pools of light and darkness within the space and all windows should be kept clean and free from obstruction.

Management of means of escape procedures is crucial and all exit routes should be checked regularly to ensure they are free from obstructions and obstacles, including locked doors, blocked exits and combustible materials located on a fire exit routes. Any newly incorporated alarm systems should be checked regularly.

Any new staff should be trained in response procedures and overall escape strategy for visitors who may need assistance. A personal egress plan should be available for each member of staff based within the building and incorporate egress from the maintenance store. The egress plan should include if any user of the maintenance store requires assistance with escape from the area. The general escape strategy and egress plans should be checked regularly for efficiency and effectiveness, and ensure that all procedures and plans are understood and can be implemented.

15.1	External routes , including steps and ramps, kept clean, unobstructed and free of surface water, snow and ice?	The external routes were clear.
15.2	Car parking : designated spaces not used by non-disabled drivers and kept clear of obstructions?	Not Applicable.
15.3	Doors : <ul style="list-style-type: none"> • Door closers, door ironmongery maintained? • Side hung doors accompanying revolving door kept unlocked? 	<ul style="list-style-type: none"> • The door closers, doors and ironmongery are maintained. It is recommended that the doors are delineated against the background of the internally clad finish. • There are no revolving doors within the property.
15.4	Horizontal circulation : space required for wheelchair manoeuvre not obstructed by furniture, deliveries, storage etc?	Not Applicable.
15.5	Vertical circulation : lifts, platform lifts and stairlifts, checked regularly for proper functioning?	There are no lift, platform lifts or stairlifts within the building.
15.6	Wcs : not used as unofficial storage areas?	There is no sanitary accommodation within the building.
15.7	Surfaces : <ul style="list-style-type: none"> • Cleaning and polishing does not render slip resistant surfaces slippery? • Junctions between different flooring materials do not become worn, presenting a tripping hazard? • Flooring when renewed is replaced like for like? • Redecoration does not compromise a carefully devised colour scheme? 	<ul style="list-style-type: none"> • Yes, surfaces are satisfactory. • Surfaces throughout are satisfactory. • Flooring when renewed will be replaced like for like where possible. • Redecoration should not comprise a carefully devised colour scheme.
15.8	Wayfinding : <ul style="list-style-type: none"> • Maps of building interiors updated when use of building changes? 	Not Applicable. There are none present.

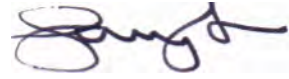
	<ul style="list-style-type: none"> • New signs integrate with existing signage? • Signs replaced correctly after removal for decoration? 	
15.9	<p>Lighting:</p> <ul style="list-style-type: none"> • Windows, lamps, blinds kept clean to maximise available light? • Blown light bulbs swiftly replaced? 	<ul style="list-style-type: none"> • Windows and lights should be kept clean. • Blown light bulbs will be changed swiftly.
15.10	<p>Acoustics:</p> <ul style="list-style-type: none"> • Induction loop and infrared systems advertised and checked regularly for proper functioning? • Air conditioning and heating units regularly maintained to minimize noise due to wear? 	<ul style="list-style-type: none"> • There is no induction loop or infrared system in the building. • There is no air conditioning or heating within the building.
15.11	<p>Means of Escape:</p> <ul style="list-style-type: none"> • Exit routes regularly for freedom from obstacles (including locked doors) and combustible materials. • Alarm systems including those in WCs will be regularly checked? • New staff trained in alarm response procedures? • Overall escape strategy for visitors who may need assistance? • Personal egress plan available for each member of staff needing assistance? • Personal vibratory alarms provided to employees with hearing impairments? • Both general escape strategy and personal emergency egress plans checked regularly for efficiency and effectiveness? 	<ul style="list-style-type: none"> • The exit routes are clear and will be regularly checked and kept clear of obstacles. • Not Applicable. • Not Applicable. • The overall escape strategy for visitors should be incorporated into signage, clearly displayed within the building. • The general escape strategy will be checked regularly for efficacy and effectiveness. It will be the responsibility of the individuals to check regularly the personal emergency egress plans for efficiency and effectiveness.
15.12	<p>Access action plan: Is there an access action plan to carry forward information and recommendations from this access audit?</p>	<p>This access audit includes recommendations to carry forward and incorporate into the building to meet the requirements as affectively as possible given the nature and type of property, and accounting for the property being historic.</p>

Conclusion

Due to the nature of the maintenance store, it is thought that there will be limited use by wheelchair users, ambulant disabled, visually impaired and people with hearing difficulties.

Improvement should be made to bring the demised maintenance store up to an acceptable standard, many of the improvements can be made with minimal costs when undertaking ongoing maintenance, decoration works etc.

Consideration should be given to immediate improvements surrounding means of escape and egress from the building, to ensure that in the event of an emergency egress plans are clearly visible, to ensure that all users of the building can escape the building safely and in a timely manner.



