



Town Clerk: Miss Joy Norris MSc ACIS

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01884 38249

Notice is hereby given that a meeting of the **Policy, Finance and Personnel Committee** will take place on **Wednesday, 20th January 2021** starting at **19:00 hrs.**

The meeting will be held with participants being present through remote attendance by virtue of Statutory Instrument 2020 No 392 The Local Authorities and Police and Crime Panels (Coronavirus) (Flexibility of Local Authority and Police and Crime Panel Meetings) (England and Wales) Regulations 2020.

The public are welcome to attend this meeting by using the internet, mobile phones or landline phones – please see the links below.

If you are using the internet please use the following link

<https://zoom.us/j/91687986702> Meeting ID: 916 8798 6702 or use this QR code



To use one tap mobile dial 02039017895,,91687986702# or 02080806591,,91687986702#

To use a landline dial 0203 901 7895 or 0208 080 6591 or 208 080 6592 or 0330 088 5830 or 0131 460 1196 or 0203 481 5237 or 0203 481 5240 United Kingdom
Meeting ID: 916 8798 6702

Members of the public are invited to ask questions or raise issues relevant to the work of the Committee as part of the item on the agenda called Public Participation; The overall time available for the Public Participation agenda item is restricted to 15 minutes unless the Chair decides otherwise. Individual speakers are restricted to 3 minutes and are asked not to repeat points that have been made previously. If you would like to ask a question or speak, please email enquiries@cullomptontowncouncil.gov.uk 48 hours before the meeting with your first and last names and give a brief outline of what you wish to say. This will ensure that your name is on the list to speak and will help us ensure that you are not missed – as you can imagine, it is easier to see and manage public speaking when everyone is physically present in the same room. Notification in this way will ensure the meeting runs as smoothly as possible.

You may find it useful to read the Protocol on Remote Meetings before you join (this can be accessed on the Town Council's website)

The Agenda for the meeting is attached. Copies of the reports will be available on the Town Council website or hard copies can be made available if you contact the Town Council Office (contact details are at the top of this notice)

A handwritten signature in black ink that reads 'Joy Norris'.

Joy Norris

Town Clerk

Date: 14th January 2021

AGENDA

Policy, Finance & Personnel Committee 20th January 2021

Committee Membership: Councillors: E Andrews, J Buczkowski, M Dale, G Guest, K Haslett, L Knight, J Lochhead and M Rowe

PUBLIC PARTICIPATION: 15 minutes is set aside as a specific agenda item to enable members of the public to bring issues relevant to the Committee to the attention of Councillors. Up to 3 minutes is allowed for each person. Members of the public will only be permitted to speak during the Public Participation agenda item.

1. Chair's Announcements

The Chair may make announcements relevant to the work of the Committee.

Note: announcements are for information only and not for debate, discussion or questioning.

2. Apologies for Absence

To receive apologies for absence from Councillors unable to attend the meeting.

3. Declarations of Interests

To receive any Declarations of Interest from Councillors and Officers in respect of matters to be considered at this meeting, together with an appropriate statement regarding the nature of the interest.

Councillors and Officers are reminded of the requirement to declare any interest, including the type of interest, and reason for that interest, either at this stage of the meeting or as soon as they become aware of that interest.

4. Public Participation

To allow members of the public present at the meeting to raise matters which are relevant to the work of the Committee; up to 3 minutes will be allowed for each person.

5. Minutes:

- (i) To confirm the Minutes of the meeting held on 12 November 2020 as a correct record (Supporting Paper A)
- (ii) To confirm the Minutes of the meeting held on 10 December 2020 as a correct record (Supporting Paper B)

6. Appointment Of Vice-Chair

To appoint a Committee Vice-Chair.

7. Action List

To receive and review the Action List relating to the Policy, Finance and Personnel Committee. (Supporting Paper C)

- 8. Financial Matters**
- (i) Balance Sheet**
To receive and review the Balance Sheet. (Supporting Paper D)
- (ii) Income and Expenditure reports**
To receive and review the Income & Expenditure. (Supporting Paper E)
- 9. Complaints Policy and Procedure - Recommendation from the Policy Review Working Group**
To consider a recommendation from the Policy Review Working Group meeting on 7 December 2020 regarding a revised complaints policy and procedure. (Supporting Paper F to follow)
- 10. Employee Code of Conduct - Recommendation from the Policy Review Working Group**
To consider a recommendation from the Policy Review Working Group meeting on 7 December 2020 regarding an Employee Code of Conduct. (Supporting Paper G to follow)
- 11. Comments, Complaints and Freedom of Information Requests**
To receive details of any comments and complaints, Freedom of Information Requests or Subject Access Requests received since the last report to Committee (Supporting Paper H)
- 12. Members Questions**
This agenda item is to give Councillors an opportunity to ask questions which are relevant to the work of the Committee.
Note: questions are to be for the purpose for obtaining information and not for debate nor discussion.
- 13. Exclusion of the Press and Public**
To consider passing a resolution to exclude the public and press [other than the Complainant and their representative who may remain for the sole purpose of stating their complaint and answering any questions from the Committee then leave] during consideration of:
- Agenda Item 14, Staffing Report. on the grounds that publicity would be prejudicial to the public interest by reason of its confidential nature (Staffing)
- The reports relating to these items have been withheld from public circulation and deposit.
- 14. Staffing Report**
To receive update report (Supporting Paper I- confidential for councillors only), including
- Staff Training
 - Staff Welfare
 - Recruitment
 - Work At Home Allowance
 - Grievance

In accordance with the Public Bodies (Admission to Meetings) Act 1960, members of the public and press are very welcome to attend the meeting.

Members of the public will only be permitted to speak during the Public Participation session listed on the Agenda



POLICY, FINANCE & PERSONNEL COMMITTEE

Minutes of a Committee meeting held on
Thursday 12th November 2020 at 19.00hrs. Meeting held with remote attendance

Present:

Chair; J Buczkowski

Committee Membership: Councillors: E Andrews, M Dale, G Guest, L Knight, and M Rowe

In Attendance:

Officers: J Norris (Town Clerk) and M Weston (Deputy Town Clerk)

1 Member of the public attended the meeting.

PFP 172. Chair's Announcements

There were no Chair's announcements

PFP 173. Apologies for Absence

An apology for absence was received from Councillor Lochhead.

PFP 174. Declarations of Interests

The following Declarations of Interest were made:

- Councillor Buczkowski declared a personal interest in agenda No 11 Grants as his son is a member of Cullompton Rangers Youth Football

PFP 175. Public Participation

This agenda item enables members of the public present at the meeting to raise matters which are relevant to the work of the Committee.

No matters were raised.

PFP 176. Minutes:

The draft Minutes of the meeting held on 19 October 2020 were considered. (Supporting Paper A to the Agenda)

RESOLVED that subject to the typographical error at minute PFP 161 being amended to read £1,500 the draft minutes of the meeting held on 19 October 2020 be confirmed as a correct record.

PFP 177 Exclusion of the Press and Public

(19:07hrs)

RESOLVED to exclude the public and during consideration of:

- Agenda Item 7, Complaint - Staff behavior on the grounds that publicity would be prejudicial to the public interest by reason of its confidential nature (Staffing)
- Agenda Item 8, Complaint - Response Times on the grounds that publicity would be prejudicial to the public interest by reason of its confidential nature (Staffing)
- Agenda No 9, Staffing Report, on the grounds that publicity would be prejudicial to the public interest by reason of its confidential nature (staffing)

The reports relating to these items have been withheld from public circulation and deposit.

PFP 178 New Complaint - Staff Behaviour

The Town Clerk had put this item on the agenda after a telephone conversation with a member of the public who had stated their intention to email a complaint; the email had not been received.

RESOLVED that no action be taken as a written complaint had not been received.

PFP 179 Complaint – Response Times

A complaint was received and considered about correspondence response times (Supporting Paper C - confidential for councillors only); The item was introduced by the Mayor who had prepared the supporting paper.

RESOLVED

- (i) that a letter is sent to the complainant stating that their complaint has been considered by the Committee and is determined as being persistent, vexatious and unreasonable and satisfying the criteria set out in the Councils agreed definitions with reference to sections 2 and 3 (“2. Persistently changes the substance of a complaint or continually raises new issues that prolong the contact and make it more difficult to respond effectively. It is important that any completely new issue is raised as a new complaint if appropriate. 3. Is repeatedly unwilling to accept documented evidence or deny receipt of an adequate response in spite of correspondence specifically answering their questions or do not accept that facts can sometimes be difficult to verify when a long period of time has elapsed)
- (ii) that all the contact with the Town Council is to be through one named Officer i.e. the Town Clerk (or the Deputy Town Clerk in the Town Clerk’s absence) and the Town Clerk will then present any correspondence received from the complainant to the next appropriate Policy, Finance and Personnel Committee and a written response will be made after the Committee meeting.
- (iii) Matters raised by the complainant during the public participation agenda item at a committee meeting will not receive a response at the meeting, but be dealt with by means of a written response following the meeting.

Policy, Finance and Personnel Committee 20 January 2021
Supporting Paper A

- (iv) Get solicitor's letter re approaching the Mayor / harassment - extreme circumstances – phoning a councillor at work and emails
- (v) Councillors advised so that they are at liberty to block

PFP 180 Staffing Report

An update report was received which included information regarding

- Staff Training
- Work Scheduling
- Staff Welfare
- Succession Planning

(Supporting Paper D- confidential for councillors only),

Not allowed to make complaint to police on behalf of the Council

RESOLVED

- (i) That the Town Clerk reviews the job description and person specification for the Outdoor Team and Building Maintenance Supervisor role, advertises the post and sets up an interview panel to comprise the Town Clerk, Mayor and Chair of Policy, Finance and Personnel Committee.
- (ii) That the Town Clerk drafts a job description for a part time member of the outdoor and building maintenance team and reports back to the Committee

PFP 181 20:26hrs

RESOLVED

- (i) To readmit the press and public
- (ii) to adjourn the meeting for 5 minutes until 20:31hrs

PFP 182 2021/2022 Budgets

The potential projects and possible budget requirements for all Committees for 2021/2022 and the following two years were considered.

The council tax base figure and the collection rate to be used for calculating the band d council tax charge had been received from Mid Devon District Council that afternoon.

Note what is there and put into similar format to last year ready for 10 December

PFP 183. Grants

To consider grant applications and make recommendations to Council regarding the awarding of grants. (Supporting Paper F to the Agenda)

RESOLVED to recommend to Council that a grant of £250.00 is made to Cullompton Rangers Youth Football Club for the purchase for winter wear and training tops for the u14 girls and u16boys and an away kit for the ladies team.

PFP 184 . Recommendations from the Policy Review Working Group

Consideration was given to the recommendation of the Policy Review Working Group regarding an Alcohol and Drugs Policy (Supporting Paper G to the Agenda)

Policy, Finance and Personnel Committee 20 January 2021
Supporting Paper A

RESOLVED TO RECOMMEND TO COUNCIL that the Alcohol And Drug Policy, Rules and Procedure is adopted and implemented.

PFP 185. Comments, Complaints and Freedom of Information Requests:

To receive details of any comments and complaints, Freedom of Information Requests or Subject Access Requests received since the last report to Committee

This agenda item was deferred as the report had not been circulated.

PFP 186 Action List

The Action List relating to the Policy, Finance and Personnel Committee was reviewed and noted.. (Supporting Paper I to the Agenda)

PFP 187 Financial Matters

(i) Balance Sheet

To receive and review the Balance Sheet. (Supporting Paper J to the agenda)

(ii) Income and Expenditure reports

To receive and review the Income & Expenditure. (Supporting Paper K to the agenda)

RESOLVED to note the balance sheet and the income and expenditure report.

PFP 188. Members Questions

There were no Members' questions

The meeting closed at 20:56hrs



POLICY, FINANCE & PERSONNEL COMMITTEE

Minutes of a Committee meeting held on

Thursday 10th December 2020 at 19.00hrs. Meeting held with remote attendance

Present:

Chair; J Buczkowski

Committee Membership: Councillors: E Andrews, M Dale, L Knight, and M Rowe

In Attendance:

Officers: Joy Norris (Town Clerk) and Maria Weston (Deputy Town Clerk)

1 Member of the public attended the meeting.

PFP 189. Chair's Announcements

The Chair announced that he had long had the belief that the roles of Mayor and Chair of the Policy, Finance and Personnel Committee should be held by separate people and as he had been elected as Mayor it was therefore his intention to resign from being Chair of the Committee.

PFP 190 Apologies for Absence

Apologies for absence were received from Councillors Haslett and Knight

PFP 191. Declarations of Interests

No Declarations of Interest were made regarding any items on the Agenda.

PFP 192 Public Participation

This agenda item enables members of the public present at the meeting to raise matters which are relevant to the work of the Committee.

No matters were raised.

PFP 193 Minutes:

To confirm the Minutes of the meeting held on 19 October 2020 as a correct record (Supporting Paper A)

RESOLVED to defer this agenda item to the next meeting as the wrong meeting date for the minutes to be considered was given on the Agenda.

Policy, Finance and Personnel Committee 20 January 2021
Supporting Paper B

PFP 194 Appointment Of Vice-Chair
To appoint a Committee Vice-Chair

RESOLVED to defer this matter and deal with it at following the election of the committee chair

PFP 195 Action List
The Action List relating to the Policy, Finance and Personnel Committee was received and reviewed. (Supporting Paper B to the Agenda)

RESOLVED to note the action list.

PFP 196. Financial Matters

(i) Balance Sheet

The Balance Sheet was received and reviewed. (Supporting Paper C to the Agenda)

(ii) Income and Expenditure reports

The Income & Expenditure Report was received and reviewed. (Supporting Paper D to the Agenda)

RESOLVED

(i) To accept the balance sheet

(ii) To accept the Income and Expenditure account

PFP 197. 2021/2022 Budgets

Consideration was given to potential projects and possible budget requirements for all Committees for 2021/2022 and the following two years. (Supporting Paper E to the Agenda)

RESOLVED

(i) that the budgets as presented to the Committee should proceed to Council for consideration.

(ii) To agree the budget risk assessment

PFP 198. Recommendations from the Policy Review Working Group

The Policy Review Working Group (PRWG) met on 7 December 2020 and considered a complaints policy, and employee code of conduct and a health and safety policy.