G C Fountain BSc BSc (hons) DMS MBA MCIQB FRICS FCABE MFPWS

DDA ACCESS AUDIT
NORTH WALSHAM TOWN COUNCIL, OFFICE 4,
CEDAR HOUSE, NEW ROAD, NORTH WALSHAM, NR28 9DE



Prepared by

Chloe Goddard MSc BSc (hons)

and

G.C Fountain BSc BSc (hons) DMS MBA FCABE FRICS MFPWS

North Norfolk Surveyors Limited

**Chartered Building Engineers
Chartered Building Surveyors
Chartered Building Control Surveyors
Chartered Construction Managers
Party Wall Surveyors**

**Loudwater Court
11 Vincent Road
Sheringham
NR26 8BP**

**Telephone:
01623 586369
01328 806114**

Email: garyfountain@btconnect.com

Access Audit

Instructions were received from Wendy Murphy of North Walsham Town Council to undertake an inspection of the premises and to prepare an Access Audit on the premises known as:

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

The schedule was produced following an inspection on 20th September 2024, by North Norfolk Surveyors Limited, Chartered Building Engineers, Chartered Building Surveyors, Chartered Building Control Surveyors, Chartered Construction Managers and Party Wall Surveyors.

The report has been prepared to ensure that the persons responsible for the property have made the best attempts to comply with the requirements of the above legislation.

Introduction

The Equality Act provisions came into force on 1st October 2010. The provisions relating to disability include:

Harmonizing the thresholds for the duty to make reasonable adjustments for disabled people.

Adjustments for disabled persons

20 Duty to make adjustments

- (1) Where this Act imposes a duty to make reasonable adjustments on a person, this section, sections 21 and 22 and the applicable Schedule apply; and for those purposes, a person on whom the duty is imposed is referred to as A.
- (2) The duty comprises the following three requirements.
- (3) The first requirement is a requirement, where a provision, criterion or practice of A's puts a disabled person at a substantial disadvantage in relation to a relevant matter in comparison with persons who are not disabled, to take such steps as it is reasonable to have to take to avoid the disadvantage.
- (4) The second requirement is a requirement, where a physical feature puts a disabled person at a substantial disadvantage in relation to a relevant matter in comparison with persons who are not disabled, to take such steps as it is reasonable to have to take to avoid the disadvantage.
- (5) The third requirement is a requirement, where a disabled person would, but for the provision of an auxiliary aid, be put at a substantial disadvantage in relation to a relevant matter in comparison with persons who are not disabled, to take such steps as it is reasonable to have to take to provide the auxiliary aid.
- (6) Where the first or third requirement relates to the provision of information, the steps which it is reasonable for A to have to take include steps for ensuring that in the circumstances concerned the information is provided in an accessible format.
- (7) A person (A) who is subject to a duty to make reasonable adjustments is not (subject to express provision to the contrary) entitled to require a disabled person, in relation to whom A is required to comply with the duty, to pay to any extent A's costs of complying with the duty.
- (8) A reference in section 21 or 22 or an applicable Schedule to the first, second or third requirement is to be construed in accordance with this section.
- (9) In relation to the second requirement, a reference in this section or an applicable Schedule to avoiding a substantial disadvantage includes a reference to—
 - (a) removing the physical feature in question,
 - (b) altering it, or
 - (c) providing a reasonable means of avoiding it.

Extract from the Section 20 of the Equality Act 2010

This access audit will assess the accessibility of Office 4, Cedar House, New, Road, North Walsham, NR28 9DE for its users, employees or visitors. The audit examines the management issues, horizontal and vertical circulation, interior design, facilities, communication and evacuation. External environments are not applicable to this property as the remainder of the building is within the responsibility of others. This Access Audit only applies to Office 4 of Cedar House.

In terms of access and use, Part M1 of the Building Regulations 2010 states that ‘reasonable provision shall be made for people to: (a) gain access to: and (b) use the building and its facility.’

The Property

The property is thought to have been constructed as a family home as part of wider works to the estate of The Oaks, a large house with substantial grounds formerly located opposite and demolished in 1934.

In 1946 Cedar House marked the end of the use as a home and the property was first leased and then purchased by North Walsham Urban District Council, who converted the house into offices, the former walled garden became a car park to the rear and other structures in the grounds were demolished. The principal façade of the main building was restored and a single storey block projecting forward from the property, was removed.

Cedar house was listed at Grade II in 1972 and was further altered as offices for council staff in the 1980s and 1990s. The council which became North Norfolk District Council, left the building in the 1970s. Today the buildings character has been restored and the most interesting features preserved, whilst the building is used for offices.

The property thought to be of traditional construction, has office accommodation set on two floors and consists of self contained units. The property provides predominantly cellular accommodation to the ground and first floors, with communal stair and lobby areas. Office 4 is located on the first floor of the building and is the only area where the Access Audit has been requested for, as such the below Audit applies to this area of Cedar House only.