Due to the timing of the PRWG meeting and the complexity of the documents which the Committee will need to read the Working group's recommendations will be presented to the next PFP committee.

PFP 199. Volunteering Policy

Consideration was given to the Volunteer Policy recommended to the Committee by the Policy Review Working Group meeting held on 5 May 2020. (Supporting Paper G to the Agenda)

Policy, Finance and Personnel Committee 20 January 2021
Supporting Paper B

RESOLVED to recommend to Council the Draft Volunteering Policy to Council for adoption and implementation.

PFP 200 Quarterly Report on Van Checks

Cllr Buczkowski reported on the quarterly van check.

RESOLVED

- (i) that information required on the van log book sheets is re-visited and amended to contain vehicle safety and condition checks but not the fuel information
- (ii) that the revised sheet is brought to the committee for approval

PFP 201 Comments, Complaints and Freedom of Information Requests:

Consideration was given to details of comments and complaints, Freedom of Information Requests or Subject Access Requests received since the last report to Committee (Supporting Paper H to the Agenda)

RESOLVED to note the Comments, Complaints and Freedom of Information Request Log

PFP 202 Members Questions

This agenda item gives Councillors an opportunity to ask questions which are relevant to the work of the Committee.

Cllr Guest said that information was given at a recent Devon Association of Local Councils meeting that some Councils are setting up management companies to manage the communal areas of new housing developments and this is a way of raising income. –The Town Clerk was asked to put this on a future committee agenda.

PFP 203. Exclusion of the Press and Public

RESOLVED to exclude the public and press during consideration of:

- Agenda Item 16, Staffing Report. on the grounds that publicity would be prejudicial to the public interest by reason of its confidential nature (Staffing)

The report relating to this item had been withheld from public circulation and deposit.

PFP 204. Staffing Report

The staffing update report was received (Supporting Paper I to the Agenda - confidential for councillors only), including

- Staff Training
- Staff Welfare
- Recruitment

The meeting closed at 20:30hrs

DRAFT

Agenda No 7 - Action List

No	Date of Meeting	Agenda Item / Topic / Minute No	Action / Resolution	Financial implications	To be actioned by	Priority	Progress / Action Taken
1	31/10/2019 & 16/06/20 & 19/10/20	Head Weir Road Play Area	That the Council offers to plant an established double mixed hedgerow with a minimum height of 1m in front of the garage wall which currently has the goal post painted on it. Provides an alternative football goal post away from the area. Contact MDDC to request their support & advise if support not forthcoming CTC are minded to surrender the lease Contact complainant re working together to resolve problem as far as possible	115	TC	Medium	Estimates obtained for consideration at 13 Feb meeting, planting w/c 2 March 2020 Hedging planted but ripped out within days;4 signs erected 29.06.20 email sent to MDDC, response rec'd and further email sent for clarification Update for Councillors to be provided at PFP 10.09.2020 Legal Advice obtained on implementing suggested resolution & pictorial information found - to be considered by PFP 19.10.2020 Meeting held with MDDC & Complainant 14.01.21. Landscaping plan to be compiled and play equipment supplier to be contacted
2	09/01/2020	Motion put forward by Councillors: format of Council and Committee papers	That all Committees and Full Council adopt a standard format (template) when preparing and publishing agendas and minutes to ensure consistency across the Council.	Nil	TC	Medium	Consider introducing in consultation with new Town Clerk Work on reviewing the format of various committee documents has started 19.10.2020 work on guidance documents commenced to reflect recent Council resolutions regarding agenda items and minutes
3	13/02/2020	Allotment & Cemetery Administration Software	That the Admin staff prepare a cost benefit analysis explaining what the software does and how it will benefit the Council staff. Ask the IT Working Group to consider the request.	Nil	TC		

Please Note:

1: Information updated or added since the last report will be in bold, red text

2: Actions completed / Decisions implemented will be greyed out and removed from the next report

Agenda No 7 - Action List

No	Date of Meeting	Agenda Item / Topic / Minute No	Action / Resolution	Financial implications	To be actioned by	Priority	Progress / Action Taken
4	13/08/2020	Working Groups	(i) The Town Clerk to consider ways in which there can be a more flexible approach to Working Groups and encourage participation by more Councillors and members of the public.		TC		
5	08/10/2020	Transparency Audit	Compile list of community buildings in Cullompton to go on website; start by asking Councillors for information they hold		TC		
6	19/10/2020	Outstanding Debts	(i) put item on Town Council agenda for write offs (ii) Instruct Solicitors re chasing letter (iii) cancel invoice		TC		(i) item re write-offs on TC agenda 10.11.2020
7	12/11/2020	Complaint - Response Times	(i) write to complainant stating Committee decision (ii) contact Solicitor Advise Councillors re blocking complainants		TC		Letter sent to complainant , solicitor contacted
8	12/11/2020	Supervisor Recruitment	Review job role / person spec and advertise		TC		Job description reviewed, person spec drafted.
9	10.12.20	November Draft Minutes	Put on agenda Planner or January 2021 meeting		TC		On agenda for 20.01.21
10	10.12.20	Appoint of Vice-Chair	Put on agenda Planner or January 2021 meeting		TC		On agenda for 20.01.22
11	10.12.20	Van Checks	revise check sheet to remove fuel use		TC		
12	10.12.20	members Questions	Investigate setting up management /maintenance company to look after communal areas on new housing developments		TC		

Please Note:

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2: Actions completed / Decisions implemented will be greyed out and removed from the next report

17/01/2021

Cullompton Town Council

09:02

Detailed Balance Sheet - Excluding Stock Movement

Month 10 Date 17/01/2021

<u>A/c</u>	<u>Description</u>	<u>Actual</u>	
	<u>Current Assets</u>		
100	Debtors	469	
105	VAT Control Account	7,890	
200	Current Bank Account	213,363	
215	Soldo	224	
250	Petty Cash	3	
260	Cambridge & Counties Bank	78,988	
275	Recycling Bags Float	40	
280	Unity Bank Trust	50,736	
290	32 Day Notice	100,359	
	Total Current Assets		452,072
	<u>Current Liabilities</u>		
500	Creditors	39,376	
	Total Current Liabilities		39,376
	Net Current Assets		412,696
	Total Assets less Current Liabilities		<u>412,696</u>
	<u>Represented by :-</u>		
300	Current Year Fund	87,568	
310	General Reserves	222,444	
322	Cemetery Paths/Project	(2,950)	
326	Town Hall Improvements EMR	40,619	
328	Play Area Fund EMR	8,613	
329	Play Equipment EMR	2,000	
330	Railway Feasibility Study EMR	6,359	
332	St Andrews cpark iprvmt EMR	8,000	
334	Tech Fund EMR	2,308	
338	Townscape Heritage Scheme	22,500	
350	Public Rights of Way	2,374	
356	Equipment Replacement EMR	1,500	
358	CCTV EMR	2,360	
364	Swimming Pool Dev Order EMR	9,000	
	Total Equity		<u>412,696</u>