Overview

A survey of the property revealed that some facilities had been afforded to the building to enable access for wheelchair disabled, ambulant disabled, visually impaired and people with hearing difficulties to access and use the building. However, this Access Audit is only applicable to Office 4 of Cedar House. Car Parking, Approaches, Routes, Street Furniture, External Ramps, External Steps, Entrances, Reception Areas, Circulation areas, Internal Stairs, Sanitary Accommodation, Alarms, Wayfinding, Lighting and acoustics to communal areas, Means of Escape and overall Building Managements fall outside the remit of this report and are the responsibility of others.

This audit can be utilised to ensure that access requirements are incorporated into future upgrading or maintenance works of the Office area, mitigating the cost of implementing the requirements of the Act.

Approach, Routes and Street Furniture

1.1	Building within convenient walking distance of <ul style="list-style-type: none"> • A public highway? • Public transport? • Car parking? 	Not Applicable as the responsibility of others.
1.2	Route free of kerbs?	Not Applicable as the responsibility of others.

1.3	Wide Enough?	Not Applicable as the responsibility of others.
1.4	Surfaces even and slip resistant?	Not Applicable as the responsibility of others.
1.5	Aural, tactile and visual clues?	Not Applicable as the responsibility of others.
1.6	Sufficient landmarks to aid orientation?	Not Applicable as the responsibility of others.
1.7	Route clearly signed?	Not Applicable as the responsibility of others.
1.8	Adequately lit?	Not Applicable as the responsibility of others.
1.9	Free of hazards such as bollards, litter bins?	Not Applicable as the responsibility of others.
1.10	Free of hazardous building features such as outward-opening doors, windows or overhangs?	Not Applicable as the responsibility of others.
1.11	Adequate seating provided along routes?	Not Applicable as the responsibility of others.

The office is located on the first floor which is accessed by a flight of stairs from the ground floor level. The approach to the office is via a short flight of six risers/stairs with a short landing to the bottom and top of the stairs. There is a door located to the front of the landing to the bottom of the steps. The access to Office 4 is not suitable for wheelchair access, with no level access.

The entrance door to the bottom of the steps is painted with ribbed/frosted glazing to either side of the door. The door into Office 4 at the top of the steps is also painted with no vision panel. The door furniture on the manually operated doors is not easily operated by people with limited manual dexterity and is not readily apparent against the background of the door, with no tonal contrast to the background.

There is no entry phone or security system which may be utilised by those with sensory or mobility impairments. The entry doors do not have visual or tactile warnings or information incorporated.

The carpet floor covering is of a firm pile, with contrasting rubber nosings to the stair treads.

There is no induction loop system fitted to the office area lobby to assist those with hearing difficulties.

Car Parking

There is on site car parking, however these fall outside the demise of Office 4 Cedar House and is the responsibility of others. An Access Audit for the property as a whole should be referred to.

2.1	Accessible bays are clearly signposted from the car park entrance?	Not Applicable as the responsibility of others.
2.2	Identified as provision for disabled drivers and passengers only?	Not Applicable as the responsibility of others.
2.3	Close enough to facilitate the car park serves?	Not Applicable as the responsibility of others.
2.4	Can car doors be fully opened to allow disabled drivers and passengers to transfer to a wheelchair parked alongside?	Not Applicable as the responsibility of others.
2.5	Space for tail loading?	Not Applicable as the responsibility of others.
2.6	Routes from parking area to buildings accessible, with dropped kerbs and appropriate tactile warnings?	Not Applicable as the responsibility of others.

2.7	Car park surface smooth, even and free from loose stones?	Not Applicable as the responsibility of others.
2.8	Adequately Lit?	Not Applicable as the responsibility of others.

External Ramps

2.1	Ramp accompanied by the steps for ambulant disabled people?	Not Applicable as the responsibility of others.
2.2	Wide enough and suitably graded?	Not Applicable as the responsibility of others.
2.3	Suitable handrails on each side?	Not Applicable as the responsibility of others.
2.4	Surface slip-resistant, firmly fixed and easy to maintain?	Not Applicable as the responsibility of others.
2.5	Edges protected to prevent accidents?	Not Applicable as the responsibility of others.
2.6	If a permanent ramp cannot be constructed, is a portable ramp, platform lift or stair lift available?	Not Applicable as the responsibility of others.

External Steps

3.1	Visual and tactile warnings at top and bottom of steps?	Not Applicable as the responsibility of others.
3.2	Suitable handrails each side?	Not Applicable as the responsibility of others.
3.3	Lighting adequate and well positioned.	Not Applicable as the responsibility of others.
3.4	Treads long enough and all of same length.	Not Applicable as the responsibility of others.
3.5	Risers shallow enough, all of same height, and unlikely to trip users?	Not Applicable as the responsibility of others.
3.6	Nosings readily identifiable?	Not Applicable as the responsibility of others.
3.7	Landing is big enough and provided at intermediate levels in a long flight?	Not Applicable as the responsibility of others.