17/01/2021

Cullompton Town Council

09:03

Detailed Income & Expenditure by Budget Heading 17/01/2021

Month No: 10

Committee Report

	Actual Current Mth	Actual Year To Date	Current Annual Bud	Variance Annual Total	Committed Expenditure	Funds Available	% Spent	Transfer to/from EMR
<u>Cemetery/Town Hall Committee</u>								
<u>300 Cemetery</u>								
1300 Burial Fees	0	11,422	30,000	18,578			38.1%	
1305 Cemetery Income, other	0	66	0	(66)			0.0%	
Cemetery :- Income	0	11,488	30,000	18,512			38.3%	0
4100 Public Works Loan Repayment	0	17,647	17,650	3		3	100.0%	
4300 Equipment Mtce & New	0	18	2,000	1,982	75	1,907	4.6%	
4310 Cemetery Running Expenses	0	15,700	20,000	4,300	60	4,240	78.8%	
9022 Cemetery Project	0	25,702	42,473	16,771	712	16,059	62.2%	2,950
9081 Equipment Replacement EMR356	0	0	1,500	1,500		1,500	0.0%	
9095 Cemetery Staff Welfare	0	3,500	12,000	8,500	8,108	392	96.7%	
Cemetery :- Indirect Expenditure	0	62,567	95,623	33,056	8,955	24,101	74.8%	2,950
Net Income over Expenditure	0	(51,079)	(65,623)	(14,544)				
6000 plus Transfer from EMR	0	2,950						
Movement to/(from) Gen Reserve	0	(48,129)						
<u>400 Town Hall</u>								
1400 Town Hall Hire	0	(135)	10,000	10,135			(1.4%)	
Town Hall :- Income	0	(135)	10,000	10,135			(1.4%)	0
4405 Town Hall Running Expenses	0	6,695	11,500	4,805		4,805	58.2%	
4407 Town Hall F'bility EMR326	0	0	3,000	3,000		3,000	0.0%	
9026 Twn Hall Imprvments EMR326	0	0	18,496	18,496		18,496	0.0%	
Town Hall :- Indirect Expenditure	0	6,695	32,996	26,301	0	26,301	20.3%	0
Net Income over Expenditure	0	(6,830)	(22,996)	(16,166)				
Cemetery/Town Hall Committee :- Income	0	11,353	40,000	28,647			28.4%	
Expenditure	0	69,262	128,619	59,357	8,955	50,402	60.8%	
Net Income over Expenditure	0	(57,909)	(88,619)	(30,710)				
plus Transfer from EMR	0	2,950						
Movement to/(from) Gen Reserve	0	(54,959)						

	Actual Current Mth	Actual Year To Date	Current Annual Bud	Variance Annual Total	Committed Expenditure	Funds Available	% Spent	Transfer to/from EMR
<u>Town Ctre/Econ Dev Committee</u>								
<u>800 Town Centre</u>								
1800 Street Market Income	0	0	1,000	1,000			0.0%	
1905 St Andrews car park income	0	57	5,500	5,443			1.0%	
Town Centre :- Income	<u>0</u>	<u>57</u>	<u>6,500</u>	<u>6,443</u>			<u>0.9%</u>	<u>0</u>
4005 CCTV	0	593	1,000	407		407	59.3%	
4105 St Andrew's Car Park	0	2,124	5,500	3,376		3,376	38.6%	
4120 Town Maintenance	0	2,591	7,500	4,909		4,909	34.5%	
4122 Grass/Verge Cutting	0	0	4,000	4,000		4,000	0.0%	
4150 Public Convenience Running Exp	0	8,168	7,000	(1,168)		(1,168)	116.7%	
4800 Outdoor Market expenses	0	300	0	(300)		(300)	0.0%	
4920 Tourism & Economic Development	0	0	1,000	1,000		1,000	0.0%	
9032 Car Park Improvements EMR332	0	0	8,000	8,000		8,000	0.0%	
9070 Market	0	1,400	3,000	1,600		1,600	46.7%	
9090 CCTV - EMR358	0	0	2,360	2,360		2,360	0.0%	
Town Centre :- Indirect Expenditure	<u>0</u>	<u>15,175</u>	<u>39,360</u>	<u>24,185</u>	<u>0</u>	<u>24,185</u>	<u>38.6%</u>	<u>0</u>
Net Income over Expenditure	<u>0</u>	<u>(15,118)</u>	<u>(32,860)</u>	<u>(17,742)</u>				
Town Ctre/Econ Dev Committee :- Income	0	57	6,500	6,443			0.9%	
Expenditure	0	15,175	39,360	24,185	0	24,185	38.6%	
Movement to/(from) Gen Reserve	<u>0</u>	<u>(15,118)</u>						

	Actual Current Mth	Actual Year To Date	Current Annual Bud	Variance Annual Total	Committed Expenditure	Funds Available	% Spent	Transfer to/from EMR
<u>Community Wellbeing Committee</u>								
<u>200 Allotments</u>								
1200 Allotment Rents - Top Field	0	371	350	(21)			106.0%	
1205 Allotment Rents - Haymans	0	72	150	78			48.0%	
Allotments :- Income	0	443	500	57			88.6%	0
4200 Allotment Expenses	0	520	500	(20)		(20)	104.1%	
Allotments :- Indirect Expenditure	0	520	500	(20)	0	(20)	104.1%	0
Net Income over Expenditure	0	(77)	0	77				
<u>600 Community Wellbeing Miscellane</u>								
1000 Crier Advertising	0	(25)	500	525			(5.0%)	
1051 Christmas Event	0	250	500	250			50.0%	
1053 Christmas Trees	0	(73)	0	73			0.0%	
1915 COVID-19 Income	0	5,161	0	(5,161)			0.0%	
1920 Leat Repair Work Income	0	200	0	(200)			0.0%	
Community Wellbeing Miscellane :- Income	0	5,512	1,000	(4,512)			551.2%	0
4020 Cullompton Crier	0	0	2,000	2,000		2,000	0.0%	
4025 Social Media	0	0	100	100		100	0.0%	
4095 Christmas Lights	0	11,777	10,000	(1,777)		(1,777)	117.8%	
4096 Christmas Event	0	1,186	4,000	2,814		2,814	29.6%	
4125 Play Area Running Expenses	0	9,125	6,000	(3,125)		(3,125)	152.1%	
4126 Play Equipment Fund EMR329	0	1,490	2,000	510		510	74.5%	
4160 Community Wellbeing Committee	0	14	1,500	1,487		1,487	0.9%	
4165 Community Events	0	0	3,000	3,000		3,000	0.0%	
4175 COVID-19 Expenditure	0	6,094	0	(6,094)	21	(6,115)	0.0%	
4910 Leat Repairs	0	450	2,500	2,050		2,050	18.0%	
9028 Play Area Fund EMR328	0	0	8,613	8,613		8,613	0.0%	
Community Wellbeing Miscellane :- Indirect Expenditure	0	30,135	39,713	9,578	21	9,557	75.9%	0
Net Income over Expenditure	0	(24,622)	(38,713)	(14,091)				
<u>835 Public Rights of Way</u>								
1835 Public Rights of Way	0	400	0	(400)			0.0%	
Public Rights of Way :- Income	0	400	0	(400)				0
Net Income	0	400	0	(400)				
Community Wellbeing Committee :- Income	0	6,355	1,500	(4,855)			423.7%	
Expenditure	0	30,655	40,213	9,558	21	9,537	76.3%	
Movement to/(from) Gen Reserve	0	(24,300)						