Entrances

4.1	Main entrance easy to find and clearly distinguishable from façade?	Not Applicable as the responsibility of others.
4.2	Door opening wide enough for all uses?	Not Applicable as the responsibility of others.
4.3	Level or flush threshold?	Not Applicable as the responsibility of others.
4.4	Can people each side of the door, either standing or seated, see each other and be seen?	Not Applicable as the responsibility of others.
4.5	Adequate space available alongside leading edge for a wheelchair user to open the door well clear of the door swing?	Not Applicable as the responsibility of others.
4.6	Door control at suitable height for both standing and seated uses, clearly located and easy to use?	Not Applicable as the responsibility of others.
4.7	Door handle easy to grip?	Not Applicable as the responsibility of others.
4.8	Door closure of appropriate type?	Not Applicable as the responsibility of others.

4.9	Entryphone and security systems detailed to allow use by people with sensory or mobility impairments?	Not Applicable as the responsibility of others.
4.10	Glazed entrance door: markings for safety and visibility?	Not Applicable as the responsibility of others.
4.11	Automatically operated door: <ul style="list-style-type: none"> Remains open long enough for slow-moving person to pass through? Both visual and tactile information and warnings? 	Not Applicable as the responsibility of others.
4.12	Revolving door: supplemented by a non-revolving door in regular use?	Not Applicable as the responsibility of others.
4.13	Weather mat of firm texture and flush with floor?	Not Applicable as the responsibility of others.

Reception areas and lobbies

5.1	Clear view in from outside?	Not Applicable as the responsibility of others.
5.2	Transitional lighting?	Not Applicable as the responsibility of others.
5.3	Lobby: <ul style="list-style-type: none"> Inner door meets same criteria as entrance door? Big enough to allow wheelchair users to move clear of first door before negotiating the second? 	Not Applicable as the responsibility of others.
5.4	Signs designed and located to convey information to visitors with sight impairment and wheelchair users with lower eye levels?	Not Applicable as the responsibility of others.
5.5	Reception desk/counter/checkout suitable for approach and use from both sides by people either standing or seated?	Not Applicable as the responsibility of others.
5.6	Induction loop fitted?	Not Applicable as the responsibility of others.
5.7	Telephone provided?	Not Applicable as the responsibility of others.
5.8	Waiting area: <ul style="list-style-type: none"> Seating designed for ease of use? Space for wheelchair users? 	Not Applicable as the responsibility of others.
5.9	Information given about how to reach other parts of building by appropriate signs and by tactile information?	Not Applicable as the responsibility of others.
5.10	Surfaces suitable?	Not Applicable as the responsibility of others.

Corridors

6.1	Corridor wide enough for a wheelchair user to manoeuvre and for other people to pass.	Not Applicable as the responsibility of others.
6.2	Free from obstruction to wheelchair users and from hazards to people with impaired sight?	Not Applicable as the responsibility of others.

6.3	Turning spaces for wheelchair users?	Not Applicable as the responsibility of others.
6.4	Internal lobbies: space for wheelchair users to clear one door before approaching a second?	Not Applicable as the responsibility of others.
6.5	Natural and artificial lighting avoid glare and silhouettes?	Not Applicable as the responsibility of others.
6.6	Visual clues to help orientation?	Not Applicable as the responsibility of others.
6.7	Floor surfaces suitable?	Not Applicable as the responsibility of others.
6.8	Direction or information signs clearly visible from both standing and seated position?	Not Applicable as the responsibility of others.
6.9	Signs tactile for use by people with sight impairments?	Not Applicable as the responsibility of others.

Internal Doors – Office 4

7.1	Is the door absolutely necessary for safety or functional reasons?	Yes, the door in place to the office is necessary.
7.2	Distinguishable from surroundings?	The doors are not currently distinguishable from their surroundings; it is recommended to paint the doors in a contrasting colour from their surrounds. This can be scheduled into the future maintenance.
7.3	Glass door: clearly visible when closed?	N/A, there are none.
7.4	Can people each side of the door, either standing or seated in a wheelchair, see each other and be seen?	No, there are no vision panels in the door.
7.5	Clear opening width sufficient for a wheelchair user?	Wheelchair access to the office would not be possible due to the stairs to access the office area. Therefore, it would not appear prudent to alter the internal doors.
7.6	Adequate space alongside leading edge for a wheelchair user or someone with limited mobility to reach door control while clear of its swing?	Wheelchair access to the office would not be possible due to the stairs to access the office area. Therefore, it would not appear prudent to alter the internal doors.
7.7	Door control at a height suitable for both standing and seated users?	Yes the door control is at adequate height.
7.8	Control clearly distinguishable from door itself?	The control should be made distinguishable from the door itself.
7.9	Easily gripped and Operated?	The door is not currently easily gripped and operated; it is recommended to be altered so that they are easily operated and gripped. This can be scheduled into the future maintenance of the building.
7.10	Door light enough to open easily?	Yes the doors are light enough to operate easily.
7.11	Door closes of an appropriate type and with minimum necessary opening pressure?	Yes the doors closers are of an appropriate type and with minimum necessary opening pressure.