	Actual Current Mth	Actual Year To Date	Current Annual Bud	Variance Annual Total	Committed Expenditure	Funds Available	% Spent	Transfer to/from EMR
<u>Pol/Fin/Pers Committee</u>								
<u>100 Administration</u>								
1010 Interest Received	0	1,487	2,000	513			74.3%	
1020 Miscellaneous Income	0	350	200	(150)			175.1%	
1025 Photocopying Income	0	1	0	(1)			0.0%	
1030 Precept	0	404,350	404,350	0			100.0%	
1040 Recycling Bags Income	0	681	0	(681)			0.0%	
1055 Town Maintenance Income	0	0	2,500	2,500			0.0%	
Administration :- Income	0	406,869	409,050	2,181			99.5%	0
4000 Advertising	0	0	400	400		400	0.0%	
4010 Contingency	0	240	5,000	4,760		4,760	4.8%	
4030 Councillor Allowances	0	0	500	500		500	0.0%	
4035 General Administration/Other	0	1,876	1,500	(376)		(376)	125.1%	
4045 Room Hire	0	0	500	500		500	0.0%	
4048 Audit Costs	0	2,140	3,000	860		860	71.3%	
4050 Photocopier	0	1,005	1,500	495		495	67.0%	
4051 Postage	0	78	400	322	68	254	36.4%	
4052 Stationery	0	536	1,500	964	202	761	49.2%	
4055 Subscriptions	0	1,754	1,600	(154)		(154)	109.6%	
4060 Telephone & Broadband	0	991	2,600	1,609		1,609	38.1%	
4061 Mobile phones	0	765	900	135		135	85.0%	
4062 Insurance	0	0	1,500	1,500		1,500	0.0%	
4063 Health & Safety Support	0	540	1,000	460		460	54.0%	
4065 Professional Fees	0	4,000	1,500	(2,500)		(2,500)	266.7%	
4067 Tech Fund EMR 334	0	0	2,308	2,308		2,308	0.0%	
4068 IT Support	0	5,943	7,000	1,057		1,057	84.9%	
4070 Office Equipment	0	172	5,765	5,593		5,593	3.0%	
4072 Recycling Bags Expenditure	0	690	0	(690)		(690)	0.0%	
4075 Grants	0	600	3,000	2,400		2,400	20.0%	
4076 Grant CCC chromebooks	0	0	1,000	1,000		1,000	0.0%	
4085 Mayoralty Fund	0	120	500	380		380	24.0%	
4090 Payroll Expenses	0	184,253	276,400	92,147		92,147	66.7%	
4091 Payroll Additional	0	585	0	(585)		(585)	0.0%	
4115 Staff & Councillor Training	0	684	5,000	4,316	2,772	1,544	69.1%	
4130 Van Lease	0	3,767	3,873	106	0	106	97.3%	
4135 Van Running Expenses	0	1,808	2,000	192		192	90.4%	
4145 Gift of a Burrow (payments rec	0	439	0	(439)		(439)	0.0%	
9052 Staffing Contingency	0	0	12,000	12,000		12,000	0.0%	
Administration :- Indirect Expenditure	0	212,986	342,246	129,260	3,042	126,218	63.1%	0
Net Income over Expenditure	0	193,883	66,804	(127,079)				

	Actual Current Mth	Actual Year To Date	Current Annual Bud	Variance Annual Total	Committed Expenditure	Funds Available	% Spent	Transfer to/from EMR
<u>700</u> <u>Policy and Resources Miscellan</u>								
1045 Staff Charge Back	0	50	0	(50)			0.0%	
Policy and Resources Miscellan :- Income	<u>0</u>	<u>50</u>	<u>0</u>	<u>(50)</u>				<u>0</u>
Net Income	<u>0</u>	<u>50</u>	<u>0</u>	<u>(50)</u>				
<u>840</u> <u>Youth Services</u>								
4850 Youth Services	0	9,177	19,000	9,824		9,824	48.3%	
4855 Youth Council	0	0	200	200		200	0.0%	
Youth Services :- Indirect Expenditure	<u>0</u>	<u>9,177</u>	<u>19,200</u>	<u>10,024</u>	<u>0</u>	<u>10,024</u>	<u>47.8%</u>	<u>0</u>
Net Expenditure	<u>0</u>	<u>(9,177)</u>	<u>(19,200)</u>	<u>(10,024)</u>				
<u>990</u> <u>EMR</u>								
9030 Railway Feasibility - EMR330	0	0	6,359	6,359		6,359	0.0%	
9038 Townscape Heritage - EMR338	0	0	22,500	22,500		22,500	0.0%	
EMR :- Indirect Expenditure	<u>0</u>	<u>0</u>	<u>28,859</u>	<u>28,859</u>	<u>0</u>	<u>28,859</u>	<u>0.0%</u>	<u>0</u>
Net Expenditure	<u>0</u>	<u>0</u>	<u>(28,859)</u>	<u>(28,859)</u>				
Pol/Fin/Pers Committee :- Income	0	406,919	409,050	2,131			99.5%	
Expenditure	0	222,163	390,305	168,142	3,042	165,100	57.7%	
Movement to/(from) Gen Reserve	<u>0</u>	<u>184,756</u>						

	Actual Current Mth	Actual Year To Date	Current Annual Bud	Variance Annual Total	Committed Expenditure	Funds Available	% Spent	Transfer to/from EMR
<u>Planning/Licensing Committee</u>								
<u>820 Neighbourhood Plan</u>								
9086 Neighbourhood Plan	0	300	7,415	7,115		7,115	4.0%	
9096 Swimming Pool Devlpmt - EMR364	0	0	9,000	9,000		9,000	0.0%	
Neighbourhood Plan :- Indirect Expenditure	0	300	16,415	16,115	0	16,115	1.8%	0
Net Expenditure	0	(300)	(16,415)	(16,115)				
Planning/Licensing Committee :- Income	0	0	0	0			0.0%	
Expenditure	0	300	16,415	16,115	0	16,115	1.8%	
Movement to/(from) Gen Reserve	0	(300)						
Grand Totals:- Income	0	424,684	457,050	32,366			92.9%	
Expenditure	0	337,555	614,912	277,357	12,018	265,339	56.8%	
Net Income over Expenditure	0	87,129	(157,862)	(244,991)				
plus Transfer from EMR	0	2,950						
Movement to/(from) Gen Reserve	0	90,079						

Policy, Finance and Personnel Committee 20 January 2021
Supporting Paper F

Agenda No 9, Complaints Policy and Procedure

RECOMMENDED that the attached Complaints Policy and Procedure is considered and recommended to Council for adoption and implementation

1. The Policy Review Working Group met on 7 December 2020 and considered the existing complaints policy and procedure in the light of recent experience of dealing with complaints.
2. Complaints policies from other local councils were considered and the Town Clerk was asked to draft a new policy based upon the Bridgwater Town Council model to be presented to the Policy, Finance and Personnel Committee and to include the NALC table of complaint types and responsible organisation.
3. The attached document has been drafted by the Town Clerk based upon Bridgwater Town Council's complaints procedure with some additions from other various sources e.g the "Who can Complain" section.