The entrance door to the bottom of the steps is painted with ribbed/frosted glazing to either side of the door. The door into Office 4 at the top of the steps is also painted with no vision panel. The door furniture on the manually operated doors is not easily operated by people with limited manual dexterity and is not readily apparent against the background of the door, with no tonal contrast to the background.

There is no entry phone or security system which may be utilised by those with sensory or mobility impairments. The entry doors do not have visual or tactile warnings or information incorporated.

Internal Ramps

There are currently no internal ramps within the demise of the office.

Internal Stairs

There are currently no internal stairs within the demise of the office.

8.1	Treads long enough and each of same length?	Not Applicable as the responsibility of others.
8.2	Risers shallow enough, all same height, and unlikely to trip users?	Not Applicable as the responsibility of others.
8.3	Nosings all readily identifiable?	Not Applicable as the responsibility of others.
8.4	Suitable handrail to each side?	Not Applicable as the responsibility of others.
8.5	Landings is big enough and provided at intermediate levels in a long flight?	Not Applicable as the responsibility of others.
8.6	Visual warning of top of each flight.	Not Applicable as the responsibility of others.
8.7	Tactile warnings at top and bottom?	Not Applicable as the responsibility of others.
8.8	Location of stair adequately signed at each level?	Not Applicable as the responsibility of others.
8.9	Each level clearly identifiable by tactile and visual information?	Not Applicable as the responsibility of others.
8.10	Adequate, well positioned lighting?	Not Applicable as the responsibility of others.

Lifts

There are currently no lifts within the property.

Platform Lifts and Stairlifts

There are currently no Platform lifts or stairlifts within the property.

Sanitary Provisions

In principal, suitable sanitary accommodation should be available to all, including sanitary accommodation designed for wheelchair users and ambulant disabled users.

9.1	Floor surfaces suitable for passage of wheelchairs?	Not Applicable as the responsibility of others.
9.2	Junctions between floor surfaces correctly detailed?	Not Applicable as the responsibility of others.

9.3	Floor and wall surfaces free of confusing glare and reflection?	Not Applicable as the responsibility of others.
9.4	Colours, tones and textures varied to help people distinguish between surfaces and fittings/fixtures etc?	Not Applicable as the responsibility of others.
9.5	Textured surfaces to aid orientation in people with impaired sight?	Not Applicable as the responsibility of others.
9.6	Floor surfaces slip-resistant?	Not Applicable as the responsibility of others.
9.7	Bright, boldly patterned floor avoided?	Not Applicable as the responsibility of others.
9.8	Busy or distracting wall coverings avoided?	Not Applicable as the responsibility of others.

There is general sanitary provisions in the form of a WC located to the bottom of the steps in the lobby to Office 4 of Cedar House. The sanitary accommodation is not suitable for use by wheelchair or ambulant disabled users. It is advised that the sanitary accommodation does not form part of the demise of Office 4, Cedar House, however there is permission to use this accommodation. The Access Audit for the property as a whole should be consulted.

Facilities

The building consists of served offices, as such any facilities supplied in the common areas are by the landlord. Therefore these areas do not fall within the remit of this access audit. For example, facilities such as seating, counters and service desk, telephones, alarms and controls.

Internal Surfaces, Way Finding & Means of Escape

The floor covering in the office is finished with carpet which has a firm and dense texture and is flush throughout.

The wall coverings are not busy or distracting, however colours, tones and textures could be more varied to assist those with impaired sight, with the doors, windows and door furniture not contrasting with the background.

Means of escape from the first floor office accommodation is down a set of steps to the lobby of Office 4 and down a further flight so stairs to ground floor level. Escape from the office is very poor, no well designated, unsuitable for wheelchair users etc.

10.1	Overall layout of building reasonably clear and logical?	Not Applicable as the responsibility of others.
10.2	Signs in a logical position?	Not Applicable as the responsibility of others.
10.3	Easily identifiable against their background?	Not Applicable as the responsibility of others.
10.4	Easy to read?	Not Applicable as the responsibility of others.
10.5	Information also given in tactile form (such as maps and models?)	Not Applicable as the responsibility of others.
10.6	Where a building uses textured surfaces to convey information to people with sight impairments, is there a clear key at a central information point?	Not Applicable as the responsibility of others.

Lighting & Acoustics

Appropriate lighting should be adequately designed incorporated to meet the needs of many users for both visibility and safety. In the office there is a good balance of natural light in the form of large windows, and artificial lighting. The level of lighting provided are sufficient for the current use of the office. Lights are positioned so that they do not cause glare, reflection, shadows or pools of light and darkness. The lighting should be controllable and adjustable to meet the needs of the individual, with automatically activated booster lighting for dim conditions, available.