POLICY TITLE	Complaints Policy and Procedure
POLICY NO	2
APPROVAL DATE	Approved by Town Council XXXXX 2021
REVIEW DATE	
REPLACES POLICY	Comments and Complaints Policy Reviewed and revised March 2018
POLICY AIM	This policy sets out the procedure for dealing with complaints against the Town Council so that complaints are dealt with in a fair, transparent and timely way. (Policy 2a sets out the criteria for determining unreasonable, persistent or vexatious complaints and action that may be taken with regard to those categories of complaint.)

1. Introduction

- 1.1 The procedure given in this policy has been adopted for dealing with complaints about the Council's administration or its procedures.
- 1.2 The Town Council believes that complaints can be constructive feedback on the quality of services, procedures and practices.
- 1.3 Complaints about a policy decision made by the Council will be referred back to the Council or to the relevant Committee, as appropriate, for consideration.
- 1.4 Other bodies have responsibility for certain types of complaint; these are summarised in the table below.¹

Type of Complaint	Refer To
Alleged financial irregularity	Local electors have a statutory right to object to a Council's audit of accounts (s16 audit Commission Act 1998)
Alleged criminal activity	The police
Members conduct alleged to breach the code of conduct	Mid Devon District Council is responsible for handling complaints that relate to a member's failure to comply with the Town Council's code of conduct

¹ Taken Adapted from NALC Legal Topic Note 9E handling Complaints (England) (December 2018)

adopted by the Town Council	
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- 1.4 The following complaints will not be considered:
- Complaints which amount to a disagreement with a decision made by the Town Council or one of its Committees
 - A matter which is the subject of litigation or legal proceedings
 - unreasonable, persistent or vexatious complaints as defined in policy 2a

Note: Freedom of Information and Data Protection matters will be dealt with in accordance with the relevant legislation

2. Who Can Complain

- 2.1 Complaints will be responded to from the following:
- A person who believes they have been the victim of what they regard as inappropriate behaviour by a Town Council employee
 - A person who witnessed an incident of inappropriate behaviour by a Town Council employee i.e. they were close enough to see or hear the incident
 - A person who believes they have been the victim of what they regard as a wrongly implemented Town Council procedure, policy or service
 - A person acting with the written consent of someone in one of the above categories
- 2.2 Anonymous complaints will not receive a response nor be considered in any way

3. Making A Complaint

- 3.1 There is no time limit to making a complaint but it should be made as soon as possible after the incident and ideally no more than 12 should have passed between the incident and the date when the complaint is made. When deciding how to deal with the complaint the time that has passed between the incident and the complaint being made may be taken into account.
- 3.2 The complainant should be asked to put the complaint about the council's procedures or administration in writing to the Town Clerk. If the complaint is only notified orally to a councillor, or to the Town Clerk a written record of the complaint will be made, noting the name and contact details of the complainant and the nature of the complaint.
- 3.3 If the complainant does not wish to put the complaint to the Town Clerk, he or she should be advised to address it to The Mayor.
- 3.4 Ideally the complainant should provide the following information at the time of making their complaint:
- Complainant name
 - Complainant contact details
 - The name of the individual or the process being complained about
 - The incident date and a brief description of what happened
 - What proof / evidence exists (and will be provided)
 - The remedy that is sought e.g. an apology, review of process.

- 3.5 The Town Clerk or Mayor, as appropriate, shall acknowledge receipt of the complaint and advise the complainant when the matter will be considered by the Policy, Finance and Personnel Committee (as the Committee with the delegated authority to determine complaints). The complainant should also be advised whether the complaint will be treated as confidential or whether, for example, notice of it will be clearly identifiable on the agenda.

4. Before a meeting

- 4.1 The complainant shall be invited to attend the meeting and to bring a representative with them if they so wish.
- 4.2 At least ten working days prior to the meeting, the complainant shall provide the Town Clerk or Mayor with copies of the evidence to support their complaint, this will be shared with Councillors who are entitled to be at the meeting.
- 4.3 At least 5 working days prior to the meeting the Town Council shall supply the complainant with copies of any documents that they will use at the meeting.

5. At the Meeting

- 5.1 The meeting shall consider whether or not the circumstances of the complaint warrant the exclusion of the press and public.
- 5.2 When the complaint is to be considered, the meeting Chair should introduce everyone present connected to the complaint and explain the procedure that will be followed.
- 5.3 The complainant, or their representative should outline the grounds for the complaint and thereafter questions may be asked through the chair by the Town Clerk or other nominated Officer and then Councillors.
- 5.4 The Town Clerk or other nominated Officer will have an opportunity to explain the Town Council's position and questions may be asked by the complainant or their representative (not both) and then by Councillors.
- 5.5 When all questions have been asked and a response provided the complainant should be offered the Town Clerk should be offered the opportunity to summarise their position.
- 5.6 The complainant or their representative should be offered the opportunity to summarise their position.
- 5.7 The Town Clerk or other nominated Officer that has participated in the meeting and the complainant and their representative should be asked to leave the room whilst Councillors decide whether or not the grounds for the complaint have been made and evidenced. If a point of clarification is required *both* parties shall be invited back.

- 5.8 The Town Clerk or other nominated Officer that has participated in the meeting and the complainant and their representative should be given the opportunity to wait for the decision., but if the decision is unlikely to be made at the meeting they should be advised when the decision is likely to be made and when and how it is likely to be communicated to them.

6. After the Meeting

- 6.1 The decision should be confirmed in writing within seven working days of it being made together with details of any action to be taken.
- 6.2 If the decision was not made and announced at the meeting where the complaint was considered it will be announced, in public at the next appropriate meeting of the Committee.
- 6.3 Details of the complaint and its determination will be entered into the comments and complaints log which is published monthly on the Town Council's website.

7. Appeals

- 7.1 There is no appeals process, the determination of the Policy, Finance and Personnel Committee is final.

Policy, Finance and Personnel Committee 20 January 2021
Supporting Paper G

Agenda No 10 Employee Code of Conduct

RECOMMENDED that the attached Employee Code of Conduct is considered and recommended to Council for adoption and implementation
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1. The Policy Review Working Group met on 7 December 2020 and considered the content of an Employee Code of Conduct and agreed to recommend the attached document to the Policy, Finance and Personnel Committee.
2. The Town Council currently has a Code of Conduct for Councillors but not for employees.
3. The draft employee code of conduct being considered is based upon examples from other local councils
4. Cullompton Town Council employees have been consulted on the draft document a number of questions and comments were received.
 - a) That section 2.6 read every time a staff member did a facebook or twitter post the Town Clerk's approval would be required; this section has been re-worded with that comment in mind.
 - b) Concern that section 5 was too restrictive and employees were being denied the right to reply to inaccurate or unpleasant comments; section 5.2 was added in response to this concern.



POLICY TITLE	Employee Code of Conduct
POLICY NO	
APPROVAL DATE	
REVIEW DATE	
REPLACES POLICY	New Policy
POLICY AIM	This policy sets out the main conduct standards that are expected of employees.

Employee Code of Conduct

This Code of Conduct is applicable to all employees of Cullompton Town Council.

1. Introduction

- 1.1 This Code of Conduct sets out, in general terms, the standards that are expected of Cullompton Town Council employees; it is complemented by legislation and other Town Council policies such as financial regulations, sickness reporting and health and safety.
- 1.2 Cullompton Town Council employees are expected to give the highest possible standard of service to the public, and where it is part of their duties, to provide appropriate advice to Councillors and fellow officers with impartiality.
- 1.3 A Cullompton Town Council employee must perform their duties with honesty, integrity, impartiality and must at all times act in accordance with the trust that the public is entitled to place in them.
- 1.4 A Cullompton Town Council employee is accountable to the Council for his / her actions
- 1.5 Cullompton Town Council employees are expected, through agreed procedures and without fear of recrimination, to bring to the attention of the Town Clerk any deficiency in the provision of service.

2. Openness and Disclosure of Information

- 2.1 Cullompton Town Council believes that open administration is best and it will be as open as possible about all the decisions and actions that it takes. The Council welcomes opportunities to share information with the community that it serves.
- 2.2 The law requires that certain types of information must be available to Councillors, auditors, government departments, service users and the public. Cullompton Town Council employees will not prevent another person from gaining access to information to which that person is entitled by law.
- 2.3 Cullompton Town Council employees should not use any information obtained in the course of their employment for personal gain or benefit, nor should they knowingly pass it on to others who might use it in such a way.
- 2.4 Information concerning an Officer's or Councillor's private affairs shall not be supplied to any person except where such disclosure is required or sanctioned by law.
- 2.5 Cullompton Town Council employees will not knowingly disclose information given to them in confidence by anyone, or information which they believe to be of a confidential nature, without the consent of a person authorised to give it, unless required by the law to do so.
- 2.6 No Cullompton Town Council employee may take part in any broadcast (sound or vision) or publish an article or otherwise disclose information to the media or on social media which relates to the Council without first obtaining the permission of the Town Clerk. Where an employee has standing authority to publish information as part of their employment with the own Council i.e. they have permanent access to the Town Council's media channels, the Town Clerk's permission is not needed for every post.

3. Political Neutrality

- 3.1 Cullompton Town Council employees serve the Council as whole and must ensure that the individual rights of Councillors are respected.
- 3.2 Where Cullompton Town Council employees are required to provide advice to Councillors (either individuals or groups) the advice must be given in such a way that the political neutrality of the advice giver is not compromised.
- 3.3 Cullompton Town Council employees must follow every lawful expressed policy of the Council and must not allow their personal or political opinions to interfere with their work.

4. Relationships and Respect For Others

- 4.1 Cullompton Town Council is committed to promoting equality of opportunity for all local people and communities, irrespective of gender, ethnic origin, disability, religious belief, sexual orientation, age, or any other protected characteristic or relevant factor.
- 4.2 A Cullompton Town Council employee must treat others with respect and not knowingly discriminate unlawfully against any person.

- 4.3 All Cullompton Town Council employees should ensure that policies relating to equality and diversity issues as agreed by the Council are complied with, in addition to the requirement of the law. All members of the community, Councillors and Officers of the Council have a right to be treated with fairness and equity.
- 4.4 Cullompton Town Council employees should always remember their responsibilities to the community they serve and ensure courteous, efficient and impartial service delivery to individuals and any groups.
- 4.5 Mutual respect between Officers and Councillors is essential. Close personal familiarity between Cullompton Town Council employees with individual Councillors or other Officers can damage other working relationships and be embarrassing to other employees and Councillors and should therefore be avoided.
- 4.6 All relationships of a business or private nature with external contractors or potential contractors should be made known to the Town Clerk. Orders and contracts should be awarded on merit, by fair competition against other tenders, and no special favour should be shown to businesses run by, for example, friends, partners or relatives during the tendering process.
- 4.7 Cullompton Town Council employees who engage or supervise contractors or have any other official relationship in a private or domestic capacity with contractors should declare that relationship to the Town Clerk.

5. Behaviour

- 5.1 We must all behave with civility towards others and treat everyone with dignity and respect. Rudeness or abuse of any description cannot be tolerated from or towards other employees, Councillors or members of the public.
- 5.2 If an employee is sufficiently concerned that a member of the public has raised a matter that either the subject and/or the manner in which it has been raised requires a public response from the Town Council they should bring the matter to the attention of the Town Clerk. The principle of Councillors making decisions and being responsible for those decisions will be borne in mind in any public response.
- 5.3 Everyone must do their best to promote the Council, its activities and decisions; criticising the Town Council to the public (including media representatives) must be avoided.
- 5.4 Employees should be particularly conscious of the impact of information posted on the internet e.g. using social media such as facebook and twitter, even when such use is in a personal capacity. Reports of inappropriate activity, comments and statements will be investigated and may lead to disciplinary action being taken and appropriate sanctions, including dismissal, being imposed.
- 5.5 Involvement in activities, which could be construed as being inappropriate to the position of a person working in the public sector will be the subject of discussion with you by your line manager and may lead to disciplinary proceedings.
- 5.6 Confidential information regarding the Council's business must not be disclosed to anybody either during or after the termination of your employment.

- 5.7 All lawful and reasonable instructions from an individual's line-manager and the Town Clerk are to be carried out.

6. Appointment and other Employment Matters

- 6.1 Cullompton Town Council employees involved in making staffing appointments should ensure that these are made on the basis of merit. It would be unlawful for an employee to make an appointment which was based on anything other than the ability of the candidate to undertake the duties of the post. In order to avoid any possible accusation of bias, employees should not be involved in an appointment where they are related to an applicant, or have a close personal relationship with them either within or outside of the workplace.
- 6.2 Similarly to 5.1 above, employees should not be involved in decisions relating to discipline, promotion or pay adjustments of any employee who is a relative or partner.

NB In this context

- "relative" means a spouse, partner, parent-in-law, son, daughter, step son, step daughter, child of a partner, brother, sister, grandparent, grandchild, uncle, aunt, nephew, niece or the spouse or partner of any of the preceding persons.
- "partner" means a member of a couple who live together

7. Outside Commitments

- 7.1 Whilst the Council would prefer that its employees are exclusively employed by the Council, it does realise that such an exclusive contract may not be possible. The Council does however, reserve the right to require that any other employment that is undertaken by its employees does not conflict with either the role or the standards required by the Town Council.
- 7.2 An Cullompton Town Council employee must not have any secondary employment without first obtaining the permission of the Town Clerk.

8. Personal Interests (including gifts and hospitality)

- 8.1 A Cullompton Town Council employee will not use their position improperly to confer advantage or disadvantage on any person.
- 8.2 Cullompton Town Council employees should inform the Town Clerk of any non-financial interests that they consider could bring about a conflict with the Council's interests.
- 8.3 Cullompton Town Council employees must inform the Town Clerk of any financial interests which could conflict with the Council's interests.
- 8.4 Cullompton Town Council employees shall not accept any payment, fee, reward or benefit either direct indirect, of any kind, in connection with their employment, from any person or body other than the Council itself except as provided for in 7.5 and 7.6 below.
- 8.5 Acceptance of any gift and /or hospitality must be approved by the Town Clerk or, if the recipient is to be the Town Clerk the approval of the Finance and Policy Committee must be obtained

- 8.6 Offers to attend purely social or sporting functions should be accepted only when these are part of the life of the community or where the Council should be seen to be represented.
- 8.7 All offers of gifts and hospitality, whether accepted or declined, must be recorded by the Town Clerk.
- 8.8 Cullompton Town Council employees should declare to the Town Clerk membership of any organisation not open to the public without formal membership and commitment of allegiance, and which has secrecy about rule, membership or conduct.