The acoustics of the office should be suitable for its intended use, with the area free from unnecessarily obtrusive noise and a good balance of hard and soft surfaces to reduce echoing, reverberation etc.

11.1	Lighting designed to meet a wide range of users needs?	Yes, the lighting is varied, transitional and well positioned.
11.2	Level of lighting sufficient for intended use?	Yes, the lighting is varied, transitional and well positioned.
11.3	Lights positioned where they do not cause glare, reflection, confusing shadows or pools of light and dark.	Yes, the lighting is varied, transitional and well positioned and does not appear to cause glare, reflections, shadows or pools of light or dark.
11.4	Can occupiers control lighting?	The lighting is controllable on and off only.
11.5	Workspaces: is lighting controllable and adjustable to meet the needs of the individual and the task they are working on?	The lighting is controllable on and off only.
11.6	Automatically activated booster lighting for dim conditions?	There is currently no activated booster lighting for dim conditions. It is recommended that these are installed and will be scheduled into the future maintenance of the building.
11.7	Acoustic environment suitable for intended use?	Yes, the acoustic environment is suitable for the intended use.
11.8	Quiet and noisy areas separated by a buffer zone?	Not applicable.
11.9	Environment free from unnecessarily obtrusive noise (e.g. from heating units)?	The building is free of unnecessarily obtrusive noise.
11.10	Good balance of hard and soft surfaces?	There is currently a good balance and hard and soft surfaces.
11.12	Main power supply cables routed away from public spaces to avoid interference to hearing aid users?	Not Applicable.
11.13	Induction loops fitted wherever information given or meetings held?	There is no induction loop fitted in the building.
11.14	If security needs preclude the use of an induction loop, is an infrared system available?	There is no induction loop fitted in the building.

Means of Escape

14.1	Audible alarm system supplemented by visual system?	Currently, there is no visual alarm to supplement the audible system. It is recommended that these are
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		incorporated into the audible alarm system. This can be scheduled into the future maintenance of the building, however it is thought that this may fall outside the demised of Office 4.
14.2	Ground floor exit routes as accessible to all, including wheelchair users, as entrance routes?	No the exit route from the upper floor is not accessible to all.
14.3	Vertical escape from upper or lower floors possible using a fire protected lift with an independent power supply?	There is no lift within the building.
14.4	If people with disabilities cannot completely evacuate the building can they reach places of safety or refuges?	There is no refuge to the stairwell.

Building Management

Building management is key to ensuring that the building remains suitable for its intended use in terms of accessibility.

Many changes could be made to the building in order to fully comply with the requirements of relevant legislation, however if the building is not managed adequately then works implemented may be rendered useless.

Routes within the office should be kept clear and unobstructed.

Windows, lamps and blinds should be kept clear to maximise light available. Any blown bulbs should be replaced swiftly in order to not create pools of light and darkness within the office space.

Management of means of escape procedures is crucial and all exit routes should be checked regularly to ensure they are free from obstructions and obstacles, including locked doors, blocked fire exits and combustible materials located on a fire exit routes. Alarm systems should be checked regularly.

Any new staff should be trained in response procedures and overall escape strategy for visitors who may need assistance. A personal egress plan should be available for each member of staff based within the office and incorporate egress not only from the office but also from the property as a whole. The egress plan should include if any user of the office space requires assistance with escape from the area, with personal vibratory alarms provided to employees with hearing impairments. Both general escape strategy and personal emergency egress plans should be checked regularly for efficiency and effectiveness, and ensure that all procedures and plans are understood and can be implemented.

In view of the role of staff in facilitating disabled users of the building and surrounding area, it would be advisable to include in their staff training program a basic understanding of the equal opportunities legislation and this access audit. Recruitment policies employers are held vicariously liable for their employees actions under the DDA 1995, the argument that the employer had no knowledge of their employees actions is therefore not an adequate defence under the act.

15.1	External routes , including steps and ramps, kept clean, unobstructed and free of surface water, snow and ice?	Not Applicable as the responsibility of others.
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15.2	Car parking: designated spaces not used by non-disabled drivers and kept clear of obstructions?	Not Applicable as the responsibility of others.
15.3	Doors: <ul style="list-style-type: none"> • Door closers, door ironmongery maintained? • Side hung doors accompanying revolving door kept unlocked? 	<ul style="list-style-type: none"> • The door closers, doors and ironmongery are maintained. It is recommended that the doors and door furniture are delineated against the background. • There are no revolving doors within the property.
15.4	Horizontal circulation: space required for wheelchair manoeuvre not obstructed by furniture, deliveries, storage etc?	Not Applicable as the responsibility of others.
15.5	Vertical circulation: lifts, platform lifts and stairlifts, checked regularly for proper functioning?	There are no lift, platform lifts or stairlifts within the building.
15.6	Wcs: not used as unofficial storage areas?	The sanitary accommodation does not accord with the standards for people with disabilities or for wheelchair users. Due to the building being historic it is not straightforward to achieve. It should be investigated as to how this can be achieved. The sanitary accommodation currently available is not used for storage purposes.
15.7	Surfaces: <ul style="list-style-type: none"> • Cleaning and polishing does not render slip resistant surfaces slippers? • Junctions between different flooring materials do not become worn, presenting a tripping hazard? • Flooring when renewed is replaced like for like? • Redecoration does not compromise a carefully devised colour scheme? 	<ul style="list-style-type: none"> • Yes, surfaces are satisfactory. • Surfaces throughout are satisfactory. • Flooring when renewed will be replaced like for like where possible. • Redecoration should not comprise a carefully devised colour scheme.
15.8	Wayfinding: <ul style="list-style-type: none"> • Maps of building interiors updated when use of building changes? • New signs integrate with existing signage? • Signs replaced correctly after removal for decoration? 	Not Applicable as the responsibility of others.
15.9	Lighting: <ul style="list-style-type: none"> • Windows, lamps, blinds kept clean to maximise available light? • Blown light bulbs swiftly replaced? 	<ul style="list-style-type: none"> • Windows, lamps and blinds should be kept clean. • Blown light bulbs will be changed swiftly.

15.10	<p>Acoustics:</p> <ul style="list-style-type: none"> • Induction loop and infrared systems advertised and checked regularly for proper functioning? • Air conditioning and heating units regularly maintained to minimize noise due to wear? 	<ul style="list-style-type: none"> • There is no induction loop or infrared system in the building. • Not Applicable as the responsibility of others.
15.11	<p>Means of Escape:</p> <ul style="list-style-type: none"> • Exit routes regularly for freedom from obstacles (including locked doors) and combustible materials. • Alarm systems including those in WCs will be regularly checked? • New staff trained in alarm response procedures? • Overall escape strategy for visitors who may need assistance? • Personal egress plan available for each member of staff needing assistance? • Personal vibratory alarms provided to employees with hearing impairments? • Both general escape strategy and personal emergency egress plans checked regularly for efficiency and effectiveness? 	<ul style="list-style-type: none"> • The exit routes are clear and will be regularly checked and kept clear of obstacles. • Not Applicable. • It will be the responsibility of the individual tenants to train new staff in alarm response procedures due to the nature of the building being served office premises. • The overall escape strategy for visitors should be explained at the time of each visit. • Personal egress plans in place with their staff, due to the nature of the building being served office premises. • No personal vibratory alarms will be provided. • The general escape strategy will be checked regularly for efficacy and effectiveness. It will be the responsibility of the individuals to check regularly the personal emergency egress plans for efficiency and effectiveness.
15.12	<p>Access action plan: Is there an access action plan to carry forward information and recommendations from this access audit?</p>	<p>This access audit includes recommendations to carry forward and incorporate into the building to meet the requirements as affectively as possible given the nature and type of property, and accounting for the property being historic.</p>

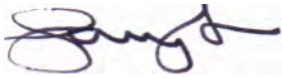
Conclusion

Due to the office being located on the first floor, with access via a flight of stairs and a further set of steps, the space is not suitable for all users with disabilities i.e. ambulant disabled users, wheelchair users etc.

Improvement should be made to bring the demised office area up to an acceptable standard, many of the improvements can be made with minimal costs when undertaking ongoing maintenance, decoration works etc.

Consideration should be given to immediate improvements and training surrounding means of escape and egress from the building, to ensure that in the event of an emergency all staff are trained to an adequate standard to ensure that all users of the office can escape the building safely and in a timely manner.

The access audit is only applicable to office 4 of Cedar house and a wider access audit should be provided with further consideration of the building, it's use and uses of the building as a whole.



G C Fountain BSc BSc (hons) DMS MBA MCIQB FRICS FCABE MFPWS

From: Kevin | Shepherds Health & Safety Ltd <kevin@shepherdshsltd.co.uk>

Sent: Friday, January 10, 2025 11:26

To: Town Clerk <townclerk@northwalsham-tc.gov.uk>

Subject: IOSH & Online Training

Hello Wendy,

It was lovely to chat this morning and as discussed please see the following costs for training.

For IOSH courses held at your location.

Working Safely (1 Day) <https://shepherdshsltd.co.uk/courses/iosh-working-safely/>

2-5 Delegates = £550.00 (+VAT)

6-8 Delegates = £670.00 (+VAT)

9-12 Delegates = £830.00 (+VAT)

Managing Safely (3 Days + Project) <https://shepherdshsltd.co.uk/courses/iosh-managing-safely/>

2-5 Delegates = £1500.00 (+VAT)

6-8 Delegates = £1680.00 (+VAT)

9-12 Delegates = £1920.00 (+VAT)

To attend an IOSH course at our training centre

IOSH Working Safely (1 day) £110.00 (+VAT) Per Person

IOSH Managing Safely (3-4 days, depending on size of group and experience) £350.00 (+VAT) Per Person

We also have the following courses available online for your consideration.