9. Tender and Contract Processes

- 9.1 Cullompton Town Council employees must exercise fairness and impartiality when dealing with contractors and suppliers
- 9.2 Cullompton Town Council employees who are privy to confidential information on tenders or costs for either internal or external contractors should not knowingly disclose that information to any unauthorised party or organisation.
- 9.3 Cullompton Town Council employees should ensure that no special favour is shown to current or recent former employees or their partners, close relatives or associates in awarding contracts to businesses run by them or employing them in a senior or relevant managerial capacity.

10. Corruption

- 10.1 It is a serious criminal offence for Cullompton Town Council employees in their official capacity to corruptly receive or give any gift, loan, fee, reward or advantage for doing or not doing anything or showing favour or disfavour to any person.

11. Resources

- 11.1 Cullompton Town Council employees must ensure any public funds entrusted to or handled by them are dealt with in a responsible and lawful manner. They should strive to ensure value for money to the local community and ensure that matters are conducted in accordance with the Town Council's Financial Regulations and Standing Orders.
- 11.2 Cullompton Town Council employees must not make personal use of property of facilities of the Town Council unless authorised by the Town Clerk to do so.

12. Standards of Dress and Appearance

- 12.1 Cullompton Town Council expects employees to observe a standard of personal appearance which is appropriate to the nature of the work undertaken and which portrays a professional approach in which the public can have confidence.

13. Alcohol, Drugs and Other Substance Misuse (please also refer to Policy 30 Alcohol and Drugs Policy, Rules and Procedures)

- 13.1 Cullompton Town Council employees are expected to attend work without being under the influence of alcohol, drugs or other substance or have their work performance adversely impaired by such substances.
- 13.2 Cullompton Town Council employees whose performance or behaviour falls below the acceptable standard or who cause danger or inconvenience as a result of alcohol, drugs or other substance misuse may be the subject of the Council's disciplinary and / or capability procedures.
- 13.3 Cullompton Town Council employees taking prescribed drugs which may have an impact upon their performance or ability to undertake their duties are required to inform the Town Clerk.

14. Criminal Charges

- 14.1 An Cullompton Town Council employee must inform the Town Clerk if they are charged or convicted of a criminal offence this includes any driving infringements (as even a minor infringement could affect the validity of Town Council insurance)

15. Intellectual Property

- 15.1 Intellectual property is a generic legal term which refers to the rights and obligations received and granted (including copyright) in relation to, for example, inventions, patents creative writings.
- 15.2 All intellectual property created by an Cullompton Town Council employee during the course of their employment belongs to the Town Council.

16. Breach of The Code

- 16.1 Breach of this Code of Conduct will be regarded as a disciplinary matter and will be dealt with in accordance with the Council's disciplinary procedure.

Policy, Finance and Personnel Committee 20 January 2021
Supporting Paper H

Comments and Complaints - Received since last report to Committee (10 December 2020)

CC 102	01.12.20	Financial information presented to Committees	See the attached file showing list of payments and bank reconciliation CAN be done from RBS reports. [the attachment is a cashbook report]	<p>for Committees and publish because</p> <ul style="list-style-type: none"> A) the transactions only show in the cashbook after they have happened – Cullompton Town Council approves payments before they are made - thus it receives a spreadsheet of payments to be authorised and B) At Cullompton Committees have budgetary responsibility so they plan and monitor their expenditure – the cashbook does not provide the overall budgetary position C) The cashbook alone does not provide the information required for the quarterly payments list – it needs to be combined with information from the purchase ledger in order to provide the comprehensive and easily understood listing we provide – the purpose of which is to meet the spirit of the transparency regulations - part of which is showing how much is being spent with specific suppliers.
CC 103	03.12.20	Health & safety	<p>I am glad you confirm the COSHH bin is in the cemetery, I am aware that it is NOT being used properly, there are NO Signs etc as required for Fire Service to be aware where the bin is and the contents contained in and around the premises, I will now inform HSE and ask them to advise you of correct procedures to be implemented.</p> <p>Health and safety is a big concern and I am very keen to see it implemented and enforced appropriately for the safety of staff and public</p>	<p>Good afternoon, I acknowledge receipt of your email, the content of which will be shared with the Town Council's health and Safety Advisors</p>
CC 104	05.01.21	Library Car Park	<p>Good afternoon, My name isXXXX, a XXXXS Manager, and parish councillor for xxxxxxxx I am sure you know about the problems with the company running the library Car</p>	<p>Good afternoon, Receipt of your email is acknowledged and a more detailed reply will be sent in due course.</p>

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		<p>park, as its widely posted all over facebook etc, but I would like to know if The council are going to do anything about the company who runs this car park. The manner in which they run the Parking charge notices is bordering on bully techniques and have only one aim and that is to get As much money as possible out of the public.</p> <p>My story is my daughter pulled in the car park to use the telephone , what she didn't know was the cameras taking note of when you arrive and if you don't purchase a ticket you get issue with the £100 bully notice/Parking Charge Notice.</p> <p>She was in there a short amount of time, I believe 10 mins, where she used the phone and then continued on her journey. Obviously we now know to stay clear of the car park, but surely as a council you can do something about it ? – it can only be Increasing the amount of people parking on double yellows around the area as no one will use the car park.</p> <p>I am tempted to appeal, but the letter states I loose the right to the reduced fine if I appeal, even though the two evidence photos supplied are just black and does not actually prove the car is hers as can be seen from the photo below !</p>	

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(FOI) Freedom of Information Act

Log No	Date Received	Date Response Due	Date Response Sent	Topic	Information Requested	Response
FOI 13	31.12.20	28.01.2021	31.12.20	???	Please can you supply a copy of the quotes and company's contacted, and the breakdown of the quotes for what is to be supplied.	<p>Good morning, I acknowledge receipt of your email dated 31.12.2020 with a subject of Christmas Committee & Community Wellbeing Committee. Your email refers to a Community Wellbeing Committee in October 2020 and from that and the subject text I am deducing that you wish to discuss a matter relating to the arrangements for Christmas 2020.</p> <p>I will make the meeting administrator aware that you are intending to ask a question about a matter that has been previously considered, decided and I suspect implemented. Within the scope of the Town Council's Public Participation Scheme an answer to a question asked at a meeting does not have to be provided at the meeting and may be provided after the meeting; a statement of opinion by a member of the public does not necessarily</p>

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						<p>require a response. Any question or matter raised at a meeting will not give rise to discussion on the subject at that meeting.</p> <p>Your request "Please can you supply a copy of the quotes and company's contacted, and the breakdown of the quotes for what is to be supplied." will be dealt with as a Freedom of Information Request but I require your request to clarify the subject of the quotations as it is not specified in your email and the meeting did deal with a number of financial matters.</p> <p>Cllr Buzckowski has already responded that the Community Wellbeing Committee is responsible for the Christmas Lights arrangements and the "Christmas Festival" arrangements are dealt with by a Working Group. There is no legal requirement for Working Groups to publish agendas or minutes as they are not making decisions;</p>

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						<p>Working Groups may however give guidance to Officers about decisions, plans and actions.</p> <p>I look forward to receiving your clarification on the information regarding quotes requested.</p>