Health & Safety Standards Course: <https://shepherdselearning.co.uk/training/health-and-safety-induction/>

Health & Safety Managers Course: <https://shepherdselearning.co.uk/training/health-and-safety-for-managers/>

If the above costs are acceptable let me know and I will send through the next set of available dates. I look forward to hearing from you soon.

Kind Regards

KJM Shepherd

Kev Shepherd

MIET MIIRSM CMIOSH MIFSM

QHCR
Registered Consultant

Shepherds Health & Safety Ltd

Holly Bank
29, Cromer Road
North Walsham
Norfolk
NR28 0HA
www.shepherdshsLtd.co.uk
Tel: 01692 407600
Mob: 07912 889185



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North Norfolk District Council
Holt Road, Cromer, Norfolk, NR27 9EN
Tel: 01263 513 811
www.north-norfolk.gov.uk
E-mail planning@north-norfolk.gov.uk

NNDC Ref: PF/24/2591
Date: 23rd December 2024

Contact: Mr Harry Gray

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

Planning Consultation
North Walsham

Proposal: Installation of air source heat pump to rear of dwelling

Location: 2 Burton Avenue, North Walsham, Norfolk, NR28 0EW

Dear Sir/Madam,

We have received the above application, details of which may be viewed on our website

<https://idoxpa.north-norfolk.gov.uk/online-applications/applicationDetails.do?activeTab=summary&keyVal=SO9M4DLNJPN00>

If your Council would like to offer comments on the application, please do so by ~~13/01/2025~~ ^{29/1/25}
via our website or by emailing planning.consultation@north-norfolk.gov.uk

It would be useful if you would indicate whether your Council

1. Supports the application;
2. Has no objection or comment;
3. Objects to the application;

Giving reasons where appropriate.

If we do not receive a response within this time we will assume that you do not wish to comment.

Kind regards

Mr Harry Gray (Planning Assistant (Householder))
harry.gray@north-norfolk.gov.uk
01263 516244

For meeting Jan 28th



North Norfolk District Council
Holt Road, Cromer, Norfolk, NR27 9EN
Tel: 01263 513 811
www.north-norfolk.gov.uk
E-mail planning@north-norfolk.gov.uk

NNDC Ref: PF/24/2659
Date: 3rd January 2025

Contact: Nicola Wray

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

Planning Consultation
North Walsham

Proposal: Two storey rear extension to dwelling, level access driveway with a dropped kerb

Location: 23 Nelson Road, North Walsham, Norfolk, NR28 9HL

Dear Sir/Madam,

We have received the above application, details of which may be viewed on our website

<https://idoxpa.north-norfolk.gov.uk/online-applications/applicationDetails.do?activeTab=summary&keyVal=SOOFG3LNJSM00>

If your Council would like to offer comments on the application, please do so by ~~24/01/2025~~ via our website or by emailing planning.consultation@north-norfolk.gov.uk

4/2/25

It would be useful if you would indicate whether your Council

1. Supports the application;
2. Has no objection or comment;
3. Objects to the application;

Giving reasons where appropriate.

If we do not receive a response within this time we will assume that you do not wish to comment.

Kind regards

Nicola Wray (Trainee Planning Officer)
nicola.wray@north-norfolk.gov.uk
01263 516188

Jan meeting 28th

Jasmine | North Walsham Town Council

From: Alice Walker <Alice.Walker@north-norfolk.gov.uk>
Sent: 15 January 2025 11:07
To: Cllr. Lucy Shires; Info | North Walsham Town Council
Subject: Sainsburys North Walsham (RV/24/1794)

Good Morning Cllr Shires,

I just wanted to make you and the Town Council aware that Sainsbury's have amended their proposal to only extend the delivery hours on Sundays and bank holidays to be from 07:00. The description has been amended to:

'Variation of condition 8 (service yard delivery times) of planning permission PF/02/0654 (Demolition of petrol filling station, garage buildings and 19/21 Bacton Road and erection of extensions to supermarket, improvements to serving arrangements, new vehicular & pedestrian accesses, new car park and petrol filling station) to extend the hours the service yard can be used for deliveries and associated activities from 07.00 hours (currently 08.00) on Sundays, Bank and public holidays.'

They have also responded to the objection from our EHO with a revised noise assessment and revised Technical note (available online), their response is now being further considered by the EHO. It is the applicants hope this will go to the february committee however I believe given the timescales (reporting cut off is this Friday) this will likely be March now. I will keep you updated as the application progresses.

Kind regards,

Alice Walker

Alice Walker
Senior Planning Officer
+441263 516313



North Norfolk District Council
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Think before you ink - do you really need to print this?